

# **Dementia Support Australia**

**Get personalised  
dementia behaviour  
support, when you  
need it most**



# What is Dementia Support Australia (DSA)?

**DSA is a free nationwide service funded by the Australian Government and led by HammondCare.**

---

We support people living with dementia where behaviour impacts on their care. From initial assessment to personalised, ongoing strategies – we provide tools and expert advice to help better address their needs.

Our approach starts with understanding the causes of changes in behaviour for the person living with dementia. We get to know their life and social history, routines, likes and dislikes, and work with them and their wider care network to provide practical help and continuing advice and support.



# Helping support people experiencing changes in behaviour

**DSA provides support where behaviour impacts the care of someone living with dementia. This includes family and friend carers, aged and community care providers and other health professionals.**

## Family and friend carers

Caring for a friend or family member living with dementia can be challenging, but you don't need to do it alone. With tailored support and expert advice, we can help improve the quality of life for you and the person you care for.

## Aged and community care providers

Whether the person you're supporting is receiving at home services or is living in a residential aged care home, we can help. We work in partnership with care providers and families to support better outcomes. Where needed, we can also provide expert advice and build staff capacity.

## Healthcare professionals

We work with doctors, nurses, care staff and other health professionals to better support and provide care for the person living with dementia. You can refer someone to our services or call us to see whether your clients might be eligible.

## Who is eligible?

To be eligible for our services:

- The person requiring support has a diagnosis of (or is suspected of having) dementia.
- They agree to receive services from us, or have consent provided by the person nominated as responsible for their care.
- Their dementia causes them to experience changes in behaviours which affect their care, or that put them, or others, at risk.



# Free, personalised 24/7 practical support

**Our services are tailored to the individual, with flexibility that allows us to adapt to changing needs over time. We can help determine the most appropriate support depending on your circumstances.**

---

- **Dementia Behaviour Management Advisory Service (DBMAS)**

Practical strategies for when behaviour is impacting care. We provide tailored recommendations and advice, delivered through short-term case management. As well as our residential care support, we have a dedicated community-focused team to support carers at home, respite services and home care providers. You can talk with us 24/7.

- **Severe Behaviour Response Teams (SBRT)**

Extra support can be needed when there are more severe behaviours and psychological symptoms of dementia (BPSD). Our team of dementia specialists are available 24/7 to help.

- **Eligibility Assessments for the Specialist Dementia Care Program**

We offer eligibility assessments for the Specialist Dementia Care Program for people living with dementia who need more support than what can be provided in most mainstream care homes.

- **Staying at Home (SaH)**

Staying at Home is a free carer wellbeing and respite program designed to empower and upskill carers to support a person living with dementia to remain at home for as long as possible. With a strong focus on wellbeing and self-care, carers will be equipped to navigate the complexities and challenges of supporting a person living with dementia.

- **GP Advice Service (GPAS)**

General practitioners can receive expert clinical advice from our team of medical specialists on how to support a person living with dementia experiencing BPSD that is impacting their care.

- **Childhood Dementia Support (CDS)**

Practical strategies and recommendations to help you support a child living with dementia and their family and carers.

# We go wherever you need us

**Help is never far away – our Severe Behaviour Response Teams (SBRT) can reach you within 48 hours and our Dementia Behaviour Management Advisory Service (DBMAS) consultants can be on the ground within one week. If we can't be there within those times, we'll support you by telehealth until we can get there.**

---



**Whether you need support over the phone, video conferencing or face to face, we can help.**



We believe all Australians should have the same access to essential programs, no matter where they are. With 24/7 support and teams in every state and territory, our response times for critical services are the same for rural and regional areas as they are for metropolitan cities.

---



## Working in partnership

We take a collaborative approach to supporting people living with dementia. That's why we work closely with several Australian Government funded programs. Through this, we've formed a network of specialists who provide education, training, advocacy and support. Our aim is to support all Australians impacted by dementia, from those who live with it, their families and wider care network.

### **Dementia Support Australia (DSA)**

Support for carers of people living with dementia where behaviours are impacting on care. Providing help 24/7, 365 days a year across Australia.

[dementia.com.au](http://dementia.com.au)



### **Dementia Australia (DA)**

Advocating for people of all ages living with all forms of dementia, and their families and carers.

[dementia.org.au](http://dementia.org.au)



### **Dementia Training Australia (DTA)**

Dementia specific accredited and non-accredited training, education and professional development for health and aged care professionals.

[dta.com.au](http://dta.com.au)



# How we help

**We're here to help, any time. Whether you're a family or friend carer, an aged or community care provider or a healthcare professional, you can contact us through phone, email or our website referral form.**



To help you, we'll ask questions about the person you care for and their behaviours to determine their eligibility for our services. Then we'll suggest a face-to-face assessment within two to seven days. From this, we'll develop some tailored strategies to help manage their behaviours and improve their quality of life.

It can take time to see the impacts of working together – we'll support you throughout the process. And because we know that things can change over time you can always refer back to our services at any time.

## Get help, day or night

**Dementia doesn't follow a set schedule – and neither do we.**

Contact us 24-hours a day, 365 days a year or chat with us now on our website.



# Dementia Support Australia

---

Funded by the Australian Government  
A service led by HammondCare



**Contact us 24-hours  
a day, 365 days a year**



1800 699 799



dementia.com.au