

# Dementia Support Australia

Funded by the Australian Government  
A service led by HammondCare

## Dementia can affect us all.

## We're here to **help.**



# What is Dementia Support Australia?

**Dementia Support Australia is an Australian Government funded program, led by HammondCare. It provides nationwide behaviour support for people living with dementia and their carers.**

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We provide personalised, relationship-centred care that puts people living with dementia first. Working with family, friends, and health professionals, we're here to support you.

Our 24/7 helpline provides expert guidance on behavioural changes, offering immediate advice to help manage and reduce their impact.

Our Dementia Consultants provide hands-on practical advice when behaviour affects care by providing tailored strategies and recommendations to meet each individual's needs.

Wherever you are, whatever your diagnosis, DSA is here to help – or to connect you with the right support.

# Supporting people experiencing changes in behaviour

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



# How do we provide support?

Our approach to dementia support is centered on understanding the individual and meeting the unique needs of their care team—including family, friends, GPs, aged care services, and community care providers. Dementia Support Australia delivers tailored assistance, resources, and expertise nationwide to ensure quality care and support at every level.



# 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.
- The person living with dementia or their carer requires additional support to enhance the quality of care, whether at home, in aged care, or in hospital.





# We go wherever you need us

**Help is always within reach. Our Severe Behaviour Response Teams (SBRT) provide on-site support to residential aged care homes within 48 hours, while Dementia Behaviour Management Advisory Service (DBMAS) consultants offer guidance for homes, respite care, aged care, and hospitals. Telehealth services are also available for fast and effective support.**

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**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.



# Our programs

**Government funded and tailored to the individual, with flexibility to adapt to changing needs depending on a person's unique circumstances.**

	Staying at Home Program (SaH)	Dementia Behaviour Management Advisory Service (DBMAS)	Severe Behaviour Response Team (SBRT)	Assessing eligibility for the Specialist Dementia Care Program	Hospital to Aged Care Dementia Support Program (HACDSP)	Dementia Respite Education and Mentoring (DREAM)
<b>Program details</b>	<ul style="list-style-type: none"> <li>• Carer wellbeing and respite program</li> <li>• Supports person living with dementia to stay at home longer</li> </ul>	<ul style="list-style-type: none"> <li>• Phone/in-person consultation within 7 days</li> <li>• Tailored advice and strategies to address individual needs</li> </ul>	<ul style="list-style-type: none"> <li>• In-person consultation within 48 hours</li> <li>• Tailored advice and strategies to address individual needs</li> </ul>	<ul style="list-style-type: none"> <li>• Assessed for eligibility into a specialist dementia care unit (SDCU)</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting the successful transition out of hospital into longer term aged care, in 11 eligible locations across Australia</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching and education sessions for the workforce and volunteers involved in respite care</li> </ul>
<b>What was their location at the time of referral?</b>	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Residential care <input type="checkbox"/> Acute care	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Residential care <input type="checkbox"/> Acute care	<input type="checkbox"/> Community <input checked="" type="checkbox"/> Residential care <input type="checkbox"/> Acute care	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Residential care <input checked="" type="checkbox"/> Acute care	<input type="checkbox"/> Community <input type="checkbox"/> Residential care <input checked="" type="checkbox"/> Acute care	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Residential care <input type="checkbox"/> Acute care
<b>Clients supported?</b>	<ul style="list-style-type: none"> <li>• People experiencing no to mild changes to behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• People experiencing moderate changes to behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• People experiencing severe changes to behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• People experiencing very severe changes to behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• People with dementia in acute care settings (ranges of behaviour)</li> </ul>	<ul style="list-style-type: none"> <li>• Healthcare professionals</li> <li>• Volunteer carers</li> </ul>
<b>Program impact</b>	<ul style="list-style-type: none"> <li>• Over 600 persons and their carers supported</li> </ul>	<ul style="list-style-type: none"> <li>• 61% reduction in distressing behaviours*</li> </ul>	<ul style="list-style-type: none"> <li>• 71% reduction in distressing behaviours*</li> </ul>	<ul style="list-style-type: none"> <li>• 94% satisfied with DSA assessment of SDCU eligibility*</li> </ul>	<ul style="list-style-type: none"> <li>• Launched Nov 2024, expected roll out to 11 eligible locations by mid 2025</li> </ul>	<ul style="list-style-type: none"> <li>• New program that commenced in 2024</li> </ul>

\*Collected from NPUI data at case closure for period July to December 2024.

# Additional services

**Our services are designed to complement Australian Government funded programs by leveraging our knowledge and experience to support the broader community, while still maintaining a personalised approach.**

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## Supporting complex dementia events

Dementia Support Australia provides free local events around Australia for family carers and health professionals. These events offer practical insights from dementia specialists on mood and behaviour changes, understanding a diagnosis, self-care, and available resources. Healthcare professionals discuss complex care topics such as supporting changes in behaviour, addressing mental health comorbidities, and navigating referrals for best practice behaviour support planning.

## Dementia Advice for GPs

General practitioners can access clinical advice from our specialists on supporting people experiencing behaviours and psychological symptoms of dementia (BPSD) impacting their care, family, and carers.

## Carer Conversations

In partnership with Australian Frontotemporal Dementia Association (AFTDA), we offer facilitated spaces for carers of those with frontotemporal dementia (FTD), supported by clinical and neuro-psychologists with expertise in FTD.

## Childhood Dementia Support

Practical strategies to support a child living with dementia, their family and carers.

## Resource hub

Our extensive resource hub offers a wealth of information to support both family carers and healthcare professionals. From simple, easy-to-understand resources to in-depth guidance on complex dementia care, our hub is designed to meet the needs of everyone involved. Whether you're seeking practical advice, expert insights, or specialised support, our comprehensive resources empower you with the knowledge needed to provide the best care possible.



# Working in collaboration

**We take a collaborative approach to supporting people living with dementia. That's why we work closely with Australian Government funded programs and non-government funded initiatives. Through this, we've formed a national 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.**

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## Dementia Australia (DA)

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

[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)



## Collaborating for greater impact

For people living with dementia, industry wide collaboration ensures access to comprehensive, tailored care that addresses both dementia and coexisting conditions. Our partnerships enable us to provide integrated, holistic services that improve outcomes and support a better quality of life. These collaborations also strengthen the industry, to deliver more coordinated care across the sector.

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



## How can we provide 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.**

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To help, we'll ask questions about the person you care for and their behaviours to determine their eligibility for our services.

If required, we'll suggest a face-to-face assessment within two to seven days. From here, we'll develop tailored strategies to help support you both, reduce the impact of behaviours and improve 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 things can change over time, you can 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.

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Free 24/7 nationwide  
dementia support

**1800 699 799**

dementia.com.au

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