

Who is eligible?

A person who:

- Has a diagnosis of dementia
- Is experiencing behaviours that are impacting their care or the way care is provided

How do I access DSA services?

- Contact us by phone, email, fax or online via live chat at our website dementia.com.au
- Our consultants will work with you to gather information on individual circumstances and identify whether an onsite assessment is required within 7 days or 48 hours

What is an onsite assessment?

An onsite assessment enables our dementia consultant to observe and assess what might be the cause or trigger for the client's changed behaviours.

Additional information gathered, such as personal history, life experiences, and medical history allows an individualised approach to care and informs subsequent strategies and recommendations.

The information collected at the site visit is provided to the carer in a written report that provides tailored advice and recommendations that identifies and responds to the carer and client's needs.

Contact Dementia Support Australia
24/7 for free support, advice,
and to make a referral

📞 **1800 699 799**

@ dsa@dementia.com.au

💻 dementia.com.au

DS  **Dementia Support
Australia**

DS  **Dementia Support
Australia**

Funded by the Australian Government
A service led by HammondCare

Free Nationwide Service

24 hour help, 365 days a year, for carers
of people living with dementia where
behaviours are impacting on care

“The recommendations were practical and made such a difference. We are using them to improve the quality of care, not only for John, but for other residents in our care.”

Stella, DSA Client



Who is Dementia Support Australia?

Dementia Support Australia (DSA) is a free nationwide service. Our role is to improve the quality of life for people living with dementia and their carers. We do this by working to understand the causes of change in behaviour in the person with dementia and supporting care workers, carers and service providers.

DSA offers free support 24 hours a day, 365 days a year throughout Australia.

Our approach

To ensure that you receive the right support, tailored to the individual's needs, we are:

Collaborative

We work closely with the person living with dementia, their carers and medical specialists.

Evidence-based

Our strategies and recommendations are proven in practice.

Results driven

We'll continue to provide support and advice until your needs and the needs of the person with dementia are met.

Our team

Experienced

Trained and accredited in providing best practice dementia care recommendations.

Diverse skills and backgrounds

Culturally and linguistically diverse, and highly experienced in identifying the needs and requirements of people from non-English speaking backgrounds.

National

Wherever you are in Australia – metro, regional or remote – we're here to help.

What are the different services DSA offers?

At DSA, we provide a three-level support service based on the needs of the person with dementia, where the provision of care is impacted by behaviours and psychological symptoms of dementia.

These services are:



Dementia Behaviour Management Advisory Service (DBMAS)

DBMAS supports staff and carers in community, residential, acute and primary care settings with expertise, advice, visits and short-term case management interventions where behaviours are impacting their care or the carer.



Severe Behaviour Response Teams (SBRT)

SBRT provides support to residential care homes* for people with dementia who are experiencing severe behaviours or psychological symptoms related to dementia. Visits can be provided in 48 hours and our consultants and clinicians can advise on long-term case management interventions and clinical reviews.



Needs Based Assessment Program (NBA)

The NBA Program delivers assessment for eligibility into the Specialist Dementia Care Program (SDCP). The Specialist Dementia Care Program provides temporary accommodation with individualised care for people who are experiencing very severe behaviours and psychological symptoms of dementia. These people are unable to be adequately cared for in a standard residential aged care setting.

*Approved residential care homes, multipurpose services and flexibly funded services.