

ANNUAL REPORT 2012-13

**ALZHEIMER'S
AUSTRALIA VIC**



**TALKING ABOUT ALZHEIMER'S
ACROSS AUSTRALIA**
FIGHTDEMENTIA.ORG.AU



Alzheimer's Australia Vic

is registered as Alzheimer's Disease and Related Disorders Association of Victoria Inc.

Registered No A0013779R

ABN 14671 840 186

ARBN 106 766 769

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Consumer Advisory Committee member

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Volunteer



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SHARING OUR DREAM

A range of people linked to Alzheimer's Australia Vic, from consumers to staff, have generously shared with us their dream for the future, bringing to life the theme of this Annual Report, *Sharing Our Dream*.

Our dream, as an organisation, is a world without dementia. Through our support of clinical and social research, we are doing all we can to achieve this. Until this dream is realised, we continue our commitment to making a difference to the lives of people living with dementia, their families and carers. And in doing so, acknowledging and supporting them to realise their own dreams.

Read their stories on the pages numbered



Julia and Hua Li Lin
Memory Lane Café guests

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Eddie and Bev Brownstein
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Enid Telford
Rural services user

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Kerry Wong
Education recipient



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Pamela Galli
Donor



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Vicki Powell
Staff member



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Professor Fran McInerney
Board member



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Julie Cleland
Library user

A MESSAGE FROM OUR PRESIDENT AND CHIEF EXECUTIVE OFFICER

SHARING OUR DREAM

We welcome you to the Alzheimer's Australia Vic Annual Report celebrating our theme, *Sharing Our Dream*, as an opportunity to share the achievements and the dreams of our community and organisation over the past 12 months.

Our intention is to highlight the broad range of accomplishments, projects and services we offer to support and enable those people living with a diagnosis of dementia, their families and carers; those who may be concerned about their memory; and those who wish to reduce their risk of developing dementia.

We are acutely aware of the urgent need to further expand our services and plan for a future where our organisation will be even better placed to serve the growing needs of our community. Our dementia prevalence data demonstrates that, in Victoria by 2030 without a medical breakthrough, the prevalence of dementia is expected to almost double from 74,600 to 141,000.

Throughout these pages we are proud to report on the progress that has been made with the five key objectives in our *Strategic Directions 2011- 2014* plan and on other projects fulfilled throughout the year.

As a consumer based organisation, our activity is informed by regular consultation with people living with dementia, carers and families and we also aim to respond to the needs of the health and aged care sectors. Acting on and being informed by the advice of our consumers drives the development and success of the projects you will read more about in these pages, including:

- The launch of our Younger Onset Dementia online forum in December 2012
- The staging of our second national *Young Onset Dementia: A New Horizon?* summit in Melbourne in March 2013
- The presentation of *The Dementia Epidemic: It's everybody's business* forum for more than 70 GP's and health professionals in May 2012
- Attending and supporting the Alzheimer's Australia 15th National Conference, *The Tiles of Life: colouring the future*, in Hobart in May 2013
- Continuing our support of the national Fight Dementia Campaign

On behalf of Alzheimer's Australia Vic we are delighted to acknowledge the continued support of the State and Commonwealth Governments, in particular, the Hon David Davis MP, Minister for Health and Minister for Ageing, and the Victorian Department of Health.

The philanthropic community of Victoria continues to support and inspire us with their giving. This considered support in the past 12 months has enabled us to grow, to

lead and to effect positive change. Your generosity makes a huge difference to the services we provide and to the lives of people living with dementia their families and carers.

This combined support is crucial to ensuring our services not only continue to be accessible to as many Victorians as possible, but enable service expansion and build capacity within the sector. To everybody who has made a financial demonstration of support to Alzheimer's Australia Vic, your contribution is greatly appreciated. Thank you.

We are excited to be entering the final stages of planning for the move to our new flagship site at Parkville. The move will take place during September 2013 and will not only accommodate our growth as an organisation but will also serve as a demonstration of our leadership and commitment to showcasing how we can all create dementia friendly environments.

During the past year we have farewelled two valued colleagues from our Board of Directors, while welcoming others to the team. Mr David Galbally AM QC, President since March 2010, resigned on 30 June 2013 after a long association with our organisation. Mr Graeme Samuel AC was elected and appointed as our new President and will take on the Chair from 1 July 2013.

Mr Stephen Hawke, who served as Vice-President since 2002 resigned in August 2012 and was succeeded by Mr Neil H. Samuel who has served since March 2003.

We welcomed the considerable expertise of our new Board members, Ms Frauke Tyrrell as Secretary and Prof Fran McNerney.

Our sincere thanks to all of our Board members, colleagues, staff, volunteers and consumers for your ongoing support and dedication to our vision and mission. Your contribution is vital to the continued success of Alzheimer's Australia Vic and the community we serve.



Maree McCabe
Chief Executive Officer

David Galbally QC
President

OUR YEAR AT A GLANCE

AUGUST 2012

- Second annual Leadership Forum highlighting good practice in dementia care, which attracted over 200 professionals
- Australian Health Ministers recognised dementia as the ninth National Health Priority Area



OCTOBER 2012

- Professor Colleen Cartwright seminars in Geelong and Ballarat on end-of-life and advance care planning
- Community seminar in Leongatha on dementia risk reduction



DECEMBER 2012

- Launch of Younger Onset Dementia Online Forum, which provides younger people with dementia, their families, carers and friends a place where they can connect online and share information and stories
- Eight volunteers officially recognised at the Members of Parliament National Volunteer awards and Carmel Thorne, who has volunteered with Alzheimer's Australia Vic for over 30 years, named Volunteer of the Year
- Seminar on Dementia and Hospitals as part of a visit by Professor John Keady from The University of Manchester



2012



SEPTEMBER 2012

- In partnership with The Rotary Club of Manningham, presented 'A Night to Remember' dinner at Melbourne's RACV City Club
- Launch of Parliamentary Friends of Dementia. Gary Lovell shared with Members of parliament his experience of living with younger onset dementia.
- Dementia Awareness Week held from 21-28 September 2012. Over 20 events were held across Victoria to raise awareness of dementia
- In association with State Trustees presented a community seminar in Bendigo on the issue of Elder Abuse
- Launch of Your Brain Matters™ brain health program and www.yourbrainmatters.org.au



NOVEMBER 2012

- Opened new office in Ballarat to expand existing support services provided to people living with dementia, their families and carers in the Grampians region
- Alzheimer's Australia Vic and Health Services Union Enterprise Agreement successfully negotiated
- Alzheimer's Australia announced as Gold Winner of the *Healthcare Innovation Award - Optimising healthcare through e-health and communications technology* for its BrainyApp at the Victorian Public Healthcare Awards
- Launch of Lewy body resource kit for people living with Lewy body disease





FEBRUARY 2013

At Federation Square on Valentine's Day, members of the public were encouraged to fill out a memory on a heart-shaped card for display on our Memory Tree, as part of the national Fight Dementia Campaign

APRIL 2013

- New dementia hub in Geelong officially opened by the Minister for Health and Minister for Ageing, the Hon David Davis MP, expanding existing support services for people living across the Barwon South West Region
- *Dementia and Driving in Victoria* research paper released after consulting with 158 consumers on their awareness of VicRoads regulations in relation to dementia, their experience with on-road driver testing, the impact of giving up driving and the alternative mobility options available
- Second annual *Clinical Expertise in Dementia Care Forum*, which focused on clinical issues, including the use of anti-psychotics in providing support to those living with dementia

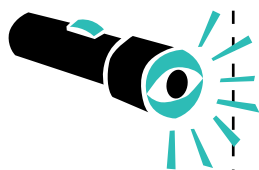


JUNE 2013

- Launched internationally acclaimed photographic exhibition *Love, Loss and Laughter: Seeing dementia differently* in Federation Square, Melbourne
- President David Galbally AM QC resigned after having served on the Board since 2006 and as President since March 2010
- Graeme Samuel AC joins the Board and is appointed as President
- Community seminar in Mildura, *The Truth About Dementia* with Prof Nicola Lautenschlager, attended by more than 100 people
- Community seminar in Ringwood on how memory works and what to do when it doesn't, by Dr Anne Unkenstein, attended by more than 150 people

2013

MARCH 2013



- Hosted the *Younger Onset Dementia National Summit: A New Horizon?*, attended by more than 300 consumers, service providers, stakeholders and policy makers across the aged care, disability and mental health sectors to consider the challenges of living with younger onset dementia
- Released Alzheimer's Australia report *A New Horizon?*, as a result of the Summit, which documents the challenges faced by people living with younger onset dementia and outlines how the National Disability Insurance Scheme and other funding systems should respond



MAY 2013



- More than 70 health professionals, including doctors, practice nurses, allied health and community nurses, attended the GP Forum, *The Dementia Epidemic: It's everybody's business*
- Alzheimer's Australia 15th National Conference, *The Tiles of Life: Colouring the future* in Hobart, Tasmania brought together local and world leaders in social and medical dementia research
- Half-day forum *Dementia and Driving* broadcast as our first webinar, allowing participation from other states and territories
- Community seminar held in Warrnambool on dementia risk reduction with Dr Maree Farrow, Research Fellow, Alzheimer's Australia Vic



ABOUT US

Who are we?

Alzheimer's Australia Vic is the charity and peak body providing education, support, advocacy and information for Victorians living with dementia, their families and carers. Our role is to empower and enable people living with dementia, their families and carers.

What do we do?

We assist carers and families of people living with dementia to manage the daily challenges that dementia brings. We work with care staff and students to deliver best practice in dementia care. We also educate the community about dementia and the benefits of a healthy lifestyle in helping to reduce the risk of dementia.

Our history

Our organisation was founded thirty years ago in 1983 by, and for, carers in response to public concern about the lack of information, resources and appropriate residential care for people with dementia.

From these small beginnings, over the past three decades we have grown into a large organisation with 112 staff and more than 110 volunteers servicing Victoria from our Melbourne offices and nine rural locations. Each year, over 25,000 people access services through our counsellors, resource workers and educators.

OUR VISION

A society committed to the prevention of dementia, while valuing and supporting people living with dementia.

OUR MISSION

To provide leadership in dementia policy, risk reduction and services.

OUR VALUES

- The worth of every individual
- Strength through unity with respect for diversity
- Co-operative relationships
- Organisational integrity
- Responsiveness, innovation, creativity and flexibility
- The contribution of all people involved with our work

DEMENTIA FACTS AND FIGURES

What is dementia?

Dementia is the term used to describe the symptoms of a large group of illnesses that cause a progressive decline in a person's functioning. It is a broad term used to describe a loss of memory, intellect, rationality, social skills and physical functioning.

Alzheimer's disease is the most common form of dementia, accounting for between 50% and 70% of all dementia cases.

Dementia can affect any adult but it is more common after the age of 65.

Key statistics

In Victoria

- 74,600: the estimated number of people living with dementia in Victoria in 2013¹
- 141,000: the projected number of people living with dementia in Victoria by 2030 – unless there is a medical breakthrough²

In Australia

- Dementia is the third-largest cause of death in Australia, after heart disease and stroke³
- 321,600: the estimated number of people living with dementia in Australia⁴
- 943,000: the projected number of people living with dementia in Australia by 2050⁵
- 1.2 million: the estimated number of Australians caring for a person living with dementia in 2012⁶

For more details, visit www.fightdementia.org.au/vic

1 Deloitte Access Economics (2012), Data commissioned by Alzheimer's Australia Vic

2 ibid

3 Australian Bureau of Statistics (2011), *Causes of Death in Australia 2009*, Commonwealth of Australia

4 Deloitte Access Economics (2011), *Dementia Across Australia: 2011-2050*. Report commissioned by Alzheimer's Australia

5 ibid

6 Alzheimer's Australia (2011), *Pfizer Health Report Issue #45 – Dementia*, Pfizer Australia

OUR WORK

Our *Strategic Directions 2011-2014* plan, identifies five key objectives for our organisation and informs all the work we do.


The plan was developed through consultation with people from all walks of life at an inaugural Think Tank held in November 2010, as well as input from consumer groups, our advisory committees, staff and stakeholders.

Outlined below are the five key objectives, along with our progress towards meeting these. Further details can be found throughout the report.

A full copy of *Strategic Directions 2011-2014* is available at www.fightdementia.org.au/vic

Key objective	2011-2012 What was achieved	2012-2013 and beyond Moving forward
1 Develop a successful Flagship Project – an integrated services and research collaboration to promote quality dementia practice in dementia care	Established a major strategic opportunity for research collaborations	Entered a lease at the Mental Health Research Institute (MHRI) building at 155 Oak Street Parkville. The Oak Street building has been refurbished and transformed into a showcase of a dementia friendly environment. It will include the Perc Walkley Dementia Learning Centre, creating a multisensory immersive environment for experiential learning
2 Improve advocacy and consumer engagement	Extended consumer engagement through the Consumer Advisory Committee and Younger Onset Dementia Reference Group Monthly client satisfaction surveys introduced to assess service responsiveness and improve services Parliamentary Friends of Dementia (PFOD) established	Increased consumer engagement through the <i>Younger Onset Dementia National Summit: A new horizon?</i> 14 consumer representations at conferences and events in Australia and internationally, and sought further consultation through a Rural Consumer Engagement project Expanded the membership and activities of the Younger Onset Dementia Reference Group and Consumer Advisory Committee Introduced the national Younger Onset Dementia Key Worker Program based on the Victorian model Delivered Parliamentary Friends of Dementia events at Parliament House
3 Promote quality dementia care	Successfully secured funds to increase services in regional Victoria – with a focus on Barwon South West, Grampians, Loddon Mallee Regions Continued development and delivery of education programs to Culturally and Linguistically Diverse (CALD) communities Built on the dementia consultancy service Early intervention services extended with pilot of the LaTrobe University and Caulfield Hospital (LaTCH) program, targeting people concerned about their memory or with Mild Cognitive Impairment Extended early intervention services by the increase in the Memory Lane Café program from 3 to 13 venues	Established multi-disciplinary regional hubs in Geelong and Ballarat to expand services in the Barwon South West and the Grampians regions, with new hubs in Gippsland and Loddon Mallee regions being planned Increased the focus on CALD Programs and completed a major expansion of translated resources Provided dementia consultancy service advice to a range of aged care service providers Delivered programs designed to address mild cognitive impairment Launched the Younger Onset Dementia Online Forum talkdementia.org.au Continued the development of resources, including <i>We can, We can, We can</i> and <i>Friends Matter</i>

Key objective	2011-2012 What was achieved	2012-2013 and beyond Moving forward
	<p>Developed specialisation in family therapeutic services by introducing a family therapy clinician</p> <p>Built the capacity of the health and aged care sector through the delivery of Certificate IV in Dementia Practice</p> <p>Built the capacity of the health and aged care sector by hosting two successful Leadership forums to promote better practice and service delivery approaches</p>	<p>Further developed working with assistive technology using the Safe2Walk device, Paro the seal, supporting social robots research and introducing immersive technology into our Learning and Development</p> <p>Continued to deliver the accredited Certificate IV in Dementia Practice with two intakes planned for 2014</p> <p>Cognitive Behavioural Therapy carer stress program introduced</p> <p>Delivered profile raising, educational and informative Leadership and Clinical practice forums yearly</p> <p>Developed Palliative care education sessions and resources addressing end of life and advanced care planning</p>
4 Increase awareness and understanding of dementia	<p>Expanded dementia community awareness by actively participating in the national Fight Dementia campaign</p> <p>Raised awareness of dementia during Dementia Awareness Week 2011, with free events in metro and regional Victoria</p> <p>Supported General Practitioners (GPs) and health professionals in dementia care by establishing a GP Focus Group and a GP Visiting Program: to deliver dementia information sessions to GPs and Practice Nurses</p> <p>Increased the number of dementia community seminars held in different locations across the state</p>	<p>Continued support of the national Fight Dementia Campaign with a focus on research</p> <p>Delivered annual Dementia Awareness Week 2012 campaign with events in metro and regional Victoria – almost 2,000 attendees, more than 20 events, more than 200 media items</p> <p>Increased social media presence and level of engagement</p> <p>Presented <i>Love, Loss and Laughter: Seeing Dementia Differently</i> exhibition at Federation Square</p> <p>Further engaged with GPs through the GP Focus Group and the GP Clinic Visiting Program and delivered the Inner East Medicare Local Dementia Education Forum for 75 GPs</p>
5 Support dementia research and develop risk-reduction programs	<p>Planned the Alzheimer's Australia Dementia Research Foundation–Victoria grants program</p> <p>Developed and launched BrainyApp – the world's first dementia risk reduction smart phone and tablet application that helps users live a brain healthy lifestyle – brainyapp.com.au</p>	<p>Alzheimer's Australia Dementia Research Foundation – Victoria (AADRFV) established as a legal entity</p> <p>Supported four research grants to date with \$2.27 million invested made possible through substantial and ongoing research donations</p> <p>Launched <i>Your Brain Matters™</i>, the world's first dementia risk reduction program – yourbrainmatters.org.au</p> <p>Continued to promote the <i>BrainyApp</i> with 280,000 downloads to date, launched the Android version and have a Spanish version in development</p> <p>Success of <i>BrainyApp</i>. Awarded Gold Winner of the <i>Healthcare Innovation Award – optimising healthcare through e-health and communications technology</i></p>

A smiling woman with short grey hair and glasses is holding a chalkboard in a garden. The chalkboard has the text "GIVE PEOPLE WITH DEMENTIA THE CHOICE TO LIVE AND DIE THE WAY THEY WANT" written on it. The garden is filled with colorful tulips in shades of red, yellow, and purple. The background shows lush green foliage.

GIVE PEOPLE WITH DEMENTIA
THE CHOICE TO LIVE AND DIE
THE WAY THEY WANT

Megan Major

Consumer Advisory Committee member

My husband, Peter, was finally diagnosed with Lewy body dementia in 2007, after being treated for Parkinson's disease for several years.

After the dementia diagnosis we were referred to Alzheimer's Australia Vic through the Cognitive Dementia and Memory Service (CDAMS). I used a number of their services, including counselling sessions and their library service, which were excellent.

I joined the Alzheimer's Australia Vic Consumer Advisory Committee in 2009 before becoming chairperson in 2012. The Committee gives consumers a powerful voice that is heard by the decision makers who make policy and implement programs that affect us.

My biggest achievement during my time on the Committee was writing a paper on Extended Aged Care at Home packages, which I felt were controlled by service providers much more than the consumers. Soon, all new Home Care Packages will be delivered on a consumer directed care basis. This gives consumers and their carers greater control over their own lives by allowing them to make choices about the types of care and services they access, and the delivery of those services.

I see this as progress, although there is still a long way to go before consumer needs are properly met – especially in relation to end-of-life issues. People should never be forced into a situation that goes against what they would have wanted.

I resigned from the Committee this year. Peter died in 2009 and I felt that it was time to leave the Committee in the hands of people who are currently living with a dementia diagnosis.

My dream for the future is to give people with dementia the choice to live and die the way they want.

FLAGSHIP PROJECT

The Flagship Project seeks to raise the profile of dementia in the Victorian community and includes the establishment of a facility that will initiate new forms of leadership in quality dementia care and learning. It will also serve as the focus for and the development of collaborations with leading dementia research organisations.

Alzheimer's Australia Vic entered into a lease agreement with the newly formed Florey Institute of Neuroscience and Mental Health Mental Health Research Institute for premises at the Mental Health Research Institute building in Parkville, part of which has become available following the amalgamation of the MHRI and Florey Neurosciences. An extensive refurbishment of the 155 Oak Street centre was undertaken and the facility has been transformed.

Alzheimer's Australia Vic's newest site will become the focus for technology-led dementia workforce and community education and also operate as a service base for the North and North West Regions of Melbourne. Our iconic Riversdale Road Hawthorn facilities will be retained and now become a centre for Family Services.

Occupation of the new facility will occur in the first quarter of the 2013-14 financial year, with an official launch in October 2013. A full report on the new facility will be included in next year's Annual Report.

ADVOCACY AND CONSUMER ENGAGEMENT

Consumer Advisory Committee

The Consumer Advisory Committee is made up of family carers and people with dementia from across Victoria. The purpose of the committee is to:

- Advocate broadly on behalf of people living with dementia
- Identify and provide advice and guidance to Alzheimer's Australia Vic regarding issues of concern for people living with dementia
- Provide a consumer perspective on policy papers, submissions, services, resources, plans or projects that Alzheimer's Australia Vic and government departments and other stakeholders are developing
- Be involved in advocacy activities and awareness-raising campaigns on television, radio, print media and video production

The committee currently consists of 13 members. In 2012-13 there were three new members and one resignation.

One of the major highlights of the year was the round-table discussion held with representatives from the Victorian Department of Health and the Dementia Behaviour Management Advisory Service (DBMAS) regarding the need for improved hospital care for people with dementia.



Consumer Advisory Committee 2013

The committee is passionate about improving care in hospital wards and emergency departments and is planning a program of advocacy initiatives over the coming year.

Other key achievements included:

- Consultation with the RACV during the development of a publication on dementia and driving, launched in 2013
- A consumer survey about dementia and driving. The results formed the basis of the *Dementia and Driving in Victoria* discussion paper, launched in April 2013 (this is available at www.fightdementia.org.au/vic)
- Meetings with service providers and Federal politicians – including Anna Burke MP, Member for Chisholm, and Kelly O'Dwyer MP, Member for Kooyong – on a diverse range of topics
- Continued feedback of consumer perspectives to Alzheimer's Australia Vic and, nationally, to Alzheimer's Australia

Our Consumer Advisory Committee

- **7** adult sons and daughters of people living with dementia
- **6** spouses of people living with dementia
- **5** former carers
- **5** care for a person at home
- **3** care for a person in residential care
- **3** from regional Victoria
- **10** from Melbourne

Younger Onset Dementia Reference Group

The Younger Onset Dementia Reference Group includes people with younger onset dementia and their family carers from throughout Victoria. There are currently 16 people sitting on the reference group, from all different stages of the dementia journey.

In recognising the specific issues faced by people diagnosed with dementia under the age of 65, this group:

- Advocates broadly on behalf of people affected by younger onset dementia
- Provides consumer perspective on policy papers, submissions, research, resources, new initiatives and programs being developed by Alzheimer's Australia Vic and more broadly within the community
- Assists with awareness raising campaigns in which dementia and more specifically younger onset dementia are the focus

It has been a significant year for the Younger Onset Dementia Reference Group, with the introduction nationally of the new Younger Onset Dementia Key Worker Program and the Younger Onset Dementia National Summit was held in Melbourne in March 2013.

The Younger Onset Dementia Reference Group provided much guidance and direction at both a state and national level about how the new Younger Onset Dementia Key Worker Program would be developed. They also played an integral role in the coordination of the National Summit. Many members were heavily involved in the Summit, contributing to the development of a report highlighting the needs areas pertinent to younger onset dementia and presenting their stories.

Other key achievements include:

- Consultation on the development of a new Younger Onset Dementia Online Forum as a peer-support resource, developed and launched in Victoria (see www.talkdementia.org.au)
- Continued feedback from the project being run by the Lovell Foundation and Mercy Health on appropriate accommodation for people with younger onset dementia
- Development of an abstract for submission at the Alzheimer's Australia National conference and subsequent acceptance and presentation of *Hearts and Minds*, a presentation about the experience of younger onset dementia for both people with dementia and their carers and families
- Meetings with service providers, Federal politicians and Parliamentary Friends of Dementia on a range of issues

Rob Trinca and Jane Sandow

Younger onset dementia consumers

Jane: We first approached Alzheimer's Australia Vic when Rob was diagnosed with younger onset dementia in early 2011. I was finding it very difficult to deal with the grief, and struggling with how to talk with our children about the diagnosis. I was immediately offered one-on-one counselling, which helped me work through my anxieties.

I then also got involved with the Younger Onset Dementia Café program. Initially, I went on my own as Rob wasn't ready. He wanted to take things slowly and not immediately be confronted by people with dementia.

Rob: A year after I was diagnosed I felt ready to go to the Living with Memory Loss program. Opening up to the group, and getting to know them was a very emotional process. But worthwhile. And I also got answers to many of my questions about medications, timelines, and all that information. Overall, I got a huge amount out of the program and we still keep in touch with some people we met there.

Jane: Shortly after this, Rob decided he wanted to start attending the Younger Onset Dementia Cafés. They are an incredibly important get-together, not only for continuing friendships with people in the group, but also for meeting new people.

We are now very involved with the younger onset dementia movement. I also sit on the Younger Onset Dementia Reference Group, and the two of us are part of the Driving and Dementia working group.

This year, in addition to attending the Alzheimer's Australia 15th National Conference in Hobart, Tasmania, we also had the opportunity to attend the Younger Onset Dementia National Summit in Melbourne. It was inspiring to meet people with dementia who are high functioning, positive and who are working with what they've got. It helped me to see that you can have dementia and still have a very fulfilled and happy life.

Rob: There was quite a bit of spark in the room, which was filled with people who wanted to improve things and get better services. It gave me the feeling that people are working really hard to make things better. And seeing other high-functioning people made me realise that keeping active can make the illness progress more slowly. So we are trying to be as active as we can now.

Our dream for the future, other than a cure, is for family-friendly respite and residential care designed specifically for people with younger onset dementia.



Julia and Hua Li Lin

Multicultural Memory Lane Café guests – Eastern Metropolitan Region

We first arrived in Australia 27 years ago from Taiwan. My husband, an engineer, had a very good education, but couldn't find work in Australia. After looking for a job for three years, he went back to Taiwan and found work in the shipping industry. I stayed in Australia with our children. My husband would visit us every year for about one month, and sometimes I would go back to Taiwan.

After retiring six years ago, he came back to Australia permanently. Two years after he arrived back in Australia, I noticed that his memory was slipping and his personality was changing.

I took him to the doctor and he was diagnosed with Alzheimer's disease. The doctor also suggested that we get in touch with Alzheimer's Australia Vic.

They provided us with information on Alzheimer's disease in Mandarin, which was very helpful.

I am now a full-time carer for my husband. This is sometimes hard as he has withdrawn socially, doesn't talk much and has difficulty sleeping. He now spends most of his time listening to his music and reading Mandarin books.

Once a month we attend a Memory Lane Café run by Alzheimer's Australia Vic. We really enjoy these events. There are lots of people speaking many languages and we enjoy the food.

'My dream for the future is to find my husband a place in a good and caring residential home when I can't look after him any more.' (translated from image)



Parliamentary Friends of Dementia

Engagement with a broad range of stakeholders is vital to advocating for people with dementia, their families and carers. To this end, we are pleased to report that the Victorian Parliament has supported the formation of the Victorian Parliamentary Friends of Dementia.

This parliamentary friendship group advocates for Australians living with dementia, their families and carers and encourages Members of Parliament to raise awareness within their own electorates.

Each year, two forums are held at Parliament House. These provide an opportunity for encouraging bi-partisan support on the issues faced by people living with dementia and their carers. These forums also provide the opportunity for MPs to learn more about dementia and how it affects their constituents.

The first meeting was a discussion about younger onset dementia, presented by Alzheimer's Australia Vic's Chief Medical Advisor, Associate Professor Michael Woodward and consumers Mandy and Garry Lovell.

The second event focused on driving and dementia and was presented by Dr Mark Yates, Geriatrician, Associate Professor, Medicine and Director of Clinical Studies Ballarat Clinical School, Deakin University and consumer Anne Fairhall.

Alzheimer's Australia Vic acknowledges the support of co-conveners of the Victorian Parliamentary Friends of Dementia – Georgie Crozier MP, Parliamentary Secretary for Health and Wade Noonan MP, Shadow Parliamentary Secretary for Health. Georgie Crozier accepted the role after the resignation of Nick Wakeling MP, who served at the outset as co-convenor from September 2012 to May 2013 until his appointment as Cabinet Secretary.

Diversity Plan 2012 - 2015

We are committed to being a diversity inclusive organisation. The development of a Diversity Plan 2012-2015 ensures that diversity is a fully integrated dimension of our organisation through its systems, policies, processes and staff competence. The Plan ensures that our current and future diversity work will be:

- Integrated
- Informed by current quality practice
- Informed by the experience of people with dementia, their families and carers

The plan provides an organisational context for service access across four dimensions:

- Culturally and Linguistically Diverse communities (CALD)
- Aboriginal and Torres Strait Islanders (ATSI)
- Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI)
- Homelessness or at risk of homelessness

We are proud to have signed a Memorandum of Understanding with:

- The Ethnic Communities Council of Victoria (ECCV)
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO).

SERVICES FOR PEOPLE LIVING WITH DEMENTIA

National Dementia Helpline

Our Helpline is a Federal Government funded initiative. It is delivered by a team of dedicated, trained volunteer advisors, many of whom are former carers. The advisors are supported by a team of professional counsellors.

Every day, people with dementia, family members and carers call us for information and support. Often their call to the Helpline is their first contact with any sort of dementia service. We provide them with understanding, counselling, practical help and refer them on to other specialist services if necessary.



→ Total number of calls



→ Average calls per month

→ **17** minutes
average call length

→ **77%** first time callers


→ **434** calls received
during 2012 Dementia
Awareness Week

Early intervention services

A diagnosis of dementia brings with it a very challenging period for the person diagnosed, their family and their friends. Our range of early intervention services are designed to give people the tailored, individual support they need.

Memory Lane Café

Our Memory Lane Café program was set up to support people living with dementia and their family members. Now in its eleventh year, the program provides people with peer-to-peer support in a social setting, as well as information about the services and support available to them.

An elderly couple stands in a garden filled with pink camellias. The man, on the left, wears a light blue sweater and brown trousers. The woman, on the right, wears a yellow and black patterned jacket and dark trousers. They are both smiling and holding a black sign with a gold border. The sign contains the text: "MAINTAIN OUR INDEPENDENCE WHILST CONTINUING A LOVING RELATIONSHIP FILLED WITH HUMOUR AND JOY EACH DAY." The ground is covered in fallen pink petals.

MAINTAIN OUR INDEPENDENCE
WHILST CONTINUING A LOVING
RELATIONSHIP FILLED WITH
HUMOUR AND JOY
EACH DAY.

The cafés are run in metropolitan and regional areas. This year, we piloted and established five additional Memory Lane Cafés, bringing our total to 8 cafés in 13 different locations (each café runs up to 8 sessions per year).

→ **67** cafés
held in metro and
regional Victoria

→ **3,786** participants

Eddie and Bev Brownstein

Living With Memory Loss participants and counselling recipients

Eddie was diagnosed with dementia in 2010. Before the diagnosis, he realised that he wasn't functioning in various areas as well as he used to – and this worried him a great deal.

Once the diagnosis had been made, I realised that we both needed more information and support than the doctors could provide, so I got in touch with Alzheimer's Australia Vic. Initially, we had an interview with one of their counsellors. He suggested that we consider taking part in the Living With Memory Loss program. We were initially reluctant as we are very private people, and didn't like the idea of sharing our feelings in a group environment. But we decided that in order to face this disease together, we needed to overcome this.

We were so glad that we took part. The program gave us information about the support services that we could access, which was very useful as, at that time, we were in the dark about what help was available. The best part of the program was that everyone was in the same boat as us, which made it very easy for us to open up.

I'm not currently participating in any programs or counselling. But as Eddie's condition progresses, I think it will be very useful to have someone I can discuss progression and management options with.

My dream for the future is to maintain our independence while continuing a loving relationship filled with humour and joy each day.

Living With Memory Loss program

Our Living With Memory Loss program is a free group program for people diagnosed with early-stage dementia and their families.

It provides information, peer support and practical advice, and gives participants the building blocks they need to manage their lives now and in the future.

It is run over six weeks, or as a residential retreat, in both metropolitan and regional areas



→ total number of LWML attendees



→ total number of group meetings
or retreats (metro & regional)

Mild Cognitive Impairment

Developed by LaTrobe University and Caulfield Hospital, the LaTCH program is designed for people with mild cognitive impairment and those seeking to maintain or improve their memory.

The memory training program focuses on teaching simple strategies that help people manage everyday memory difficulties.

This year, we ran five programs in both regional and metropolitan areas.

Enid Telford

Rural services user

In 2001, my husband, Kelvin, was diagnosed with Alzheimer's disease. We had known that something was wrong for about three years before the diagnosis, and had been to many doctors, but nobody had known what was wrong.

After his diagnosis, we joined an Alzheimer's Australia Vic support group in Traralgon. This was really helpful for us as we all shared stories and supported each other.

I cared for Kelvin at home from 2001 to 2007 and became a master in the art of distracting him. He loved raking up leaves, so I would put them in the shed when he was finished and scatter them over the yard the next morning so he could start over again.

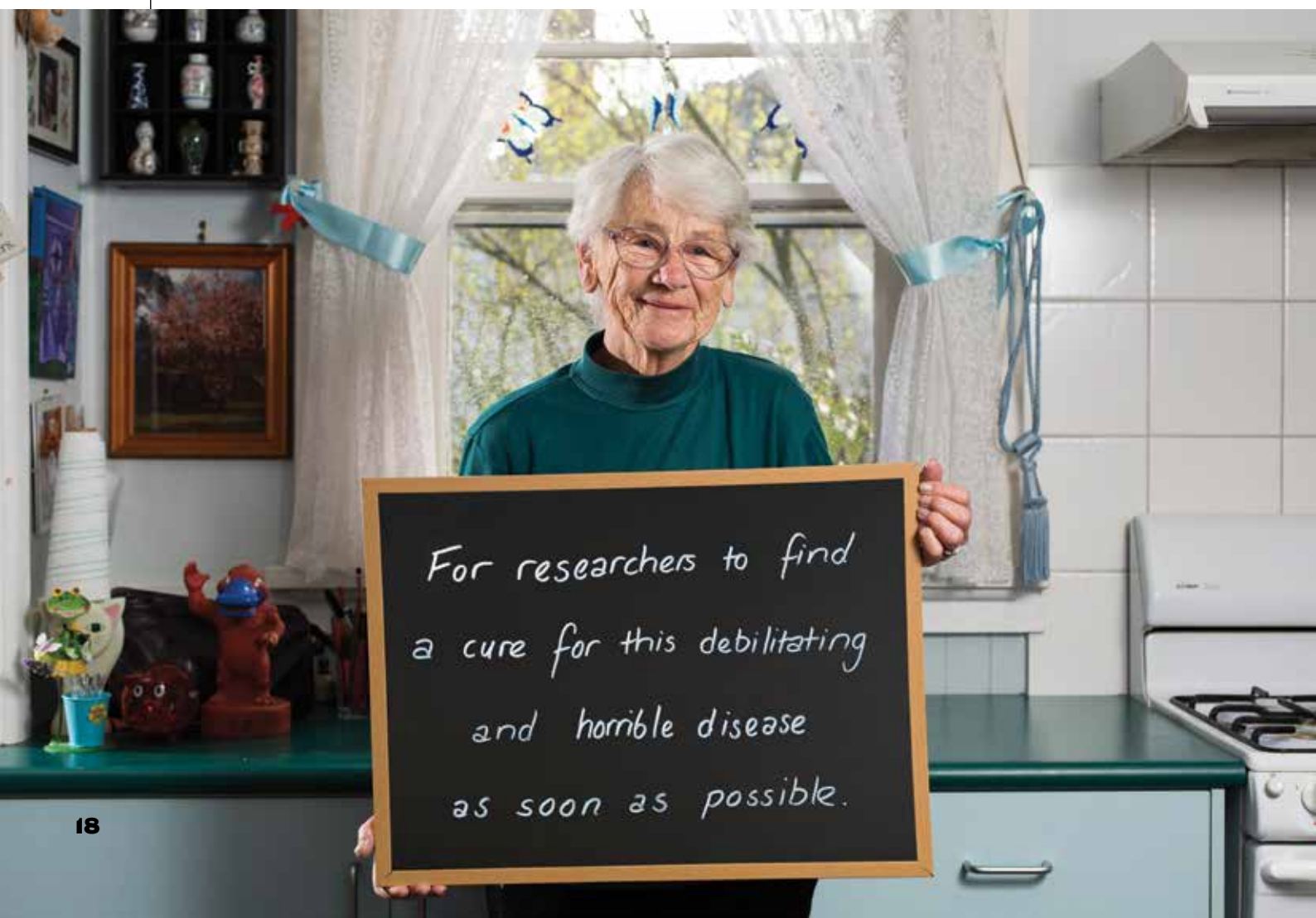
Eventually it became too difficult for me to care for him. He was a very good man and deserved better than I could offer him, so I made the very difficult decision to put him into residential care.

Alzheimer's Australia Vic provided me with counselling support during this time.

Kelvin died 15 months after moving into residential care. Even though he has been dead for five years, I am still involved with Alzheimer's Australia Vic. I attend the support group to offer support to other people. I want to show them that there is life after dementia. And you have to seize it with both hands. Since Kelvin died, I have travelled – which is something I never thought I would do.

My two daughters and I also make greeting cards to sell at markets. We donate the money from these towards Alzheimer's research.

My dream for the future is for researchers to find a cure for this debilitating and horrible disease as soon as possible.





→ total number of people responded to by our dementia consultants and counsellors

Counselling services

Our incredibly dedicated team of counsellors provide individual, couples or family counselling to those living with dementia and their families.

Counselling services are provided across Victoria by telephone, in the family home or at one of our metropolitan or regional offices. Interpreters are arranged for people whose first language is not English.

Regional support services

This year, we conducted a Consumer Engagement Review to identify how consumers in regional areas would like to engage with our organisation in the future. The findings are currently being analysed and will be used to help inform our next strategic plan and our broader consumer engagement strategy.

Over the past year, we expanded our services in regional areas through the establishment of dementia hubs in Ballarat (for the Grampians Region) and Geelong (for the Barwon South West Region). The Barwon South West Dementia Hub is staffed by our first multi-disciplinary team of Dementia Consultants, Counsellors and an Education Facilitator.

We also reviewed our presence in the Hume region, resulting in the opening of two new office locations: Albury Wodonga and Shepparton. In 2013-14 we will be further developing our services in Loddon Mallee and Gippsland.

Younger onset dementia services

Younger Onset Dementia Café

Seven younger onset dementia cafés were run in Melbourne across the year. Looking forward, there are plans to build on this model and run various younger onset cafés in Melbourne and regional areas.

Residential and respite service feasibility report

We are also working on an important project to investigate the feasibility of establishing a quality, consumer responsive, residential and respite service for younger people (under 65 years) at the late stage of dementia. This exploratory project is in conjunction with Lovell Foundation, a consumer organisation advocating for change and Mercy Health, a major service provider with a keen interest in social justice. The report is expected to be completed in late 2013.

Younger Onset Key Worker Program

This program was funded in early 2013 by the Australian Government Department of Health and Ageing to establish a team of 40 case workers nationally (9 in Victoria). We have now recruited the team of professionals and look forward to the way this development will support people living with younger onset dementia in the coming year.

Culturally and Linguistically Diverse (CALD) services

CALD communities best practice counselling project

The aim of this project – which is now in its third and final year – is to work with different CALD communities to develop and deliver responsive and appropriate dementia support services. Each year, we have focused on working with four communities. This year, we focused on German, Cambodian, Maltese and Polish groups.

Year 1	Year 2	Year 3
Filipino	Vietnamese	German
Chinese	Italian	Cambodian
Arabic	Tamil	Maltese
Greek	Arabic	Polish

Empowering small ageing ethnic communities project

This Community Partners Project, funded by the Australian Government Department of Health and Ageing, aims to promote and facilitate access to aged care information and services by CALD communities with significant aged care needs. Through this program we have built an understanding of the needs of consumers in the Lao, Russian, Jewish, Romanian and Finnish communities and developed tailored bi-lingual resources, coupled with peer support training that supports local people to assist their fellow community members.

CALD peer-support project

As part of this Victorian Government funded program, we are working with nine communities with otherwise minimal support, to build their dementia literacy and skills in supporting their members. The communities include Japanese, Korean, Turkish, Croatian, Serbian, Mauritian, Spanish speaking and Lithuanian.

Interpreter training sessions

It is very important that Accredited Interpreters have an understanding of dementia-related issues. To this end, we delivered dementia training for professional interpreters, with more than 100 people attending. The sessions were in high demand and contributed to quality interpreter support for people living with dementia, their families and carers whose primary language is not English.

Kerryn Wong

Education recipient – Certificate IV in Dementia Practice

My work background is quite diverse and includes nursing, lifestyle and design.

One of my recent positions was working as a project manager for an organisation that provided residential aged care services. This role focused on raising the profile of lifestyle staff and developing sustainable systems and structures that supported growth in the lifestyle area.

While looking for suitable educational opportunities within my role, I came across the Certificate IV in Dementia Practice offered by Alzheimer's Australia Vic. I saw this as a great opportunity and was very fortunate to be accepted into the program.

This program focuses on the application of the fundamental principles of good dementia practice. It was a year-long qualification consisting of monthly workshops and expert guest speakers. It was not only inspiring, but it enabled me to think further beyond the box and creatively challenge current practice and perspectives.

I'd always thought highly of Alzheimer's Australia Vic, and during my course was exposed to many inspiring and passionate staff and friends of the organisation. So, when the opportunity came about to work for Alzheimer's Australia Vic, I was delighted and honoured to be working with such a great team, aspiring towards a better future.

As a facilitator for Alzheimer's Australia Vic, I am involved with training health professionals in dementia-related areas, mainly the accredited educational programs including the Dementia Care Essentials Program and the Certificate IV in Dementia Practice.

My dream is for a future of sustainable communities that foster a culture where individuals can flourish and contribute without being defined by their disability.



EDUCATION AND RESOURCES

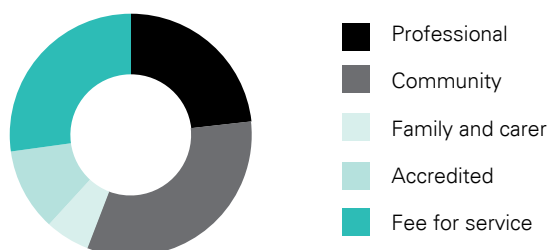
Education sessions

As a Registered Training Organisation, we offer a range of education sessions, from dementia specific workshops for health professionals to free workshops for people living with dementia. These include:

- **Professional sessions**
Funded and endorsed education delivered to health-care professionals and direct-care staff who support people living with dementia in a variety of care settings
- **Community sessions**
Funded education delivered to community groups and organisations. This includes community seminars and outreach by way of attendance at expos and presenting at public events
- **Accredited sessions**
Funded and nationally accredited education, including the Dementia Care Essentials, program delivered to professional staff caring for people living with dementia
- **Fee-for-service sessions**
Any education delivered that has a cost associated with attending, including some nationally accredited fee-for-service sessions
- **Family and carer sessions**
Group education and counselling programs available for people with dementia, their families and carers. They cover a range of topics and are facilitated by our team of professional counsellors

→ **14,326**
total number of
attendees at
education sessions

Breakdown of session attendees



Highlights from the past year are outlined below.

Professional forums

The Leadership forum, which typically attracts over 200 participants, continues to provide an important opportunity to share examples of good practice that promote better outcomes for those living with dementia.

The Clinical Expertise in Dementia Care forum also provided an important opportunity for professionals to discuss the range of clinical issues that are often poorly addressed in the treatment of those living with dementia, including management of pain, continence and depression.

Community seminars

Our free community seminars are held around Melbourne and regional Victoria on a range of dementia-related topics and are open to anyone interested, irrespective of their connection to dementia. This year, we doubled the number of seminars held to eight. In addition, we presented two further seminars funded by The Andrews Foundation.

Feedback from these seminars has been very positive, with participants expressing their appreciation of having local access to specialist dementia topics and speakers.

This year, offerings included:

- *For Love or Money: Financial elder abuse* (Bendigo)
- *Brain Health: Making the connections* (Preston)
- *Dementia Prevention: Myth or reality?* (Leongatha, Warrnambool and Yarraville)
- *Aged Care, Who Cares?* (Frankston)
- *Driving and Dementia** (Melbourne)
- *The Truth about Dementia* (Mildura and Traralgon)
- *How Memory Works and What to Do When it Doesn't* (Ringwood)

* This event was streamed as our first webinar and was accessed online by 90 people across Victoria and Australia.

→ **10**
community
seminars held

→ **669**
people attended

Dementia Care Essentials program

We continue to deliver the highly successful Dementia Care Essentials program across the state to aged care providers. The most recent independent evaluation of the effectiveness of the program affirmed its value, as well as the benefits of aged care providers undertaking organisational changes that support key learnings from the program.

Planning for the future

In early 2013, we undertook a comprehensive competitor analysis as well as a formal market research survey to gauge the effectiveness of our work and to identify opportunities to improve our educational approach. These results will be used over the next year to improve our education courses.

New resources

Dementia and driving

Dementia and driving is an important issue for many families. This year we surveyed 158 people with dementia, families, carers and friends to assess their experiences with driving and retirement from driving. Their valuable insights formed the basis of our report *Dementia and Driving in Victoria*, which was launched in April at the Victorian Parliamentary Friends of Dementia meeting.

The report examines awareness of VicRoads regulations in relation to dementia, experience with on-road driver testing, the impact of giving up driving and alternative mobility options.

Alzheimer's Australia Vic has since been awarded a two-year RACV Community Partnership grant to develop a resource to assist families with conversations about dementia and driving.

In 2014, a dementia and driving road show will be taken to all regions and a dementia and driving resource will be developed for General Practitioners.

Quality Dementia Care in the Community Project

This project seeks to improve the quality of community-based dementia support services provided to people living with dementia who receive government subsidised community support services.

The resource developed as part of this project is designed to assist community aged care providers identify those elements of person-centred care across their organisation and assess their effectiveness.

This year we completed our first pilot with a range of community aged care providers. Overall, they reported finding the resource useful in affirming areas of strength as well as identifying areas for further improvement. Further changes have been made to the resource as a result of the feedback received from the pilot participants.

This project is funded by Alzheimer's Australia through the National Quality Dementia Care Initiative and the Department of Health and Ageing (Encouraging Better Practice in Aged Care).

Kimberley Indigenous Cognitive Assessment (KICA) Tool Project

The KICA tool is a Western Australian specific, culturally appropriate and validated cognitive assessment early screening tool that assists in the early diagnosis of dementia in Aboriginal and Torres Strait Islander communities.

In conjunction with the National Ageing Research Institute (NARI) and the Victorian Aboriginal and Torres Strait Islander (ATSI) communities, we have recently developed a modified version of the KICA tool for use by Victorian Aboriginal Communities.

In the coming year, we will develop an education program for Aboriginal Health Workers on the use of cognitive screening tools including the KICA.

Translation of resources for Culturally and Linguistically Diverse (CALD) communities

In order to make information more accessible to culturally and linguistically diverse communities, we have greatly extended our range of translated resources over the past year.

We have focused on including smaller, ageing communities with limited support service resources such as the Lao, Japanese, Finnish, Bhutanese, Dari, Afghani and many others.

Highlights include:

- *Our Services* brochure now being available in 35 languages.
- *8 Things you need to know about dementia* (delivered to CALD communities with an interpreter) supported by a 20-page booklet and PowerPoint presentation in 13 languages.
- *Your Brain Matters* risk-reduction presentation being adapted to better target CALD seniors in response to feedback received by CALD community groups. It is entitled *Helping Reduce your Risk of Dementia* and is delivered with the support of an interpreter. The presentation is supported by our *Your Brain Matters* bilingual tip sheets, which are now available in 15 languages online at www.yourbrainmatters.org.au

Dementia consultancy service

We continue to deliver consultation around dementia friendly environments including physical, social and emotional aspects of an environment. In addition this year we have extended our work into leadership and cultural change in dementia care.

Library

Providing additional information about dementia remains the focus of the library at Alzheimer's Australia Vic. We add new resources every week to ensure we have a current and wide-reaching selection of information to support general and professional communities, as well as our staff and volunteers.

Services are delivered in person, by post or email. Alzheimer's Australia now has a national catalogue of resources held in Victoria and other states.

In the coming year we will be trialling a variety of ways to keep in touch with our library users including a topic-based blog at dementiaresources.wordpress.com.

→ **2,000+**
visitors to the library

→ **1,676** number
of loans

Julie Cleland

Library user

My father was diagnosed with dementia about 18 months ago. He'd been having memory problems for some years, but he is legally blind and the difficulties he was having were complicated by this. Mum does an amazing job looking after him, though she is not always well herself. I now spend quite a bit of time with them; and together with my two sisters and brother, we do as much as we can to help them.

After dad's diagnosis, I contacted Alzheimer's Australia Vic. We became members and have used a number of services, including one-to-one counselling and the library, whose range of books and DVDs have been incredibly useful, both from my point-of-view as a carer and as a nurse. I especially appreciate that the library doesn't strictly impose return-by dates and fines. This is just a little thing, but it's been really helpful for me as life as a carer can be very unpredictable.

The work that Alzheimer's Australia Vic has done to remove the stigma of dementia and their support of research into understanding, prevention and a cure is phenomenal.

We are interested in the Alzheimer's Australia Vic carer support group, but haven't yet been able to attend. Further down the track, I'd also be interested in attending some of the professional courses and seminars that are offered.

My dream for the future – for all those involved with a dementia diagnosis – is that what seems impossible, doesn't stop any of us.



AWARENESS AND UNDERSTANDING

Media campaigns

Dementia Awareness Week 2012

Raising awareness about dementia and the work of Alzheimer's Australia Vic is the focus of the annual Dementia Awareness Week campaign each September.

In 2012, Alzheimer's Australia Vic marked Dementia Awareness Week with a program of over 20 events, which were held in both Melbourne and regional areas including Bacchus Marsh, Bendigo, Cowes, Geelong West, Horsham, Stawell and Warrnambool. These events were attended by almost 2,000 people.

The theme of the campaign was *Brain Health: Making the connections*. Working with this theme, we raised awareness about dementia and the benefits of brain health, as well as tips on how to lead a brain healthy lifestyle.

The headline event was a free public lecture at the Melbourne Convention and Exhibition Centre. The keynote speech was given by visiting Canadian Dr Serge Gauthier, MD, FRCPC, Director of the Alzheimer's Disease Research Unit, McGill University. Hunters and Collectors' Mark Seymour performed the song *Classrooms and Kitchens*, written in honour of his mother, Paula, who is living with dementia. The event was attended by 364 people.

On World Alzheimer's Day, 21 September 2012, a team of 25 staff and volunteers distributed more than 30,000 promotional and information items about dementia and our services at Flinders Street Station.

We generated 280 positive media stories, including:

- National coverage on Network 10's The Project and SBS World News
- A multimedia feature in The Global Mail
- Feature on ABC Big Ideas of the KAGE Sundowner performance
- Regional coverage of the Sue Pieters-Hawke Grampians speaking tour

Dementia Awareness Week 2012 was supported by the Federal Department of Health and Ageing and the Victorian Department of Health.

→ **20**
events

→ **2,000**
attendees

→ **280**
positive media
stories

On World Alzheimer's Day, Kevin Rudd MP retweeted @AlzheimersVic reaching 1.32 million people and causing AlzheimersVic to trend nationally on Twitter.

Sundowner by KAGE

Sundowner is a major work combining dance, drama and original music to reflect the experiences and frustrations of younger onset dementia.

It was developed through consultation with people living with younger onset dementia, carers of those with dementia and by KAGE Physical Theatre and Alzheimer's Australia Vic.

In 2013, *Sundowner* began a national tour of 32 cities. This important partnership project has enabled us to take the experience of dementia to the wider community. *Sundowner* was also included as an optional element in the VCE syllabus for Drama students in 2012.

Younger Onset Dementia National Summit: A new horizon?

Alzheimer's Australia Vic hosted the Alzheimer's Australia Younger Onset Dementia National Summit: *A new horizon?* in Melbourne in March 2013. The event generated 25 media stories, with an estimated audience reach of more than 3.7 million people.

Alzheimer's Australia's 15th National Conference, The Tiles of Life: Colouring the future

The Alzheimer's Australia 15th National Conference, *The Tiles of Life: Colouring the future*, was held in Hobart in May 2013. Together with the Alzheimer's Australia National Communications Team, the conference generated 163 media stories, with an estimated reach of more than 5.1 million people.

Digital and printed resources

www.fightdementia.org.au/vic

The Victorian section of the website continues to generate interest. This year, we had 31% more unique visitors to our pages. These visitors viewed 22% more pages than they did last year.



→ no of unique visitors (up 31%)



→ no of web pages viewed (up 22%)



→ Duration of average visit in minutes

Social Media

Social media activity is now an integral tool in raising the profile of our organisation and communicating the important messages about our work and details of our campaigns. Our efforts over the previous year have resulted in a marked increase in social media engagement figures.

In addition to official Alzheimer's Australia Vic activity, CEO Maree McCabe regularly tweets from events and conferences she attends.

Twitter @AlzheimersVic



→ Followers (up 80%)

Facebook Alzheimers Australia Vic



→ Followers (up 160%)

YouTube AlzheimersVic



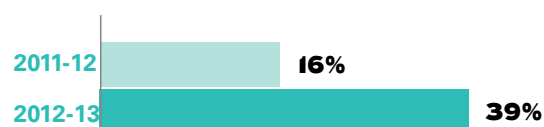
→ total views (up 52%)

E-News

Subscription to the bi-monthly Alzheimer's Australia Vic e-News bulletin has steadily increased over the past year. By June 2013, the bulletin was being opened by 39% of recipients. By comparison the marketing industry opening rate generally accepted as 'good' is 30%.



→ e-News subscribers (up 17%)



→ e-News opening rate (up 144%)

The Memory Matters

Our quarterly member newsletter continued production with a circulation of 3,500. It is distributed to Alzheimer's Australia Vic members, with six copies of each edition sent for display to each electorate office of Victorian Members of Parliament.

RISK REDUCTION AND RESEARCH

BrainyApp

Launched in 2011, *BrainyApp* is the world's first dementia risk-reduction application. The free app raises awareness of the risk factors associated with Alzheimer's disease and other types of dementia and allows users to assess and track their brain-heart health.

Within 48 hours of its launch in November 2011 the app had been downloaded 40,000 times. Around 280,000 people around the world have now downloaded and benefitted from *BrainyApp*.

In November 2012, Alzheimer's Australia was the Gold winner in the Victorian Public Healthcare Awards *Healthcare Innovation Award - Optimising healthcare through e-health and communications technology* for *BrainyApp*. Congratulations to the Your Brain Matters team.

Visit www.yourbrainmatters.org.au to find out more, or download the app.

Alzheimer's Australia Dementia Research Foundation – Victoria

In 2012, the Alzheimer's Australia Dementia Research Foundation – Victoria was established as a separately incorporated entity to distribute funds generously donated to Alzheimer's Australia Vic for research projects.

For more details on foundation activities, refer to the Alzheimer's Australia Dementia Research Foundation – Victoria Annual Report 2012-13. This can be found at www.fightdementia.org.au/vic

Professor Fran McInerney

Board member

My interest in aged care began when I started working in an aged care facility to support myself through my nursing degree. I loved the work and saw how it could help me help people with profound disabilities live well.

Since then I have completed postgraduate qualifications in nursing, education, social science and public health. During this time I've worked in teaching, practice and research in the areas of aged and palliative care (an interest that was shaped by watching my mother die from cancer, my father from vascular dementia and my aunt from Alzheimer's disease).

I am currently employed by Australian Catholic University and Mercy Health as Chair of Aged Care.

I've been aware of Alzheimer's Australia Vic for a long time. Their philosophy of support from a dementia diagnosis to

death (and each day in between) really resonated with me, so I was delighted and honoured when they invited me to the Board.

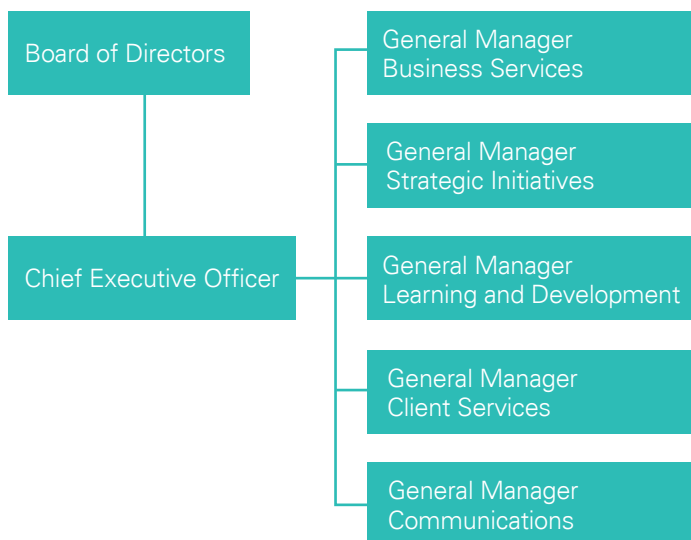
Sitting on the Board has been an incredibly fulfilling engagement. It's very exciting to see the passion of the Board members, many of whom have personal experience of a loved one living with and dying from dementia.

I don't think we currently handle the latter stages of dementia particularly well. As a Board member, my palliative agenda is to give people with dementia access to appropriate services, with the recognition that they have a life-limiting condition.

My dream for the future is that we support the quality of life of persons with dementia, and their families, from diagnosis to death.



ORGANISATIONAL STRUCTURE



Board of Directors Meetings

The Board held 10 meetings during 2012/13. The attendance of each board member is listed below.

Name	A	B
Graeme Samuel	1	1
David Galbally	10	6
Neil Samuel	10	8
Stephen Hawke	2	2
Frauke Tyrrell	10	9
Ian Knight	10	10
Michael Woodward	10	9
Mary Lyttle	10	8
Geoff Slade	10	5
Lyn Allison	10	7
Fiona Mason	10	9
Fran McInerney	8	5

A – Number of Board meetings eligible to attend

B – Number of Board meetings attended

BOARD OF DIRECTORS

The Board of Directors is the governing body of Alzheimer's Australia Vic and is responsible for the governance of the organisation, including:

- Setting strategic directions, objectives and targets
- Monitoring and assessing performance, including financial viability and management against agreed strategies, targets and objectives
- Appointing the Chief Executive Officer and charging him/her with carrying out the Board's decisions, including implementing the strategic and business plans
- Identifying significant areas of business risk
- Establishing policies, procedures and internal controls to manage such risks
- Establishing policies regarding appropriate ethical standards
- Ensuring compliance in legal and ethical matters
- Reporting to the members

Board Sub-committee Meetings

Sub-committee	Membership
Executive Committee	Graeme Samuel <i>(Chair from June 2013)</i> David Galbally <i>(Chair until June 2013)</i> Neil Samuel Stephen Hawke Ian Knight Frauke Tyrrell
Governance Committee	Lyn Allison <i>(Chair)</i> Graeme Samuel David Galbally Neil Samuel Mary Lyttle
Investment Committee	Ian Knight <i>(Chair)</i> Neil Samuel
Fundraising Committee	Geoff Slade <i>(Chair)</i> Fiona Mason Nich Rogers Ian Samuel Frauke Tyrrell
Research Committee*	Michael Woodward <i>(Chair)</i> David Galbally Neil Samuel Stephen Hawke Ian Knight Amy Brodtmann
Audit and Risk Committee	Ian Knight <i>(Chair)</i> Graeme Samuel David Galbally Neil Samuel

* This sub-committee reports to the Board of Alzheimer's Australia Dementia Research Foundation – Victoria

BOARD MEMBERS



Graeme Samuel AC
President

Since June 2013

Graeme's career has spanned senior roles in law, investment banking and public service. He is a Professor in Business and Economics at Monash University. Graeme is a member of the Council of the ANU, a member of CEDA's Council of Economic Policy and Chairman of the Victorian Taxi Services Commission. In 2010 Graeme was made a Companion of the Order of Australia.



David Galbally AM QC
President, retired in June 2013

Since August 2006

David is a partner at Madgwicks Lawyers. His career in law extends over 30 years, including his appointment as one of Her Majesty's Counsel in 1996. David has experience in the field of criminal law, white-collar crime, advice to corporations on civil and criminal liability, due diligence and corporate governance. David holds a number of Board positions and was made a member of the Order of Australia in the Queen's Birthday Honours 2013.



Neil H. Samuel
Vice-President since August 2012

Since March 2003

Neil is Managing Director of Dryen Australia Pty Ltd, one of Australia's largest domestic linen importers and wholesalers. Neil has held a number of Board positions within the not-for-profit sector, specialising in governance and finance. Neil is also currently a Director of Alzheimer's Australia and holds the office of Vice-President.



Stephen Hawke
Vice-President, retired in August 2012

Since May 2002

Stephen is a Chartered Accountant, with over 30 years of experience, principally at KPMG and McGrathNicol. Stephen's major practice areas have been in audit, insolvency and risk in both Australia and overseas. Stephen is an active supporter and committee member of local community and arts organisations. Since retiring, Stephen has continued his association with the organisation as a volunteer on the National Dementia Helpline.



Frauke Tyrrell
Secretary since August 2012

Since July 2012

A marketing and event-management professional with 14-years' experience in the pharmaceutical industry, Frauke has specialist knowledge of the oncology and rheumatology sectors and marketing expertise in consumer products. Frauke has been an Alzheimer's Australia Vic volunteer and National Dementia Helpline Advisor since 2006. Frauke also volunteers for the National Trust of Victoria and with programs supported by the German Consulate.



Ian Knight
Treasurer

Since May 2010

Ian is Managing Director of Rockwell Corporate Pty Ltd, a boutique merchant bank and sits on a number of private and public company Boards. Ian has had an extensive career in accounting and investment banking for over 40 years and was a Partner at KPMG (Chartered Accountants) from 1995 until his retirement in June 2012. Ian also sits on the Board of the Alzheimer's Australia Dementia Research Foundation-Victoria.



Assoc Professor Michael Woodward
Chief Medical Advisor

Since February 2009

Michael is currently Head of Aged Care Research, Heidelberg Repatriation Hospital, Austin Health; Director, Memory Clinic and Director, Wound Management Clinic, Austin Health. Michael's clinical specialities are Geriatric, General and Rehabilitation Medicine, with a major interest in Alzheimer's disease and other cognitive disorders. Michael was appointed Chief Medical Advisor of Alzheimer's Australia Vic in June 2012.



Mary Lyttle

Since 1994

Mary is CEO of Elder Rights Advocacy, a Commonwealth funded agency advocating for people living in aged care homes in Victoria. Mary has been a consumer representative on a number of Commonwealth and State government policy and Ministerial advisory committees, and was awarded a Centenary of Federation medal in 2003 for services to advocacy.



Geoff Slade

Since October 2007

Geoff has worked at the forefront of the human resources industry for over 40 years and is a Harvard Alumnus. Geoff is Chairman of the Slade Group, an Executive Search firm and HR Consultancy; former President of the Recruitment and Consulting Services Association; and a Chartered Management Consultant. Geoff was awarded a Centenary Medal in 2000 for services to the recruitment industry.



Lyn Allison

Since July 2008

Formerly a teacher, Lyn was elected to the Senate in 1996 and was parliamentary leader of the Australian Democrats from 2004 until 2008. Lyn held the health and aged-care portfolio for most of her time in the Senate and handled numerous legislative reforms and campaigns in aged care. Lyn serves on five not-for-profit health-related boards, including chairing a community based residential aged-care organisation, and recently cared for her mother through dementia.


Fiona Mason

Since April 2009

Fiona's professional experience is built upon 25 years in media and marketing positions within the advertising and banking industries. Fiona has held senior positions with organisations such as Clemenger, Ogilvy and Mather and as Marketing Manager at the Bank of Melbourne. In 1995 she founded The Marketing Bank, providing strategic marketing services and continues to consult with a wide range of clients in strategic planning and across the marketing spectrum.


Professor Fran McInerney

Since October 2012

Fran has a 30-year history in nursing and health practice, education and research, with a particular focus on dementia and palliative care. From 2007-2011 Fran was Associate Professor in Aged Care, jointly appointed between Catholic Homes and the Australian Catholic University. Fran was appointed to the inaugural Chair of Aged Care with ACU and Mercy Health in 2011.

SENIOR MANAGEMENT TEAM


Maree McCabe

Chief Executive Officer

Maree's career includes a background in mental health and aged care in senior executive positions, including Executive Operations for TLC Aged Care, Director of Clinical Resources at The Melbourne Clinic, General Manager of Hospitals for St John of God Healthcare and Surveyor for the Australian Council on Healthcare Standards. Maree has a Post Graduate Diploma in Mental Health Nursing, Master of Business Administration and is a graduate of the Australian Institute of Company Directors.


Jack Sach

General Manager
Strategic Initiatives

Prior to joining Alzheimer's Australia Vic, Jack lead his own aged care and disability consultancy and provided strategic planning, project evaluation, best practice and organisational development advice to Commonwealth and State Governments, health networks, and not-for-profit organisations, with particular experience in the dementia sector.


Ian Goldsmith

General Manager
Business Services

Ian has extensive senior executive experience in the Health and Aged Care sectors, including, General Manager of Tullamore Mercy Aged Care Facility; State Manager of Health Australia, Australia's first 'for-profit' health insurer; and Director of Finance for the Metropolitan Ambulance Service. Ian holds a Diploma of Business (Accounting) and has been a Certified Practising Accountant for 31 years.


Leanne Wenig

General Manager
Client Services

Leanne has extensive experience in the provision of psychological, counselling and related support services to people with dementia, their families and carers. As a registered psychologist, Leanne has training and experience in both counselling and organisational psychology fields, and has worked in aged care management for the past twenty five years. During those years, Leanne managed a number of aged care facilities across Melbourne, before joining Alzheimer's Australia Vic as a Counsellor in 1998.


Dr David Sykes

General Manager
Learning and Development

Throughout his career, David has shown a strong commitment to promoting the rights of people with a disability. David was previously involved in the establishment of the Victorian Disability Services Commissioner and Seniors Rights Victoria. For 10 years, David worked with the Office of the Public Advocate as Manager, Education and Policy. David has completed a doctorate in social work on the development of a model of advocacy practice for working with people with a cognitive disability.


Christine Bolt

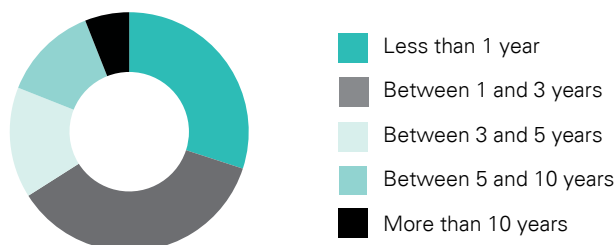
General Manager
Communications

Christine has more than 15 years' experience in the media industry, with a background in publishing, broadcasting, corporate communications and public relations. Prior to joining Alzheimer's Australia Vic, Christine was a Senior Consultant at Pesel & Carr Pty Ltd, a corporate communications consultancy. Before this she worked for Metropolis Media, publishers of a range of inner-city newspapers. Christine is also a member of the Alzheimer's Australia National Communications Team.

STAFF

At the end of 2012-13, Alzheimer's Australia Vic had 112 staff, or 96.2 Equivalent Full Time (EFT) staff. The staff tenure rates (see chart) highlight the substantial growth we have experienced over the past year.

Staff tenure rates



Staff Climate Survey

A staff 'Climate Survey' is completed annually to assess staff satisfaction in key areas such as organisational values and culture; communication approaches; management style; health and well-being programs; reward and recognition programs; and occupational health and safety.

The measurement of overall satisfaction was measured by the statement, *"I would recommend Alzheimer's Australia Vic as a good place to work"*.

Year Staff responding 'yes'

2010	63%
2011	74%
2012	78%
2013	77%

Enterprise agreement

The Alzheimer's Australia Vic and Health Services Union Enterprise Agreement (EBA) was successfully negotiated at the end of 2012. The new Agreement will operate from 1 July 2012 to 30 June 2016. One of the key areas highlighted during negotiations was a review of our classifications under the EBA. We have committed to reviewing the classification structure and this will be completed by mid-2014.

Employee training and recognition

Professional development is integral to personal job satisfaction, workplace productivity, reward and recognition. It is critical to the achievement of our mission and continuous improvement in the quality of our programs and services.

All staff are encouraged to participate in professional development activities. Some activities may be mandatory by agreements, external legislation and/or organisational policy. Additionally, staff are sometimes required to attend activities related to technological or organisational change and development.

VOLUNTEERS

Our volunteers are an extraordinary group of people committed to supporting staff to make a difference to the lives of people living with dementia, their carers and family and friends.

For many, the act of volunteering is the result of satisfaction with their use of our services and a desire to give back to the community. All of our volunteers receive training appropriate to their role. This includes an induction process, initial training and participation in on-going training and professional development.

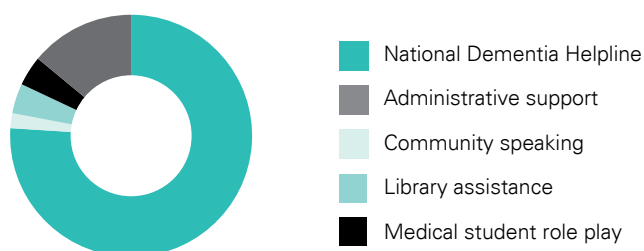
The extent and diversity of the work we do at Alzheimer's Australia Vic is only possible through the generosity of our volunteers. As demand for our services grows with the increasing prevalence of dementia, we are very grateful for the participation of our volunteers in areas such as the National Dementia Helpline, role plays for training of health professionals, presentations to community groups and assistance with events, invitations and mail-outs.

Their contribution is priceless.

Volunteer Satisfaction Survey

A Volunteer Satisfaction Survey is completed annually to assess volunteer satisfaction in key areas. The measurement of overall satisfaction was assessed by the statement, *"I would recommend Alzheimer's Australia Vic as a good place to complete voluntary work"*. Of our volunteers, 95% answered 'Yes' to this statement.

Breakdown of volunteer roles



→ **113**
active volunteers

→ **4,908**
hours contributed

Vicki Powell

Alzheimer's Australia Vic Rural Program Manager

I was a nurse for over 30 years, and worked the majority of this time in aged care. During my career, I've completed a diploma and a degree in social work.

I've now been working at Alzheimer's Australia Vic as Rural Program Manager for almost six years. My role is about providing clinical supervision and operational management of rural offices.

Alzheimer's Australia Vic's support in rural areas is provided by counsellors and dementia consultants (who provide support and information). Our rural staff engage in lots of awareness-raising work – particularly in trying to dispel the myth that dementia is a normal part of ageing – and encourage people to seek the diagnosis and support that they need.

They also work hard to educate GPs about the services we offer, in the hope GPs will refer people with a diagnosis of dementia or memory concerns to us.

I dedicate time each month to visit the rural staff members as I think it's important for the rural staff to have face-to-face support, as a number of them work alone. It also makes them feel part of the greater rural team, the client services department and the organisation.

My dream for the future is to reduce the stigma of dementia in rural regions by raising awareness amongst these communities.



QUALITY AND RISK MANAGEMENT

The Board of Directors is committed to ensuring that everyone who comes into contact with our organisation receives high quality services that will continue to support people with dementia, their families and carers into the future. As such, the Board is responsible for overseeing a robust and wide-ranging quality and risk framework, which extends across all elements of Alzheimer's Australia Vic.

The Board assigns direct responsibility for management of our quality and risk framework to the CEO and senior management team, who ensure that the organisation adheres to relevant standards, legislative and regulatory requirements, as well as identifying, assessing, mitigating and monitoring key risks to the organisation. In addition, the team has been instrumental in driving a detailed quality framework that facilitates continuous improvement across the organisation.

QUALITY

The concept of Quality means doing the very best we can to support our consumers, carers and community, in every aspect of our work, every day.

Quality Improvement Committee

The Quality Improvement Committee, with staff and consumer representation, provides operational oversight for quality, continuous service improvement and client and staff safety. This includes looking for opportunities for improvement, seeking feedback from stakeholders and using this feedback to improve our organisation and the services we provide.

Our quality improvement structure is based around the three Community Care Common Standards against which our services will be assessed by external auditors in 2014.

The group reviews the key risk, safety and quality data and trends relating to consumer services and makes recommendations to our management team. The inclusion of a second consumer to this committee is a welcome addition, which will further strengthen consumer input into Alzheimer's Australia Vic's service delivery mechanisms.



Key achievements in Quality Improvement

Much of the focus of the Quality Improvement Committee has been on reviewing our practices and preparing for assessment of our services against the three Community Care Common Standards.

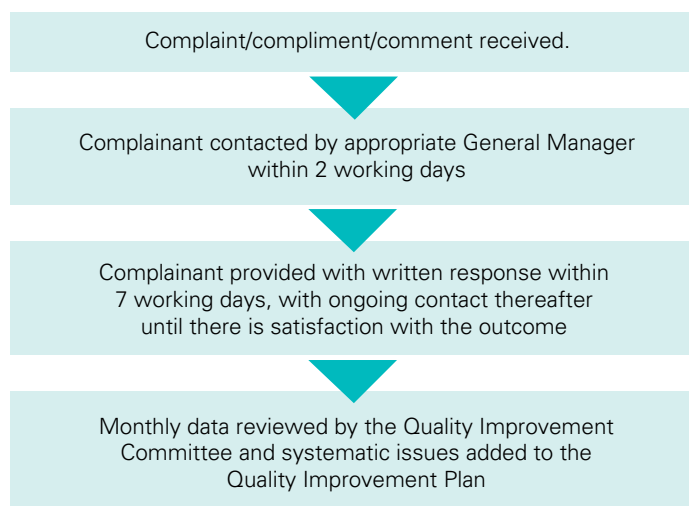
To this end, the group has undertaken a gap analysis of all services against the three areas identified within the Standards: effective management; appropriate access and service delivery; and service user rights and responsibilities. The Committee has identified opportunities for improvement; developed a quality improvement action plan in addition to updating and expanding quality governance and continuous quality improvement policies and procedures.

Not only does this work hold us in good stead for a formal external review of our services but it means that the responsibility for maintaining a culture of continuous quality improvement is shared between individual clients and staff members as well as specific departments and the organisation as a whole.

Complaints, compliments and comments

One of Alzheimer's Australia Vic's primary goals over the past 12 months has been to focus more closely on our management of and response to complaints, compliments and comments. We have actively been seeking client complaints, compliments and comments.

Our complaints, compliments and comments procedure is outlined below.



The small number of complaints we have received have touched on problems with our client database, mailing list, subscriptions or website, issues relating to membership or donations, or a lack of follow up after initial contact or service.

Compliments have ranged from positive feedback for education sessions, courses and presentations to gratitude and appreciation for good advice and helpful service from client services.

Quarter	Complaints	Compliments	Comments
July-Sept	0	2	1
Oct-Dec	8	10	4
Jan-March	7	7	7
April-June	3	23	1
Total 2012-13	18	42	13
Total 2011-12	7	35	4

RISK MANAGEMENT

Risk management is a structured and coordinated governance approach that allows us to identify, quantify, monitor and respond to the consequences of potential events. The effective management of risk is central to us achieving our strategic objectives.

Key achievements in risk management

Our risk management framework is overseen by the Operations Committee. With their guidance, the organisation has undertaken a comprehensive risk audit and implemented a number of system and service improvements.

These improvements include: a more transparent complaints, compliments and comments policy and procedure; updated rights and responsibilities information within our brochures for clients; and the publishing of complaints information on the Alzheimer's Australia Vic website.

In addition, the Operations Committee instigated an organisation-wide risk audit and established registers for all relevant legislation and Australian Standards, which are updated quarterly. Our risk register is regularly reviewed and updated by this team, while we are further expanding our internal audit schedule through which our services are assessed for compliance and risk.

CARERS RECOGNITION ACT 2012

The *Carers Recognition Act 2012* promotes and values the role of people in care relationships and formally recognises the contribution that carers and people in care relationships make to the social and economic fabric of the Victorian community. Alzheimer's Australia Vic has taken all practicable measures to comply with its obligations under the Act.

Alzheimer's Australia Vic has promoted the principles of the Act to people in care relationships who receive our services and to the wider community by:

- Displaying printed material about the Act at all metropolitan and regional office locations
- Providing links to state government resource materials on our website
- Reviewing our organisational policies and procedures to ensure the principles of the Act are reflected in all aspects of our contact with carers and care recipient

We also ensure our staff have an awareness and understanding of the care relationship principles set out in the Act by:

- Developing and implementing a staff awareness strategy about the principles in the Act and what they mean for staff
- Including information on the Act in the induction programs offered by the organisation
- Reviewing our employment policies – such as flexible working arrangements and leave provisions – to ensure that these comply with the statement of principles in the Act

Pamela Galli

Donor

My dad, Perc Walkley, suffered from Alzheimer's disease. He worked hard raising his five daughters after our Mummy died when we were just toddlers, and, despite his grief, he always loved life. He had always been a very dignified man, so watching his decline – and gradual loss of dignity – over the last five years of his life was heartbreaking. Especially as it should have been a time during which he could enjoy watching his family grow. After a long battle with the disease, he died in 1995 at the age of 86.

My husband, Lorenzo, arrived in Australia, from Italy, as a 20-year-old and was determined to 'make good'. I spent 34 wonderful years with him, watching him build his small 'empire'. In addition to being an excellent businessman, he was also incredibly generous. After he passed away in 2004, I found myself in a

position to continue with his philanthropic work. Alzheimer's Australia Vic seemed a natural fit to pursue my philanthropic wishes, so I set up the Lorenzo and Pamela Galli Charitable Trust. After supporting the organisation for a number of years I became aware of the Flagship Project in Parkville, due to open in late 2013. To assist this I decided I would support 'The Dementia Learning Centre Room', which, I am proud to say, will be named after my father.

My dream for the future is that we can look forward to a dementia-free society, so that no families have to go through such a difficult and sad time. I am determined to assist this by contributing to research efforts.



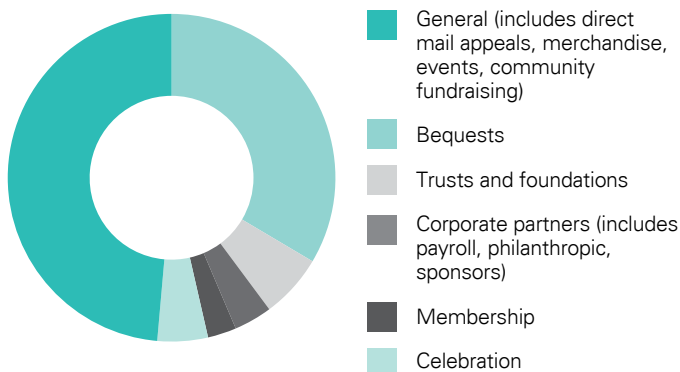
PHILANTHROPIC SUPPORT

Each year, thousands of Victorians very generously provide donations to Alzheimer's Australia Vic. These are essential to the maintenance and development of services for people living with dementia, their families and carers. Specific donations and bequests are also directed at research, which is so vital in the fight for a world without dementia.

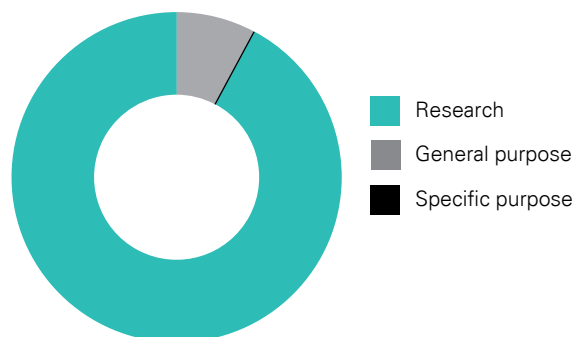
We continue to be inspired by the heartfelt commitment of donors, many of whom go to extraordinary ends to organise wonderful events and activities. These not only raise funds, but also demonstrate our donors' desire to provide a better life for people with dementia and to find ways of reducing its prevalence.

Many people, by making donations, are honouring loved ones in their lives, and this gives great meaning to the funds that are provided to Alzheimer's Australia Vic. We understand these motivations and ensure that these funds are used respectfully and are effectively distributed to honour the wishes of our donors.

Sources of gifts



Gifts by designation



→ total funds raised (down 5%)



→ total number of gifts (down 1%)



→ total members

■ individual members
■ organisation members

During the year, we continued to work closely with several communities, philanthropic and corporate organisations. These partners have demonstrated a deep commitment to the dementia cause and their contribution is sincerely appreciated.

The volatility of the economy made the year a difficult one for all organisations needing to fundraise, with Alzheimer's Australia Vic being no exception. Our heartfelt thanks to each and every one of our loyal and special supporters who helped minimise the impact of these factors.

Funds raised in 2012-13 were used to provide support and advocacy for the thousands of Victorians living with dementia and their carers, and to research to minimise the impact of dementia in the future. Quite simply, Alzheimer's Australia Vic is able to do more due to the generosity of donors – you are truly partners in our work and we are extraordinarily grateful for your generosity and continuing support.



Irene Montgomery

Volunteer - National Dementia Helpline Advisor

I'd always planned to become a volunteer once I retired from my role as a special education teacher. I knew of Alzheimer's Australia Vic and had heard that the volunteer program was well run and that volunteers were valued. My father-in-law also died of Alzheimer's disease, so I felt that the organisation was a good fit for me.

I've now been volunteering at Alzheimer's Australia Vic for three years. Every fortnight I work on Helpline, though I also help at conferences and other events.

The volunteers manning Helpline are at the frontline of Alzheimer's Australia Vic and are often the first point of contact that people have with the organisation. The beauty of Helpline is that we volunteers have time to talk and listen. Calls are often complex, as dementia is a multi-layered illness, so if someone needs an hour, that's what we're there for. Our job isn't to solve people's problems, but to talk them

through their issues and help them find their own solutions. I believe that callers gain a great deal of practical and emotional support from ringing Helpline.

Helpline volunteers hear many stories of sadness – and for this reason, friends often tell me that they couldn't do this work. It can be difficult, but the volunteers regularly debrief with counsellors and with each other, and I get enormous support from this. The support and ongoing training for volunteers that Alzheimer's Australia Vic offers is also amazing.

Overall, I find working on Helpline incredibly life-affirming, mainly due to the bravery and heroism of the callers, many of whom are carers. Their determination to support their loved ones, no matter what, is inspiring.

My dream for the future is for compassion, understanding, respect and unwavering support for people fighting dementia.

OUR THANKS

Alzheimer's Australia Vic would like to acknowledge the outstanding level of support of the following individuals and organisations. While the following is not a complete list, the contribution of each and every supporter is critical to the work that we do. We also acknowledge our supporters who wish to remain anonymous.

Your support makes a difference.

Government

Australian Government
Victorian Government

Honorary Solicitors

Holding Redlich

Community Fundraisers

Bring it to the table hosts
Bupa Care Homes Victoria –
Memory Walks
City2Sea participants
Jeremy Ratcliffe
Keira Tracey and family
Mark Graham and friends – Annual
boys lunch
Mary Carnovale
Maryborough to Maryborough cyclists
Melbourne Marathon participants
Michelle Frost-Stevenson
Run Melbourne participants
Stadium Stomp MCG participants
True Thai Massage

Bequests

Estate of Beatrice L Glascodine
Estate of Cecile Patricia Kemp
Estate of Cheng Ming Ting
Estate of Cora Helen Harris
Estate of Cyril Michael Hamman
Estate of Donald Edward Jago
Estate of Evelyn Betsy Floyd
Estate of Isabel Louise De Ravin
Estate of Jean Gladys James
Estate of Karen Joy Kurre
Estate of Lois Bona Ractliffe
Estate of Margaret Joy McKenzie
Estate of Mrs Florence May Heasley
Estate of Pheobe Lenore Pearce
Estate of Sonia Benjaminsen

Companies

Ace Filters Australasia
ANZ Trustees
Bendigo Bank - Doncaster East
Community Bank Branch
Boyne Management
Bupa Care Services
Commonwealth Bank of Australia
DASSI
Dryen Australia Pty Ltd
Eli Lilly
ExxonMobil Australia
Flowerdale Farm
Grand Pacific Tours
Help in the Home Pty Ltd
Maroondah Sports Club
Mitchell Communication Group
Moose Enterprise Pty Ltd
Nutricia
Reece Australia Limited
Ritchies Stores Pty Ltd
Royal District Nursing Service
State Trustees
Summit Fleet Leasing and Management
Treloar Roses
Trident Computer Services
Wacker Neuson Pty Ltd

Individuals

R Andre	D Jones	B Moss	N Samuel
R Amarant	B Jordon	L B Muir	G Shalit
T Barrett	D Kaufman	B Myer	J Stella
K Booth	R Kearney	V Newman	M Stul
J Cain	S Kirkham	A Osbourne	H Sykes
J Chappell	S Koch	M O'Sullivan	J Taip
M J Chestney	S Landman	B Potter	A M Vaughan
H M Cohn	M & L Lawrence	A Poynton	M Warnock
M Dean	D Lee	J Rattray	K Wehl
A Evans	N Lees	J Rae	A Wood
M Faine	J Lewis	L Reeves	M Wooldridge
E Fowler	J Loton	G Roberts	
N Gantner	N & J Maclean	M Roberts	
G D Gill	V A Macdermid	M Roche	
R & M Gopal	T Macknamara	J S Rogers	
K Hawkey	C McEwin	N & R Rogers	
P & J Hay	A Miller	T Rulton	
E Heim	A Mitchell	G Roux	
	E Montague	M Ryan	

In Celebration

L Goldberg Birthday
P Szetho Birthday
J Graetzer & T Vigushin Wedding

In Memorium

S Allen
H Andriopoulos
D Athanasiou
C Barrasso
G Bunday
C Christou
N Constantinou
A Corvetti
M Fokianos
J Freeman
A Jordan
B Kangelaris
P Kotaridis
G Lo Giusto

P Marshall
A Mustica
M Patsias
T Pedulla
J Rieschieck
S Schiavello
T Toumbourou
A Verga

Community Groups

Brighton Golf Club - Ladies Associates
Buddha's Light International Association
Rotary Club of Ballarat East

Schools

Caulfield Grammar School,
Caulfield Campus

Trusts, Foundations and Prescribed Ancillary Funds

Bell Charitable Fund
City of Greater Dandenong
Estate of L J Baldy
Gandel Philanthropy
Geoff and Helen Handbury Foundation
Joe White Bequest
John T Reid Charitable Trusts
Lord Mayor's Charitable Foundation
McIntyre Foundation Pty Ltd
Moore Stephens Pty Ltd
Pierce Armstrong Trust
S.T.A.F - Maria Emily Hanstock
The Barbara Luree Parker Foundation Ltd
The Baulch Family Trust
The Flew Foundation
The Lorenzo & Pamela Galli Charitable Trust
The Madeline Crump & Madeline Williams Trust
The Stuart Leslie Foundation
The Wood Family Foundation
Trust Company Ltd
William Angliss (Victoria) Charitable Fund

Payroll Giving

Ernst & Young Australia
ICAA
IPA Personnel Pty Ltd
IPC Employment Pty Ltd
National Australia Bank
National Wealth Management
Orica
Origin Energy
PVS Workfind Pty Ltd
United Way

In-kind

230 Boutique – Susanne Hoppe
Aidan Wright
A Kidz Wardrobe – Toula Giovas
Alastair Mitchell
Alexander Brands – Michael Lawrence
Alicat Publishing – David Horgan
Alvin Leung – Bo Innovation
Amora Hotel Riverwalk Melbourne – Tim Bilston
Amy Taip
Aqua Ocean Villas – Darren Harris
Auburn Wine Cellars
Aurelia J Ginevra Event and Project Management
Ayres Packaging Pty Ltd
Ballarat Carer Respite and Support Services
Basile Imports - Ken John
Bellarmine Wines
Bernard and Pauline Nolan
Clamms Seafood
Cocoa Chy Chocolates, Creswick
Colfor Builders – Sam and Lucy Formica
Colin and Jan Haigh
Collin & Kirk Optometrists
Crosscom Pty Ltd
Cunliffe & Waters – Caroline Gray
Dale Lyman – William Angliss Institute
Dryen Australia – Neil Samuel
Fascination Gems – David and Anne Bezett
Flowerdale Farm – James Rattray
Gary Peer Real Estate – Phillip Kingston
Geelong Football Club – Brian Cook
Geoff Roberts
Geoff Slade
George Petrou Design
George Tarabaras
Greater Western Sydney Football Club – Brian Ward and Kevin Sheedy
Hamilton Commercial Interiors – Stuart Hamilton
Hocking Stuart Real Estate
Holloway Diamonds
Holmesglen – Bruce McKenzie
Horsham Carer Respite and Support Services
Hudson Bond Real Estate
Ian Goldsmith
Ian Samuel
Ivanhoe Tavern
Jeffrey Tan – IPF Culinary Consultancy
Jenny Clarke & Associates

Jodi Eagland
John Kumnick
K & A Jewellery – Joe Kahane and Casey Goldsmith-Roy
Kez's Kitchen – Michael Carp and Lachlan Hadley
Lifestyle Portraits – Tracey Tilnak
Lilydale Airport – Jonathan Merridew
Lavina Wines
Lost Valley Wines – John Taaff
Luv-a-Duck
Majella Wines
Margaret Baulch
Mark Normoyle – RACV City Club
Mediasoft Pty Ltd – Danos Shukuroglou
Metro Media Publishing
Micador Pty Ltd – Ben Dortimer
MRG Management Plus – Rosa Ginevra
Narkoojee Wines – Ken John
Napoleon Cosmetics – Bec O'Sullivan
Panda Pearls – Amanda Stein
Paradigm Hill – George Mihaly
Paul Mee
Pfeiffer Wines
Philippe Mouchel – PM24
Pierrick Boyer – Le Petit Gateau
Prestige InHome Care – Nick McDonald
Promocean – Robert Leung
Qantas Airways
RACV City Club
Ralph's Meats – Julian Ralph
Reliable Fruit and Vegetables
Rivers Australia – Phillip Goodman
Riversdale Prestige Cars – David Anderson
Rosetime Florist – Darren Griffiths
Rotary Club of Manningham
Samsonite Australia – Ron Dodge
Shannon Gilmore
Spoke Visual – Luke Riley
Stonier Wines – Mike Symons
Studio Yoga – Lizzy James
The Hon. Ted Baillieu MP, Former Premier of Victoria
The Orotton Group – Angela Serafin
Valdo
Valle Dell'Acate
Warehouse Sales
Wine Styles Online

Volunteers

Margaret Allen
 Lyn Allison
 Pamela Anstee
 Patricia Awty
 Terry Barnett
 Margaret Baulch
 Janice Bayley
 Fiona Beale
 Judith Beaufort
 Rachelle Better-Johnston
 Hannah Bolt
 John Bolt
 Marie Bolt
 Susan Boyd
 Gavin Brasier
 Joanne Burch
 Donna Burke
 Jill Burns
 Margaret Cameron
 Robyn Carmichael
 Mary Castellani
 Alice Cheung
 Robyn Clarke
 Pam Cleland
 Susan Considine
 Adele Coutts
 Louise Crosby
 John Crow
 Lindy Crow
 Dennis Denman
 Anthea Derrington
 Moya Dickson
 Dina Dinh
 Shirley Dixon
 Norma Drew
 Patricia Dunstan
 Val Fairchild
 Anne Fairhall
 Rod Fanner
 Terri Feely
 Fiona Field
 David Galbally
 Marlene Garrett
 Jenny Giles

Geoff Glenn
 Rosemary Glenn
 Sophie Goldstone
 Ellen Green
 Lena Handrinos
 Stephen Hawke
 Rosalie Heymanson
 Jenny Hocking
 Clive Hollands
 Pamela Hore
 Robin Hughes
 Frances Hutson
 Pam Ilia
 Ian Knight
 Margaret Kummer
 Elsa Lau
 Judy Lawlor
 Anna Le Deux
 Alison Leicester
 Bob Leicester
 Carol Liavis
 Pru Logan
 Joyce Loh
 Garry Lovell
 Mandy Lovell
 Eleanor Loy
 Neville Lyngcoln
 Mary Lyttle
 Linda Macleod
 Marion Macleod
 Megan Major
 Fiona Mason
 Sandra Mast
 Edie Mayhew
 Fran McInerney
 Rosemary McKeown
 Kerry McMahon
 Heather Mitchell
 Anne Mitchell
 Irene Montgomery
 Barbara Moriarty
 Bernie O'Brien
 Lynette Orr

Elizabeth O'Sullivan
 Denise Parr
 David Perry
 Bob Plant
 Joan Purvis
 Elizabeth Raut
 Robert Read
 Brian Reynolds
 Maggie Ruzza
 Graeme Samuel
 Kris Samuel
 Neil Samuel
 Jane Sandow
 Leslie Schachte
 Eileen Sheridan
 Geoff Slade
 Kaye Smith
 Lawrie Snell
 Anna Snell
 Georgina Stagias
 Helen Sykes
 Sylvia Tarraran
 Joanne Tamlyn
 Robyn Teed
 Carmel Thorne
 Georgia Trachsel
 Patty Trajovska
 Frauke Tyrrell
 Deborah Unkles
 Anne Varley
 Mary Vipond
 Brenda Walker
 Anthony Walsh
 Keith Wehl
 Anne Williams
 Max Williams
 Mary Wilson
 Michael Woodward
 Annette Wregg
 Elizabeth Wright
 Ann Yacono
 Sally Yeh

OUR FINANCES

TREASURER'S REPORT

The 2013 financial year has provided many challenges for Alzheimer's Australia Vic with the introduction of a number of new initiatives along with the redevelopment of our new leasehold premises in Parkville. The new Head Office for Alzheimer's Australia Vic has been a major project for many of our staff as we have worked to develop a showcase demonstrating to governments, employers, and other organisations how they can combine a modern office and community areas with a dementia friendly environment. This has been the culmination of many years of research by staff and management and implemented with financial support from both the state government, a number of foundations, and surplus operating funds from prior years.

Operationally we continue to rely on state and federal government funding along with the generosity of our donors and volunteers to deliver a combination of government directed projects and programs which our team believe are needed in the community. We thank all for their continued support, both financially and in-kind.

We were fortunate that timing of all major government contract renewals did not occur during the current election period as has happened in the past. This has enabled us to continue to deliver our programs without the uncertainty of continuity or payment which always provides a level of concern in providing ongoing support to both the community and our staff.

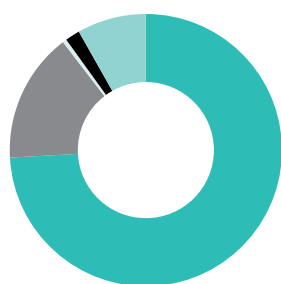
As advised last year we established a foundation for research in Victoria and information on this initiative is now contained in a separate annual report. All research funds along with the management of the ongoing grant program have now been transferred across to the Alzheimer's Australia Dementia Research Foundation–Victoria.

I am pleased to report that we finished the year with an Operating Surplus of \$95,313 (2012: \$1,431,994). Whilst this result is significantly lower than 2012, which had the benefit of some significant bequests, it does reflect the impact of the early implementation of new initiatives during the year as funds became available, which has provided improved and expanded community programs. The Board acknowledges and thanks all staff and management for an excellent performance throughout the last 12 months.

As stated in our 2011-12 Annual Report we created a Reserve for the relocation and capital improvements required for our new offices in Parkville. As of 30 June 2013 the premises were near completion and, as such, the reserve was reduced to reflect the balance of costs payable. Our Capital raisings during the year from donors covered over half of the cost of this project, the balance being met with Alzheimer's Australia Vic's funds accumulated from surpluses in prior years.

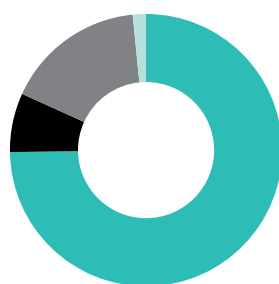
I am often questioned about the level of cash holdings we have on our Balance Sheet – approximately \$6m. It should be noted that over half of this figure relates to Income received in Advance for specific programs that will predominantly be delivered in the coming year. These funds will be used to cover this cost. The retention of the balance is required to cover the vagaries of timing when it comes to the receipt of funds. We have significant commitments on a month to month basis that can require us to outlay funds on fixed operating costs, such as rent and salaries, and specific program delivery costs before we receive payment. Furthermore, as our income is made up of both Federal and State Government funding we need to be cognisant of the impact of elections and changes in policy, which can impact upon timing of receipts and also support for community programs. As such, I am of the view that the current cash reserves are both appropriate and necessary for the organisation to facilitate the proper running of operations.

Income



- Government grants
- Public support
- Membership
- Dividends
- Interest
- Other

Expenditure



- Service provision
- Occupancy
- Program delivery
- Depreciation

Ian Knight
Treasurer
25 September 2013

SUMMARISED FINANCIAL REPORT 2012-2013

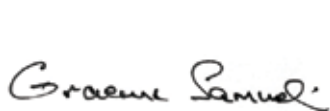
This section contains a summarised version of the full audited financial accounts which, together with the Board's Report, are available on our website at www.fightdementia.org.au/vic, by request to alz@alzheimers.org.au or call 1800 100 500

STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the Board this Summarised Financial Report for the year ended 30 June 2013 and comprising the Statement of Comprehensive Income, Balance Sheet, Statement of Changes in Equity and Cash Flow Statement:

1. Is consistent with the Annual Financial Report from which it is derived and upon which we expressed an opinion in our Statement by Members of the Board dated 25 September 2013.
2. At the date of this statement, there are reasonable grounds to believe that Alzheimer's Disease and Related Disorders Association of Victoria Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Graeme Samuel AC
President
25 September 2013



Ian Knight
Treasurer
25 September 2013

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF ALZHEIMER'S DISEASE AND RELATED DISORDERS ASSOCIATION OF VICTORIA INC

We have audited the Summarised Financial Report of Alzheimer's Disease and Related Disorders Association of Victoria Inc., which comprises the Balance Sheet as at 30 June 2013, the Statement of Comprehensive Income, Statement of Changes in Equity and Cash Flow Statement for the year ended on that date, in accordance with Australian Auditing Standards.

In our opinion, the information reported in the Summarised Financial Report is consistent with the Annual Financial Report from which it is derived and upon which we expressed an unqualified audit opinion in our report to the members dated 27 September 2013. For a better understanding of the scope of our audit, this report should be read in conjunction with our Audit Report on the Annual Financial Report.



McLean Delmo Bentley's Audit Pty Ltd



Kevin P Adams
Director
27 September 2013

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

	Operations \$	2013 Research \$	Total \$	Operations \$	2012 Research \$	Total \$
INCOME						
Government grants	8,588,799	-	8,588,799	7,485,700	-	7,485,700
Public support	1,791,831	-	1,791,831	2,823,997	73,326	2,897,323
Membership	51,355	-	51,355	57,490	-	57,490
Dividends	4,038	-	4,038	1,278	27,554	28,832
Interest	202,724	-	202,724	213,287	100,495	313,782
Other revenue	709,476	-	709,476	523,948	15,862	539,810
	11,348,223	-	11,348,223	11,105,700	217,237	11,322,937
EXPENDITURE						
Service provision	8,413,569	-	8,413,569	7,375,547	-	7,375,547
Occupancy	789,224	-	789,224	552,861	-	552,861
Program delivery/Administration costs	1,873,441	-	1,873,441	1,595,301	-	1,595,301
Depreciation	176,676	-	176,676	149,997	-	149,997
Research expenditure	-	-	-	-	89,434	89,434
	11,252,910	-	11,252,910	9,673,706	89,434	9,763,140
Surplus from operations	95,313	-	95,313	1,431,994	127,803	1,559,797
Increment on rental property	240,000	-	240,000	45,000	-	45,000
Surplus	335,313	-	335,313	1,476,994	127,803	1,604,797
Other comprehensive income						
Unrealised increment/(decrement) on shares	8,486	-	8,486	(1,425)	(23,917)	(25,342)
Transfer from financial asset valuation reserve on sale of shares	(1,997)	-	(1,997)	-	(25,876)	(25,876)
Revaluation of land and buildings	241,614	-	241,614	-	-	-
Total comprehensive income	583,416	-	583,416	1,475,569	78,010	1,553,579

BALANCE SHEET AS AT 30 JUNE 2013

	Operations \$	2013 Research* \$	Total \$	Operations \$	2012 Research \$	Total \$
CURRENT ASSETS						
Cash and cash equivalents	6,194,140	-	6,194,140	5,074,209	1,898,540	6,972,749
Trade and other receivables	255,046	-	255,046	362,742	-	362,742
Other financial assets	73,775	-	73,775	63,461	43,918	107,379
Inventories	9,775	-	9,775	12,807	-	12,807
TOTAL CURRENT ASSETS	6,532,736	-	6,532,736	5,513,219	1,942,458	7,455,677
NON-CURRENT ASSETS						
Rental property	1,200,000	-	1,200,000	960,000	-	960,000
Property, plant and equipment	9,162,439	-	9,162,439	7,499,336	-	7,499,336
TOTAL NON-CURRENT ASSETS	10,362,439	-	10,362,439	8,459,336	-	8,459,336
TOTAL ASSETS	16,895,175	-	16,895,175	13,972,555	1,942,458	15,915,013
CURRENT LIABILITIES						
Trade and other payables - capital works	609,603	-	609,603	-	-	-
Trade and other payables - other	941,349	-	941,349	982,120	-	982,120
Employee benefits	676,573	-	676,573	628,417	-	628,417
Other liabilities	3,252,962	-	3,252,962	1,647,701	-	1,647,701
TOTAL CURRENT LIABILITIES	5,480,487	-	5,480,487	3,258,238	-	3,258,238
NON-CURRENT LIABILITIES						
Employee benefits	293,006	-	293,006	238,725	-	238,725
Other liabilities	108,251	-	108,251	45,578	-	45,578
TOTAL NON-CURRENT LIABILITIES	401,257	-	401,257	284,303	-	284,303
TOTAL LIABILITIES	5,881,744	-	5,881,744	3,542,541	-	3,542,541
NET ASSETS	11,013,431	-	11,013,431	10,430,014	1,942,458	12,372,472
Accumulated surplus	6,021,802	-	6,021,802	3,947,411	-	3,947,411
Asset revaluation reserve	4,679,841	-	4,679,841	4,438,226	-	4,438,226
Other reserves	311,788	-	311,788	2,044,377	1,942,458	3,986,835
TOTAL MEMBERS' FUNDS	11,013,431	-	11,013,431	10,430,014	1,942,458	12,372,472


* On July 2012 the assets held for research and the related research reserves totalling \$1,942,458 respectively were transferred to a new entity - Alzheimer's Australia Dementia Research Foundation - Victoria.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013

	Accumulated Surplus \$	Other Reserves \$	Research Reserve \$	Financial Asset Valuation Reserve \$	Asset Revaluation Reserve \$	Relocation Reserve \$	Total \$
Balance as at 30 June 2011	4,492,717	23,502	1,811,241	53,207	4,438,226	-	10,818,893
Surplus/(deficit)	1,604,797	-	-	-	-	-	1,604,797
Revaluation increment/(decrement) - Research	-	-	-	(23,917)	-	-	(23,917)
Unrealised increment/(decrement) - Operations	-	-	-	(1,425)	-	-	(1,425)
Transfer to income on sale of shares	-	-	-	(25,876)	-	-	(25,876)
Transfer to reserves	(2,150,103)	7,300	127,803	-	-	2,015,000	-
Balance as at 30 June 2012	3,947,411	30,802	1,939,044	1,989	4,438,226	2,015,000	12,372,472
Transfer of Research funds to AADRF-V	-	-	(1,939,044)	(3,414)	-	-	(1,942,458)
Surplus/(deficit)	95,313	-	-	-	-	-	95,313
Revaluation of land and buildings	-	-	-	-	241,615	-	241,615
Unrealised /(decrement) - Operations	-	-	-	8,486	-	-	8,486
Transfer to income on sale of shares	-	-	-	(1,997)	-	-	(1,997)
Transfer to/from reserves	1,739,078	200	-	-	-	(1,739,278)	-
Balance as at 30 June 2013	5,781,802	31,002	-	5,064	4,679,841	275,722	10,773,431

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from government and other sources	12,804,554	9,969,338
Payments to suppliers and employees	(12,254,067)	(8,788,516)
Interest received - Operations	202,724	213,287
Net cash provided by / (used in) operating activities	753,211	1,394,109
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from sale of shares	66,346	366,622
Interest received	-	100,495
Payments for property, plant and equipment	(1,598,165)	(154,783)
Net cash provided by/(used in) investing activities	(1,531,819)	312,334
Net increase/(decrease) in cash held	(778,608)	1,706,443
Cash and cash equivalents at beginning of financial year	6,972,748	5,266,305
Cash and cash equivalents at end of financial year	6,194,140	6,972,748

An elderly couple is standing outdoors in a garden. The man on the left is wearing a bright yellow jacket over a light blue shirt. The woman on the right is wearing a black jacket over a light blue turtleneck and glasses. They are both smiling and holding a black sign with white Chinese text. The background is filled with lush green foliage and trees. In the foreground, there are several orchids, including a cluster of yellow ones on the left and several white ones with pink centers on the right.

我希望在未來的幾年後，
我也越來越老，沒辦法
照顧我先生時，他能
接受一家理想照顧好
他的老人院

ALZHEIMER'S AUSTRALIA VIC

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Hawthorn 3122

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155 Oak Street
Parkville 3052

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E: alz@alzheimers.org.au

www:
fightdementia.org.au
yourbrainmatters.org.au
talkdementia.org.au
dementiaresources.wordpress.com

Regional Offices

Albury (Hume region)

Mercy Health
550 Poole Street
Albury NSW 2460

Ballarat (Grampians region)

4 East Street South
Ballarat 3350

Bendigo (Loddon Mallee region)

c/o Carelink Office
48 Queen Street
Bendigo 3552

Drouin (Gippsland region)

2B / 35-37 Princes Way
(PO Box 417)
Drouin 3818

Geelong (Barwon South West region)

1/318 Pakington Street
Newtown 3220
(PO Box 7373
Geelong West 3218)

Lakes Entrance (Gippsland region)

347a The Esplanade
(PO Box 909)
Lakes Entrance 3909

Shepparton (Hume region)

393-399 Wyndham Street
Shepparton 3630

Swan Hill (Loddon Mallee region)

369 Campbell Street
Swan Hill 3585

Warrnambool (Barwon South West region)

6/715 Raglan Parade
Warrnambool 3280

**National Dementia Helpline
1800 100 500**



or via the **Translating and
Interpreting Service
131 450**

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