Dementia Learning Guide
Disability Services

Flexible education solutions to improve dementia practice in disability services

2016

NATIONAL DEMENTIA HELPLINE 1800 100 500
FIGHTDEMENTIA.ORG.AU/VIC

Award-winning professional dementia education
NDIS is coming
The recent signing of the agreement between the Victorian and Australian Governments to commence the roll out of the NDIS beyond the pilot sites from mid-2016 will see the landscape of disability service provision continue to change. In this new and emerging context, delivering an outstanding customer experience will become paramount to the sustainability, profitability and growth of service providers.

How you distinguish your service from others will be important in this evolving marketplace. With the high prevalence of dementia amongst people living with an intellectual disability, the capacity to offer quality dementia care to this group is a growing consideration for many service providers. In this new service landscape, the role of specialist and niche services that become known for their capacity to deliver quality services to specific customers can offer a real competitive advantage.

As the peak dementia body and with significant experience working with disability services particularly in the accommodation area, Alzheimer’s Australia Vic is well positioned to assist your service to better meet the needs of this growing customer group. Our extensive range of learning and consultancy services can help you to prepare for these changes.

Dr David Sykes
General Manager Learning & Development
Alzheimer’s Australia Vic
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Continuing Professional Development

Our learning programs are suitable for the professional development of registered nurses, enrolled nurses and other health professionals.

Informed by current research and contemporary practice, our comprehensive suite of programs form part of an integrated learning pathway, incorporating accredited and non-accredited courses and online learning.

Professional development certificates

We issue Certificates of Attendance with date and duration information to fulfil your Continuing Professional Development requirements. Certificates of Attainment are provided for successfully completing an accredited course.

Our facilitators

Our highly-skilled team of facilitators has experience in health, education and working in the community, and possess direct experience in providing support to people with dementia and their families. All facilitators are qualified in workplace training and assessment (TAE 40110 Certificate IV) or have Diploma or higher level qualifications in adult education. The contemporary industry skills of our facilitators enable them to create positive and engaging learning experiences. They have continual access to experts in dementia practice and research, and undertake ongoing professional development.

Accredited programs

As a Registered Training Organisation RTO code: 2512, we provide nationally accredited courses, including a dementia specific unit. We also deliver the 12 month 10341NAT Certificate IV in Dementia Practice, only available with Alzheimer’s Australia and issued by Alzheimer’s Australia WA RTO Code: 4755.

All courses have an applied focus on skills development and reflective practice, enabling course participants to transform their own practice, and potentially that of their colleagues, enhancing quality of life for people living with dementia. All participants undertaking one of our nationally recognised courses will require a Unique Student Identifier (USI). Details of how to create your USI can be found at www.usi.gov.au.

Nationally accredited programs featured in this guide are marked with the Nationally Recognised Training logo.

Dementia Consultancy Service

Our consultancy service supports organisations to achieve person-centred dementia practice of the highest quality. Equipped with extensive knowledge and expertise, our facilitators work with organisations to create dementia-friendly environments that are physically, socially and culturally inclusive.

We can assist your organisation with:

- leadership development
- risk enablement
- communication techniques and strategies
- restorative and rehabilitative therapies, such as the Montessori approach
- challenges associated with culture change
- environmental design

For more information

03 9816 5708

dementia@alzheimers.org.au

See page 20 for more details

Most workshops listed in this guide can be delivered at your workplace. Contact us for details.
DEMENTIA LEARNING PATHWAY

This pathway will assist you in selecting the most appropriate course for your learning needs and career aspirations.

1. Level one – FOUNDATION
   Foundation level modules provide participants with:
   - increased awareness of dementia
   - a better understanding of the impact on the person
   - increased empathy for what it is like to experience dementia
   - the opportunity to reflect on their own role in providing a person-centred approach

2. Level two – SUPPORT
   Support modules build on the participant’s foundational knowledge and introduce:
   - more detailed strategies for supporting a person living with dementia and their families
   - a reflective approach to further develop their person-centred practice
   - planning support for the person with dementia based on their strengths and abilities

3. Level three – EXPLORATION
   Exploration modules:
   - focus on insights from the latest research that can inform dementia assessment, treatment and support
   - provide an opportunity to share experiences with experts
   - further understand the specific forms of dementia
   - cover complex issues such as choice, decision-making, competency, capacity and advance care planning
   - are suitable for participants with a good foundational understanding of dementia

4. Level four – LEADERSHIP
   Leadership modules:
   - provide a comprehensive understanding of contemporary dementia practice
   - give participants the skills and confidence to challenge current dementia practice
   - guide them through the process of practice improvement
   - develop ideas for improvement
   - support the implementation of change
   - open doors to new career paths

How to register
Bookings are essential. Places are limited and subject to our terms and conditions within this document. Registrations can be made online, by phone or by using the enrolment form available on our website.

For course and seminar bookings:
- vic.fIGHTdementia.org.au/education
- vic.education@alzheimers.org.au
- 03 9816 5708
- 03 9816 5733

Alzheimer’s Australia Vic, Locked Bag 3001, Hawthorn 3122

Course dates and times
For details of cost, venue, dates and times, please refer to the Dementia Learning Calendar at the back of this guide or go to vic.fIGHTdementia.org.au/education

For bookings, contact us on 03 9816 5708 or email vic.education@alzheimers.org.au
Dementia practice improvement series

Alzheimer’s Australia Vic has developed the Dementia Practice Improvement Series – an innovative, online learning resource that can be accessed anywhere, at any time.

At the click of a button, improve your dementia knowledge and care. Our four interactive modules cover a range of topics that encourage participants to reflect on their practice and identify areas for individual and organisational improvement.

Each module takes approximately one hour to complete and provides you with a Dementia Practice Improvement Plan which can be downloaded and printed along with your Continuing Professional Development certificate at the end of each module.

Our four module package includes:
1. What is dementia? (FREE)
2. A problem-solving approach to behaviour
3. Communicating in a person-centred way
4. How person-centred is your practice?

For costs or more information about any of our education offerings contact our Online Learning Coordinator on 03 9816 5750 or email dementialearningsupport@alzheimers.org.au

Take a look at all of our dementia learning offerings at dementialearning.org.au

Online learning modules

What is dementia?
Dementia is a condition health professionals will encounter in a range of care settings. This module is designed to provide you with an introduction to dementia, diagnosis, treatment and support strategies for both the person with dementia and their carer.

A problem-solving approach to behaviour
This one-hour online module provides a better understanding into changed behaviours associated with dementia. Practical strategies will be explored to minimise the occurrence and impact of these behaviours using a problem-solving approach, with an emphasis on triggers to behaviour.

Communicating in a person-centred way
Good communication skills are essential in providing support to people living with dementia and their carer. Within this module we will explore communication for people living with dementia and the influence of the people within the support relationship to nurture and enhance communication.

How person-centred is your practice?
Person-centred practice is an approach that has evolved over time to become an expectation for service delivery. Although the term person-centred has become common language, do we truly provide person-centred support? This module explores the elements of person-centred practice through a relationship framework. We will encourage you to reflect on your current practice and provide strategies to improve and enhance practice.

‘It’s just great that this sort of information is available for the better understanding of dementia and available online.’ – Participant

Online content development

Save time and money by outsourcing your e-learning content development to Alzheimer’s Australia Vic

We can help you:
- Create online dementia learning packages
- Develop engaging and interactive content
- Directly tap into our dementia expertise
- Reshape and redesign your current e-learning

Contact our us on 03 9816 5708 or email vic.education@alzheimers.org.au
Virtual Dementia Experience™

Winner of the Microsoft Imagine Cup World Citizenship Award and several other innovation awards, the Virtual Dementia Experience™ is the world’s first application of serious computer game technology in dementia education.

Independent evaluation by Swinburne University confirms the effectiveness of the the Virtual Dementia Experience™ in building participants’ knowledge and empathy.

On completion of this session you will:
- have an improved understanding of what it may be like to live with dementia
- have developed more empathy with people living with dementia and their carers
- have gained an understanding of the impact of the environment on people with dementia
- be prompted to consider enhancements to the environment and support for people living with dementia

‘I loved the interactive parts of this session and how they used technology to “put” us in an environment that simulates a person with dementia’s environment and perception’ – Participant

For details of cost, venue, dates and times, please refer to the Dementia Learning Calendar or go to vic.fightdementia.org.au/education

Contact us if you are interested in running any of these sessions at your workplace
Behaviours associated with dementia can be distressing and impact the wellness of the person with dementia and their carers. This workshop is designed to provide you with an understanding of behaviours through a problem solving approach and develop effective strategies to help prevent or minimise the impact of behaviour.

In this session you will explore:
- the definition of behaviours
- the impact of behaviours on people within the support relationship
- applying a systematic approach to problem solving behaviours using the CAUSEd model
- identifying and reporting risks associated with behaviours
- developing strategies for everyone in the support relationship

Applications associated with dementia can be distressing and impact the wellness of the person with dementia and their carers. This workshop is designed to provide you with an understanding of behaviours through a problem solving approach and develop effective strategies to help prevent or minimise the impact of behaviour.

In this session you will explore:
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- identifying and reporting risks associated with behaviours
- developing strategies for everyone in the support relationship

Consolidate your foundation level knowledge of person-centred communication and learn more advanced strategies to support a person living with dementia and their carers.

By completing this session you will:
- understand how dementia can impact on communication
- understand the impact various relationships have in supporting communication for the person living with dementia
- develop strategies to support a person-centred approach to communication for the person living with dementia

In this program you will explore the key elements that underpin person-centred dementia support through the Valuing People Framework developed by Alzheimer’s Australia.

This framework will guide you in examining the importance of relationships between individuals and the network of people involved in their support in order to achieve person-centred practice.

Refer to page 20 for details of the Valuing People Framework.

Understand the capacities and abilities of people with moderate to advanced stages of dementia. Learn how to best engage the person through activities which are meaningful, purposeful and pleasurable using a strength-based approach.

On completion of this session you will understand:
- the individual needs of people living with dementia; how meaningful engagement can impact on negative outcomes
- how to plan suitably engaging activities

Contact us if you are interested in running any of these sessions at your workplace.

For details of cost, venue, dates and times, please refer to the Dementia Learning Calendar or go to vic.fightdementia.org.au/education
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Contact us if you are interested in running any of these sessions at your workplace

Art appreciation for people living with dementia

Delivered at the National Gallery of Victoria.
Surrounded by some of the finest pieces in the National Gallery of Victoria’s collection, learn to deliver a successful art appreciation program. You will be guided on how to create an enjoyable, enriching and safe experience for people living with dementia.

On completion of this session you will:
• understand the key role that engagement plays in reducing agitation in people living with dementia
• learn how to enable engagement through art
• experience a session with tour guides formally trained by Alzheimer’s Australia Vic
• learn the art of open ended questions
• learn how to alleviate anxiety for people living with dementia before the visit and when at the gallery

This session is delivered by Juanita Bekinschtein

Improvisational storytelling

This workshop is designed to support the use of imagination, creativity and identity in people living with dementia. Improvisational storytelling is a method that makes it possible for everyone to contribute without the possibility of failure, encouraging the use of one’s imagination. It is a way for people to grow and connect with their carers by having the role of storyteller.

On completion of this session, you will become familiar with:
• the ‘TimeSlips’ methodology of improvisational storytelling
• how to effectively engage with the person living with dementia
• delivering a safe and enjoyable program
• the active service model and person-centred support

This workshop is delivered by Juanita Bekinschtein a certified ‘TimeSlips’ facilitator

Intellectual disability and dementia

For a person with intellectual disability it may be harder to recognise an emerging dementia condition. This workshop helps you to identify dementia related changes in people who have an existing intellectual disability. You will reflect on your current practice and build on processes that support your client through the changing nature of dementia.

On completion of this session, you will gain an understanding of:
• signs and symptoms of changes associated with dementia
• assessment and diagnosis of dementia for a person with intellectual disability
• supporting a person living with intellectual disability and dementia through cognitive and functional change

Cognitive screening and assessment

The diagnosis of dementia is a complex process requiring specialist assessment because some conditions present with similar symptoms to dementia, such as delirium and depression.

This workshop provides you with knowledge and skills in basic screening and assessment to identify potential causes of cognitive change and where you can refer a person for further diagnostic support.

On completion of this session, you will be able to:
• identify symptoms associated with cognitive change
• understand the need and process for cognitive screening and assessment
• be familiar with tools used in screening and assessment
• discover the overlap of symptoms between delirium, dementia and depression
• know when to refer to others for further investigation and support
• reflect on current workplace screening and assessment practices

Dementia
Delirium
Depression
Overlapping symptoms

New workshops coming in 2016

• Delirium 3 hours
• Reducing falls through engagement 3 hours

Please check our website for further details
**EXPLORATION**

### iPads™ for engagement

3 hours

Please note: Must bring your own iPad or tablet

With the application of new technologies such as iPads and Tablets, we have an opportunity to positively impact and stimulate the person with dementia with the use of these tools. This includes engagement which is meaningful, provides quality of life and creates a social environment.

You will be presented with ways to support reminiscence through digital images, music and games; enable communication with geographically distant family and friends; and much more, all with the touch of a screen.

**On completion of this session you will become familiar with:**

- dementia and the impact on brain and memory
- the many uses of the iPad and relevant applications
- how engagement in iPad activities can lead to increased interactions with families and staff, and bridge the gap between older and younger generations

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### Intimacy, sexuality and dementia

3 hours

Following the success of the Let’s Talk About Sex 2015 Conference

This workshop broadly covers the topic of intimacy as we age, with dementia being a key area of focus. It draws out meaningful and inspirational conversations around some of the stigmas and attitudes that often prevail around this topic. Challenge your own views and understanding and come away with strategies to transform your current practice.

**On completion of this session, you will be able to:**

- recognise the preconceived ideas and myths around intimacy and sexuality for older people
- discuss sexual diversity
- understand the impact of dementia on intimacy and sexuality
- identify benefits versus risks of sexual expression in dementia
- develop strategies using the CAUSEd model
- discuss capacity to consent

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### LEADERSHIP

10341NAT Certificate IV in Dementia Practice

Exclusive to Alzheimer’s Australia

Become a leader in dementia practice with Alzheimer’s Australia Vic’s Certificate IV in Dementia Practice. This comprehensive applied course provides participants with a comprehensive contemporary understanding of good practice in dementia care as well as a range of strategies for transferring this knowledge into practice. This enables participants to be effective agents of cultural change within their respective organisation leading to improved care outcomes and quality of life for people living with dementia.

The course provides a supportive learning environment with a suite of interactive workshops covering a wide range of dementia-related topics, delivered by highly-qualified facilitators from diverse backgrounds. The course provides the opportunity to hear valuable insights from a host of expert guest speakers. Included as part of this is the opportunity to undertake the internationally award-winning Virtual Dementia Experience™.

The course attracts professionals from a diverse range of backgrounds and sectors, with many former graduates of the program now being in important leadership roles promoting improved dementia practice in a wide range of settings. Graduates of the course greatly value the support and networks they build with the other course participants and we often receive feedback on how applied and practical the course is for participants.

This unique course is ONLY available through Alzheimer’s Australia in Victoria and places are limited to maximise the learning experiences for participants.

This qualification will be issued by Alzheimer’s Australia WA RTO Code: 4755.

**The key learning outcomes for the course which focus on achieving quality dementia care include:**

- actively creating practice change in the workplace using a relationship centred approach
- enhancing leadership qualities that promote team effectiveness
- developing strategies to encourage purposeful engagement
- integration of current knowledge and applied skills

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For details of cost, venue, dates and times, please refer to the Dementia Learning Calendar or go to vic.fightdementia.org.au/education

Contact us if you are interested in running any of these sessions at your workplace.
Explaining the Montessori journey

Alzheimer’s Australia Vic recommends EXPLORING the concept of Montessori as a service model in the first instance to ascertain whether your organisation could benefit from applying a Montessori approach.

Following this workshop, if stakeholders would like to CREATE a Montessori framework within your organisation, then the 2-day Shaping a Montessori Community program is suggested. This workshop will introduce a project plan to begin the Montessori journey.

To APPLY these changes into the day-to-day operations of your organisation it is suggested:

- Planned Activity Group staff to attend Introducing Montessori to Planned Activity Groups session
- Diversional therapy and lifestyle staff to attend Activities based on the Montessori method
- All other staff to attend Montessori in everyday practice session
- Staff are also encouraged to undertake the nationally recognised qualification REHTHE001A - Develop and deliver Montessori based activities as part of a cognitive rehabilitative therapy model

For further support to implement a Montessori approach in your organisation contact our Dementia Consultancy Service. Details on page 20.

EXPLORE

Exploring Montessori as a service model
3 hours (level 3)
Suitable for organisational leadership groups seeking a directional change in service delivery.

This workshop is an introduction to Montessori through the work of Dr Cameron Camp. It provides an overview of Montessori as a model for service delivery and explores how this might look in your organisation.

The workshop briefly introduces the Montessori Community framework and uses self-assessment tools to explore your organisational readiness for a Montessori approach.

CREATE

Shaping a Montessori community
2 x 6 hours (level 4)
Suitable for all staff that can influence practice change within the organisation.

This 2-day workshop is designed to equip you with the knowledge and tools required to commence the implementation of a Montessori approach into your workplace or organisation.

The first day provides a framework for the implementation of a Montessori service model, including the 12 Montessori principles, where a project template is completed to introduce practice change.

The second day illustrates how to incorporate the Montessori principles into daily living for the individual with dementia by demonstrating practical application of the principles.

APPLY

These workshops apply the Montessori philosophy and principles across various disciplines, to ensure all staff within the organisation have a Montessori focus.

Montessori in everyday practice
3 hours (level 2)
Suitable for all support staff, including ancillary, hospitality and maintenance.

This session simplifies the Montessori philosophy and demonstrates how the 12 principles can be applied to everyday living. You will explore the principles and how they can be used to create an environment that supports independence, and promotes engagement and a sense of purpose for people living with dementia.

Introducing Montessori to Planned Activity Groups
6 hours (level 3)
Suitable for staff facilitating Planned Activity Groups.

This workshop introduces you to the key Montessori principles and how to create a supportive environment through their application into practice. You will develop engagement plans that complement consumer directed care and work within the active service model parameters.

Activities based on the Montessori method
6 hours (level 3)
Suitable for all staff involved in lifestyle and planned activities.

This workshop provides an introduction to the Montessori-specific method of engagement demonstrating the creation and presentation of meaningful activities. The session applies the Montessori principles of engagement by modifying individual activities to match the needs and abilities of the person living with dementia.

REHTHE001A Develop and deliver Montessori based activities as part of a cognitive rehabilitative therapy model
2 x 6 hours (level 3)
Suitable for staff wishing to explore a more formal approach to Montessori.

On completion, this unit will equip participants with the required knowledge and skills to provide rehabilitative therapies for people living with dementia.

This nationally recognised training provides participants with the opportunity to gain a statement of attainment for the successful completion of this unit of competence.

For details of cost, venue, dates and times, please refer to the Dementia Learning Calendar or go to vic.fightdementia.org.au/education

Contact us if you are interested in running any of these sessions at your workplace
Dementia Consultancy Service

Our consultancy involves working with your committed management and leadership teams to enable culture change and continuous improvements that reflect the importance of delivering a person-centred model of care. We will assist you in creating a community of care for your residents, carers, families and staff.

Our underlying approach encompasses our Valuing People Framework (valuingpeople.org.au). This, together with your own organisational care model, represents the fundamental elements that guide our approach to working with you.

Valuing People Framework

Valuing people
Autonomy
Life experience
Understanding relationships
Environment

Our consultancy process guides you in:

1. Establishing a baseline
2. Tailored consultation and planning
3. Creating “Your Model” of care
4. Implementation and review with mentoring

‘I can’t believe what’s happened... We used to present residents’ breakfast to them on a tray... Now residents are involved in setting tables and choosing what they want to eat. Some have taken on the role of ‘waiter’.’

− Linda Ellis, Catering Manager, TLC Marina (QPS benchmarking)


New Client focused Montessori workshops

Presented by Juanita Bekinschtein

You will explore ways to apply these principles in order to support independence, promote engagement and provide a sense of purpose for people living with dementia.

On completion of this session you will:

• gain a basic understanding of the Montessori Method
• have experienced the Montessori principles through role-play
• be able to translate these principles into practice

Suitable for:

Diversional therapists, planned activity and lifestyle staff

WHERE

Alzheimer’s Australia Vic
2b/35-37 Princes Way
DROUIN

Alzheimer’s Australia Vic
Level 1
10-16 Forest Street
BENDIGO

Alzheimer’s Australia Vic
1/318 Pakington St
Newtown, GEELONG

WHEN

Wed 3 August 2016
10:00am to 1:00pm

Wed 28 Sep 2016
10:00am to 1:00pm

Wed 9 Nov 2016
10:00am to 1:00pm

For bookings, contact us on 03 9816 5708 or email vic.education@alzheimers.org.au

To contact the Dementia Consultancy Service

call 03 9816 5708 or email vic.education@alzheimers.org.au
Alzheimer’s Australia Vic offers a range of resources which may assist in understanding the many aspects of dementia. Our extensive research and practical experience has resulted in the development of help sheets, books, videos, DVDs, online resources, including the following:

For orders and enquiries, please contact 03 9816 5709 or email vic.resources@alzheimers.org.au

**RESOURCES**

**Relate, Motivate, Appreciate**
A practical resource promoting positive interaction with people with dementia the Montessori way. NB: This resource may incur a fee and be subject to postage and handling.

[Quality Dementia Care](http://qualitydementiacare.org.au/project/relate-motivate-appreciate)

**Dementia and Chronic Conditions Series Toolkits**
A series of three toolkits designed to improve support for people living with cognitive impairment or dementia, and HIV and HIV-associated neurocognitive disorders (HAND), diabetes, stroke or coronary heart disease. The development of these toolkits is jointly funded by the Commonwealth and Victorian Governments under the HACC program.

[Fight Dementia](http://fightdementia.org.au/dcc)

**Purposeful Activities for Dementia**
This online video resource demonstrates practical ways to support the engagement of people with dementia in social groups and at home and has been developed for staff and families.

[Fight Dementia](http://fightdementia.org.au/purposeful-activities)

**Driving and Dementia**
A range of booklet and online resources that provide information for people with dementia, carers, family members and friends of a person with dementia of the key issues surrounding driving and dementia, including what other mobility options exist for people who can no longer drive.


**For orders and enquiries, please contact 03 9816 5709 or email vic.resources@alzheimers.org.au**

**DVD RESOURCES**

For orders and enquiries, please contact 03 9816 5709 or email vic.resources@alzheimers.org.au

**NB: These DVDs may incur a fee and be subject to postage and handling.**

**Understanding Dementia** (19 mins)
Provides an introduction into the causes and symptoms of dementia, the different stages of the condition and strategies to best manage changes that occur.

**Losing Peg: Reflections on a journey with Alzheimer’s Disease** (123 mins)
Provides insight into family reactions to dementia.

**Effective Communication with People with Dementia** (21 mins)

**Remember Me: Carers’ reflections on dementia** (58 mins)

**Understanding Memory Changes: Normal ageing or dementia?** (3 mins)
An interview in which clinical psychologist Anne Unkenstein explains how memory works, early changes with dementia, strategies for dealing with memory loss and challenges for family.

**Living with Memory Loss: An exploration into the world of early stage dementia** (25 mins)

**LIBRARY**

**Alzheimer’s Australia Vic Library**
A collection of resources about dementia

The library is open to all visitors and Alzheimer’s Australia Vic members are welcome to borrow from the collection. The library is located at:

100 Riversdale Road
Hawthorn, 3122

OPEN Monday-Friday, 9-5

03 9815 7800

vic.library@alzheimers.org.au

Our national library catalogue can be viewed online at [dementialibrary.org.au](http://dementialibrary.org.au)

Dementia Resources Blog – to receive regular updates on different topics about dementia, sign up at [dementiaresources.org.au](http://dementiaresources.org.au)
FAMILY INFORMATION AND SUPPORT

Sessions for families
Caring for someone living with dementia can be challenging. To assist families on this journey, we offer information and support sessions across a wide range of topics. Sessions may run for up to two hours, or last a number of weeks, and are run in many locations around Victoria. Sessions are regularly scheduled at Hawthorn, Parkville, Geelong and Sunshine.

Topics include:
- Introduction to dementia and services
- Effective communication
- Coping with changes in behaviour
- The caring role: a compassionate approach
- Considering residential care
- Coping with carer stress
- Mild cognitive impairment
- How dementia friendly is your home?
- Grief, Loss and Dementia
- Dementia and Intimacy
- Remember when… a reminiscence therapy group program

Some sessions are also available in Greek, Italian, Cantonese and Mandarin.

If you would like any of these programs delivered at your service or carers group, please contact Lisa Reed:
03 9815 7822 or 03 9815 7800
aav-familycare@alzheimers.org.au
www.fightdementia.org.au/vic

All sessions are free – tea and coffee is provided. These programs are supported by funding from the Commonwealth and Victorian Governments under the HACC program.

Alzheimer’s Australia Vic
104 Riversdale Rd, Hawthorn
Melways reference: 45 D12
Use of public transport is recommended.

TRAM: No 70 or 75 along Riversdale Rd (disembark at corner of Glenferrie Rd) or any tram along Glenferrie Rd (disembark at corner of Riversdale Rd).

TRAIN: To Glenferrie Station (via Belgrave/Lilydale Line), then either take any tram along Glenferrie Rd, disembarking at corner of Riversdale Rd, or walk south for 10 minutes along Glenferrie Rd towards Riversdale Rd.

CAR: Limited on-street parking available. Please allow extra time if you are bringing your own car.
   a) Riversdale Rd southern side: all day parking from 9am.
   b) Riversdale Rd northern side: 2 hour parking 9am until 4.30pm.
   c) Glen St eastern side: all day.
   d) Glen St western side: 2 hour limit.

Alzheimer’s Australia Vic
155 Oak St, Parkville
Melways reference: 29 C11

TRAM: No 55 Royal Park to Poplar Rd, then 13 minute walk west along Poplar Rd.

TRAIN: To Royal Park Railway Station (Upfield Line), then 13 minute walk west along Poplar Rd.

CAR: Limited on-street parking. Car park access off Oak St. after 9.00am

RECEPTION: Opens at 9.00am. Parkville entrance is via front entrance in Oak St only.

Regional offices
We offer a range of dementia support services and group programs in regional locations.
These are offered free-of-charge to families, friends and carers of people living with dementia. Contact us for more information.

National Dementia Helpline
1800 100 500
Translating and Interpreting Service:
131 450

LOCATE US

Hawthorn venue

Parkville venue
TERMS AND CONDITIONS

Cancellation policy

- Cancellations with more than 5 business days notice – a full refund or equivalent training credits available.
- Cancellations with 1-5 business days notice – 50% of training credits provided, except for free courses where an administration fee will apply. Courses at your facility will incur 50% of the scheduled fees or for free courses an administration fee will apply.
- Full fees applicable for "No shows".
- Fees will be waived for individuals if a doctor’s certificate is provided.

A minimum number of participants are required for courses to proceed. Course fees will be fully refunded if your course is cancelled by Alzheimer’s Australia Vic, and we will offer a rescheduling of the course at the same rate as the current schedule.

Training Credits

1 training credit is equivalent to $1. Training credits are valid for 12 months only.

*No Shows

A no-show is a failure to attend, providing no notice to Alzheimer’s Australia Vic up to the commencement day of the session at Alzheimer’s Australia Vic training facilities, or when group training has been arranged but cancel on the day of training or participants are not able to attend, this will be regarded as a ‘no-show’.

Further information on our Cancellation and Non Attendance Policy can be accessed on our website or a copy requested by phone on 03 9816 5708, or by email at vic.education@alzheimers.org.au.