

Pathways to the Future, 2006 and Beyond  
Dementia Framework for Victoria  
Implementation Plan 2006–08

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# Contents

## Introduction

## Strategies

- 1 • Promoting positive ageing and social connectedness
  - 2 • Life planning
  - 3 • Education and information for the public
  - 4 • Service development and enhancement
  - 5 • Support for people with dementia and their unpaid carers
  - 6 • Respite and residential accommodation
  - 7 • Transitions from living at home to residential aged care
  - 8 • Meeting specific needs
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## Introduction

*The Dementia Framework for Victoria Implementation Plan 2006–08* is the first plan to accompany the directions paper *Pathways to the Future, 2006 and Beyond – Dementia Framework for Victoria*, or *Pathways*, which is available on <http://www.health.vic.gov.au/agedcare/>

*Pathways* focuses on flexible, individualised and person centred care. It takes the following pathway approach to dementia care:

- A** Healthy and active living, which may assist in preventing or reducing the risk of dementia.
- B** Early stages on the dementia pathway.
- C** Middle stages on the dementia pathway.
- D** Late stages on the dementia pathway.

### Strategies

Given Victoria's achievements to date on dementia care, changing demographics, and opportunities for action, *Pathways* nominates strategies considered of most importance for each stage on the dementia pathway. Of the nominated strategies, the *Dementia Framework for Victoria Implementation Plan 2006–08* highlights those considered to be priorities for the next few years. The strategies are grouped into the following key areas for action:

- ▶ Promoting positive ageing and social connectedness
- ▶ Life planning
- ▶ Education and information for the public
- ▶ Service development and enhancement
- ▶ Support for people with dementia and their unpaid carers
- ▶ Respite and residential accommodation
- ▶ Transitions from living at home to residential aged care
- ▶ Meeting specific needs.

### Potential stakeholders

While this is a Department of Human Services (DHS) implementation plan, the plan identifies potential stakeholders, both government and non-government, with whom DHS hopes to work in implementing the plan. Furthermore, other government actions may have impacts on the

implementation of the dementia plan in Victoria, including the Commonwealth Government *The Way Forward – A New Strategy for Community Care*, the 2005 Commonwealth budget initiative *Helping Australians with dementia and their carers – making dementia a national health priority*, and the joint State, Territory and Commonwealth *National Framework for Action on Dementia*.

### For more information

For detail of the dementia framework for Victoria, including the rationale for identifying the following strategies and actions, see *Pathways to the Future, 2006 and Beyond – Dementia Framework for Victoria*, on <http://www.health.vic.gov.au/agedcare/>

# Strategies

## 1 • Promoting positive ageing and social connectedness

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<b>Healthy and active living</b>	<p><b>a</b> Support and facilitate awareness raising on dementia, and potential risk reduction, including partnering with relevant organisations. Life long lifestyle messages include:</p> <ul style="list-style-type: none"> <li>• quitting smoking</li> <li>• reducing high blood pressure</li> <li>• reducing high cholesterol</li> <li>• maintaining mental and physical activity</li> <li>• having a healthy diet</li> <li>• maintaining an appropriate weight</li> <li>• having annual health checks, especially for younger people and those possibly at risk of dementia.</li> </ul> <p><b>b</b> Encourage partnership activities between organisations developing awareness programs with similar messages on risk reduction of chronic diseases.</p> <p><b>c</b> Support organisations to implement programs addressing the risk factors listed above, and continue to promote work on positive ageing strategies and social connectedness.</p> <p><b>d</b> Use appropriate seniors web sites such as <a href="http://www.seniors.vic.gov.au">http://www.seniors.vic.gov.au</a> to promote regional and statewide initiatives around education of the general public.</p>	<p>Continue to support:</p> <ul style="list-style-type: none"> <li>• Go for your Life</li> <li>• Well for Life</li> <li>• Victorian Seniors Festival</li> <li>• Dementia Awareness Month</li> <li>• Carers Week,</li> </ul> <p>and seek opportunities to promote positive ageing and social connectedness.</p> <p>Promote lifestyle messages for seniors through liaison with the Ministerial Advisory Council of Senior Victorians (MACSV), Seniors Information Victoria, Council on the Ageing (COTA), and other organisations.</p> <p>Support education initiatives on positive ageing and social connectedness for the general public, through liaising with Office of Senior Victorians (OSV).</p> <p>Encourage partnerships between relevant organisations.</p> <p>Target recent retirees.</p>	<ul style="list-style-type: none"> <li>• MACSV</li> <li>• OSV</li> <li>• Seniors Information Victoria</li> <li>• COTA</li> <li>• Alzheimer’s Australia Vic (AAV)</li> <li>• Carers Victoria</li> <li>• International Diabetes Institute</li> <li>• Heart Foundation</li> <li>• The Stroke Association of Victoria Inc</li> <li>• VicHealth</li> <li>• Sporting organisations</li> <li>• Culturally and linguistically diverse (CALD) organisations</li> <li>• Primary Care Partnerships (PCPs)</li> <li>• DHS: Home and Community Care (HACC), Aged Care Assessment Service (ACAS), Public Health, Primary Health, Continuing Care and Clinical Service Development, Mental Health.</li> </ul>

<p><b>Healthy and active living</b></p> <p><b>Early stage</b></p> <p><b>Middle stage</b></p>	<p>e Seek to encourage options for travel and mobility such as the Transport Connections Program, and promote awareness about changing driving capacity.</p>	<p>Support the extension of the Transport Connections Program into other areas characterised by transport disadvantage.</p>	<ul style="list-style-type: none"> <li>• General Practitioners (GPs)</li> <li>• Other relevant service organisations</li> <li>• Cognitive Dementia and Memory Service (CDAMS)</li> <li>• AAV</li> <li>• COTA</li> <li>• State Government: Departments of Infrastructure, and Education and Training, Department for Victorian Communities, Transport Connections Program – Service and Workforce Planning, DHS.</li> </ul>
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## 2 • Life planning

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<p><b>Healthy and active living</b></p> <p><b>Early stage</b></p> <p><b>Middle stage</b></p>	<p>a Support the work of the Public Advocate to increase awareness about:</p> <ul style="list-style-type: none"> <li>• Legislative changes on enduring powers of attorney and guardianship</li> <li>• Benefits of early life planning for the future, including taking out powers of attorney</li> <li>• Organising advance care directives, also known as living wills, or refusal of treatment certificates.</li> </ul>	<p>Liaise with the Office of the Public Advocate on promoting powers of attorney, early life planning, and advance care directives.</p>	<ul style="list-style-type: none"> <li>• Office of the Public Advocate</li> <li>• Consumer representative groups</li> <li>• OSV</li> <li>• Aged care specialists</li> <li>• GPs/General Practice Divisions–Victoria Ltd (GPVD)</li> <li>• Law Institute of Victoria</li> <li>• DHS program areas.</li> </ul>

### 3 • Education and information for the public

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<p><b>Early stage</b></p> <p><b>Middle stage</b></p>	<p><b>a</b> Promote awareness raising and education about dementia within the community, including to secondary schools and tertiary institutions, for example about symptoms, what to do about them, and availability of information.</p> <p><b>b</b> Promote links between specialist dementia information services and other information services.</p>	<p>Work with stakeholders such as the Department of Education and Technical and Further Education (TAFE) to promote awareness raising in secondary schools and tertiary institutions, regarding symptoms, what to do about them, and availability of information.</p> <p>Monitor and facilitate relevant activity such as dementia training of police, emergency services, and transport workers.</p> <p>Support awareness raising of the public.</p>	<ul style="list-style-type: none"> <li>• Department of Education</li> <li>• TAFE</li> <li>• CDAMS</li> <li>• AAV</li> <li>• Carers Victoria</li> <li>• Health Services</li> <li>• Carer Respite Centres</li> <li>• OSV</li> <li>• COTA</li> <li>• Seniors Victoria</li> <li>• Other information service organisations</li> <li>• Commonwealth Government.</li> </ul>

### 4 • Service development and enhancement

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<p><b>Early stage</b></p> <p><b>Middle stage</b></p>	<p><b>a</b> Promote and extend access to Cognitive Dementia and Memory Service (CDAMS) services.</p> <p><b>b</b> Promote the development of best practice evidence based tools or resources to address assessment, diagnosis, treatment, support options and legal issues.</p>	<p>Seek opportunities for further funding to extend access to CDAMS services.</p> <p>Monitor relevant research and trials, for example of the Rowland Universal Dementia Assessment Scale (RUDAS) assessment tool, and research work with GPs, for application elsewhere.</p> <p>Continue to support ongoing ACAS training, which nominates dementia as a priority item.</p>	<ul style="list-style-type: none"> <li>• CDAMS</li> <li>• Respite care service organisations</li> <li>• AAV</li> <li>• ACAS service organisations</li> <li>• DHS: Aged Care, Continuing Care and Clinical Service Development, HACC, ACAS.</li> </ul>

	<p><b>c</b> Promote and where appropriate extend other services such as ACAS, to increase skill and capacity to undertake assessments of memory or orientation issues, and to advise organisations in care planning and service co-ordination, managing behaviours, etc. Promote regular training and provision of information on dementia care and management.</p>		
<p><b>Middle stage</b></p>	<p><b>d</b> Encourage service organisations to utilise waiting lists for Community Aged Care Packages (CACPs) and other programs, to access people who could benefit from supports other than the package for which they are waiting.</p>	<p>Support the move towards centralized waiting lists, for example based on regional and other DHS boundaries, such as the Eastern Metropolitan Region (EMR) centralised waiting lists.</p>	<ul style="list-style-type: none"> <li>• Relevant service organisations</li> <li>• ACAS.</li> </ul>
<p><b>Early stage</b></p> <p><b>Middle stage</b></p> <p><b>Late stage</b></p>	<p><b>e</b> Identify entry points in acute care sensitive to people with dementia, and the needs of their families and unpaid carers, and promote dementia care standards and quality standards in acute care.</p> <p><b>f</b> Review the guide to deal with elder abuse, including in relation to dementia.</p>	<p>Further trial and validate the Ballarat Health Services dementia care model in eight hospitals, including an evaluation of the eight projects.</p> <p>Work with Centres Promoting Health Independence (CPHI) for practice change in dementia care in hospitals.</p> <p>Review and reissue the guide on dealing with elder abuse. Support the implementation of the updated guide dealing with elder abuse.</p>	<ul style="list-style-type: none"> <li>• Aged Care Residential Services</li> <li>• OSV</li> <li>• AAV</li> <li>• Carers Victoria</li> <li>• Hospitals</li> <li>• CPHI</li> <li>• Commonwealth Government</li> <li>• DHS: Continuing Care and Clinical Service Development, Mental Health, ACAS, Aged Care Policy and Analysis.</li> </ul>
<p><b>Middle stage</b></p> <p><b>Late stage</b></p>	<p><b>g</b> Encourage reduction in the use of physical or chemical patient restraints, in hospitals, sub-acute care, respite care, and residential aged care facilities.</p>	<p>Implement the Quality Performance Indicators initiative in all public sector residential aged care services, which has a specific indicator measuring the incidence of physical restraint.</p> <p>Include, within ongoing training strategies, training of public sector residential facilities management and staff, on alternative strategies to physical or chemical patient restraints.</p> <p>Work with CPHI on practice change in dementia care in hospitals, regarding the use of patient restraints.</p>	<ul style="list-style-type: none"> <li>• Aged Care Residential Services</li> <li>• Hospitals</li> <li>• CPHI</li> <li>• Commonwealth Government</li> <li>• DHS: Continuing Care and Clinical Service Development, Mental Health, Aged Care.</li> </ul>

### 5 • Support for people with dementia and their unpaid carers

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<p><b>Early stage</b></p> <p><b>Middle stage</b></p>	<p><b>a</b> Identify and promote the best ways to assist people with dementia, and their families to navigate the community care system.</p> <p><b>b</b> Encourage on-going monitoring of the needs of people with dementia and their families and unpaid carers across all sectors of the health care system.</p>	<p>Develop a guide for senior Victorians on the who, how, what and where of community care, to navigate the service system, in English and other languages.</p> <p>Promote ongoing monitoring of the DHS Aged Care Branch Support and Links Program of counselling, information and support for people with dementia and their carers, CACPs and programs such as the Support for Carers Program (SCP) which provides information, support, day activities, and respite.</p> <p>Work with CPHI towards practice change in dementia care in hospitals, by monitoring the needs of people with dementia and their carers. Promote ongoing monitoring of needs, and continue to seek feedback from service organisations on service provision and needs.</p>	<ul style="list-style-type: none"> <li>• Consumer representative organisations</li> <li>• AAV</li> <li>• Carers Victoria</li> <li>• Municipal Association of Victoria/ local government</li> <li>• Hospitals</li> <li>• CPHI</li> <li>• Commonwealth Government</li> <li>• DHS: ACAS, HACC, SCP, Metropolitan Health &amp; Aged Care Services Division (MH&amp;ACS), Continuing Care and Clinical Service Development.</li> </ul>
<p><b>Early stage</b></p> <p><b>Middle stage</b></p> <p><b>Late stage</b></p>	<p><b>c</b> Promote the provision of early support to people with dementia and their carers.</p> <p><b>d</b> Promote quality of life of people with dementia and their carers through appropriate policy and practice in HACC, and support to HACC workers.</p> <p><b>e</b> Promote communication with clients and their carers on planning of services, counselling and support, and end of life issues, including grief counselling.</p>	<p>Research issues for people without relationships providing care, and seek opportunities to disseminate the learnings.</p> <p>Continue to promote the DHS Aged Care Branch Support and Links Program of counselling, information and support for people with dementia and their carers.</p> <p>Seek opportunities to extend the hours of provision of the DHS Aged Care Branch Support and Links Program, and other services provided by support organisations, such as grief counselling.</p> <p>Continue to work with HACC on dementia friendly policy and practice.</p> <p>Improve data collection about people with dementia and their carers through the HACC Minimum Data Set (MDS) Version 2.</p>	<ul style="list-style-type: none"> <li>• AAV</li> <li>• Carers Victoria</li> <li>• Commonwealth Government</li> <li>• DHS: SCP, HACC, MH&amp;ACS Division, ACAS, Aged Care Service Development.</li> </ul>

## 6 • Respite and residential accommodation

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<b>Early stage</b>	<p><b>a</b> Encourage the development of early responsive respite that meets needs, and addresses social connectedness, providing where appropriate culture and language specific respite.</p>	<p>Expand the Support for Carers of People with Dementia Program.</p> <p>Seek opportunities to promote low key flexible and responsive respite and programs early, to reduce crisis intervention.</p> <p>Seek opportunities to trial and document a co-ordinated approach to respite service delivery, including a component on dementia, in a DHS region.</p>	<ul style="list-style-type: none"> <li>• Respite care service organisations</li> <li>• Commonwealth Government.</li> </ul>
<p><b>Middle stage</b></p> <p><b>Late stage</b></p>	<p><b>b</b> Develop and disseminate easy to use hints and tips on creating dementia friendly social and physical environments in residential and respite facilities.</p> <p><b>c</b> Promote high quality nutrition and hydration practices, including the use of finger food where appropriate, and encouraging manufacturers to produce senior friendly accessible food where opening packaged food is required.</p> <p><b>d</b> Extend dementia friendly care practice to non respite and residential services environments, such as hospitals.</p>	<p>Research literature and practice on appropriate residential aged care environments for people with dementia, identify the critical principles, produce a user friendly and practical hints and tips handbook on creating dementia friendly social and physical environments, and disseminate the handbook to relevant stakeholders.</p> <p>Fund applications of the handbook in respite and public sector residential facilities, through several pilot trials.</p> <p>Examine the transferability of identified approaches and principles to other sectors, for example work with CPHI for practice change in dementia care in hospitals.</p> <p>Continue to support Well for Life in residential facilities.</p>	<ul style="list-style-type: none"> <li>• Residential and respite care service organisations</li> <li>• Hospitals</li> <li>• CPHI</li> <li>• Commonwealth Accreditation Agency</li> <li>• Victorian Association of Health and Extended Care Centres (VAHEC)</li> <li>• Aged and Community Services Australia (ACSA)</li> <li>• COTA</li> <li>• AAV</li> <li>• Carers Victoria</li> <li>• DHS: Aged Care, Residential Services, Continuing Care and Clinical Service Development.</li> </ul>

### 7 • Transitions from living at home to residential aged care

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<p><b>Middle stage</b></p> <p><b>Late stage</b></p>	<p><b>a</b> Develop protocols and practices, training of service provider staff, and support for carers at critical intervention points in service delivery. Critical intervention points include transition from hospital back to home or to residential care, transition from home to respite or residential care, and making appropriate referrals.</p>	<p>Fund trial projects in sustainable innovative transition care approaches, and disseminate learnings.</p> <p>Fund further implementation of the <i>Outside Looking In</i> transition kit in residential care facilities.</p>	<ul style="list-style-type: none"> <li>• Service organisations, eg ACAS, residential aged care service organisations</li> <li>• Carers Victoria</li> <li>• AAV</li> <li>• Victorian Carer Support Network (VCSN) and SCP organisations.</li> </ul>

**8 • Meeting specific needs including younger onset dementia, rural and remote isolation, homelessness, Down syndrome, Aboriginal and Torres Strait Islander (ATSI), and culturally and linguistically diverse needs.**

Stage/s of dementia pathway to benefit	Strategy	Actions	Potential stakeholders to consult
<p><b>Early stage</b></p> <p><b>Middle stage</b></p>	<p><b>a</b> Promote the availability of information on treatments, support and services, accommodation, screening, assessment and self-assessment tools, respite, and promoting healthy lifestyle models.</p>	<p>Fund a position based in AAV, focusing on the diverse needs of culturally and linguistically diverse (CALD) and ATSI Australians.</p> <p>Use community languages on the web, in print and in other formats suitable for community groups including people from CALD backgrounds.</p> <p>Support service organisation activity for practice change in dementia care to meet diverse needs, including CPHI.</p>	<ul style="list-style-type: none"> <li>• ATSI cooperatives, associations</li> <li>• CALD community representatives and organisations, eg Migrant Resource Centre, Ethnic Communities Council of Victoria (ECCV)</li> <li>• AAV</li> <li>• Carers Victoria</li> <li>• Hospitals</li> <li>• CPHI</li> <li>• Victorian Office of Multicultural Affairs (VOMA)</li> <li>• DHS: Aged Care, Continuing Care and Clinical Service Development.</li> </ul>
<p><b>Early stage</b></p> <p><b>Middle stage</b></p> <p><b>Late stage</b></p>	<p><b>b</b> Support the development of appropriate service models to meet the needs of diverse groups.</p> <p><b>c</b> Identify and promulgate good practice literature and existing service models in residential facilities to meet diverse need. For example, some CALD friendly/specific and cluster models within residential care facilities incorporate overnight respite with a centre-based day respite service.</p>	<p>Fund trial projects in sustainable innovative practices in respite and residential care, to meet diverse needs. Disseminate learnings on innovative respite and residential care responsive to needs, including those of diverse people.</p> <p>Support service organisation activity to meet diverse needs.</p>	<ul style="list-style-type: none"> <li>• CALD community representatives and organisations</li> <li>• Residential and respite care service organisations</li> <li>• AAV</li> <li>• Carers Victoria</li> <li>• ATSI organisations</li> <li>• VOMA</li> <li>• DHS: Aged Care.</li> </ul>

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