

## DEMENTIA AUSTRALIA COVID-19 RESPONSE

### SUMMARY

In response to the changing service and business environments elicited by COVID-19 and in adhering to social distancing measures, Dementia Australia has enacted a large number of organisational responses. These fall into two broad categories:

1. Service realignment
2. New/tailored initiatives/resources

Details of these measures are outlined below.

### SERVICE REALIGNMENT

Dementia Australia is responsible for a broad range of advocacy activities in addition to client and education services.

The following table offers a brief snapshot as to what we continue to deliver while adhering to government guidelines on minimising the spread of COVID-19. Please note, not all of these services are available in all states.

- ✓ = ongoing/uninterrupted  
 ✓<sup>M</sup> = ongoing but modified service  
 P = Postponed and not replaced/modified

Service/activity type		Realigned service delivery
Information and library services	✓	National online services continue
National Dementia Helpline	✓	Helpline services and live chat continue
Social support programs (individual and group)	✓ <sup>M</sup>	Face to face services postponed unless includes personal support activities such as shopping (where modified service delivery in line with government-determined precautions is occurring)
		Other forms of face to face social support replaced with online/virtual/telephone supports
Community education	✓ <sup>M</sup>	Postponed unless remote/online delivery is possible
Client and family education	✓ <sup>M</sup>	Face to face delivery postponed and replaced with online delivery where possible
Counselling	✓ <sup>M</sup>	Face to face delivery postponed and replaced with telephone/online delivery
Dementia advisory services	✓ <sup>M</sup>	Face to face delivery postponed and replaced with telephone/online delivery
Early intervention programs	✓ <sup>M</sup>	Face to face delivery postponed and replaced online delivery or individual support where required
Day/flexible respite programs	✓ <sup>M</sup>	Face to face delivery postponed in most cases but individual and other supports being offered
Overnight respite (Tas and QLD)	✓	Overnight respite services continue
Personal care (QLD only)	✓	Personal care services continue
Domestic assistance (QLD only)	✓	Domestic assistance continues

Face to face education (to healthcare professionals)	✓ <sup>M</sup>	Face to face professional education postponed in most cases but developing a range of online/live stream offerings
Education consultancies	✓ <sup>M</sup>	Face to face consultancies postponed but online/virtual mentoring being offered
Online learning	✓	Online education offerings ongoing
Dementia-Friendly Communities	✓ <sup>M</sup>	Face to face meetings postponed but support for alliances and emerging alliances continues online
Memory Walk & Jog events	✓ <sup>M</sup>	Group events postponed but virtual events in progress (individual exercise challenges)
Formal advocacy (all activities)	✓	All forms of formal advocacy continue
Consumer engagement (including Dementia Advocates program)	✓ <sup>M</sup>	Face to face engagement postponed but online engagement ongoing
Corporate and administrative services	✓ <sup>M</sup>	All corporate and administrative services continue from remote/home locations wherever possible

### **NEW/TAILORED INITIATIVES/RESOURCES**

In addition to the above modifications of Dementia Australia's wide range of service/business offerings, the organisation has endeavoured to respond to the rapidly changing impact of COVID-19 by developing new, tailored initiatives or resources.

COVID-19 Help sheets	4 x help sheets for people living with dementia; families and carers; providers of home care; providers of residential aged care to address some of the challenges created by COVID-19 for people with dementia
Younger Onset Dementia	A range of supports are available for people under the age of 65yrs, offered by phone or online including Counselling, support, NDIS access support and pre planning, social support, post diagnostic support and an online hub.

All Referrals to Dementia Australia can be made by calling the  
National Dementia Helpline 1800 100 500