



**Alzheimer's
Australia**
Living with dementia

ALZHEIMER'S AUSTRALIA NATIONAL PHILOSOPHY, PRINCIPLES AND SERVICE STANDARDS

The philosophy, principles and service standards have been developed as part of the commitment of Alzheimer's Australia and member State and Territory organizations to ensure that services delivered by the Association are of a high quality.

They apply to all services delivered by Alzheimer's Australia regardless of funding source. It is acknowledged that while particular programs may have additional program-specific standards, they are complementary to the standards outlined below.

The primary focus of Alzheimer's Australia is people with dementia, their families and carers.

The secondary focus of the Association are those health professionals and service providers providing support to people with dementia and their families and carers. This includes medical practitioners, respite workers, home and community care workers, medical and other students and volunteers.

While the term "service user" encompasses both groups, this document focuses on the first group.

Service Philosophy

- That services are provided to enhance the quality of life for people living with dementia, their families, carers.
- That any person contacting the Association be treated with dignity and respect in a professional manner at all times.
- That people living with dementia, their families and carers are informed of the range of services available to them through the Association and other relevant organizations.
- That the individuality, rights and value of each person in contact with the Association are upheld.
- That services provided are appropriate to the needs of the individuals concerned.
- That services focus on empowering people living with dementia, their families and carers to develop the skills and resources necessary to deal with their own issues and to make informed choices.
- That people living with dementia, their families and carers can choose from the available services provided throughout the course of the illness, from the earliest concerns through to bereavement.
- Whilst acknowledging the difficulties of people living with dementia, their families and carers that services are provided in a manner which the positive aspects of living with dementia, and the skills and abilities of people with dementia.
- That people with dementia and their families be acknowledged as core members of a partnership involving themselves, professionals and community support workers so that all partners have a shared vision of what is possible and desirable in order to attain the highest quality of life.

This document was adopted by the Board on 22 March 2003.

- That people with dementia and their families be empowered/enabled to determine their own care needs and the association work towards minimizing disempowerment.
- That service staff will work collaboratively with all relevant agencies in order to maximise outcomes for people living with dementia, their families and carers.
- That all staff and volunteers be equipped with the appropriate skills, and knowledge to be able to provide a quality service.

Principles

People living with dementia, their families and carers have the right to access high quality support services which uphold all their rights.

People living with dementia, their families and carers have the right to access flexible, responsive and timely support services.

People living with dementia, their families and carers have the right to be treated with dignity, courtesy and respect, to have their feelings validated and their choices and individual beliefs respected. This includes sensitivity to culture, age, language, location, educational background, and level of impairment of the person using the service.

People living with dementia, their families and carers have the right to services that support both the person with dementia and their families individually and together provided always that serving the best interest of the person with dementia be the overriding aim.

Whenever possible, services will be provided free and no person with dementia or their family or carer will be denied access due to their inability to pay.

Service Standards

Access to Services

Access to services is decided on the basis of need, regardless of age, gender, culture or religious beliefs.

Information and Consultation

Service users are informed of their rights and responsibilities, provided with relevant and accurate information on dementia, services available and consulted where changes to service may be required.

Efficient and Effective Management

Service users receive the benefit of well-planned, efficient and accountable service management, through the effective management of resources.

Coordinated, Timely and Reliable Service Delivery

Service users receive responsive and coordinated services that are timely, reliable and appropriate to their individual needs.

Privacy, Confidentiality and Access to Personal Information

Service user's rights to privacy and confidentiality are respected, and they are aware of their right to access to personal information held by the Association.

Complaints and Disputes

Service users have access to fair and equitable procedures for dealing with complaints and disputes, without prejudice.

Advocacy

Service users have access to an advocate of his or her choice.