



An Australian Government Initiative

12 top tips in working with people with dementia

1 Get to know the person

- Know their likes and dislikes
- Gather life history
- Have three points of conversation

2 Smile!

The person with dementia will notice

- Your emotional state
- Your body language
- Tone of voice

3 Slow down

- Provide care in a relaxed manner
- Enable the person to do things for themselves
- Keep it simple

4 Introduce yourself

- Let the person know who you are
- Tell them what you are there for
- Obtain their permission to assist with care

5 Communicate clearly

- One point at a time
- Make sure glasses and hearing aides are used if needed
- Use an interpreter if needed

6 Step back

When the person is aggressive

- Leave the area
- Reassess and try again later
- Try to identify the trigger to the behaviour

7 Keep it quiet

- Stop and listen
- Reduce conflicting noises
- Avoid crowds and lots of noise

8 Don't argue

- Go with the flow
- Acknowledge and respect what the person is saying and doing
- Telling them they are wrong may have a negative effect

9 Engage and encourage

- Get the person started with a meaningful activity
- Set activities up to succeed
- Thank them for assisting you and themselves

10 Consider safety

- Approach safely
- Keep a safe distance
- Allow yourself an exit

11 Distract

- Talk / yarn about their life
- Give them something to do
- Provide a relaxed environment

12 Talk with others

- What has worked and what hasn't
- Talk together about what has happened
- Record what you did



NT Dementia Behaviour
Management Advisory Service

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