



Aged Care Communities of Practice 1 Feedback

A shift in thinking

Thank you to everyone who contributed their insights, experiences and practical expertise during our first virtual community of practices, focusing on behavioural and psychological symptoms of dementia (BPSD) and restrictive practice.

A consistent message emerged from discussions:

Responsive behaviours are often expressions of unmet needs, not behaviours to be controlled.

Participants emphasised that effective dementia care starts with understanding the person, recognising signs of distress and responding to underlying physical, emotional, social and environmental needs.

What works well



Know the person

Understanding a person's life story, preferences and routines helps prevent distress and support wellbeing.



Supportive environments

Calm spaces, familiar surroundings and predictable routines can make a significant difference.



Meaningful engagement

Activities that reflect a person's interests help maintain identity, purpose and connection.



Workforce capability

Education, mentoring and shared learning help staff deliver person-centred care with confidence.

Practical strategies shared

Understanding the person

- ✓ Life story profiles
- ✓ Resident preferences and routines
- ✓ Document triggers and helpful responses
- ✓ Involve families and care partners
- ✓ Utilise available tools (My Health Record and Aged Care Assessment)

Creating supportive environments

- ✓ Reduce unnecessary noise and stimulation
- ✓ Use sensory and reminiscence approaches
- ✓ Create familiar and personalised spaces

Preventing distress

- ✓ Look beyond the behaviour
- ✓ Identify unmet needs early
- ✓ Recognise trigger patterns
- ✓ Provide support before escalation

Reducing restrictive practices

- ✓ Trial non-pharmacological approaches first
- ✓ Review medications regularly
- ✓ Focus on underlying causes of distress

Opportunities for ongoing learning

- Workforce pressures and staffing challenges
- Access to training and specialist support
- Consistent information sharing and care planning
- Dementia-friendly environments (e.g. laughter therapy, dimmed lights)

These areas will continue to inform future Community of Practice discussions.



Resources and further support



Dementia and BPSD Resources



Upcoming Community of Practice Sessions



Clinical Tools and Templates



Session Summaries and Recordings



Education Opportunities

Access the [Resource Hub](#) here and the survey via the QR Code.

Contact us



<https://emphn.org.au/>



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Feedback



If you would like to provide further feedback about these events, follow [this link](#) or scan the QR code.

Thank you again and we look forward to continuing this work with you!