

Strengthened Standard	Standard Outcome	Supporting this standard	Service this supports
1. The Person	1.1 The provider develops and implements strategies which inform and enable person-centred care	By understanding an older person's individual background, culture, beliefs and life experiences through life story work, we can use this to direct the way their care and services are delivered.	Lifestyle Consulting Dementia Consulting 1:1 Diversional Therapy
	1.3 Choice independence and quality of life	We will work with the older person, their families and carers to support them in making and participating in decisions that affect their lives and promotes their autonomy and quality of life.	Lifestyle Consulting Dementia Consulting 1:1 Diversional Therapy
	1.4 Transparency and agreement	Our service prices meet the new price guide set by NDIS and/or Support at Home packages. Our invoices are itemised so they are easy to understand. We never proceed with a service until a service agreement has been understood and signed by the older person and their NOK/ POA	1:1 Diversional Therapy
2. The Organisation	2.4 Risk Management	Our dementia services help identify and assess behaviours, enabling aged care organizations to implement person-centered strategies that prevent, control, and reduce risks.	Dementia Consulting
	2.5 Incident management	We may also suggest further education along with our recommendations to help the workforce identify ways to prevent, recognise, respond to incidents.	Lifestyle Consulting Dementia Consulting



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	2.8 Workplace planning	By working closely with the older person, we may allow more time for aged care staff to focus on direct care. By helping staff understand dementia and its challenges in more depth, this may reduce the risk of burnout among staff, reducing workforce shortages.	Lifestyle Consulting Dementia Consulting 1:1 Diversional Therapy
3. Care and services	3.1 Assessment and Planning	Our consulting services help guide staff on conducting thorough assessments that capture the older persons' physical, cognitive, emotional, and social needs. We will work with staff to review and update behaviour support plans and care plans of the older person.	Lifestyle Consulting Dementia Consulting
	3.2 Delivery of care and services	Our dementia services provide staff with strategies that may help understand the way someone with dementia may communicate, why using restrictive practise is the last resort, and suggest any aids that may support them.	Dementia Consulting
4. The Environment	4.1b Environment and equipment in a service environment	Our dementia services also take into consideration the environment as a contributing factor to behaviours. At times, we may suggest environment modifications, that promotes movement, engagement and inclusion so that the older person may move freely both indoors and outdoors, optimising useful stimulation that is easy to navigate.	Dementia Consulting



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5. Clinical Care	5.4 Comprehensive Care	We deliver holistic care in accordance with the older person's care plan, while collaborating with all parties involved in their care to align with their needs and preferences. Through our dementia services, we will recommend strategies for changes in behaviour, cognition, mental health, physical health or during transitions of care.	Lifestyle Consulting Dementia Consulting 1:1 Diversional Therapy
6. Food and Nutrition	6.4 Dining Experience	Through our diversional therapy services, we may sit with the older person during dining times and provide opportunities for social engagement and enjoyment. This may prompt and encourage the older person to eat and drink. We can assist them to eat and drink at their own pace if they are unable to do so for themselves.	1:1 Diversional Therapy
7. The residential community	7.1 Daily living	Throughout all our services, activities of daily living is the heart of what we do. We support staff in understanding older people's goals and needs to enhance their quality of life. We provide and suggest activities that minimize boredom and loneliness, while also reducing BPSD. Our approach extends to promoting and maintaining social connections, engaging older people of all abilities to lead a full and vibrant life.	Lifestyle Consulting Dementia Consulting 1:1 Diversional Therapy



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	7.2 Transitions	All our services include ensuring an older person's life story work is completed. This supports a smooth transition between different service providers or through hospital admissions. Through our dementia services we will work with staff to create and update a behaviour support plan to provide consistent behavioural strategies that work for the older person. This may also support a smooth transition between providers.	Lifestyle Consulting Dementia Consulting 1:1 Diversional Therapy

