

# IS IT DEMENTIA?

BANKING SERVICES | FACILITATOR GUIDE QUESTIONS

## QUESTIONS

These 'conversation starters' are designed to be used when this resource is integrated into existing training programs. The facilitator guide questions are prompts for discussions and areas that can be explored further in a training situation.

### **Are there any indicators that make you consider whether dementia or cognition may be an issue?**

- The confusion around the name of her daughter and the bank
- What else – fumbling, overall demeanour

### **How can we respond if the person becomes more agitated/upset?**

- Thinking about our organisational policies and processes and what impact might this have?
- What options do we have open to us?
- Have we got nominated staff who can support other staff – or relieve a staff member when they need to support the person with dementia?

### **How might you respond to this scenario?**

- Is the transaction required?
- Does the person need additional time and attention – perhaps further away from the queues?

### **What is your duty of care in regards to the interaction?**

- Can you share knowledge at team meetings about clients you have concerns about?
- Does the person being 'handed over' to another staff member understand who they are going with and why?
- Are there other people that should be involved – is there a family present or a known carer that might support the interaction?

### **What (if any) are your organisational policies and procedures in regards to dementia?**

- Explore pathways for future better practice
- Develop additional support mechanisms through training
- Develop internal policies (these will need to align with your security protocols)
- Ensure your policies link to best practice in regards to financial abuse of vulnerable persons

Alzheimer's Australia can provide additional training support to facilitate this training resource – please contact the National Dementia Helpline on 1800 100 500.

For further support visit our website [www.fightdementia.org.au](http://www.fightdementia.org.au)