



A better way to refer: What you need to know about DSA's new referral form

Dementia Support Australia (DSA) is introducing a new referral form as part of our transition to a new system designed to improve the way we support people living with dementia, their carers, and health professionals.

Why the change?

We're committed to improving our services and how we work with you. Our new form helps us gather more detailed and relevant information at the start, so we can:

- Better understand the situation and support needs
- Reduce delays by avoiding follow-up calls for information

This change is all about making the referral process clearer, faster, and more effective – for you and for the people you support.

What's different?

The new form is designed to be more intuitive, asking for:

- Personal and contact details of the person being referred
- Information about the person providing consent
- Your details, and details of any other contacts involved in the person's care
- Information about the behaviour, situation and support needs of the person being referred
- Supporting documents (optional, but helpful)

It's mobile-friendly, secure, and backed by a platform used globally in healthcare settings to protect privacy and streamline care.

Your questions answered: referral form FAQs

Why has the referral form changed?

We're making it easier to match the right support to the right person. With more detail upfront, we can respond more quickly and reduce back-and-forth communication.

What information do I need to make a referral?

Be ready to provide:

- The personal details of the person being referred
- Consent details
- Your details (and others involved, if relevant)
- Information about support needs and behavioural concerns – for example, we may ask about the person's mobility, height and weight to help assess safety considerations

What type of consent is required?

We need consent to collect and use information for the person being referred.

If you can provide consent on their behalf, we'll ask about your relationship (e.g. legal guardian, next of kin).

If not, you can nominate a substitute decision-maker such as a legal representative.

Do I need to be the ongoing contact?

No. You can provide alternative contact details for another person who will be the point of contact?

I'm not sure how to answer some of the questions – can I call instead?

Yes. We're here 24/7. Call us on 1800 699 799 and we'll guide you through the process.

How do I choose the primary behaviour?

Simply start typing a keyword and select from the dropdown list. You can type just a few letters to see all matching options.

How do I share more information?

Use the Document Upload section to attach supporting files such as:

- Medication lists
- Medical summaries
- Behaviour charts or support plans

You can also use the text box to share details about what's prompted the referral.

Whether you're a health professional, carer, or family member, we're here to help make the referral process easier – and the support even stronger.

**We're here to help 24/7,
365 days a year.**



1800 699 799



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