



# CHINESE ISUPPORT PROGRAM IMPLEMENTATION GUIDE

How to implement  
the Chinese iSupport program  
in your organisation



Aged Care Research  
& Industry Innovation  
Australia



Flinders  
University



ANHFF  
澳華療養院基金  
Culturally Appropriate Aged Care Since 1980



# Table of Contents

**Acknowledgement**

**Partner organisations and team members**

**p.1**      **Executive Summary**

**pp.**  
**2-4**      **Chapter 1.**  
**Outline of the evidence-based Chinese iSupport program**

**pp.**  
**5-6**      **Chapter 2**  
**Embedding the Chinese iSupport program to your organisation's care services**

**pp.**  
**7-10**      **Chapter 3**  
**Instructions for carers of people with dementia to access and utilise the Chinese iSupport program**

**pp.**  
**11-13**      **References**  
**Appendices**

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## PARTNER ORGANISATIONS AND TEAM MEMBERS ON THE ARIIA GRANT

### Flinders University:

- Professor Lily Xiao,
- A/Professor Shahid Ullah,
- Ying Yu

**Australian Nursing Home Foundation:** Ada Cheng

**Chinese Australian Services Society:** Candy Xie

**Chinese Welfare Services, SA:** Kam Chiu

**Xi'an Jiaotong University, School of Nursing:** Professor Jing Wang

**Project leader:** Professor Lily Xiao,

Address: Sturt Road, Bedford Park, South Australia, 5042



Aged Care Research  
& Industry Innovation  
Australia



# EXECUTIVE SUMMARY

## How can we embed a Chinese iSupport program in routine aged care services to optimise support for carers of people with dementia?

### WHAT IS THE USUAL CHINESE ISUPPORT PROGRAM AND THE TAILORED CHINESE ISUPPORT PROGRAM?

#### The usual Chinese iSupport program:

The program aims to help carers access the iSupport for Dementia Manuals in simplified Chinese, traditional Chinese and associated resources such as iSupport audiobooks. The program is designed to enable carers to improve their capabilities in dementia care and reduce stresses.

#### The tailored Chinese iSupport program

The program aims to provide tailored support for carers by assigning them to a trained iSupport facilitator, engaging them in dementia skill training using the Chinese iSupport for Dementia Manuals and resources, facilitating peer support and access to care services.

### HOW DID WE IMPLEMENT IT?



The aged care organisations in the project nominated iSupport facilitators who were trained to work with frontline staff to deliver the usual Chinese iSupport program to carers.

The iSupport facilitators were also trained and received ongoing support from their supervisors and the project team to deliver the tailored Chinese iSupport program to carers.



#### WHAT DID WE FIND?



The tailored iSupport program demonstrated positive effects for carers on their mental-health-related quality of life, self-efficacy in responding to changed behaviours of people with dementia and controlling upsetting thoughts of caregiving, quality of care experiences, completion of the iSupport manual and satisfaction with the program, compared to those in the usual iSupport program.

The usual iSupport program demonstrated positive effects for carers on capabilities of obtaining respite care.

Facilitators could embed the training sessions for support workers in existing staff meetings. Support workers could deliver the usual iSupport program to carers in their routine contacts with their clients.

Aged care organisations in the project have initiated to sustain the usual iSupport program in their routine care services after the project life. However, they have identified the need to access funding sources for carers to sustain the tailored iSupport program.

# CHAPTER 1

## OUTLINE OF THE EVIDENCE-BASED CHINESE ISUPPORT PROGRAM

### What did we find from the Chinese iSupport program?

#### Why is iSupport for Dementia program important?

Over 55 million people live with dementia globally and approximately 25% of them live in Australia and China (Alzheimer's Disease International, 2018).

People with dementia show higher dependence on family carers compared to those without dementia (Alzheimer's Disease International, 2018). Moreover, around 95% of people with dementia from a Chinese background reside at home and are cared for by family members, compared to 55% in Europe Western (Alzheimer's Disease International, 2018).

Low utilisation of dementia and aged care services by Chinese carers is attributed to the influence of Confucianism that encourages people to make sacrifices to care for their aged parents and family members (Yiu et al., 2021). While family carers provide most care activities, they are less prepared with dementia care knowledge and skills than professional carers (WHO, 2019; World Health Organization, 2021).

The World Health Organization (WHO) has developed the iSupport for Dementia program, a comprehensive online or manual psychoeducation program for informal carers, to support the global dementia care action plan (WHO, 2019). Researchers in Australia and China have been working in a systemic and collaborative way to develop and evaluate the Chinese iSupport program and embed it to routine care services in the health care and social care systems as described in this chapter.

#### Translation and cultural adaptation of the iSupport

Our team across Australian and China has translated the iSupport from English into Chinese and culturally adapted it in the Chinese-Australian community and China based on the WHO adaptation guidelines (Xiao, Ye, et al., 2022). We have also engaged stakeholders in the translation and cultural adaptation process to ensure the acceptability of the program in the community. Chinese iSupport includes six modules: Introduction to dementia; Being a carer; Caring for me; Providing everyday care and Dealing with changed behaviours; and My engagement in consumer-directed care. The learning modules and units are listed in Table 1.

**Table 1 iSupport learning modules and units**

Modules	Units
1. Introduction to dementia	1. What is dementia?
2. Being a carer	1. The journey together 2. Improving communication 3. Supported decision-making 4. Involving others
3. Caring for yourself	1. Reducing stress in everyday life 2. Making time for pleasant activities 3. Thinking differently
4. Providing everyday care	1. Eating and drinking-more pleasant mealtimes 2. Eating, drinking and preventing health problems 3. Toileting and continence care 4. Personal care 5. An enjoyable day
5. Dealing with changed behaviour	1. Introduction to behaviour changes 2. Memory loss 3. Aggression 4. Depression, anxiety and apathy 5. Difficulty sleeping 6. Delusions and hallucinations 7. Repetitive behaviour 8. Walking and getting lost 9. Changes in judgement 10. Putting it all together
6. Consumer-directed aged care and dementia care	1. Making informed choices in dementia care 2. Services that are available for younger onset dementia 3. Carer support 4. Dementia Behaviour Management Advisory Service 5. Home care packages 6. Relinquishing the carer role

## The effectiveness of and carers' experiences in the iSupport program

Our team evaluated the effectiveness and cost-effectiveness of and carers' experiences in the Chinese iSupport program in a 9-month trial with 266 carer participants across multiple study sites in Australia and greater China (Xiao, Wang, et al., 2022; Xiao et al., 2024). Carers in the iSupport intervention group in the trial: 1) utilised iSupport to develop knowledge, skills and positive thoughts in the care of people with dementia; 2) received support from a trained iSupport facilitator to navigate and access care services and resources people with dementia and their carers needed; 3) participated in monthly online carer support group meetings facilitated by the iSupport facilitators to share their experience in the program; 4) connected with other carers via a social media platform to support each other and overcome social isolation. The results from the trial reveal that the iSupport program can improve carers' mental health-related quality of life and self-efficacy in controlling upsetting thoughts; and reduce distress. Moreover, the program can improve carers' meaningful interactions with peers and program facilitators which enhance their dementia care capabilities and sense of social support.

### Carers' perceived needs when disseminating the iSupport program

The project team conducted a survey with carers across Australia (Yu et al., 2023) and China (Xu et al., 2024) to assess their needs in disseminating the iSupport program. Findings in Australia confirmed that most carers (88%) did not attend dementia education due to language barriers (59%); were too time-poor to attend (36%) with other reasons (15%). Most carers (80%) were not offered opportunities to participate in peer support groups in their preferred language. All carers would like to engage in Chinese iSupport manual as a self-learning tool; 88% of them would like to have a facilitator to support them in the Chinese iSupport program and 72% would like to allocate some of the home care package budget to pay for the facilitator-led tailored carer support. They suggested the use of the iSupport audiobook (81%) as they did not have time to read it. Fifty percent of carers recommended having a hardcopy of the iSupport book or an eBook (50%) for those without a computer to access to web-based iSupport.



- 88% of carers had not attended dementia education due to language barrier barriers (59%) and time constraints (36%).
- 80% were not offered peer support groups in their preferred language.
- All carers expressed a desire to use the Chinese iSupport manual as a self-learning tool.
- 88% wanted a facilitator to support them in the Chinese iSupport program.
- 72% were willing to allocate part of their home care package budget for the facilitator-led tailored support.
- 81% suggested using an audiobook format due to lack of time for reading.
- 50% recommended a hardcopy or eBook version for those without computer access.

## CHAPTER 2

# EMBEDDING THE CHINESE ISUPPORT PROGRAM TO YOUR ORGANISATION'S CARE SERVICES

**How do health care and aged care organisations embed the iSupport program to routine care services?**

We have developed these iSupport resources as listed in Table 2. There are multiple ways for your organisation to embed the Chinese iSupport program and/or resources to routine care services depending on the care needs of people with dementia and their carers as we discussed in the following sections.

**Table 2 Chinese iSupport resources**

Categories 类别	Content 内容	Where to access and download? 访问或下载方法
Chinese iSupport information sheet 中文 iSupport 传单	Brief instruction to access the Chinese iSupport program and resources; using QR code to access all resources 访问中文 iSupport 计划和资源的简要说明；使用二维码访问所有资源	See Appendices 1 and 2
Web-based Chinese iSupport program 网站版 iSupport课程 (NFACR)	Six modules and 29 units 完整的iSupport模块和单元	Simplified Chinese: 简体中文版 <a href="http://43.135.6.171:8080/support_cns/">http://43.135.6.171:8080/support_cns/</a> Traditional Chinese: 繁体中文版 <a href="http://43.135.6.171:8080/support_cnt/">http://43.135.6.171:8080/support_cnt/</a>
Chinese iSupport e-books电子书 (NFACR)	Six modules and 29 units 完整的iSupport模块和单元	<u>Simplified Chinese: 简体中文版</u> <u>Traditional Chinese: 繁体中文版:</u>
Chinese iSupport audiobooks有 声书 (ARIIA and NFACR)	完整的iSupport模块和单元	<ul style="list-style-type: none"> <li>• <u>Mandarin: 普通话版</u></li> <li>• <u>Cantonese: 澳大利亞失智症照顧者培訓和支援手冊: 粵語版</u></li> </ul>



## **Using the Chinese iSupport information sheet to disseminate iSupport resources**

We have developed a “Simplified Chinese iSupport information sheet” and a “Traditional Chinese iSupport information sheet” to introduce the iSupport resources we listed in Table 2. If your organisation intent to use these resources, you will need to appoint an iSupport facilitator to dissemination the resource. The iSupport facilitator can use staff development sessions, staff meetings or other opportunities to introduce the Chinese iSupport information sheet to support workers who deliver direct care to people with dementia. The iSupport facilitator will need to work with support workers to disseminate iSupport resources to carers of people with dementia.

Opportunities to disseminate iSupport resources include, but are not limited to distributing the Chinese iSupport information sheet to:

- Dementia carer support groups,
- People with dementia and their carers involved in health education and health promotion activities,
- People with dementia and their carers in hospital discharge plan,
- You can also use newsletter, social media platforms and email etc. to distribute the Chinese iSupport information sheet to relevant audience.

Health professionals and support workers who deliver direct care services to people with dementia are in an ideal position to introduce the iSupport resources to carers in various settings, for example memory clinics, geriatric clinics, geriatric wards, dementia care units, respite care centres, home care package. They can distribute the Chinese iSupport information sheet to carers of people with dementia in these care settings.

### **Implementing “the usual Chinese iSupport program”**

Based on our experiences, some carers are capable of using the Chinese iSupport information sheet to access and utilise iSupport resources without additional help from professional staff. However, some carers do need help from staff to access and utilise the iSupport resources due to low digital literacy level. Therefore, the iSupport facilitator will need to train staff to help carers access and utilise the iSupport manuals and resources. The module three in this book provides a step-by-step instruction for accessing and utilising the iSupport resources. The iSupport facilitator can use the module three to train staff.

### **Training support for aged care organisations to implement “The tailored Chinese iSupport program”**

Flinders University iSupport team offers training and consultation services for aged care organisations to implement “The tailored Chinese iSupport program”. Please contact the project leader, Professor Lily Xiao ([lily.xiao@flinders.edu.au](mailto:lily.xiao@flinders.edu.au)) to discuss your needs and requests.

# CHAPTER 3

## INSTRUCTIONS FOR CARERS OF PEOPLE WITH DEMENTIA TO ACCESS AND UTILISE THE CHINESE ISUPPORT PROGRAM

How do carers access and utilise the iSupport program?

### 1. Accessing the Website



Simplified Chinese: [http://43.135.6.171:8080/support\\_cns/](http://43.135.6.171:8080/support_cns/) (Australian link)

Traditional Chinese: [http://43.135.6.171:8080/support\\_cnt/](http://43.135.6.171:8080/support_cnt/) (Australian link)

You will be prompted to sign up and register. Please follow the instructions in Step 2 to register.

### 2. How to register

#### 2.1. Click on 'Register' on the homepage

**澳大利亚失智症照顾者在线支持**

失智症照顾者在线支持项目 (iSupport for Dementia) 是由世界卫生组织协同全球失智症照顾领域的专家团队共同完成的照顾者在线学习课程。在澳大利亚政府澳中基金会资助下, 我们开展了“通过 iSupport 项目加强澳大利亚和大中华地区在失智症照顾领域的研究合作”的研究课题, 通过研究将世界卫生组织 iSupport 项目翻译成中文并进行了文化调适, 以供澳大利亚讲华语的失智症照顾者使用。我们的研究目的是:

1. 通过失智症照顾者在线支持, 加强澳大利亚与大中华地区在失智症照顾的研究合作。
2. 增进对使用华语的失智症照顾者经验的了解。
3. 展示澳大利亚在失智症照顾政策、标准和服务方面的卓越表现。
4. 以中文失智症照顾者在线支持为契机, 使澳大利亚的多元文化社区参与开发多语言项目。
5. 通过建立在线教育和在线失智症照顾者支持来应对 COVID-19 疫情所带来的挑战。

我们根据照顾者的需要, 制作了以下三种 iSupport 版本: 1) iSupport 在线学习网站; 2) iSupport 电子书; 3) iSupport 有声书。请阅读“使用者指南”栏目, 以了解如何使用这些版本。我们在项目中开展了线上研讨会, 请点击“线上研讨会记录”栏目, 获取研讨会录像记录。

**该项目的协作单位:**

澳大利亚: 福林达斯大学, 新南威尔士大学, 国立老年研究所, 卧龙岗大学  
大中华地区: 北京大学精神卫生研究所, 西安交通大学护理学院, 臺北醫學大學護理學院, 香港中文大學醫學院, 澳門鏡湖護理學院

## 2.2. Fill in your personal information.

**在线支持**

注册

照顾者信息

姓名

手机号或住宅电话号码

密码

再次输入密码

性别

年龄

被照顾者信息

性别

年龄

关系

请告诉我们如何称呼被照顾者?

注册

2.3. The website will automatically review your registration information, which is expected to take around 10 minutes.

2.4. Log in to your personal account Enter your username and password to log in to your personal account.

**失智症照顾者在线支持**  
Chinese iSupport for Dementia

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**在线支持**

主頁

Home page

关于我们

About us

项目海报

Project poster

线上研讨会记录

Recorded webinars

使用指南

注册

登录

忘记密码

### 澳大利亚失智症照顾者在线支持

失智症照顾者在线支持项目 (iSupport for Dementia) 是由世界卫生组织协同全球失智症照顾领域的专家团队共同完成的照顾者在线学习课程。在澳大利亚政府澳中基金会资助下, 我们开展了“通过 iSupport 项目加强澳大利亚和大中华地区在失智症照顾领域的研究合作”的研究课题, 通过研究将世界卫生组织 iSupport 项目翻译成中文并进行了文化适配, 以供澳大利亚讲华语的失智症照顾者使用。我们的研究目的是:

1. 通过失智症照顾者在线支持, 加强澳大利亚与大中华地区在失智症照顾的研究合作。
2. 增进对使用华语的失智症照顾者经验的了解。
3. 展示澳大利亚在失智症照顾政策、标准和服务方面的卓越表现。
4. 以中文失智症照顾者在线支持为契机, 使澳大利亚的多元文化社区参与开发多语言项目。
5. 通过建立在线教育和在线失智症照顾者支持来应对 COVID-19 疫情所带来的挑战。

我们根据照顾者的需要, 制作了以下三种 iSupport 版本: 1) iSupport 在线学习网站; 2) iSupport 电子书; 3) iSupport 有声书。请阅读“使用指南”栏目, 以了解如何使用这些版本。我们在项目中开展了线上研讨会, 请点击“线上研讨会记录”栏目, 获取研讨会录像记录。

请点击图片观看失智症照顾者在线支持简介

#### 该项目的协作单位:

澳大利亚: 福林德斯大学, 新南威尔士大学, 国立老年研究所, 卧龙岗大学  
大中华地区: 北京大学精神卫生研究所, 西安交通大学护理学院, 臺北醫學大學護理學院, 香港中文大學醫學院, 澳門鏡湖護理學院

2.5. The Chinese iSupport learning program consists of a total of 6 learning modules. Each module contains different learning units. By clicking on each learning unit, you will be able to embark on your learning journey.



For specific instructions, please click the "Registration Video" link: Guide to Using the Dementia Caregiver Online Support Website.

- Simplified Chinese (Australia Website) : [http://43.135.6.171:8080/support\\_cns/static/guideVideo.mp4](http://43.135.6.171:8080/support_cns/static/guideVideo.mp4)
- Traditional Chinese (Australia Website) : [http://43.135.6.171:8080/support\\_cnt/static/guideVideo1.mp4](http://43.135.6.171:8080/support_cnt/static/guideVideo1.mp4)

### 3. Download various iSupport resources

Step 1: Click on the User Guide located at the bottom left corner of the homepage.



Step 2: Click on next page



### Step 3: Click on next page

学习模块	学习单元
1 失智症简介 介绍了什么是失智症，包括失智症人士会发生什么，如果您怀疑您的家人或朋友患有失智症您该怎么做。	1a 失智症简介(有声书)
2 做一名照顾者 专注于改善沟通，共同决策，并让其他人参与到失智症人士的照顾中来。	2a 相伴之旅(有声书) 2b 促进沟通(有声书) 2c 共同决策(有声书) 2d 寻求他人帮助(有声书)
3 照顾我 旨在通过赋予愉快的活动时间和改变思考模式来减少照顾者的压力。	3a 舒缓日常生活的压力(有声书) 3b 为愉悦身心的活动寻找时间(有声书) 3c 不同的思维方式(有声书)
4 提供日常护理 专注于饮食，包括创造更多愉快的进餐时间，以及预防与失智症相关的健康问题，使用厕所、失禁照顾和个人护理。	4a 饮食：更加愉快的用餐时间(有声书) 4b 预防健康问题(有声书) 4c 如厕和失禁的护理(有声书) 4d 个人护理(有声书) 4e 愉快的生活(有声书)
5 应对行为改变 介绍了失智症人士可能发生的行为变化以及对照顾者的影响。这些行为变化包括记忆丧失、攻击行为、抑郁和焦虑、睡眠障碍、妄想和幻觉、重复行为、游走和走失，以及判断力下降或缺乏。	5a 行为改变简介(有声书) 5b 记忆丧失(有声书) 5c 攻击行为(有声书) 5d 抑郁和焦虑(有声书) 5e 睡眠障碍(有声书) 5f 妄想和幻觉(有声书) 5g 重复行为(有声书) 5h 游走和走失(有声书) 5i 判断力下降或缺乏(有声书) 5j 总结回顾(有声书)
6. 使用者导向的护理服务 (仅限于澳大利亚中文版) 介绍了如何申请和使用联邦政府提供的各种老年护理服务，内容包括：对失智症护理服务作出明智的选择，年轻型失智症可选择的服务，照顾者支持，失智症行为管理咨询服务，家属配套服务，帮助照顾者退出照顾者角色的活动和服务。	6a 对失智症护理服务作出明智的选择(有声书) 6b 年轻型失智症可选择的服务(有声书) 6c 照顾者支持(有声书) 6d 失智症行为管理咨询服务(有声书) 6e 家属配套服务(有声书) 6f 帮助照顾者退出照顾者角色的活动和服务(有声书)
共计：6个学习模块	29个学习单元

← 上一页 3 下一页 →

### Step 4: select audiobook or iSupport e-Book

步骤	如何操作
1. 连接到网页	点击: <a href="http://43.135.6.171:8080/support_cns/">http://43.135.6.171:8080/support_cns/</a> 打开网页后，您将被要求报名注册。请按照步骤2的指示进行注册。
2. 如何注册	报名注册：在报名页面填写您的个人信息。
3. 审核注册	我们将审核您的注册信息，这一过程需要至少24小时。请您在注册24小时后登录并使用“失智症照顾者在线支持”。
4. 登录个人账户	输入您的用户名和密码，登录个人账户。
5. 开始模块学习	iSupport学习项目一共有六个学习模块。每个模块有不同的学习单元（类似于课本里的一个个章节小课）。通过点击每个学习单元，您将能够开始您的学习之旅。
具体操作请点击“注册视频”链接	<a href="#">“注册视频”链接</a>

2. iSupport电子书：请点击以下链接下载电子书，保存到您的电脑、iPad或手机阅读。您也可以根据您的需要，打印出有关的学习模块或学习单元进行阅读。

- 2.1 澳大利亚失智症照顾者培训和支持手册: 简体中文版
- 2.2 澳大利亚失智症照顾者培训和支持手册: 繁体中文版

4

3. iSupport有声书：请点击以下链接下载有声书，保存到您的电脑、iPad或手机听阅。

- 3.1 澳大利亚失智症照顾者培训和支持有声书: 普通话版: 请参见表1中有声书下载链接。
- 3.2 澳大利亚失智症照顾者培训和支持有声书: 粤语版: 请参见表1中有声书下载链接（正在製作中）。

iSupport是照顾者的自学工具。每个学习模块包含多个学习单元。所有学习单元的结构都是一致的。首先，每个学习单元会概述该单元的重要性，如何帮助您成为好的照顾者以及您将会学习到的内容。然后，课程会展示学习内容，比如简要阅读，个案分析，多项选择题以及练习活动来检验您学到的内容。您可选择学习整个课程，也可挑选其中与您的情况相关的学习模块或学习单元来学。当然您也可以随时返回到各个模块再次学习。

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# APPENDICES

## Appendix 1. Simplified Chinese iSupport information sheet 澳大利亚简体版iSupport信息手册



参与澳大利亚失智症照顾者培训和支持项目，您将有机会学习：

- 1、有关失智症的知识
- 2、如何成为照顾者
- 3、如何减轻您作为照顾者的心理压力
- 4、如何照顾失智症家人的日常起居
- 5、如何应对失智症家人的行为改变
- 6、可提供支持和帮助的服务




**致谢**

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Flinders University

澳大利亚华语iSupport工作组 Flinders University The University of New South Wales National Ageing Research Institute Western Sydney University 澳大利亚养老院基金会 (ANHF) 澳大利亚华人服务协会 (CASS) 南澳大利亚华人福利服务中心 (CWS)

如您感兴趣请联系电子邮箱：  
ChineseiSupport@flinders.edu.au



澳大利亚失智症照顾者培训和支持项目

iSupport信息手册

### 课程简介

失智症照顾者课程包括6个模块，29个学习课程：

学习模块一 失智症简介	
第一节	失智症简介
学习模块二 做一名照顾者	
第一节	相伴之旅
第二节	促进沟通
第三节	共同决策
第四节	寻求他人的支持

### 课程简介 (续)

学习模块三 照顾我	
第一节	舒缓日常生活的压力
第二节	为愉悦身心的活动寻找时间
第三节	不同的思维方式
学习模块四 提供日常护理	
第一节	饮食：更加愉快的用餐时间
第二节	饮食：预防健康问题
第三节	如厕和失禁的护理
第四节	个人护理
第五节	愉快的生活
学习模块五 应对行为改变	
第一节	行为改变简介
第二节	记忆丧失
第三节	攻击行为
第四节	抑郁和焦虑
第五节	睡眠障碍
第六节	妄想和幻觉
第七节	重复行为
第八节	游走和走失
第九节	判断力下降或缺乏
第十节	总结回顾
学习模块六 使用者导向的护理服务	
第一节	对失智症护理服务作出明智的选择
第二节	有年轻型失智症的人可选择的护理服务
第三节	照顾者支持
第四节	失智症行为管理咨询服务
第五节	家居配教服务
第六节	帮助照顾者退出照顾者角色的活动和服务

### "学习方式"

您可以根据自身需求，选择下列方式进行课程学习，您选择的学习方式不仅限于一种：

- 1、网站学习**  
登录下方网址或扫描下方二维码登录网站，注册完成后，即可学习。  
[HTTP://43.135.6.171:8080/SUPPORT\\_CNS/](http://43.135.6.171:8080/SUPPORT_CNS/)
- 2、有声书学习**  
您可在上方网站中自行下载有声书资源进行学习，让您学习生活两不误！（扫描下方二维码倾听示例）
- 3、电子书学习**  
网站中同时配有电子书资源供您下载使用，方便您随时随地浏览学习。



# APPENDICES

## Appendix 2. Appendix Traditional Chinese iSupport information sheet 澳大利亞繁体版iSupport信息手册



參與澳大利亞失智症照顧者培訓和支持項目，您將有機會學習：

- 1、有關失智症的知識
- 2、如何成為照顧者
- 3、如何減輕您作為照顧者的心理壓力
- 4、如何照顧失智症家人的日常起居
- 5、如何應對失智症家人的行為改變
- 6、可提供支援和幫助的服務




致謝

該項目由澳大利亞政府澳中基金會資助。福林達斯大學很榮幸成為澳中關係國家基金會的資助得主。



澳大利亞華語iSupport工作組  
Flinders University  
The University of New South Wales  
National Ageing Research Institute  
Western Sydney University  
澳大利亞養老院基金會 (ANHF)  
澳大利亞華人服務協會 (CASS)  
南澳大利亞華人福利服務中心 (CWS)

如您感興趣請聯系  
電子郵件: ChineseiSupport@flinders.edu.au



澳大利亞失智症照顧者培訓和支持項目

iSupport資訊手册

### 課程簡介

失智症照顧者課程包括6個模組，29個學習課程：

學習模組一 失智症簡介	
第一節	失智症簡介
學習模組二 做一名照顧者	
第一節	相伴之旅
第二節	促進溝通
第三節	共同決策
第四節	尋求他人的支援

### 課程簡介 (續)

學習模組三 照顧我	
第一節	舒緩日常生活的壓力
第二節	為愉悅身心的活動尋找時間
第三節	不同的思維方式
學習模組四 提供日常護理	
第一節	飲食：更加愉快的用餐時間
第二節	飲食：預防健康問題
第三節	如廁和失禁的護理
第四節	個人護理
第五節	愉快的生活
學習模組五 應對行為改變	
第一節	行為改變簡介
第二節	記憶喪失
第三節	攻擊行為
第四節	抑鬱和焦慮
第五節	睡眠障礙
第六節	妄想和幻覺
第七節	重複行為
第八節	遊走和走失
第九節	判斷力下降或缺乏
第十節	總結回顧
學習模組六 使用者導向的護理服務	
第一節	對失智症護理服務作出明智的選擇
第二節	有年輕型失智症的人可選擇的服務
第三節	照顧者支援
第四節	失智症行為管理諮詢服務
第五節	家居配套服務
第六節	幫助照顧者退出照顧者角色的活動和服務

### "學習方式"

您可以根據自身需求，選擇下列方式進行課程學習，您選擇的學習方式不僅限於一種：

- 1、**網站學習**  
登錄下方網址或掃描下方第一個二維碼登錄網站，註冊完成後，即可學習。  
[HTTP://43.135.6.171:8080/SUPPORT\\_CNS/](http://43.135.6.171:8080/SUPPORT_CNS/)
- 2、**有聲書學習**  
您可在上方網站中自行下載有聲書資源進行學習，讓您學習生活两不误！（掃描第二個二維碼傾聽示例）
- 3、**電子書學習**  
網站中同時配有電子書資源供您下載使用，方便您隨時隨地瀏覽學習。







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