



Inclusive Manningham: A Dementia Friendly City

Action Plan 2017/19

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1. Introduction

1.1 What is Dementia?

Dementia currently affects more than 413,106 Australians. It is a collection of symptoms that are caused by disorders affecting the brain. Today over 60 different conditions are known to cause dementia symptoms. The most common are Alzheimer's disease; Vascular dementia; Lewy body disease and Frontotemporal dementia.

Dementia affects everyone differently, and in fact, not everyone you meet may have any visible symptoms. Symptoms may include impaired memory and confusion, difficulty in performing day-to-day or familiar tasks, challenges with communication such as language and word finding, and changes in personality, mood, and behaviour. It often affects thinking, behaviour and the ability to perform everyday tasks with brain functioning being affected enough to interfere with a person's normal social or working life.

The majority of people with dementia live in the community. However, people with dementia can feel socially isolated and need more opportunities to interact with people in the community and to participate in social or other activities. With the support of their local community, neighbours, friends and family members, people with dementia can continue to do many of the things they did before they received a diagnosis.

With the growing numbers of people living with dementia, families and communities alike will require a shift in how we respond to the needs of people living with dementia, to ensure people feel included and engaged in community life. Most people with dementia are older, but it is important to remember that not all older people get dementia. It is not a normal part of ageing. Dementia can happen to anybody, but it is more common after the age of 65 years. People in their 40s and 50s can also have dementia. The term early (younger) onset dementia is used to describe any form of dementia diagnosed in people under the age of 65.

The latest figures show that early onset dementia affects approximately 25,938 Australians, with dementia having been diagnosed in people in their 50's, 40's and even as early as their 30's. Due to dementia in younger people being less common than dementia occurring after the age of 65 it can be difficult to diagnose.

1.2 Dementia Friendly Community

1.2.1 Broader Policy Context

The National Framework for Action on Dementia 2015–2019 identifies the need to develop dementia-friendly communities in Australia to build awareness, acceptance and understanding of dementia in the community. These principles of inclusion are grounded in the international work undertaken by the World Health Organisation on age-friendly cities and are echoed in the Age Friendly Victoria Declaration as well as many other policy frameworks that draw on universal design principles. With growing numbers of people living with dementia, and with governments and community members agreeing that living in the community for as long as possible is desirable, there is a pressing need to equip our communities to understand and support everyone, no matter how diverse their needs.

1.2.2 What is a Dementia Friendly Community?

People living with dementia often report that a diagnosis is life-changing, not only because of the day to day symptoms they experience but because of changes in the way that people perceive or treat them. This has implications for the way that they, their families and carers participate and interact with their own local communities.

Activities that we take for granted, such as going out for a coffee, doing grocery shopping or banking, paying our council rates or using local community facilities can become complex and challenging for people with dementia.

Indeed, a recent survey by Alzheimer's Australia highlighted that nervousness about becoming lost, difficulty in speaking to shop staff and social isolation are common. As one person put it, *"it's like (people) think I no longer count and I am not a person anymore"*. And yet, in the words of another individual, *"a person living with dementia ... has as much to contribute to society as the next person"*. This is why the idea of dementia-friendly communities is so important.

In its broadest sense, a dementia-friendly community is a place in which a person with dementia is supported to live a high quality life with meaning, purpose and value. This broad principle of inclusion for Manningham is at the heart of how we support people from diverse backgrounds, abilities and genders. Ultimately, a dementia-friendly community will be friendly for everyone.

A recent survey of people with dementia highlighted that:

59% thought that others avoided spending time with them because of their diagnosis

41% wished they had more social contact with people in the community

57% were afraid of becoming lost in their local community

48% had difficulty in communicating with staff in stores

Alzheimer's Australia 2014. Living with dementia in the community: challenges and opportunities.

Each dementia-friendly community will look different, but may include:

- Businesses, including local government agencies, which provide accessible services to people with dementia, including having staff who understand dementia and know how to communicate effectively with people who have dementia.
- Volunteering and/or employment opportunities for people with dementia.
- Social, cultural community and sporting clubs that are welcoming and inclusive of members with dementia.

To create a dementia-friendly community, Dementia Australia recommends the following priority areas:

1. Increasing community awareness and understanding about dementia
2. Improving access to social activities and opportunities to engage
3. Employment opportunities or support to remain employed
4. Access to health and care services to continue to live at home for as long as possible
5. Access to affordable and convenient transport options
6. Improving physical environments e.g. signage, lighting and colours

1.3 Why Should Local Government Create a Dementia Friendly Community?

Local Government is in a prime position to lead and help facilitate a community that is more inclusive of people including people who are living with Dementia and their carers.

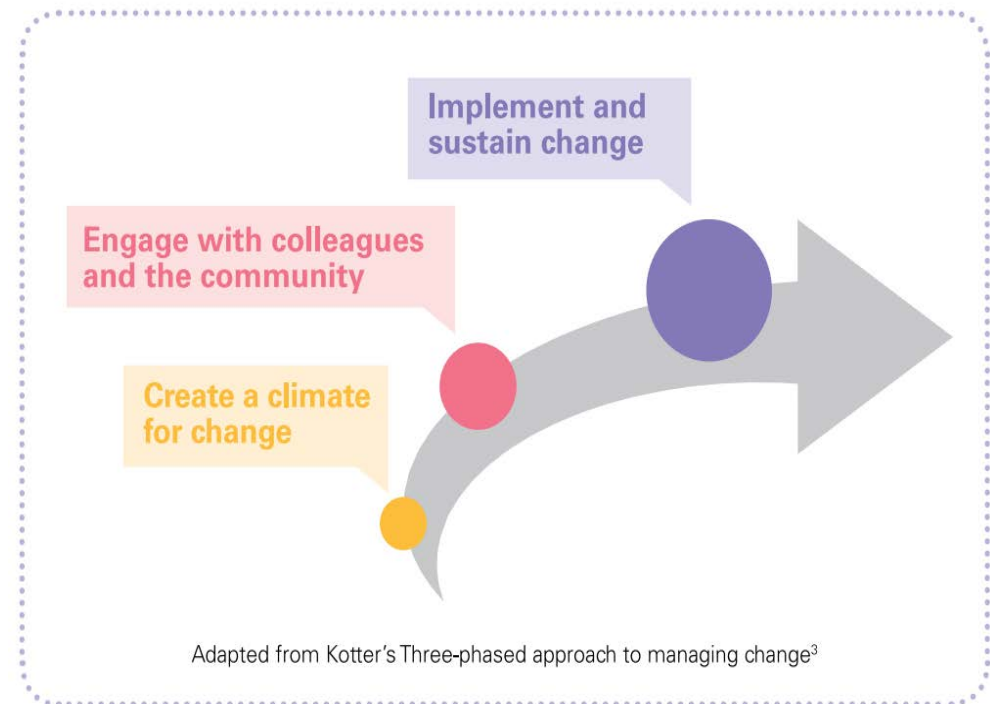
With key focuses on the environments that make up a community: Natural and Built, Social and Economic, Local Government can work in partnership with key stakeholders to identify and address barriers for people with dementia to improve their quality of life and civic engagement.

1.4 Steps to Creating a Dementia Friendly Community

Alzheimer's Australia have developed a Toolkit for Local Government to support them on their journey to becoming a Dementia-friendly Community. Manningham Council through its Inclusive Manningham: Dementia Friendly City Project (2015-2017) have actively commenced the first two phases of "creating a climate for change" and "in engaging with colleagues and the community" and is now progressing new initiatives to sustainable change.

Recommendations from this toolkit, have been considered within the development of this Action Plan.

The Manningham Case Study is incorporated within this toolkit.



2. Manningham Policy Context

In Manningham, there are many ways for people to stay healthy, active and connected to their family, community and environment in which they live. They can access and enjoy the many walking and bike paths, the parks and open spaces, the sports facilities and grounds. They can also utilize an array of services and programs that support healthy living as well as get involved and participate in activities that enhance their connection and creativity with their local community.

Statistics show that Manningham residents enjoy a level of health and wellbeing that is higher than many other areas across Victoria. In saying this, there are growing health and wellbeing concerns within our municipality that need to be addressed. Dementia is one such issue. Rates of Dementia are rising and rates are expected to grow in Manningham by 196% by 2025.

2.1 Manningham's Council Plan 2017- 2021 Vision and Health and Wellbeing Goals

Manningham City Council's strategic guiding document is the Council Plan 2017 - 2021. This document directs the priorities of Council over the next four years. Dementia has been identified as a future action.

Vision: A liveable and Harmonious City

Healthy Community Goals:

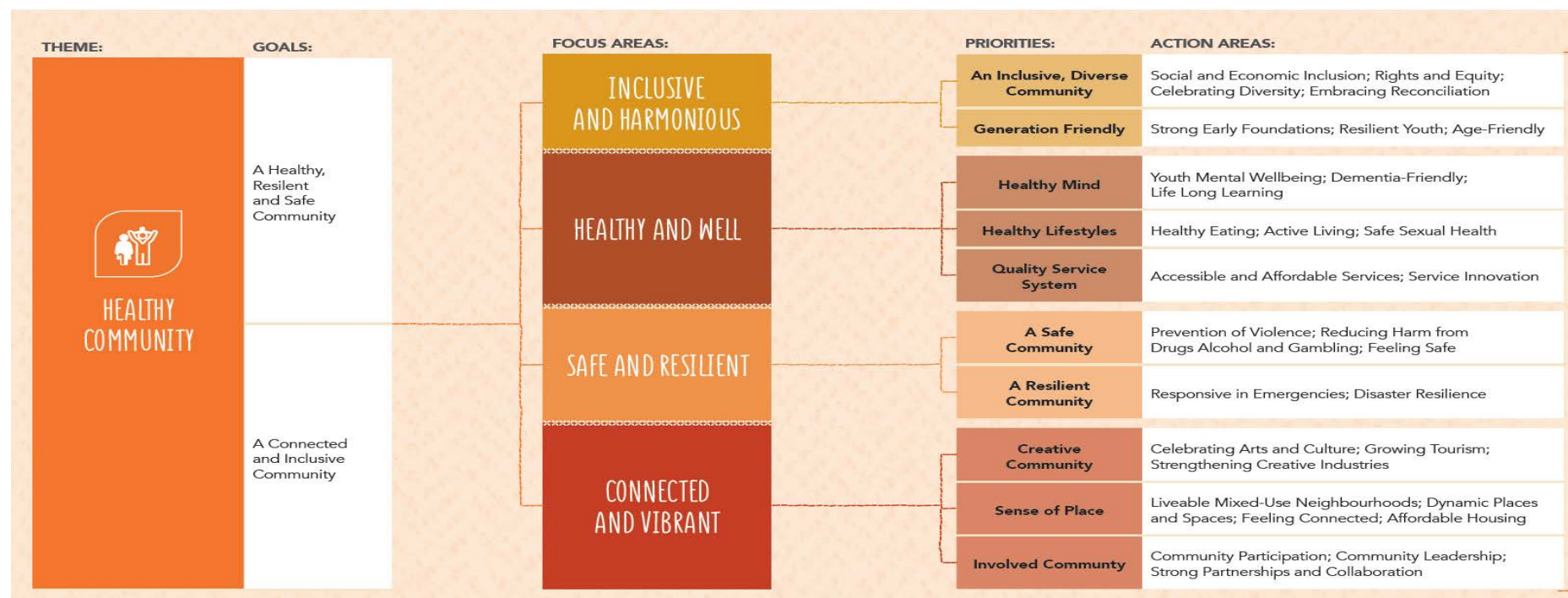
1. A healthy resilient and safe community
2. A connected and inclusive community



2.2 Manningham Healthy City Strategy 2017 – 2021

Local Governments in partnership with key stakeholders at a state, regional and local level have a requirement under the Health and Wellbeing Act 2008 to ‘seek to protect, improve and promote the public health and wellbeing’ of the community. Manningham City Council achieves this through the development, implementation and evaluation of the Healthy City Strategy 2017 – 2021. The Strategy outlines the priorities that Council and its partners will focus on over the next four years to address the growing health and wellbeing needs in Manningham. Dementia has been identified within this Strategy as a priority and action area for Manningham.

Figure 1: Healthy City Strategic Framework



2.3 Manningham's Commitment to Dementia

Manningham City Council's ongoing commitment to Dementia-friendly communities which have been endorsed by Council include:

- Council Plan 2017 – 2021 Action 1.2 is to “Strengthen opportunities for older people in building a Dementia and Age Friendly City”.
- Healthy City Strategy 2017 – 2021 under the Healthy Mind Priority there is three action areas of which one is Dementia Friendly where “Manningham will strive to become a Dementia-Friendly City”.
- Healthy City Strategy 2017 – 2021 Evaluation Target “3 new settings supporting dementia friendly principles by 2021”

Council and its partners, will report to Council on the activities and initiatives that are being undertaken to achieve these two key actions. This process ensures the growing issue of dementia in Manningham remains as high profile and that resources are allocated to enhance the outcomes for the community.

2.4 Manningham's Journey to an Inclusive Manningham: Dementia Friendly City

Dementia Friendly City now sits as a strategic direction for Council as a result of an outcome from the Inclusive Manningham: Dementia Friendly City Project which commenced in 2015. The project commenced as partnership with Alzheimer's Australia (Victoria), now known as Dementia Australia, to facilitate Manningham as a Dementia Friendly City with the objectives to:

1. Engage with people living with dementia and their carers to identify what a dementia-friendly community might look like
2. Establish a local dementia advisory group and develop an action plan
3. Increase awareness of dementia in Manningham.

The project was successfully launched in December 2015 with the release of a community survey to gain the community's view on what is important in Manningham in creating a dementia friendly city. A Dementia Alliance Group was established, an Inclusive Manningham: Dementia Friendly City Action Plan was developed and a number of initiatives were undertaken. Some of the key achievements of the Inclusive Manningham: Action Plan 2016/2017 were as follows:

Priority 1: Building Community Awareness and Capacity	Priority 2: Participation in Community	Priority 3: Advocating for Change
Manningham Council Staff Trained	Urban Planners more aware of needs of people with dementia	Dementia Alliance Group facilitated
2 key sessions to community delivered	Settings to target identified – transport, traders and community services	Council Executive regularly informed of initiative
Partners have delivered sessions to own stakeholders	Discussions with Transdev initiated and workshops facilitated	Advocacy undertaken to peak bodies e.g. MAV and Dementia Australia
Session delivered to community service providers	Advocacy on the needs of people with dementia to community organisations and committees	New funding received for pilot project with AAV for Home support workers
Extensive communications across a number of publications and media styles		Dementia Friendly has now been incorporated as a strategic direction in Council Plan and Healthy City Strategy
		Evaluation of project completed by RMIT

The Dementia Alliance Group have an ongoing commitment to be involved in progressing Manningham to become a Dementia Friendly City and will continue to guide the development of the new Action Plan and will support in leading initiatives into the future.

3. Inclusive Manningham: Dementia Friendly City Action Plan 2017/19 Vision

Aligning to the Healthy City Strategy, the vision for the Inclusive Manningham: Dementia Friendly City Project is “*Strive to become a Dementia-Friendly City.*”

4. Planning and Implementation Approach

The Inclusive Manningham: Dementia Friendly City Action Plan 2017 / 2019 was developed and will be implemented using the following process.



4.1 Manningham Dementia Alliance Group

Manningham City Council has made a commitment to ensure the voices of people living with Dementia, carers and organisations supporting these individuals were actively involved in the development, planning and implementation of the Project Action Plan. A key outcome of the project was the establishment of the Manningham Dementia Alliance Group who play a key role in guiding and advising Council on the project and the initiatives that will help foster community change for people living with Dementia.

Membership on the Manningham Dementia Alliance Group includes representation from people living with Dementia, their carers and supporting organisations along with stakeholders from sporting, transport, business, faith groups and community services sector. This cross sectorial representation ensures that the settings important in creating a Dementia Friendly City are considered.

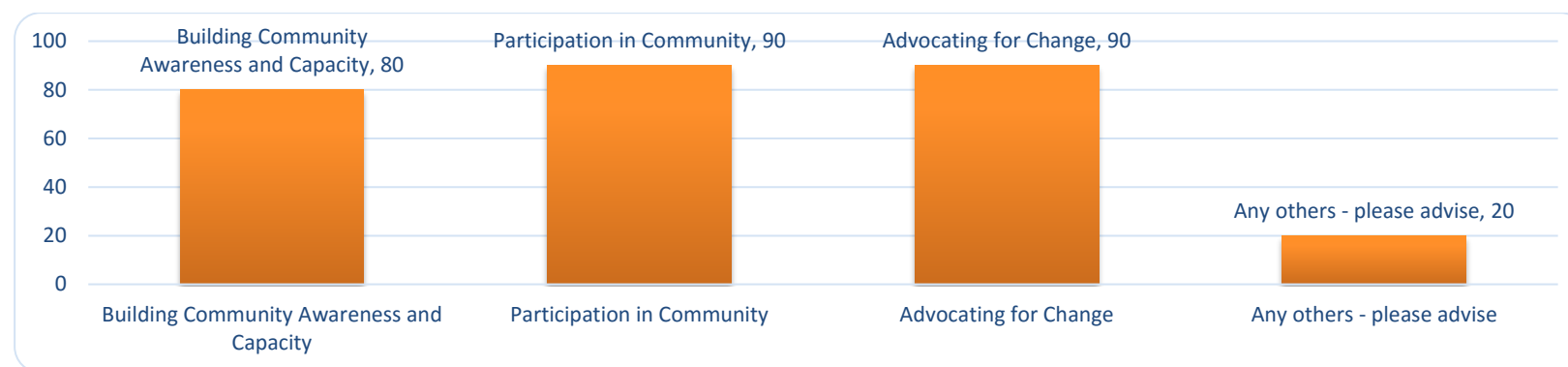
4.2 Process in Plan Development

A workshop was undertaken with the Manningham Dementia Alliance Group to review the previous action plan and then to identify the priorities and ideas for the Inclusive Manningham: Dementia Friendly City Action Plan 2017 - 2019. For those that were not at the workshop, opportunity was given to comment via a survey.

In delivering this workshop, it was important to consider not only new initiatives, but how do we build on the excellent work already in place.

The feedback showed that:

Which strategic priorities from the current plan are still appropriate?



Other priorities suggested included: Partnerships, Medical Advances

Which of the following action areas were still appropriate?

Value	Percent
Build Council Awareness	80.0%
Community Training and Awareness	80.0%
Communication and Information to Community	80.0%
Improving Urban Design	50.0%
Focus on Settings to Create Systemic Change (traders, transport, community services)	80.0%
Promote and strengthen community programs	80.0%
Ensuring people with dementia have a voice	70.0%
Advocacy to Council and Government	60.0%
Source funding for new Dementia Friendly projects	70.0%
Embed Dementia Friendly into future Policy and Strategy	70.0%

Other suggested actions for the plan included: Building awareness to families; Dementia Alliance Committee – Refresh and Revise; Building capacity via a variety of media; Greater engagement with people living with dementia, Training for sectors such as traders etc. encouraging a more inclusive community.

Using the advice from this information and also the evidence from best practice and consultation with the community, a suite of priorities, objectives and actions were developed.

4.3 Health Promotion

In developing the priorities, objectives and actions, Health Promotion Principles have been applied. To create the greatest level of community change in any health promoting activities, an upstream to downstream approach is required along with consideration of settings where the greatest influence can be made.



4.4 Settings Approach

The Dementia Alliance Group in the previous action plan identified a number of settings to consider approaching and engaging to create community change.

Three key settings have been engaged to date including Transport, Community Organisations and Council. More work is required in these spaces plus targeting some additional settings: Traders; Sporting Clubs and Education or Learning Centres.

The Alliance will work together to engage and build the capacity of these areas over the next two years.



5. Inclusive Manningham: Dementia Friendly City Action Plan 2017 / 2019

5.1 Vision

To guide the implementation of the Inclusive Manningham: Dementia Friendly City Project activities.

5.2 Priorities



5.3 Evaluation

An evaluation framework will be developed to ensure that the objectives of the Action Plan are measured and the impact of the project determined. The framework will include process and impact measures. This evaluation will be used to inform Manningham's Healthy City Strategy 2017-2021.

5.4 Action Plan – Priority 1: Building Community Awareness and Capacity

Priority 1: Building Community Awareness and Capacity				
Objective: To build understanding and awareness of Dementia and Dementia Friendly Communities				
Strategies	Actions	Responsibility	Time Frame	Measure of Achievement
1 Enhance awareness and understanding of how Council can create a more inclusive Manningham for People Living with Dementia and their Carers.	1.1 To inform Council Executive of the Dementia Friendly City Action Plan 2017-19 objectives and anticipated outcomes	ADSS	February 2018	<ul style="list-style-type: none"> Information provided to Executive Information Summary for Councillors
	1.2 Explore opportunities to make available information on Age Friendly and Dementia-Friendly Communities to staff as part of Council's Training Calendar	ADSS PCR	October 2018	<ul style="list-style-type: none"> Exploration undertaken
	1.3 Share "Creating Dementia Friendly Communities: A toolkit for Local Government to staff to continue to build their capacity and understanding.	ADSS	April 2018	<ul style="list-style-type: none"> Toolkit shared to appropriate staff
	1.4 Identify a Dementia Friendly Champion within 5 departments across Council and build their capacity to advocate to their service areas	ADSS	April 2018	<ul style="list-style-type: none"> 5 champions located and trained using the Virtual Dementia Experience

2. Continue to build the capacity of community on dementia and dementia friendly communities to enhance knowledge and improve service access to people living with Dementia and their carers.	2.1 Consult with and build the capacity of Manningham organisations and services on how to be more Dementia Friendly in their organisation.	SCS Community Services Forum	February 2019	<ul style="list-style-type: none"> • Session Delivered to key stakeholders • Consultation undertaken
	2.2 Develop a calendar of Dementia activities for Manningham in partnership with Dementia Alliance Group and key stakeholders	Dementia Alliance Group	October 2018	<ul style="list-style-type: none"> • A minimum of 4 community activities each year delivered as part of calendar
	2.3 Investigate and if possible, work with Faith Groups to build their understanding of dementia and dementia friendly communities	SCS Interfaith Network	February 2019	<ul style="list-style-type: none"> • Investigation conducted • Information provided to interfaith network
	2.4 Reduce the risks of dementia by promoting preventative measures and approaches to community	SCS	February 2019	<ul style="list-style-type: none"> • Promotion undertaken
3. Promote Dementia Friendly communities and the needs of people living with dementia and their carers.	3.1 Explore the development of a communications plan to promote Dementia(including early onset)Friendly and Age Friendly Communities	ADSS CRM	January 2018 and ongoing promotion	<ul style="list-style-type: none"> • A minimum of 3 articles and a social media campaign delivered.
	3.2 Promote Dementia Awareness Month each year to community	ADSS	October Annually	<ul style="list-style-type: none"> • Annual promotion delivered

4. Collate and promote information for Council and the community on Dementia to contribute to creating a Dementia Friendly City.	4.1 Collate tools and relevant information on Dementia Friendly Communities and promote as appropriate. .	ADSS	June 2018	Information Distributed
	4.2 Explore the possibility of establishing a website page devoted to Dementia Friendly Communities and appropriate resources	ADSS CRM	June 2018	Investigation conducted
	4.3 Continue to provide the Dementia Alliance with evidence based research and training	ADSS SCS	Ongoing	Information Provided

5.5 Action Plan – Priority 2: Participation in Community

Priority 2: Participation in Community				
Objective: To enhance the opportunities for people living with Dementia and their Carers to participate in Community Life				
Strategies	Actions	Responsibility	Time Frame	Measure of Achievement
1. Continue to enhance built and natural environments in Manningham taking into account universal design and dementia friendly design principles	1.1 Provide information and updates to urban planners and strategic planners on dementia friendly design principles	ADSS CS	June 2018	<ul style="list-style-type: none"> Information provided
	2. To engage three settings upon which to deliver targeted initiatives that will enhance the opportunities for people with Dementia to feel more included.	2.1 Work with Transdev to identify opportunities to improve transport usage for people with dementia	Transdev ADSS	June 2019
2.2 Explore with the Business Culture and Venues and Assets and Engineering Units, the opportunity to raise awareness to traders, emergency services and businesses to foster positive change		SCS BCV ADSS EM	June 2018	<ul style="list-style-type: none"> Information provided to Traders Information provided to Emergency Services
2.3 Consult with Manningham Learns (strategic alliance of Neighbourhood Houses in		SCS MSA	June 2019	<ul style="list-style-type: none"> Consultation conducted with Alliance Group

	Manningham) on the opportunities for greater inclusion of people living with dementia and their carers			
3. To promote and strengthen community programs and activities that are inclusive to people living with Dementia and their carers.	3.1 Map existing groups and services across the municipality that have a direct role in supporting people living with dementia, families and carers.	ADSS	June 2018	<ul style="list-style-type: none"> • Mapping exercise conducted
	3.2 Develop an information sheet for Manningham listing existing services and programs	ADSS	September 2018	<ul style="list-style-type: none"> • Information sheet on services developed
	3.3 Encourage organisations to seek funding through the community development grants for programs for inclusive initiatives that support people with dementia and carers	SCS	Annually	<ul style="list-style-type: none"> • Promotion of community grants program
	3.4 Advocate to and work with key community groups and organisations to expand services and programs for people living with Dementia and their carers	ADSS SCS	Ongoing	<ul style="list-style-type: none"> • Advocacy undertaken where appropriate. • 2 new programs established
	3.5 Explore opportunities for people living with dementia to be engaged or involved in services or programs eg library services, activity programs, service clubs, RSL's, sports clubs	Dementia Alliance Group	August 2019	<ul style="list-style-type: none"> • Options explored by members

5.6 Action Plan – Priority 3: Advocating for Change

Priority 3: Advocating for Change				
Objective: Ensuring that people with Dementia have a voice				
Strategies	Actions	Responsibility	Time Frame	Measure of Achievement
1.To ensure that People Living with Dementia and their carers, are provided an opportunity to have a voice and influence future activities in Manningham relating to this project	1.1 Continue to facilitate the Dementia Alliance Group on a minimum quarterly basis to inform future projects	ADSS	Ongoing	<ul style="list-style-type: none"> A minimum quarterly meeting planned and delivered.
	1.2 Invite Council Staff responsible for policy development to consult with the Dementia Alliance Group as part of the planning phase of the document	ADSS	Ongoing	<ul style="list-style-type: none"> Min of 1 consultation per year by Council Officers
	1.3 Continue to engage with peak bodies such as Council on the Ageing and Dementia Australia on best practice consultation mechanisms and latest research and advice	ADSS	Ongoing	<ul style="list-style-type: none"> Engagement with peak bodies undertaken

	1.4 Download language guidelines from Dementia Australia and distribute to every council department to improve consultation with members of the community with diverse needs	ADSS	June 2019	<ul style="list-style-type: none"> Language Guidelines distributed
2. Advocate to Council and other levels of Government to inform and where possible influence to create positive changes for people living with Dementia	2.1 Keep Council Executive and Management informed on the project and continue to advocate for opportunities to create change across Council.	ADSS	Ongoing	<ul style="list-style-type: none"> Annual reporting delivered.
	2.2 Advocate to State and Federal Government as appropriate on the ongoing needs of people living with Dementia to maintain the issue on the agenda of broader decision makers.	ADSS SCS	Ongoing	<ul style="list-style-type: none"> Advocacy conducted as required.
3. Encourage the participation of people with dementia and their carers, in Council and Community Committees	3.1 Refresh Dementia Alliance Group to ensure that membership stays strong and contemporary to community need	ADSS	June 2018	<ul style="list-style-type: none"> Expression of Interest process undertaken and new members identified
	3.2 Promote opportunities for people with dementia and their carers to nominate for key committees across Council eg. Transport Advisory Committee and the Access and Equity Advisory Committee	ADSS SCS	Ongoing	Promotion undertaken to key Dementia Support Groups

4. Seek ongoing funding for initiatives and activities that will support Manningham to become a more Dementia Friendly City.	4.1 When appropriate, Council and key stakeholders to seek funding to support new initiatives for the Dementia Friendly City Project.	ADSS Key Stakeholders	Ongoing	New funding sought to strengthen project where appropriate.
6. Review Inclusive Manningham: Dementia Friendly City Action Plan 2017/19	6.1 Evaluate the 2017-2019 Action Plan to ensure actions were successfully completed and note any impacts for community.	ADSS SCS	June 2019	Evaluation report completed and advice provided to Council on key outcomes.

6. Appendix 1: Research and Survey Results

6.1 Statistics – International and National

Understanding the trends around prevalence of Dementia is imperative in supporting future planning.

6.1.1 Key facts and statistics 2017 (<https://www.fightdementia.org.au/statistics> - February 2017)

6.1.1.1 International statistics

- Worldwide, there are more than 46.8 million people with dementia today and 131.5 million predicted by 2050
- In high-income countries only 20-50% of people with dementia are recognised and documented in primary care
- The total estimated worldwide costs of dementia were US\$818 billion in 2015
- If dementia were a country, it would be the world's 18th largest economy

6.1.1.2 Australian statistics

- There are more than 413,106 Australians living with dementia
- Of the people currently living with dementia 55% (228,238) are female and 45% (184,868) are male
- By 2025 the number of people with dementia is expected to increase to 536,164
- Without a medical breakthrough, the number of people with dementia is expected to reach 1,100,890 by 2056
- Currently around 244 people each day are joining the population with dementia.
- There are an estimated 25,938 people with younger onset dementia. This is expected to rise to 29,375 by 2025 and 42,252 by 2056
- Dementia is the second leading cause of death of Australians contributing to 5.4% of all deaths in males and 10.6% of all deaths in females each year
- The lifestyle risk and protective factors for dementia offer very real opportunities for prevention programs that reduce the number of Australians developing dementia each year

6.1.1.3 The impact of dementia in Australia

- The projections suggest that by 2025 approximately 255,800 carers will be needed in the community and 122,100 carers working in the residential care sector. These numbers are expected to double by 2056 to around 525,540 carers in the community and 250,420 paid carers in residential aged care
- By 2025 the total cost of dementia is predicted to increase to \$18.7 billion in today's dollars, and by 2056 to over \$36.8 billion
- Dementia is the single greatest cause of disability in older Australians (aged 65 years or older) and the third leading cause of disability burden overall
- More than 50% of residents in Australian government-subsidised aged care facilities have dementia (85,227 out of 164,116 permanent residents with an ACFI assessment at 30 June, 2011)
- Almost half (44%) of permanent residents with dementia also had a diagnosis of a mental illness

6.2 Victorian Statistics

- 98,000 Victorians are living with dementia in 2016. Research predicts a rise to 386,397 by 2050 in the absence of a significant medical breakthrough.

Projected Prevalence

Year	Total	% Increase
2016	96,789	
2017	101,573	5%
2018	105,046	9%
2019	108,520	12%
2020	111,994	15%
2030	159,184	65%
2040	239,761	148%
2050	386,397	299%

6.3 Manningham Statistics

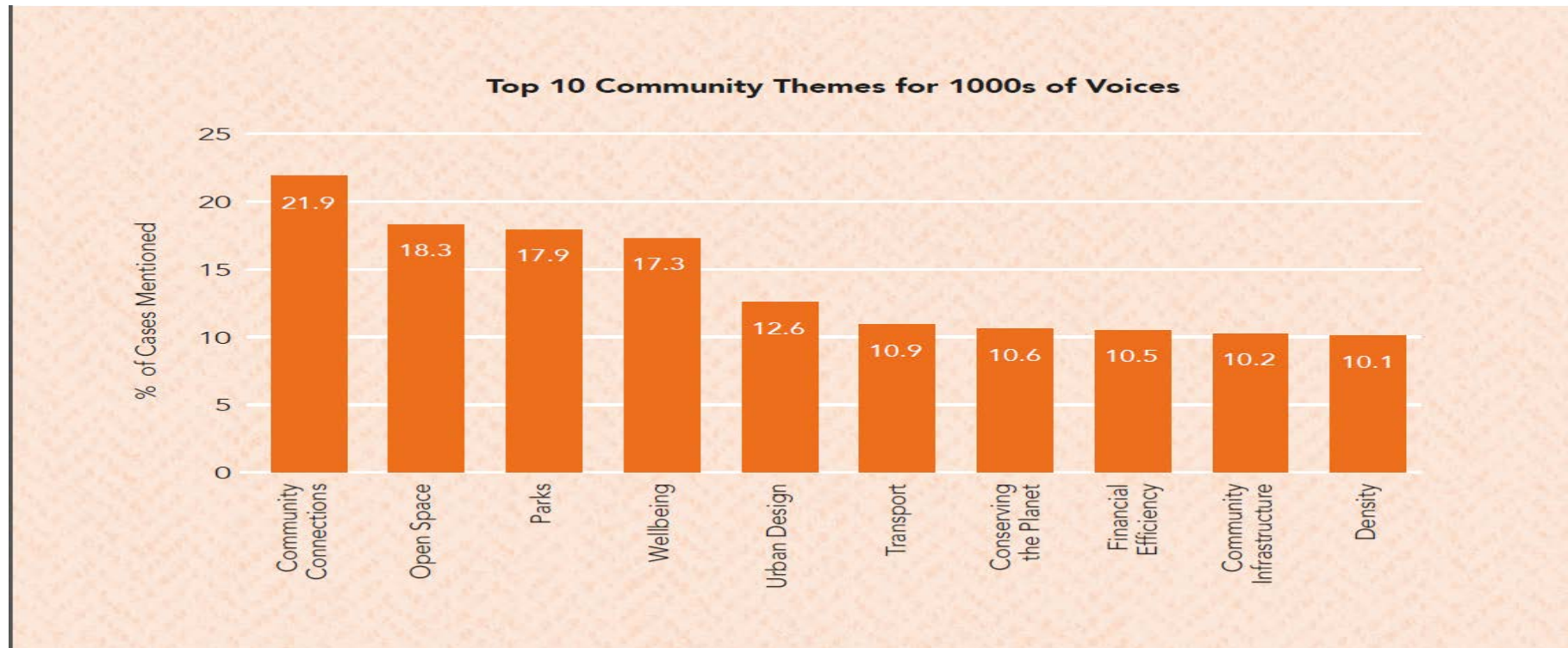
Currently Manningham is ranked at 10 out of 79 Local Government Areas in terms of highest prevalence rates of Dementia. By 2050 Manningham is predicted to be ranked 14 out of 79 which demonstrates significant need for the longer term.

Local Government Area	Number of Persons with Dementia 2016	Number of Persons with Dementia 2050	Percent Growth Rate 2016 – 2050 %	Annual Growth Rate %
Manningham	2713	8044	196.6	3.2
Maroondah	1997	6157	208.3	3.4
Monash	3782	7690	103.3	2.1
Whitehorse	3528	6905	95.7	2.0
Boroondara	3334	8817	164.4	2.9
Knox	2491	12711	410.3	4.9
Yarra Ranges	2118	15656	639.2	6.1

Source: NATSEM, University of Canberra, January 2016. Commissioned by Alzheimer's Australia Vic.

6.4 What's Important to you? 1000's Voices Community Consultation

During 2016 as part of the development of the Council Plan 2017/21 and Healthy City Strategy 2017/21, Council Officers consulted with over 2500 people from Manningham's diverse community at 50 events and activities. More than 6000 comments were received on "What was important to our residents and visitors". The top 10 greatest importance are referenced below with community connections being ranked the highest.



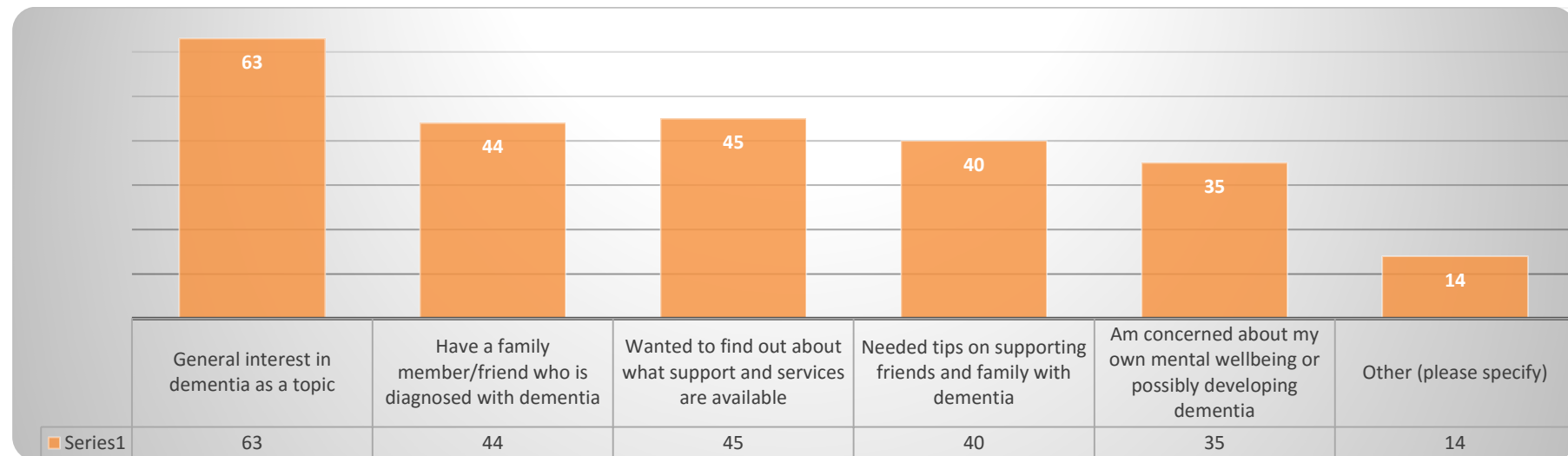
This consultation was used to inform priorities and actions for Council's Strategic documents.

6.5 Community Consultation

Through the implementation of the Inclusive Manningham: Dementia Friendly Action Plan 2016 -2017, two Information Sessions were delivered to the community with over 400 people attending. Feedback was sought from the participants and the responses were as follows:

6.5.1 Reason people attend the sessions:

Of the people who attended, their main reasons for attending included having an interest in the topic, wanting to understand about supports and services and having families/friends diagnosed. This data shows us that in Manningham there is an interest and real concern about the issues along with an ongoing need to continue to inform the community.



6.5.2 More information is needed on:



- Types and stages of dementia, Causes and what brings on Alzheimer's
- Transition to full care, Aged Care Packages – how they work
- Driving, Legal Matters, Power of Attorney
- Carers Support, experience and grief
- Dealing with symptoms e.g. walkabout
- Dementia Testing - What's involved?
- Services and Medical information, Updates on new medical advances
- Prevention Strategies
- Anxiety Strategies
- How to create opportunities in everyday life for people to engage in purposeful activities
- Culturally specific issues

6.5.3 What does a dementia friendly city look like?



- An aware community able to respond
- Greater understanding of condition
- Adequate support in community for sufferer and carer
- An engaging and caring community
- Bright, safe, tolerant accepting and understanding
- In house help not aged care facilities
- More supported care facilities/housing
- More activities
- A community that helps others
- User friendly signs
- More information on services
- Patient service providers
- Greater understanding across all areas of service eg Council, Drs, shopkeepers, churches etc

6.6 Survey Results - 2016

A total number of 104 respondents completed the community survey in 2016 (7 people with Dementia, 25 Carers, and 72 Community). Of the 7 people living with dementia – most live with family.

In terms of gender, 66% were women and 34% were men. The ages of respondents were 40.2% - 71 – 88yrs; 30.4% - 56 – 70yrs and 17.7% - 41 – 55yrs. Most of the respondents were English speakers (89.9%) with 8.1% being Italian, 6.1% Macedonian and 4% Greek. 62% of the respondents have lived in Manningham for more than 20 years.

Feedback from People with Dementia

- 28% had heard of Dementia Friendly Communities, whilst the remainder either had not or were unsure
- 30% of people went out daily with the remainder going out most days

<p>Things People Living With Dementia enjoy doing the most include:</p> <ul style="list-style-type: none"> ▪ Eating Out ▪ Visiting family and Friends ▪ Visiting parks and gardens ▪ Shopping and Errands 	<p>What helps them to enjoy these things</p> <ul style="list-style-type: none"> ▪ Transport – Access to Public and Private ▪ Supportive Environments ▪ Support from Family and Friends
<p>Things that make it difficult include:</p> <ul style="list-style-type: none"> ▪ Decreasing Physical Health ▪ Not Wanting to Burden Others ▪ Mobility Difficulties ▪ Lack of Confidence ▪ Fear about getting confused 	<p>Things that make people living with Dementia feel Valued include:</p> <ul style="list-style-type: none"> ▪ Being Part of a Group ▪ Feeling included in family and community life ▪ Being listened to ▪ Providing Company to others
<p>Features considered important in a Dementia Friendly Community:</p> <ul style="list-style-type: none"> ▪ Support to stay at home longer ▪ Day Centre Programs ▪ Access to Transport ▪ Social Activities ▪ Appropriate Health Care ▪ Responsive and respectful businesses ▪ Good Physical environment 	<p>Services accessed:</p> <ul style="list-style-type: none"> ▪ General Practitioner ▪ MannaCare ▪ Council Support Services

Feedback from Carers

- Understanding of where to get support (Very Good – 28%, Good – 28% and Adequate – 32%)
- Difficulty in accessing services for the person they care for (48% easy and 32% found it difficult)
- Difficulty in accessing services for themselves (44% easy and 32% found it difficult)
- Over 95% of carers indicated that their social contact has changed due to their caring role

<p>The most challenging aspects of caring for a person with dementia include:</p> <ul style="list-style-type: none"> ○ Emotional stress ○ Sense of loss and grief ○ Limited time to themselves ○ Understanding the service system ○ Financial Stress ○ Unable to achieve personal goals 	<p>Things carers are doing less of include:</p> <ul style="list-style-type: none"> ○ Socialising ○ Eating Out ○ Getting out of the house ○ Relaxing 	<p>Important features of a Dementia Friendly City</p> <ul style="list-style-type: none"> ○ Social Activities ○ Support to stay at home longer ○ Day Centre Programs ○ Appropriate health care ○ Community awareness of dementia
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Feedback from Community

- Important Features of Dementia Friendly City:
 - Appropriate Health Care
 - Support to stay at home longer
 - Social Activities
 - Good Physical Environment
 - Access to Transport
- Knowledge of Dementia - 74% Very or somewhat knowledgeable and 9% not knowledgeable
- Most people agreed or strongly agreed with:
 - People with dementia having something to offer their community
 - Manningham being a place where people with dementia can live a quality life
- Most people wanted to know how to provide better support for people living with dementia

This information has been used to inform the action planning process.

7. Appendix 2: Glossary of Terms

DA – Dementia Australia

ADSS – Aged and Disability Support Services Unit (MCC)

BCV – Business Culture and Venues Unit (MCC)

CRM = Community Relations and Marketing Unit (MCC)

CS – City Strategy Unit (MCC)

ETS – Engineering and Technical Services Unit (MCC)

MCC – Manningham City Council

SCS – Social and Community Services Unit (MCC)

Transdev – Transdev Transport