

# Inclusive Manningham: *A Dementia-Friendly City*

## Local Dementia Alliance Group

Action Plan 2020-2022



Interpreter service **9840 9355**

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MANNINGHAM

## Contents

<b>Introduction</b> .....	<b>Error! Bookmark not defined.</b>
<b>Inclusive Manningham: A Dementia-friendly City – Strategic Summary</b> .....	<b>5</b>
<b>Manningham City Council Policy Context</b> .....	<b>6</b>
Manningham Council Plan 2017-2021 .....	6
Manningham Healthy City Strategy 2017-2021.....	7
<b>Review and Evaluation Framework</b> .....	<b>8</b>
<b>Inclusive Manningham: A Dementia-friendly City – Action Plan 2020 - 2022</b> .....	<b>9</b>
<b>Appendices</b> .....	<b>20</b>
Appendix 1: Key Outcomes from 2019 LDAG Workshop Series.....	20
Appendix 2: 2016/17 Community Consultation Results .....	23
Appendix 3: Glossary of Terms .....	277

Manningham is a richly diverse place. For Manningham City Council, helping to create environments and opportunities that make Manningham an inclusive community is a priority. A city where all people can feel included and engaged in community life is a liveable and harmonious one. This is Manningham City Council's vision.

*Inclusive Manningham: A Dementia-friendly City* is a project with inclusivity at its core. The project creates strategies and actions to support and include people living with dementia and their carers, addressing the social isolation that often impacts people caring for, or living with, this disease.

Dementia is a collection of symptoms that are caused by disorders affecting the brain. It is a disease that impacts everyone differently, often affecting thinking, behaviour and the ability to perform everyday tasks. This ultimately interferes with a person's normal social or working life.

The number of people living with dementia is growing and the majority live in the community. In Manningham alone, this number is anticipated to grow 183% in just over 30 years.<sup>1</sup> With greater understanding of the causes of dementia and its impact on those impacted by it, families, communities and governments are required to shift how they respond to the needs of people living with dementia, and those who care for them, to ensure people feel included and engaged in community life. *Local government is in a prime position to lead and help facilitate this.*

Since the launch of the *Inclusive Manningham: Dementia-friendly City* project in 2015, becoming a Dementia-friendly City has been elevated in importance for Manningham and now sits as a strategic Action Area for Council.

The project has included:

- A partnership with Dementia Australia to develop a pathway for Manningham to become a dementia-friendly city.
- A community wide survey to understand people's view on what a dementia-friendly city should look like.
- The establishment of the **Manningham Local Dementia Alliance Group (LDAG)**, whose membership includes carers, supporting organisations and stakeholders from service sectors and community groups. The Alliance plays a key role in guiding and advising Council on the project and initiatives that will help foster community change for people living with dementia, including guiding the development of Action Plans.
- The creation and implementation of the *Dementia-friendly City* vision and action plans.

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<sup>1</sup> Victoria Local Government Areas; Prevalence & Rank Data Sheet – Dementia Australia website

In 2019, Council and the members of LDAG participated in two workshops to help develop Council's third iteration of the Action Plan. The aims of these workshops were to:

- Review the achievements to date and identify key strengths of the project to date.
- Identify and prioritise opportunities to further strengthen this work and ensure compliance with Dementia Australia framework.
- Develop a purpose statement for the Alliance to help guide it in its ongoing work with Council.
- Create a two-year Action Plan to help guide Council and the Alliance to achieve their aims.

The outcomes from these sessions have informed and guided the development of this document and Action Plan and represent the participating views and feedback from Council staff and Alliance members. Detailed outcomes from the workshops can be found in Appendix 1.

# Inclusive Manningham: A Dementia-Friendly City

## VISION

Strive to become a Dementia-Friendly city.

## PURPOSE

Manningham Local Dementia Alliance is working to create a dementia-friendly community.

## PRIORITIES

Together, we will help people living with dementia, and their carers, feel valued, included and heard by:

- building awareness of dementia and inspiring community wide compassion towards those who live with it; *learn together*
- creating and enhancing opportunities for people living with dementia and their carers to actively participate, connect; *actively participate*
- encouraging governments and service providers to embed a dementia-friendly lens in their decision-making; *advocate*

## STRATEGIES

### 1. LEARN TOGETHER

Build awareness of dementia and inspire community-wide compassion towards those who live with it through conversation and education



- 1.1 Engage in regular conversation to learn from people living with dementia and their carers; uncovering ways community can support them to be valued, included and heard
- 1.2 Continue to build the capacity of Council and community including businesses, to support people living with dementia and their carers to enjoy life as valued and a respected community contributor
- 1.3 LDAG connect Dementia Australia to key community organisations and groups to contribute building understanding and awareness

### 2. ACTIVELY PARTICIPATE

Create and enhance opportunities that encourage people living with dementia, and their carers, to connect and actively participate in community life



- 2.1 Promote and strengthen existing community and services that are inclusive and accessible to people living with dementia and their carers
- 2.2 Create new inclusive and accessible opportunities that encourages more people living with dementia and their carers to connect and actively participate in community.
- 2.3 Formalise a way for carers to develop and maintain strong community connections

### 3. ADVOCATE FOR CHANGE

Encourage all stakeholders to value and consider the voice of people living with dementia, and their carers, embedding a dementia-friendly lens to their decision-making



- 3.1 LDAG actively advocates to Council departments to shape policy and strategy; working to ensure a dementia-friendly lens is applied in decision-making
- 3.2 Advocate for the needs of people living with dementia and their carers in Manningham with State and Federal decision-makers as well as key service providers
- 3.3 Review and evaluate action and group structures to ensure Manningham remains compliant with Dementia Australia's Dementia Friendly City framework

# Manningham Council Policy Context

## Manningham Council Plan 2017-2021

**Vision:** *A liveable and harmonious City.*

**Mission:** *A financially sustainable Council that listens, consults and acts with integrity, value and transparency.*

Manningham City Council’s strategic guiding document is the Council Plan 2017-21. This document directs the priorities for Council over a four-year period and helps guide the development of initiatives such as the *Inclusive Manningham: Dementia-friendly City* project. Becoming a Dementia-Friendly City sits under Council’s Healthy Community theme, which guides the development of Manningham’s Healthy City Strategy.

The timeline of the *Dementia-Friendly City* action plan extends beyond that of Council’s current Plan and Healthy City Strategy. The policy context is important to note because the development of this document was guided, in part, by the Plans currently in place. It is an aim of this project, and incorporated into the project’s action plan, to play a role in informing the development of Council’s future Plans and Strategies so that becoming a Dementia-friendly city remains one of Council’s priorities.



FIGURE 1: Council Plan Themes and Goals

## Manningham Healthy City Strategy 2017-2021

Victoria’s Health and Wellbeing Act 2008 directs local governments to ‘seek to protect, improve and promote the public health and wellbeing’ of the community. As part of this, Manningham City Council develops, implements and evaluates a Healthy City Strategy every four years.

The Strategy outlines Council’s key focus areas and priorities to address the growing health and wellbeing needs in Manningham, incorporating a robust evaluation framework to measure its impact.

### Action Area: Strive to become a dementia-friendly city

Through the work undertaken in the *Inclusive Manningham: Dementia-friendly Community* project to date, dementia has been identified within this Strategy as an action area for Manningham under the “Healthy Mind” priority.

The action specifically states: “Strive to become a dementia-friendly city” with a key target to achieve three new settings in Manningham that support dementia-friendly principles by 2021.

<b>Inclusive and harmonious</b>	An inclusive, diverse community
	Generation friendly
<b>Healthy and well</b>	Healthy mind
	Healthy lifestyles
	Quality service system
<b>Safe and resilient</b>	A safe community
	A resilient community
<b>Connected and vibrant</b>	Creative community
	Sense of place
	Involved community

# Review and evaluation framework

Evaluation is an integral part of Manningham’s Healthy City Strategies. Council uses a multi-layer approach to measure its effectiveness.

## Annual Reviews

Council’s Healthy City Strategy and Action Plan are reviewed annually with the Healthy City Advisory Committee. A report is submitted to Council at the conclusion of each review.



## Evaluation Framework

The framework and methodologies for evaluation of the impact of Council’s Healthy City Strategy are outlined below.

*Inclusive Manningham: Dementia-Friendly City* will also regularly review its action plan and report on outcomes to LDAG members and to the Healthy City Advisory Committee. The reports will be used to inform Manningham’s 2022-2026 Healthy City Strategy.

FORMS OF EVALUATION:	WHAT’S BEING EVALUATED:	METHODOLOGIES:
OVERALL EVALUATION	Have we made our community more liveable?	Liveability indicators measured over 8 years
OUTCOME EVALUATION	Have we achieved the long term benefits we sought?	Manningham indicators – targets and outcome measures for each priority level
IMPACT EVALUATION	Are we having the influence we expected?	Measuring the impact on the community across 5 key projects
PROCESS EVALUATION	Have we done what we said we would do?	Annual reporting on the actions of the Healthy City Community Strategy Action Plan
PLANNING EVALUATION	How does the way we plan compare with good practice?	Partnership evaluation of the Healthy City Advisory Committee

FIGURE 6: Healthy City Strategy Evaluation Framework

# Inclusive Manningham: A Dementia-Friendly City

Action Plan 2020-2022



# Inclusive Manningham: A Dementia-Friendly City

## VISION

Strive to become a Dementia-Friendly city.

## PURPOSE

Manningham Local Dementia Alliance is working to create a dementia-friendly community.

## PRIORITIES

Together, we will help people living with dementia, and their carers, feel valued, included and heard by:

- building awareness of dementia and inspiring community wide compassion towards those who live with it; *learn together*
- creating and enhancing opportunities for people living with dementia and their carers to actively participate, connect; *actively participate*
- encouraging governments and service providers to embed a dementia-friendly lens in their decision-making; *advocate*

### 1. LEARN TOGETHER

Build awareness of dementia and inspire community-wide compassion towards those who live with it through conversation and education



- 1.1 Engage in regular conversation to learn from people living with dementia and their carers; uncovering ways community can support them to be valued, included and heard
- 1.2 Continue to build the capacity of Council and community including businesses, to support people living with dementia and their carers to enjoy life as valued and a respected community contributor
- 1.3 LDAG connect Dementia Australia to key community organisations and groups to contribute building understanding and awareness

### 2. ACTIVELY PARTICIPATE

Create and enhance opportunities that encourage people living with dementia, and their carers, to connect and actively participate in community life



- 2.1 Promote and strengthen existing community and services that are inclusive and accessible to people living with dementia and their carers
- 2.2 Create new inclusive and accessible opportunities that encourages more people living with dementia and their carers to connect and actively participate in community.
- 2.3 Formalise a way for carers to develop and maintain strong community connections

### 3. ADVOCATE FOR CHANGE

Encourage all stakeholders to value and consider the voice of people living with dementia, and their carers, embedding a dementia-friendly lens to their decision-making



- 3.1 LDAG actively advocates to Council departments to shape policy and strategy; working to ensure a dementia-friendly lens is applied in decision-making
- 3.2 Advocate for the needs of people living with dementia and their carers in Manningham with State and Federal decision-makers as well as key service providers
- 3.3 Review and evaluate action and group structures to ensure Manningham remains compliant with Dementia Australia's Dementia Friendly City framework

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 1. Learn Together

*Build awareness of dementia and inspire community-wide compassion towards those who live with it through conversation and education.*

#### Strategy 1.1

Engage in regular conversations to learn from people living with dementia and their carers; uncovering ways community can support them to be valued, included and heard.

Actions	Responsible	Time Frame	Outcome
1.1.1 Identify and build opportunities – both formal and informal - for conversation and learning with people with dementia and their carers, including specific conversation with CALD community members.	ADSS LDAG	Mar 2020 Ongoing	Learnings captured.
1.1.2 Actively seek and include a person living with dementia as a member of the LDAG in a format that offers the best opportunities for contribution.	ADSS LDAG	Apr 2020	At least one person living with dementia actively contributes to LDAG.
1.1.3 Consolidate learnings annually to share with key stakeholders.	ADSS	Dec 2020 Dec 2021 Dec 2022	Annual reports capturing: number of people consulted, type of conversation, key insights, and opportunities to respond to learnings.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 1. Learn Together

*Build awareness of dementia and inspire community-wide compassion towards those who live with it through conversation and education.*

#### Strategy 1.2

Continue to build awareness and compassion within Council and community, including businesses, to support people living with dementia and their carers to enjoy life as a valued and respected community contributor.

Actions	Responsible	Time Frame	Outcome
1.2.1 Inform Council Executive of the Dementia-friendly City Action Plan 2020-2022 objectives, outcomes and progress.	ADSS	Ongoing	Annual reporting to Executive. LDAG priorities promoted for inclusion in Healthy City Strategy.
1.2.2 Work with the Communication and Marketing Unit to create awareness campaigns for Council staff and the greater community to educate and share stories.	ADSS CU LDAG	Apr 2020 Ongoing	Communication briefs developed. Regular content shared internally and to community.
1.2.3 Annually review the Terms of Reference to ensure the right mix of people are on the Alliance.	LDAG	Annual	Annual exploration and ratification, if applicable
1.2.4 Identify process to regularly share relevant resources, when available	ADSS CU DA	Jun 2020 Ongoing	Process identified and resources regularly shared.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 1. Learn Together

*Build awareness of dementia and inspire community-wide compassion towards those who live with it through conversation and education.*

#### Strategy 1.3

LDAG connects Dementia Australia to key community organisations and groups to continue building understanding and awareness.

Actions	Responsible	Time Frame	Outcome
1.3.1 Build into the LDAG agenda opportunities for Alliance members to liaise with DA for potential community education/awareness sessions, with particular emphasis on opportunities where people living with dementia and/or their carers can participate.	ADSS LDAG DA	Jun 2020, Ongoing	Agenda includes time for Alliance members to liaise with DA.
1.3.2 Connect with identified stakeholders, in conjunction with Dementia Australia to explore Dementia awareness requirements of these stakeholders.	ADSS LDAG	Jul 2020 Ongoing	Dementia Australia to advise best community awareness options suited to stakeholders.
1.3.3 Explore with Dementia Australia whether there is scope to provide data to LDAG from DA awareness sessions conducted in Manningham, to be used in reporting.	ADSS LDAG DA	Jun 2020, Ongoing	Meeting agenda incorporates time to explore the possibility of collecting Manningham-specific data from DA for reporting purposes.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 2. Actively Participate

*Create and enhance opportunities that encourage people living with dementia, and their carers, to connect and actively participate in community life.*

#### Strategy 2.1

Promote and strengthen existing community programs and services that are inclusive and accessible to people living with dementia and their carers.

Actions	Responsible	Time Frame	Outcome
2.1.1 Identify opportunities for more people to know and connect with existing programs and activities, with particular emphasis on ways to reach people who may be socially isolated or not connected to mainstream services.	LDAG	Nov 2020 Ongoing	The way community is informed of program and service opportunities is reviewed and improved upon regularly.
2.1.2 Ensure the Seniors Activity Expo includes a dementia-friendly lens on activities and planning, "Move for Life" grant proposal includes these elements.	ADSS	May 2020	Funding secured and activities undertaken.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 2. Actively Participate

*Create and enhance opportunities that encourage people living with dementia, and their carers, to connect and actively participate in community life.*

#### Strategy 2.2

Create new inclusive and accessible opportunities that encourage more people living with dementia and their carers to connect and actively participate in community.

Actions	Responsible	Time Frame	Outcome
2.2.1 Draw on the learnings from conversations with people living with dementia and their carers to identify new opportunities for activities within the community.	ADSS LDAG	Annually	Opportunities are identified and further explored. Where applicable, seek funding or assist community groups to secure funding for pilot programs.
2.2.2 An exploration and discovery of new opportunities for active participation is built into the group's agenda following bi-annual reporting of learnings.	ADSS LDAG	Annually	Agenda item formalised and intentionally built into group discussion.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 2. Actively Participate

*Create and enhance opportunities that encourage people living with dementia, and their carers, to connect and actively participate in community life.*

#### Strategy 2.3

Formalise a way for carers to develop and maintain strong community connections.

Actions	Responsible	Time Frame	Outcome
2.3.1 Explore and identify ways for carers to know and connect with information and supports for carers to support their role as caregiver.	ADSS LDAG	Nov 2020 Ongoing	Annual meeting explores opportunities to improve promotions. The way carers are informed of program and service opportunities is reviewed and improved upon regularly.
2.3.2 Acknowledge and communicate to carers, and the community groups and service providers that support them, how Council supports carers under the Victorian Carers Recognition Act.	ADSS	Jun 2021	Create a process to communicate this to stakeholders.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 3. Advocate for Change

*Encourage all stakeholders to value and consider the voice of people living with dementia, and their carers; embedding a dementia-friendly lens to their decision-making.*

#### Strategy 3.1

LDAG actively advocates to Council departments to shape policy and strategy; working to ensure a dementia-friendly lens is applied in decision-making.

Actions	Responsible	Time Frame	Outcome
3.1.1 Ensure the key themes gathered from the development of the 2020-22 LDAG Action Plan are shared with the 'Imagine 2040' team.	ADSS	Dec 2019	Key themes provided to Manningham's 'Imagine 2040' consultation teams.
3.1.2 Join MPAAG members together to learn about Council structures in order to develop an advocacy approach.	ADSS LDAG MPAAG	Nov 2020  Mar 2021	LDAG are informed of Council structures and understand ways to effectively advocate within Council. An advocacy approach for LDAG to inform Council units has been identified.
3.1.3 ADSS regularly shares Council-specific advocacy opportunities, when they arise.	ADSS LDAG	Jun 2020 Ongoing	Agenda item is embedded in LDAG agenda and ADSS shares opportunities when they arise.
3.1.4 Promote opportunities, when they arise, for people living with dementia, and their carers, to contribute to Council committees that have the highest potential to impact their quality of life.	ADSS LDAG	Jan 2021 Ongoing	Formal consultations and/or committee roles identified in key departments.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 3. Advocate for Change

*Encourage all stakeholders to value and consider the voice of people living with dementia, and their carers; embedding a dementia-friendly lens to their decision-making.*

#### Strategy 3.2

Advocate for the needs of people living with dementia and their carers in Manningham with State and Federal decision-makers as well as key service providers.

Actions	Responsible	Time Frame	Outcome
3.2.1 Identify at least one initiative that will support Manningham to become a more dementia-friendly city.	ADSS LDAG	Jun 2020 Jun 2020 – Dec 2022	Initiative identified. Funding opportunities pursued.
3.2.2 LDAG members endeavour to identify and prioritise matters where the group is best placed to advocate to State and Federal levels to support dementia awareness.	ADSS LDAG	Jun 2020 Dec 2022	Agenda includes reporting on key issues and current activity to keep LDAG informed. At least 4 advocacy activities are undertaken by LDAG members to State and/or Fed Governments.
3.2.3 Drawing on the learnings from the Existing Community Programs and Services Mapping Exercise, identify opportunities and engage/advocate with relevant stakeholders.	ADSS LDAG	Dec 2020 Jun 2021 – Dec 2022	Opportunities identified. Undertake at least 2 formal engagements with relevant stakeholders.

## Manningham Local Dementia Alliance Group: Action Plan 2020-2022

### 3. Advocate for Change

*Encourage all stakeholders to value and consider the voice of people living with dementia, and their carers; embedding a dementia-friendly lens to their decision-making.*

#### Strategy 3.3

Review and evaluate actions and group structures to ensure Manningham continues to meet Dementia Australia's 'working towards dementia-friendly' status.

Actions	Responsible	Time Frame	Outcome
3.3.1 Review LDAG agenda format to ensure action plan is accurately reflected in agenda items for 2020-22.	LDAG	Annual	LDAG agenda annually reviewed.
3.3.2 Evaluate the 2020-22 Action Plan, measuring/reporting against actions.	ADSS	Ongoing Jun 2022	Evaluation report and outcomes reported to Council executive and relevant Council stakeholders.
3.3.3 Ensure reporting requirements are submitted to DA to continue meeting 'working towards dementia-friendly city' status.	ADSS	Annual	Reports are submitted; status remains current.

## Appendix 1: Key Outcomes from 2019 LDAG Workshop Series

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Council staff and Manningham Local Dementia Alliance members participated in two workshops to help guide and inform the development of the 2020-2022 Action Plan.

The workshop aims included:

- Review the achievements to date and identify key strengths of the project to date.
- Identify and prioritise opportunities to further strengthen this work and ensure compliance with Dementia Australia framework.
- Develop a purpose statement for the Alliance to help guide it in its ongoing work with Council.
- Create a two-year Action Plan to help guide Council and the Alliance to achieve their aims.

This section outlined the key themes that emerged from the workshop series.

### **What are we doing well in our efforts to become a Dementia-Friendly City? – Key Achievements**

- Development and distribution of the Manningham Dementia Information Card
- Various awareness sessions for their community group members with the facilitation of Dementia Australia
- Specific staff training sessions, facilitated by Dementia Australia for organisations such as the Manningham/Whitehorse Library
- Traders' breakfast information session
- Emergency Services breakfast information session
- Attendance at alliance meetings since inception in 2016
- Promoting the Dementia Friend campaign etc
- Beginning to breakdown the stigma associated with dementia – the community is beginning to embrace the idea that 'it's ok' to have Dementia and the community will support people living with dementia to stay in the community.

## Where are the opportunities to build on the work we're already doing?

*What new actions should we introduce to accomplish our aims?*

The table below outlines the opportunities discovered in the workshop series. The table is organised under the priority areas from the 2017/19 Action Plan.

Awareness	Participation	Advocacy
Consultation and conversation with people living with dementia, their carers, family and friends	Reaching new people and groups; more groups more often	Prioritise dementia awareness within Council's Communications and Marketing Unit
Capture, share and celebrate impact of activities	Bring a person living with Dementia formally onto LDAG	Activities are focused on ensuring people living with Dementia have a voice
Expand and build on DA programs; more groups more often	Look at how to connect and support with CALD groups	Connect LDAG rep with other Council committees (eg. Fin and Equity group)
Regular communication campaigns; across a variety of channels (ie social media)	Mentoring programs for carers	Identify specific initiatives to advocate: to Council, State and Fed Government
Awareness campaign: Community discussion about dementia and how we as a community can support people to enjoy life in community as long as possible	Training champions within orgs to build on LDAG work	Invite Councillors and Council staff to specific meetings
Measure success and impact	Council pilots cutting edge programs that enable people living with dementia to enjoy life	Explore and trial meaningful and appropriate methods for people living with dementia to contribute to decision making

### Development of Manningham Local Dementia Alliance's Purpose Statement

LDAG members were assigned homework between workshops that asked them to dream of Manningham's future. The assignment posed the vision that in five years, Manningham had become a dementia-friendly city. Members were asked to describe what Manningham was doing to be a dementia-friendly city.

Themes were then consolidated and helped to inform the development of a purpose statement and key priorities. Below are the themes from the workshop, along with key quotes pulled from members' homework submissions.

### Becoming a dementia-friendly city: What is most important?

People living with dementia and their carers are:

- Valued
- Connected
- Heard

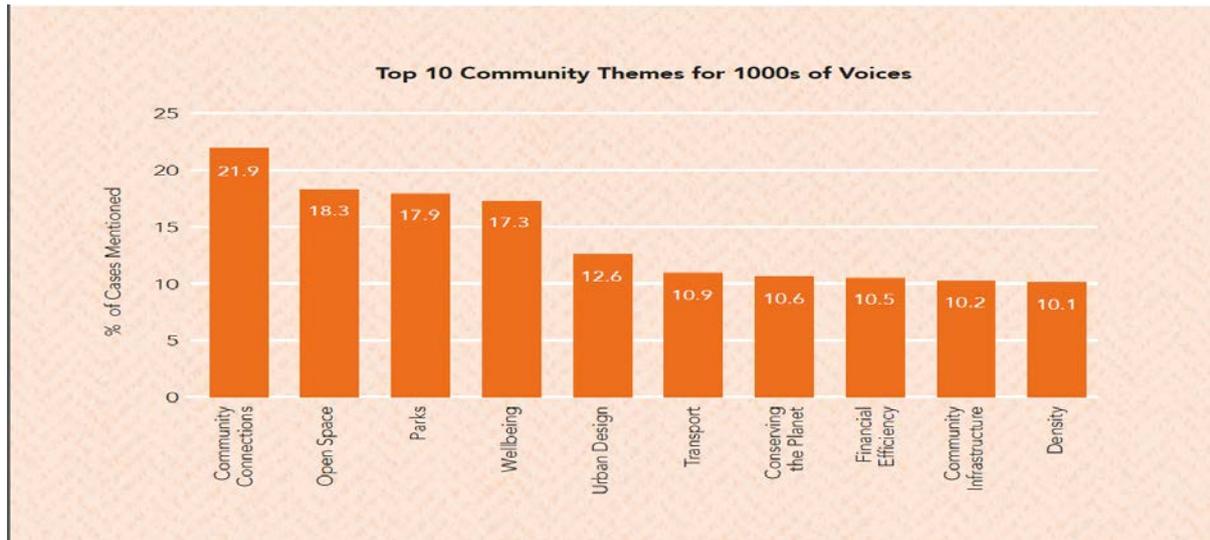
<b>Valued</b>	
“Elders and the younger generation respecting and listening to each other”	“Everyone matters and everyone plays a part to make our community a great place to live and feel safe.”
“Carers of people living with dementia no longer feel isolated or alone.”	“Educate people...on what [people living with dementia] would need to feel valued and at all times able to maintain their sense of dignity and worth.”
“Most of all we want [people living with dementia] to know it is ok to have dementia, you are still loved, valued and have so much to contribute.”	“We want them to feel valued and that by being inclusive we are helping both them and ourselves as they have so very much to contribute to society”

<b>Connected</b>	
“A place where community comes together as a whole – all ages, abilities, cultures, etc”	
“The Manningham community has created an environment that offers...people living with dementia and their family and friends opportunities to participate and interact in stimulating and easily available activities”	
“We tried to make sure that public spaces were designed with care to ensure that they were welcoming for all people to feel safe to navigate on a daily basis”	

<b>Heard</b>	
“There is so much for all to learn/share from each other	“Explore meaningful and appropriate methods/strategies for people living with dementia to contribute to decision-making.”
“Everyone...is treated with equal respect and they are really listened to whether it be from those acting in an official capacity or those just extending the hand of friendship.”	“We try to think how we could best make consultation with the actual sufferers possible...to ensure that we get it right for them not what we think is right for them.”

## 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.



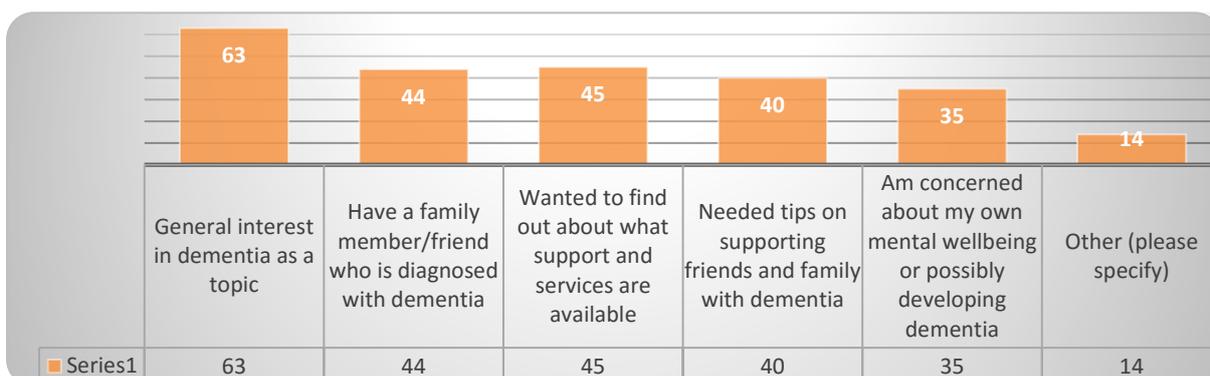
This consultation was used to inform priorities and actions for Council’s Strategic documents.

## 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:

### 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.



## 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?

## 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 e.g. Council, Doctors, shopkeepers, Churches etc

## 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 living 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

Things people living with Dementia enjoy doing the most include	What helps them to enjoy these things
<ul style="list-style-type: none"> <li>▪ Eating out</li> <li>▪ Visiting family and friends</li> <li>▪ Visiting parks and gardens</li> <li>▪ Shopping and errands</li> </ul>	<ul style="list-style-type: none"> <li>▪ Transport – access to public and private</li> <li>▪ Supportive environments</li> <li>▪ Support from family and friends</li> </ul>
Things that make it difficult include	Things that make people living with Dementia feel valued include
<ul style="list-style-type: none"> <li>▪ Decreasing physical health</li> <li>▪ Not wanting to burden others</li> <li>▪ Mobility difficulties</li> <li>▪ Lack of confidence</li> <li>▪ Fear about getting confused</li> </ul>	<ul style="list-style-type: none"> <li>▪ Being part of a group</li> <li>▪ Feeling included in family and community life</li> <li>▪ Being listened to</li> <li>▪ Providing company to others</li> </ul>
Features considered important in a Dementia-friendly community	Services accessed
<ul style="list-style-type: none"> <li>▪ Support to stay at home longer</li> <li>▪ Day centre programs</li> <li>▪ Access to transport</li> <li>▪ Social activities</li> <li>▪ Appropriate health care</li> <li>▪ Responsive and respectful businesses</li> <li>▪ Good physical environment</li> </ul>	<ul style="list-style-type: none"> <li>▪ General practitioner</li> <li>▪ MannaCare</li> <li>▪ Council support services</li> </ul>

## 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

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

## 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.

## Appendix 3: Glossary of Terms

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DA	Dementia Australia
ADSS	Aged and Disability Support Services Unit (Manningham Council)
CU	Communications Unit (Manningham Council)
LDAG	Local Dementia Alliance Group
MPAAG	Manningham Positive Ageing Alliance Group