



# **Attachment 2 to Item 3**

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## **Dementia Friendly Hawkesbury Plan - Progress Against Actions**

Date of meeting: 26 April 2022  
Location: Council Chambers  
Time: 6:30 p.m.



## Dementia Friendly Hawkesbury Plan

Objective One: Empower people living with dementia and their carers to have a voice		
Action	Measures	Activities to date
Establish a Hawkesbury Dementia Working Group for the duration of the Hawkesbury Dementia Friendly Plan	Working Group established	Working group re-established January 2021
Identify and develop Dementia Champions across the Hawkesbury to advocate for the needs and interests of people with dementia	Number of local Dementia Champions identified	Outstanding
Facilitate a forum for people with Dementia to meet with Government representatives to discuss identified issues	Forum held with various levels of government Number of Participant's in attendance	Outstanding
Promote rights of people with dementia through information sessions and Council social media platforms	People with dementia and their carers are aware of their rights (session evaluation survey) Number of Participant's in attendance Number of public promotions undertaken	Campaign promoted September 2021 – Dementia Awareness Month

Objective Two: Improve availability and access to information		
Action	Measures	Activities to date
Hold a 'Dementia-Friendly' Expo in the Hawkesbury	Dementia-Friendly Expo held  Number of Participant's in attendance  Number of types of support services exhibited	Outstanding
Re-design and update Council's Community Services Directory	Directory updated Directory available in various formats.	Support given to Nepean Blue Mountains Primary Health Network – Service directory
Council's library services to build a collection of books and other media about dementia and how to live a positive life following diagnosis	Increased satisfaction with Council's library services  Number of books related to dementia	Outstanding
Promote the resources available from Dementia Australia and make these available in Council reception areas	Number of posts on Social Media Resources promoted on website Resources available in Council reception areas	Online and hard copy resources promoted
Develop a 'Dementia-Friendly Guide' to showcase ideas and initiatives for businesses and services to provide their goods or services according to dementia-friendly principles	Guide developed Guide promoted through business networks	Pre-approval for business mentorship program obtained Program and guide outstanding
Mapping of public computer kiosks to enable the general public to have access to online information.	Number of public computer kiosks	Mapped through Nepean Blue Mountains Primary Health Network project

Objective Three: Increase community awareness and understanding about dementia		
Actions	Measures	Activities to date
Frontline Council staff to complete Dementia Australia's online Dementia Friend Seminar	Number of staff trained Increase in staff awareness and understanding of dementia (survey)	Outstanding
Offer Dementia Awareness/Dementia Friend Training to businesses, organisations, service providers, GP's, emergency services and health professionals operating in the Hawkesbury	Number of participants	Business training held GP and health professional training promoted through Nepean Blue Mountains Primary Health Network
Council to run a social media Dementia Awareness Campaign during Dementia Awareness Month in September each year	Number of posts	Campaign held September 2021

Objective Four: Increase opportunities to engage and participate in the community		
Actions	Measures	Activities to Date
Information regarding informal support groups available in a consolidated directory to enable people with dementia and their carers to connect with their community (in partnership with the Primary Health Network)	Consolidated directory available  Council's website to link to Primary Health Network MyHealthConnector platform	Consolidated directory developed in partnership with the Nepean Blue Mountains Primary Health Network
Engage community service providers to plan and coordinate a social event series with some events specifically for men	Number of Dementia-Friendly Social Events held	Outstanding
Facilitate forums to explore strategies for collaborations between local business / organisations to provide services to people with younger onset dementia	Number of Forums held  Number of new NDIS registered businesses in the Hawkesbury	Outstanding
Develop and support initiatives that increase capacity of community to support people to age in place (carer support networks, volunteer organisations and older persons social groups)	Number of initiative supported  Number of initiatives developed	Person Centred Emergency Preparedness project funded and implemented, targeting people with disabilities and/or living with dementia

Objective Five: Increase support to maintain economic participation		
Actions	Measures	Activities to Date
Review Council's human resource policies and procedures to support employees with dementia or carers of people with dementia	Council's policies and procedures are supportive of carers and their role as a carer Procedures are developed to support an employee with a diagnosis of dementia	HR policies reflect level provisions and classification of carers in accordance with the Carer Recognition Act 2010
Identify opportunities for people living with dementia to volunteer in the Hawkesbury	Number of actions taken by Council relating to identification and supporting volunteer groups	outstanding

Objective Six: Improve access to affordable and convenient transportation options		
Actions	Measures	Activities to Date
Advocate for increased affordable and accessible transport options for people with dementia	Number of actions taken by Council to support increased options for affordable transport	Worked with Peppercorn to increase access to transport assistance Reforms have included inclusion of carers, additional services to outlying areas and increase social support offered on transport services to provide additional assistance as needed
Convene working group to improve transport options for persons with dementia in the Hawkesbury	Transport options mapped  Utilisation plan developed and implementation plan delivered in conjunction with transport providers  Transport options identified on Council's Community Directory	Underway – in partnership with Peppercorn Services

Objective Seven: Improve access to appropriate health and care services to continue to live at home for as long as possible		
Actions	Measures	Activities to Date
Investigate options for a central contact for support and advice for consumers to access all services	Options identified	Key contacts promoted via Council's Community Directory
Advocate for increased funding of dementia specific services to increase the availability of services and reduce wait times, including respite services	Number of actions taken by Council to support growth funding	Outstanding
Advocate for innovative models of respite that flexibly meet the needs of the local community	Number of actions taken by Council to support new initiatives	Outstanding
Continue to facilitate a disability and aged care forums that enable providers to collaborate on local issues, build referral pathways and improve integration through service systems including residential aged care	Number of forums convened	Ongoing – Hawkesbury Connect monthly interagency meetings facilitated
Support the formation of a residential aged care providers forum to explore opportunities to collaborate and develop ways to assist residents to access their community.	Number of forums convened	Outstanding

Objective Eight: Improve the access, safety and inclusivity of environments		
Actions	Measures	Activities to Date
Revise Council's Access and Inclusion Checklist to incorporate the dementia-friendly principles for physical environments	Revise Access and Inclusion checklist available for the community to utilise	Checklist reviewed and may be further refined following delivery of business mentorship project
Review Council's Development Control Plan to ensure that universal design principles are reviewed relating to all public accessible development	Town planning procedures comply with Universal Design Principles	Outstanding
Review Council's Customer Service areas for Dementia-Friendly design principles	All council customer service areas verified as Dementia-friendly according to the Hawkesbury Access and Inclusion Checklist	Complete
Audit Council facilities using access and inclusion checklist to ensure public facilities are accessible and easy to navigate	Number of Council premises audited  Number of actions implemented in response to audits	Checklist reviewed and may be further refined following delivery of business mentorship project
Revise the Public Toilet map for currency and access times. Promote The National Public Toilet Map	Increase in the number of available public toilet noted on the public Toilet Map	Complete – updated annually
Work with social housing providers to develop strategies to enable persons with dementia living in social housing to age in place	Number of suitable Housing options	Ongoing – Council facilitates monthly meeting with housing providers
Investigate options for a Community Support Hub that provides, information, resources and a place to connect in a safe and friendly environment	Options identified for further consideration	Ongoing – working to establish this with Council's community services organisation, Peppercorn Services Inc
Promote the roll-out of disaster preparedness toolkits to persons living in community with dementia through education sessions to service providers	Number of education sessions held  Number of providers in attendance  Number of persons with emergency plan	Person Centred Emergency Preparedness project funded and implemented, targeting people with disabilities and/or living with dementia



Objective Nine: Identify and promote Dementia-friendly business and services		
Actions	Measures	Activities to Date
Allocation of a Dementia-Friendly Project Officer who will champion change within Council	Dementia Friendly Project Officer identified	Manager Community Planning and Partnerships
Develop a program to certify have businesses, organisations and services by their accessibility	Program developed to certify businesses and services against the accessibility and inclusive criteria Number of businesses certified Businesses identified listed in Community directory	Pre-approval for business mentorship program obtained Outstanding
Provide information and support to local business to encourage development of individual Dementia Friendly	Number of businesses who develop a Dementia Friendly Plan	Pre-approval for business mentorship program obtained Program and guide on hold
Identify and promote grants and community sponsorship opportunities for businesses with dementia specific support initiatives	Number of Community Spon	Community Sponsorship Strategy includes provision for funding projects that increase inclusion