

Building a Dementia-Friendly Community

First Steps to a Dementia-Friendly Rotorua



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Since late February 2016 individuals and organisations in Rotorua have taken the first steps to building a dementia-friendly community. We share our process, learnings and progress in this report. There are many ways to create a dementia-friendly community, and each community is different. We hope that by sharing our work it will be useful for other communities looking to start similar projects, ultimately helping people living with dementia to live well.

This report has been created by the Dementia-Friendly Rotorua Steering Group.

April 2017.

For more information visit rotorualakescouncil.nz/dementiafriendlyrotorua

1. What is a dementia-friendly community?

A dementia-friendly community is a place where people living with dementia and their care partners, feel 'understood, respected and supported, and confident that they can contribute to community life.

In a dementia-friendly community people are aware of and understand dementia, and people with dementia feel included and involved, and have choice and control over their day-to-day lives.

A dementia-friendly community is a community made up of dementia-friendly individuals, businesses, organisations, services and faith communities that support the needs of people with dementiaⁱ

"Dementia must be seen as relevant to everyone - because it is.

Everyone has a role to play, whether schoolteacher, employer, care partner, shop assistant, nurse or member of the public, there is something each of us can do to help.

Learning more about dementia and understanding that we can all help is the first step to a dementia-friendly community."

– **Professor Graham Stokes, Bupa**

"There are around 60,000 Kiwis living with dementia now, but the circle of those affected by the condition is huge and the problem will get much worse. The number of people with dementia is expected to triple to over 150,000 by 2050. People living with dementia need tangible and practical support and to live in communities that are dementia-friendly – that is communities where they are valued, where they have the opportunity to participate and contribute, and where they feel safe.' – **Catherine Hall, Alzheimers NZ**

"I'm passionate about helping people living with dementia to live well by emphasising what they can do, not what they can't. To me that's what a dementia-friendly community is all about"

– **Kim Brooks, Whare Aroha CARE**

"With an increasing ageing population our community needs are going to change - including the way we live and work, and how we care and support people living with dementia and their family / whānau to live well. I look forward to living in a community where people are aware of how to support people who have memory loss, to enable them to participate in daily activities"

– **Vanessa Russell, Lakes DHB**

"A dementia-friendly community includes people living with advanced dementia in care homes. The community doesn't stop at the front door; people can continue to be welcoming and inclusive. In turn the care home can be a community hub, offering facilities and advice"

– **Noku Sibanda, Bupa**

Thoughts on dementia-friendly communities from Dementia-Friendly Rotorua Steering group members

2. About Rotorua



'Rotorua has long been an iconic tourism destination for both New Zealand travellers and international visitors. It is known for its beautiful lakes, spectacular geothermal attractions, stunning scenery, and its warm and friendly people. Rotorua is renowned for its welcoming hospitality - often referred to as the traditional spirit of 'manaakitanga.'

Located in the central North Island, Rotorua is well connected to the rest of New Zealand and the world through a network of air, road and rail links.

The Maori people of Te Arawa were the original occupants of Rotorua, settling around the coast, the lakes, forests and geothermal areas. European settlers established in Rotorua in the 1830s.

Rotorua lies largely within the Bay of Plenty Region and partly within the Waikato Region. With an estimated population count of 68,400, Rotorua ranks 12th of New Zealand's 67 districts'.ⁱⁱ

3. Why is Rotorua working to become dementia-friendly?

"Dementia can affect anyone, however as we age the chance of developing dementia increases. New Zealand has an aging population. In our future it is likely that a significant number of us will be affected by dementia, whether it be living with dementia, as a care partner, or whānau.

We need to prepare ourselves and our community services to support those with dementia and those that care for them. Everybody in our community deserves to be nurtured and have the best quality of life that they can. I whole heartedly support the conversations and action that the Dementia-Friendly Rotorua Steering Group will stimulate as our community grapples with this important issue." - **Mayor Steve Chadwick**

In 2015, 60,000 New Zealanders had dementia and this number is expected to rise to 154,000 by 2050ⁱⁱⁱ. Approximately 750 people are living with dementia in Rotorua today.^{iv}

Not everyone who has dementia is old; however the risk of dementia increases with age. 13.8 percent of people in the Rotorua District are aged 65 years and over^v. By 2033 Rotorua is projected to have an 80% increase in people aged over 65^{vi}.

Ultimately, a dementia-friendly Rotorua will be friendly for everyone, supporting people with diverse capabilities of all ages. This fits with the Rotorua Lakes Council vision for a resilient community.

'Dementia is more common in people over the age of 65; Age Concern represent elderly persons, their family and carers who may be affected by this. However it's important to remember that not all older people are living with dementia, and it can also affect younger people too.'
- **Michele Washer, Age Concern**

4. Progress so far – first steps to building a dementia-friendly Rotorua

A seed of an idea started the dementia-friendly focus in Rotorua following a presentation by Professor Graham Stokes, Global Director of Dementia Care at health and care company Bupa in 2015, which opened the door to talks between Rotorua Lakes Council and Bupa.

a) Committing to action – ‘top down’ and ‘grass roots’ support

Top down support

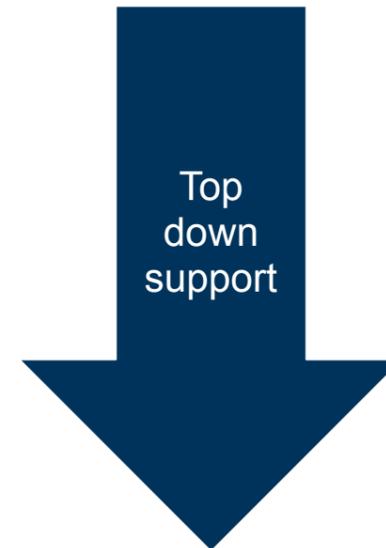
- Mayor Steve Chadwick was supportive; the Council would provide a project lead and meeting space.
- Bupa appointed a Community Partnership Manager role with time dedicated to the project and to be the secretary for the group.

This support was agreed on the proviso that the community wanted work to commence. This happened very informally and naturally, but a big learning for us is that Alzheimers Rotorua should have been involved in these early conversations.

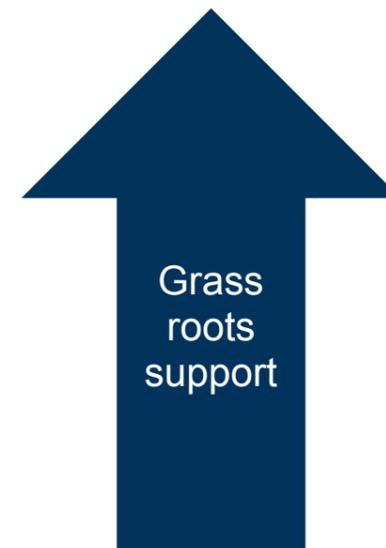
Grass roots support

To find out if people living with dementia and other members of the community in Rotorua wanted to go ahead with the idea we held two public meetings

- The first public meeting was where we shared the idea. Professor Graham Stokes was visiting New Zealand in February 2016 and we held a public lecture in Rotorua.
- The second public meeting built on the first, and community members were asked to share their ideas. Alzheimers Rotorua, Alzheimers NZ, Age Concern, The Office for Seniors, Westpac and Bupa all presented, and then attendees split into groups to discuss their ideas.



Creating a dementia-friendly Rotorua



Mayor Steve Chadwick and Professor Graham Stokes meet before the first public meeting, Feb 2016



Community members discuss their dementia-friendly ideas, May 2016

b) Creating a dementia-friendly steering group

By holding public meetings it was clear that there was support from the community to turn the talk into action. The successful creation and sustainability of dementia-friendly communities will depend on the collaboration of key stakeholders and so we set about creating a steering group.

- Everyone that attended a public meeting was invited to express interest in becoming a member of the Dementia-Friendly Rotorua Steering Group. Responses were quick to come in, providing a good spread of businesses, organisations and individuals.
- Draft terms of reference were circulated with the invitation. This was to set clear expectations of what being a member of the group would involve. At the first meeting one of the first agenda items was to review and agree these terms of reference.
- A date and agenda for the first meeting were set by the Council.
- To ensure people living with dementia are at the heart of our work, Alzheimers Rotorua helps to connect with a group of people living with dementia for insight, input, opinion and feedback.

“Rotorua Lakes Council supports the Dementia-friendly Rotorua Steering Group as part of the work of the People Portfolio. This is an opportunity to connect a range of stakeholders including community groups, businesses, individuals and families through a project which aims to develop a community which shows that it cares about its people. Working together we can achieve much more from the opportunities we share at the table than we can alone”
– **Rosemary Viskovic, Rotorua Lakes Council**

“I hope to be able to contribute to creating a dementia-friendly Rotorua by passing on my experience of learning about the disease from one who is so close to me - my wife who is living with dementia.” – **Tony Baker, individual passionate about the cause**

‘I am happy to be part of the dementia-friendly Rotorua steering group, which is trying to make Rotorua a better place for older people, in particular, those with dementia’ – **Alison Perrin, Rotorua Energy Charitable Trust**

“As part of the Steering Group I’m keen to continue the great work Westpac are doing as a dementia-friendly bank, and inspire other businesses to become dementia-friendly too.” – **Jamie Watson, Westpac**

“It is critical to share ideas and learnings across all parts of the community to help people living with dementia to live well.” – **Thérèse Jeffs, Whare Aroha CARE**



The dementia-friendly Rotorua Steering Group meets for the first time. September 2016.

Dementia-Friendly Rotorua Steering Group members, as at February 2017

- Michele Washer, Age Concern Rotorua
- Catherine Hall, Alzheimers New Zealand
- Elaine Fox, Alzheimers Rotorua
- Stella Norris, Bay of Plenty Regional Council - Transport
- Lyn Walker and Noku Sibanda, Bupa Rotorua
- Beth McDougall and Claire Baker, Bupa New Zealand
- Jane Eynon-Richards, Citizens Advice Bureau
- Christine Mutlow, Tony Baker and Melvyn Bowen, Community members passionate about the cause
- Vanessa Russell and Sacha Mountfort, Lakes District Health Board
- Alison Perrin, Rotorua Energy Charitable Trust
- Rosemary Viskovic, Rotorua Lakes Council
- Jamie Watson, Westpac
- Kim Brooks and Thérèse Jeffs, Whare Aroha CARE

Insight, input, opinion and feedback from people living with dementia in Rotorua is conducted by Alzheimer's Rotorua



Individuals passionate about the cause

People living with dementia

Individuals, groups and organisations involved in creating a dementia-friendly Rotorua

c) Knowing where to start – finding out what’s important for people living with dementia in your community

There were so many ideas from the community public meetings and from other dementia-friendly community projects around the world that it was hard to know where to start in Rotorua. There’s currently no global framework to follow in order to start building a dementia-friendly community, however there is a World Health Organisation document called Global Age Friendly Cities: A Guide^{vii}, which is a useful resource and many of the design recommendations are potential areas of cross-over with dementia-friendly work.

Creating a questionnaire

We decided to create a questionnaire to gather opinions from people living with dementia in Rotorua, their care partners and community members, to really know what was important for Rotorua.

- Developing the questionnaire – we used clear language, tried not to make it too long. We designed the questions by thinking about what we needed to know, and by looking at examples of questionnaires that other dementia-friendly projects had used.
- Advertising the questionnaire – we made the questionnaire available in printed format and online. It was advertised through the Steering Group networks and Alzheimers Rotorua played a big role in getting responses. We also made the most of existing events to promote it- for example we held a public lecture on dementia at the Rotorua Lakes Council buildings, and slips of paper advertising the questionnaire were printed and placed on each seat.
- Gathering responses – the questionnaire was available in paper format and online. It could be completed individually or face-to-face. We gathered responses over a period of three months.
- Using the data – as well as using the data to identify our first areas for action, we may do a similar survey in the future, so we can compare results to evaluate work.

A copy of the questionnaire is available at the back of this report.

“Finding out what’s important for people living with dementia and their carers (not necessarily partners, often children) is key to creating a dementia-friendly Rotorua. My mother lived with dementia, I saw how a little bit of awareness and understanding from others could make a huge difference to her day”

– **Christine Mutlow, Individual passionate about the cause**

“Dementia-friendly communities can only work if people with dementia and their care partners are involved. When gathering responses to our questionnaire we made it accessible online, had printed copies available and also had conversations face to face so that people could contribute their views in whichever way they felt most comfortable and able.”

– **Elaine Fox, Alzheimers Rotorua**

“People want to remain independent for as long as possible. A dementia-friendly community helps people to do that. Something as simple as feeling confident or having someone to help you to go to the supermarket to do your own shopping can make a real difference”

– **Lyn Walker, Bupa**

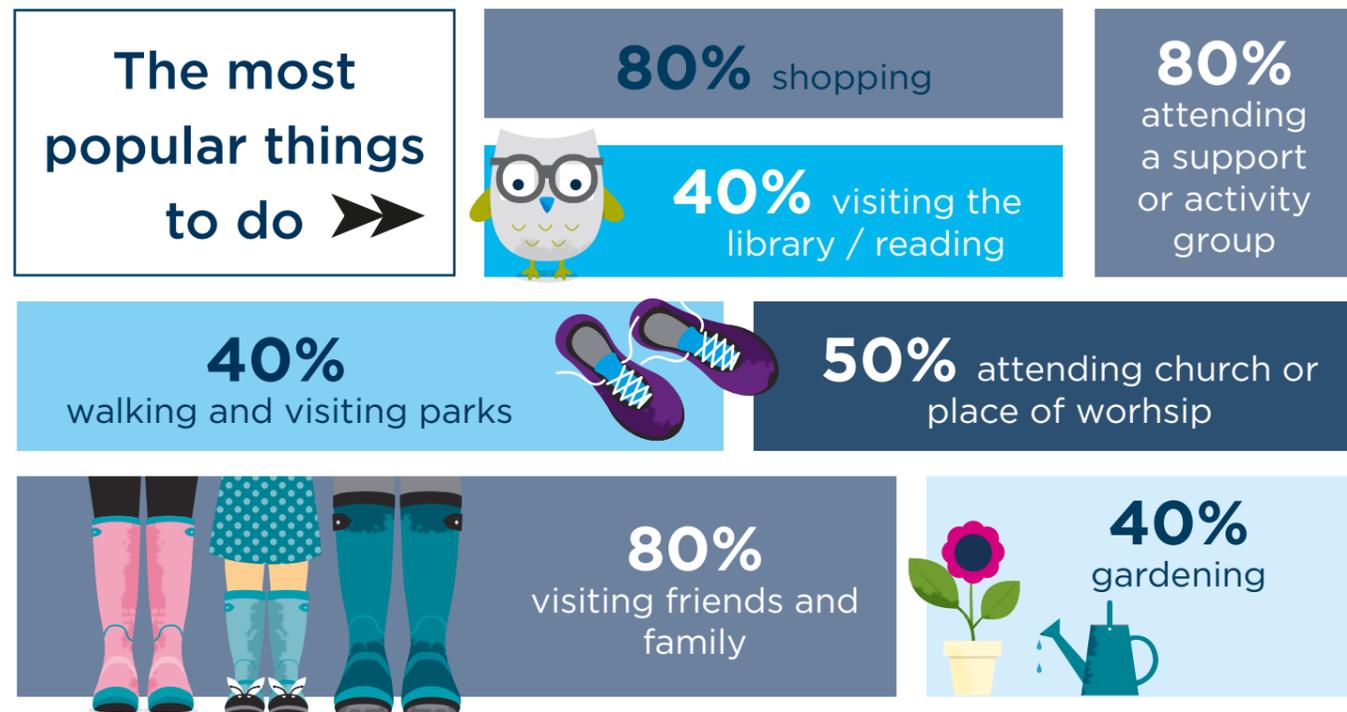
Thoughts from Dementia-Friendly Rotorua Steering Group members on the importance of gathering insight

What do people living in Rotorua with dementia think?

65 responses to a questionnaire were collected from September - December 2016.



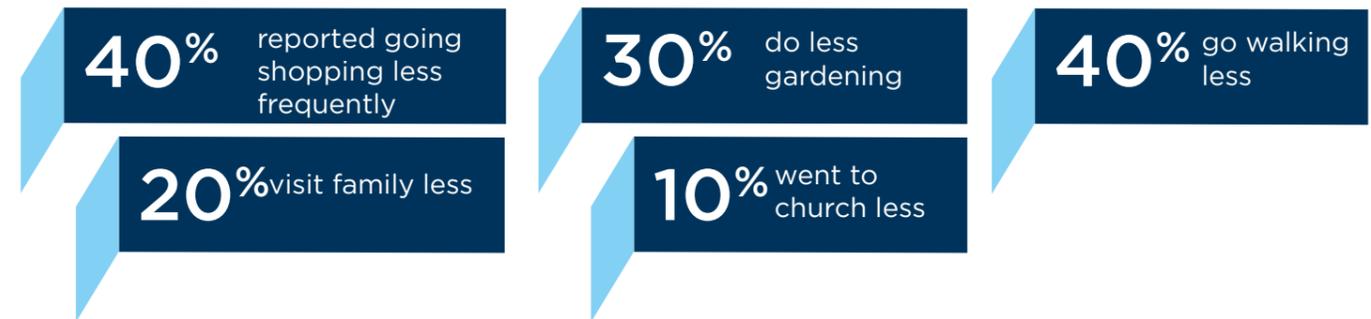
From the 17% of responses from people living with dementia, we found that:



The things that helped the respondents living with dementia to continue doing their most popular activities were:



It was common for people to have stopped doing things in Rotorua, or to be doing them less instead of:



When asked why



Overall, 67% of respondents living with dementia felt that life was good for them, 55% felt involved in community life,



How could Rotorua be more dementia-friendly?



Comments from questionnaire respondents – people living with dementia and people completing questionnaires on their behalf.

d) Creating an action plan and agreeing ways of working

Creating an action plan

We reviewed ideas that had been generated at the public meetings, the responses to the questionnaires as well as dementia-friendly projects in other parts of the world.

It was important for us to be realistic. We decided to focus on a small number of priorities where a need had been identified, and where a Steering Group member was willing and able to lead the work stream. Our first priorities have been grouped into three theme areas^{viii} and an action plan is being created for each area. The action plan template is available in the appendix.

Action theme	Priority area
1. Human Rights	People living with dementia at the centre of work
2. Awareness	Dementia awareness in the community <ul style="list-style-type: none"> • Children
3. Services	Support to local organisations and services to make dementia-friendly changes <ul style="list-style-type: none"> • Pharmacies • Transport • Retail/Businesses
Other opportunities will be considered as they arise. Decisions will be made based on the need and our capacity to implement the idea well.	

“Creating a dementia-friendly community starts with our children and educating them. They are the future and a vital link in reaching our goal of a dementia-friendly Rotorua.”

– **Sacha Mountfort, Lakes DHB**

“No matter how small the change, if it helps make life easier for people with dementia and their care partners, this is a huge step forward.”

– **Jane Eynon-Richards, Citizens Advice Bureau**

“Public transport can be key to helping people stay independent for longer, to continue doing things they enjoy and every day jobs like shopping, visiting friends and eating out.

To help people with disabilities, including dementia, to feel confident using public transport we’ve done things like ‘have a go’ days, we are starting a ‘buddy’ system, and also have cards that people can show to drivers to discreetly ask for the help they need”

– **Stella Norris, Bay of Plenty Regional Council**

Ways of working

Because this is a new process, at steering group meetings we’ve spoken about what has worked well and what could be improved to help us make sure our work is successful. We’ve decided to adopt the following ways of working:

Way of working	How we’ll do it
Regular meetings	Meet at least every quarter
Work stream leads	Work stream leads will form sub-teams as needed, they will create an action plan (see appendix for template) and be responsible for its implementation with the relevant people. Sub-teams will meet as needed, and the work stream lead will report progress to the Dementia-Friendly Steering Group.
Continuous improvement (Plan, do, check, act)	We’ll review and shape our work as we go. We will follow a plan-do-check-act cycle.
Go where the energy is	We’ll focus on a small number of priorities where there’s a need and we have the energy and resources to be able to do it well.
Share stories of success and celebrate	We’ll share our work within Rotorua and wider to build momentum. We’ll use awareness days and months to help.
Local and global	We are a community driven project for the people of Rotorua. We’ll use local knowledge combined with global learnings from other dementia-friendly communities around the world, as well as sharing our work with others.

e. Creating momentum – celebrating early successes

Alongside our action planning we are also open to opportunities to build momentum. We've captured learnings and celebrated success of existing work and early successes to try to build momentum for creating a dementia-friendly Rotorua. For example:

1. Dementia-friendly Christmas carol service. It was approaching Christmas and we had heard about success that other communities had had with dementia-friendly Christmas services. Our questionnaire data had also shown us that people living with dementia in Rotorua went to places of worship, but that some people had stopped or went less, so we decided to hold a dementia-friendly carol service.

2. A dementia-friendly bank. Westpac NZ are New Zealand's first dementia-friendly Bank. Jamie Watson, Assistant Manager of the Rotorua branch is a member of the steering-group. We promoted their great work, and an awareness and fund-raising event took place during September, World Alzheimer's Month.

3. Affinity – a sculpture to raise awareness and understanding of dementia. Rotorua Lakes Council had heard of the sculpture, which had previously been on display in Melbourne, Auckland and in Singapore, and set to work to gather sponsors to bring it to Rotorua.

See the following pages for more information about each of these examples.

Holding a dementia-friendly Christmas carol concert



There are lots of things you can do to make a Christmas carol concert more dementia-friendly. Here are some ideas from a concert held at the Salvation Army Church in Rotorua in 2016.

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| <p>1. Listen. Speak to people living with dementia to find out what they would like, and people who have held similar events to find out what worked</p> <p>2. An inclusive environment. Make a quiet space available. If people would like to sing, dance, sit quietly, or move around that's all ok. Have lots of dementia aware volunteers to help</p> <p>3. Not too long. An hour was about right, and there was a cuppa and cake to socialise afterwards</p> | <p>4. Accessible. Choose a venue suitable for walkers and wheelchairs, and offer transport to help people get there and back</p> <p>5. Advertise. The local Alzheimer's Society newsletter, local newspapers and letters to nearby care homes could help</p> <p>6. Low on words, high on carols. A focus on old favourites with lyrics in large font available</p> |
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Thank you to everyone involved and the 100 people who attended the Rotorua event. Special thanks to Martin, Lesley and Reverend Jan Croft, who shared their experience of similar events in the UK.

'I really really enjoyed it. It was lovely to hear the old hymns and the service was well received by everyone. It made me hungry for more!'

Heather, Rotorua community member, living with dementia.

'Singing is a great joint activity, and can bring back lovely memories, so singing old carols at the event was perfect'

Elaine Fox, Community Liaison, Alzheimers Rotorua

Creating a dementia-friendly bank

Westpac NZ became New Zealand’s first dementia-friendly bank, in Rotorua and nationally. Here are some of the ideas that have been adopted to become a dementia-friendly bank.



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| <p>1. Training. All employees nationally complete online learning modules about dementia and how to assist customers living with dementia, and their families, with their banking needs. Alzheimer’s Rotorua has also provided support and education to local Rotorua branch employees</p> | <p>4. Design. Layout, signage, fittings and space have all been considered e.g. doors are easy to open, signs are bold and clear, and a quiet area is available</p> |
| <p>2. Systems. A special notification tool has been created so that care partners and people living with dementia can let the bank know about their situation and provide specialised help to those customers</p> | <p>5. Services. The bank can help with things like setting up notifications, direct debits, different account types, withdrawal limits and alternative contacts, which could all help people living with dementia and their carers</p> |
| <p>3. On-going commitment. A national dementia-friendly working group is responsible for maintaining Westpac’s dementia-friendly standards and looking for new ways to help e.g. architects design dementia-friendly principles into new bank builds, and dementia training is part of the on boarding process for new employees</p> | <p>6. Advice. Brochures, videos and information have been created to help keep people informed and these have also been made available to other organisations who want to be dementia-friendly. For example advice on helping people manage their finances when living with dementia, and to helping people spot the signs of financial abuse</p> |

‘My team are far more aware of the signs of dementia and understand how important it is to display patience and kindness to our customers, especially those living with dementia.’

Jamie Watson, Assistant Bank Manager, Rotorua Central Westpac

To find out more visit [Westpac.co.nz/dementia](https://www.westpac.co.nz/dementia)

Raising awareness of dementia in Rotorua



Affinity is an interactive light sculpture depicting the brain and the effects of dementia. When touched, the orbs light up representing messages between neurons, and sounds play to share stories of people affected by dementia.

Rotorua Lakes Council heard of Affinity and sought sponsors to support bringing the installation to Rotorua. The approach could be adapted to other dementia awareness events.

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| <p>1. Something different. The sculpture is intriguing; it’s a different way to engage people</p> <p>2. Timing. We chose a three week period over Easter. A popular time for locals and tourists to be in Rotorua</p> <p>3. Relevant. We included stories of local people affected by dementia</p> | <p>4. Volunteers. Steering Group members and other networks were asked to help</p> <p>5. Accessibility. We chose a central location in Rotorua that people know – where the Christmas tree normally goes</p> <p>6. Promotion. We advertised in Rotorua and the surrounding region</p> |
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“The installation, offers the public the opportunity to discover, learn and enjoy. It is a great educational opportunity for young and old”

Mandy Godo, Project Manager, Rotorua Lakes Council

Affinity has been created by Amigo and Amigo, in collaboration with S1T2. These companies focus on creating artworks which are interactive and experimental. The artworks aim to create a sense of wonder and beauty, while at the same time, communicating various social issues.

5. Checklist: Taking the first steps to a dementia-friendly community

Checklist	Rotorua experience
1. Committing to action (Plan)	
<input type="checkbox"/> Do you have ‘top-down’ support?	Rotorua Lakes Council and health and care company Bupa appointed individuals with dedicated time to the project. We learnt that Alzheimers Rotorua should also have been involved early on, as they hold expertise and are key to making the work successful
<input type="checkbox"/> Do you have ‘grass-roots’ support?	We held two public meetings which were both attended by over 60 people. The first shared the concept of a dementia-friendly community and in the second meeting we gathered ideas.
2. Creating a dementia-friendly steering group (Plan)	
<input type="checkbox"/> Have you invited a variety of people and organisations to be part of your steering group?	Key groups and everyone that had attended a public meeting was invited to express interest in becoming a member of the Dementia-Friendly Rotorua Steering Group
<input type="checkbox"/> How will people living with dementia be involved?	People living with dementia and their care partners attended public meetings, and responded to questionnaires. Insight, input, opinion and feedback from people living with dementia in Rotorua is conducted by Alzheimer’s Rotorua

Checklist	Rotorua experience
3. Knowing where to start (Plan)	
<input type="checkbox"/> Are there any dementia-friendly guidelines in your country to follow?	There were no guidelines in New Zealand at the time we started our work. However we were aware of examples from other parts of the world - see appendix for the reports we found most useful
<input type="checkbox"/> Have you asked people living with dementia and the community what they think?	We created a questionnaire, and used the responses to help us know where to focus our attention
4. Creating an action plan and agreeing ways of working (Plan)	
<input type="checkbox"/> Have you decided where to focus?	Using our insights, we decided to on a small number of priorities to do well
<input type="checkbox"/> Have you created action plans for each of your focus areas?	Work stream leads were identified - responsible for creating action plans and reporting progress
<input type="checkbox"/> Have you agreed ways of working?	We discussed what had worked well and what could be improved
5. Creating momentum – celebrating early success (Do)	
<input type="checkbox"/> Have you identified opportunities for early action?	Through our action plans and being open to other opportunities we are building momentum e.g. a dementia-friendly Christmas carol concert

6. Summary

To take the first steps to building a dementia-friendly Rotorua we have:

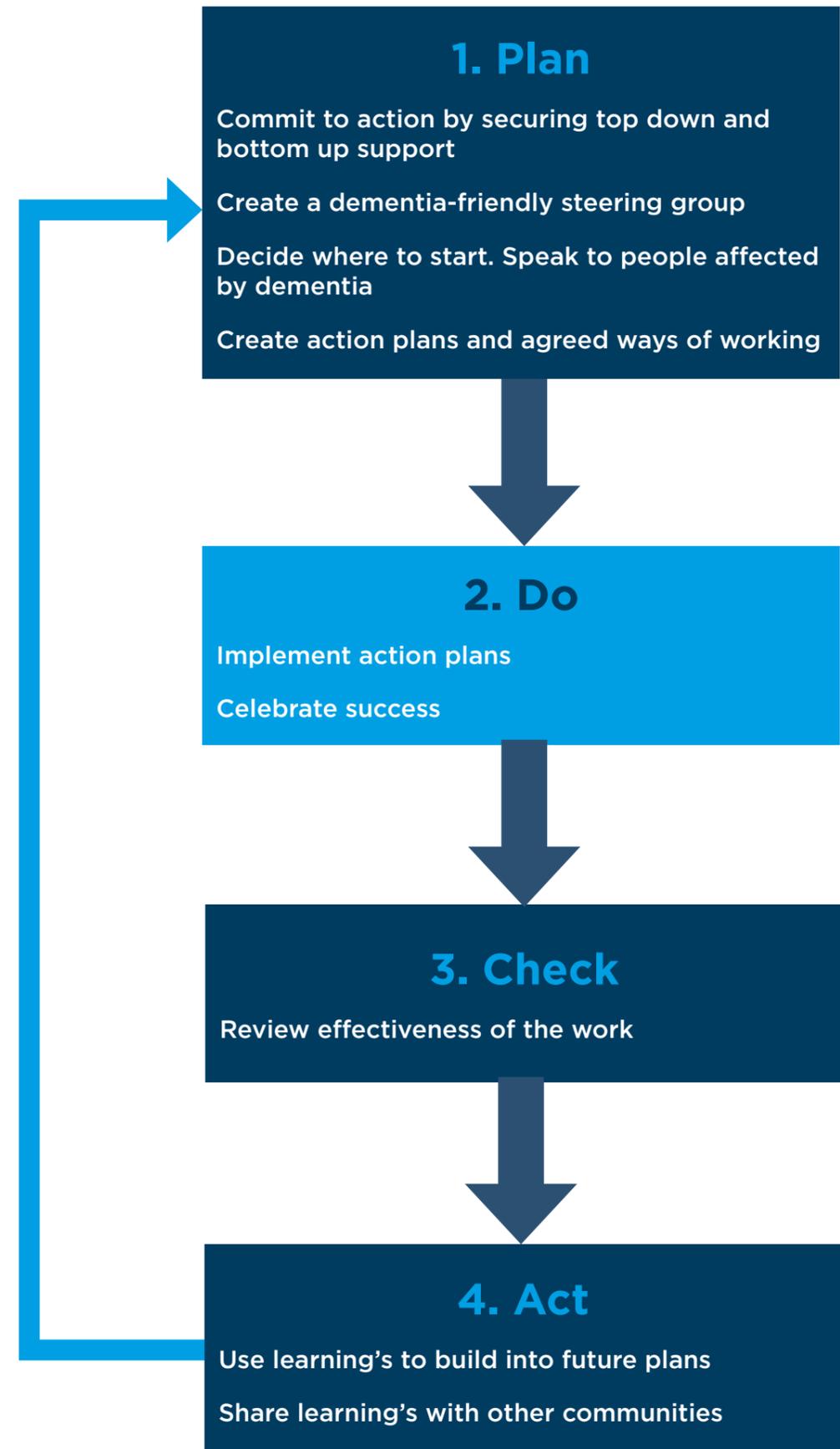
1. **Committed to action** – by securing ‘top down’ and ‘grass roots’ support.
2. **Created a dementia-friendly steering group**
3. **Decided where to start** - informed by the views of people living with dementia in Rotorua and the community to understand where to focus.
4. **Created action plans and agreed our ways of working**
5. **Created momentum by celebrating early successes**

Using a plan-do-check-act cycle, our work to date has been around planning and it’s taken about a year. We’ll now move on to more action (do). We will continually review what has worked and what to change (check), then use those learnings to build into future plans (act). And then repeat the cycle so that we can continually improve.

We are at the start of our journey in Rotorua. We intend to share our learnings as we progress in the hope that other communities find them useful.



Community members at a dementia-friendly public meeting, Rotorua Lakes Council, 2016.



1. Dementia-Friendly Ideas Table Template

We used this template to theme the ideas gathered at the Rotorua public meetings and ideas from the steering group. The 'People, Place and Process' definitions and social groups were taken from the 2015 Alzheimer's Society and British Standards Institute Code of Practice for the recognition of dementia-friendly communities in England. We created the table format ourselves.

 People	How could people better, understand, engage, communicate and support people affected by dementia?
 Place*	How could physical spaces be easier to navigate and more accessible for people affected by dementia?
 Process	How could systems, organisations and infrastructures be structured to enable better support for people with dementia and their carers?

*It was noted that ideas in the 'place' column may be more likely to cross over with age-friendly projects and should be combined where possible.

Templates and useful resources

1. Dementia-friendly ideas table template
2. Terms of Reference template
3. Questionnaire template
4. Action plan template
5. Useful resources

General city	People	Place	Process
Arts, culture, leisure and recreation			
Businesses and shops			
Children, young people and students			
Community, voluntary, faith groups, organizations			
Fire and police			
Health and social care			
Housing			
Transport			
Media			

2. Terms of Reference Template

These are the terms of reference adopted by the Dementia Friendly Rotorua Steering Group. They were adapted from Terms of Reference available in the Alzheimer's Australia Vic 2016 report 'Creating Dementia-Friendly Communities: A Toolkit for Local Government'

DEMENTIA FRIENDLY STEERING GROUP TERMS OF REFERENCE (TOR)

Objectives:

- To support the development of a dementia-friendly community
- To improve the quality of life of people living with dementia in **<insert community name>** community and to be more inclusive.

Role:

The purpose of the Steering Group is to:

- Provide advice on and develop an action plan for a dementia-friendly **<insert community name>**
- Share information and explore opportunities to champion this issue as a collective
- Identify opportunities for improving the lives of people living with dementia and their care partners
- Partner with and/or lead potential initiatives that result from the action plan
- Advocate for the needs of people living with dementia and their care partners

Composition:

- Dementia-friendly communities can only work if people with dementia and their care partners are involved. We actively seek connections to people living with dementia and their care partners by **<insert relevant text>**
- Members appointed to the Steering Group will be selected on the basis of their professional skills, networks and individual attributes
- A **<insert council name>** employee will be present at every meeting
- Membership of the Steering Group is voluntary and no remuneration will be paid.

Chair:

- The Group will be chaired by **<insert name>**, Secretariat will be provided by **<insert name>**
- The Chair and Secretariat will be selected by the Group and will be in post for one year. These positions will be reviewed at the first meeting of each subsequent year.
- The role of the Chair is to:
 - Prepare, distribute and store meeting agenda and minutes
 - Run meetings according to the agenda
 - Be the impartial spokesperson and/or figurehead for the Group as required
- The role of the Secretariat is to:
 - Draft meeting agendas and minutes, in consultation with the Chair
 - Check-in with steering group members in-between meetings on progress of actions and offer support where relevant.

Member Responsibilities:

Members are required to:

- Make every effort to prepare, attend and participate regularly in meetings and other planned events. Apologies for non-attendance will be sent to the Chair
- Communicate to and from their networks on dementia related issues
- Publicly support any course of action decided upon by the Group
- Represent the Group in a positive and respectful way in the community
- Be committed to the principles of dementia-friendly communities.

Membership may be terminated by the Group if a member behaves in a manner that breaches the expectations detailed in these TOR.

Meetings:

- Scheduled meetings will take place approximately once every 6 weeks, or as determined by the group.
- The quorum for meetings is a majority of members
- Decisions will be made by consensus wherever possible. If there is a difference of opinion, the majority vote will determine the decision
- Meetings may include invited speakers, workshops and discussions, training, etc.
- Meeting times will be agreed by the Group. Meetings will be one and a half to two hours duration depending on the agenda
- Meetings will take place at **<insert meeting place>** unless otherwise decided by the Group

Review:

- The group will review progress regularly, but at least annually, to assess successes, learnings and decide upon the future of the activity.
- The TOR will be reviewed at least every three years, or sooner at the request of the majority of the Steering Group. All changes to the TOR will be subject to the approval of the Group.

3. Questionnaire Template

Why are we asking these questions?

The responses you give to these questions will inform how our community could become more dementia-friendly.

A dementia-friendly community is a place where people living with dementia feel supported, understood, respected and confident that they can contribute to community life.

1. About you

Tick the box that most applies to you

<input type="checkbox"/>	I am a person living with a diagnosis of dementia
<input type="checkbox"/>	I am a carer, relative or friend of a person living with a diagnosis of dementia – and I am providing answers on their behalf
<input type="checkbox"/>	I work with people with a diagnosis of dementia – and I am providing answers on their behalf
<input type="checkbox"/>	None of the above
	Please provide more information:

2. In a typical week do you live...

<input type="checkbox"/>	On your own
<input type="checkbox"/>	With your family care partner
<input type="checkbox"/>	With someone who is not your care partner
<input type="checkbox"/>	In a retirement village
<input type="checkbox"/>	In a care home
<input type="checkbox"/>	Other Please specify:

3. How often do you get out and about?

<input type="checkbox"/>	Most days	<input type="checkbox"/>	Less than once a month
<input type="checkbox"/>	Every couple of days	<input type="checkbox"/>	Don't know
<input type="checkbox"/>	A few times per month		

4. When you are out and about, what do you do in Rotorua? Please tick all that apply			
<input type="checkbox"/>	Visit friends and family	<input type="checkbox"/>	Music or choir groups
<input type="checkbox"/>	Shopping	<input type="checkbox"/>	Card or board games
<input type="checkbox"/>	Playing sports e.g. lawn bowls, golf, tennis	<input type="checkbox"/>	Attending a church or other place of worship
<input type="checkbox"/>	Walking and visiting parks	<input type="checkbox"/>	Watching sporting events
<input type="checkbox"/>	Gardening	<input type="checkbox"/>	Visit the library/reading
<input type="checkbox"/>	Support or activity group	<input type="checkbox"/>	Eating out
<input type="checkbox"/>	Dancing groups/classes	<input type="checkbox"/>	I don't go out in Rotorua
<input type="checkbox"/>	Museum or art gallery	<input type="checkbox"/>	Other
<input type="checkbox"/>	Movie, concert, theatre	Please specify:	
<input type="checkbox"/>	Community groups such as a Rotary club		

5. What helps you to get out and about in Rotorua? Please tick all the apply	
<input type="checkbox"/>	Good public transport
<input type="checkbox"/>	The places I go are close by, which makes it easy
<input type="checkbox"/>	Having someone with me, like a friend or whānau
<input type="checkbox"/>	A ride to where I need to be
<input type="checkbox"/>	Plenty of signs to help me find my way around town
<input type="checkbox"/>	I wear a tracking pendant
<input type="checkbox"/>	Feeling welcome
<input type="checkbox"/>	Someone to meet me and help me around town
<input type="checkbox"/>	'Meet and greet' helpers inside shops
<input type="checkbox"/>	Other Please specify:

6. Are there things that you have stopped doing, or do less of in Rotorua? Please tick all that apply			
<input type="checkbox"/>	Visiting friends and family	<input type="checkbox"/>	Music or choir groups
<input type="checkbox"/>	Shopping	<input type="checkbox"/>	Card or board games
<input type="checkbox"/>	Playing sports e.g. lawn bowls, golf, tennis	<input type="checkbox"/>	Attending a church or other place of worship
<input type="checkbox"/>	Walking	<input type="checkbox"/>	Watching sporting events
<input type="checkbox"/>	Gardening	<input type="checkbox"/>	Visiting the library/reading
<input type="checkbox"/>	Support or activity group	<input type="checkbox"/>	Eating out
<input type="checkbox"/>	Dancing groups/classes	<input type="checkbox"/>	I've not stopped anything
<input type="checkbox"/>	Museum or art gallery	<input type="checkbox"/>	Other
<input type="checkbox"/>	Movie, concert, theatre	Please specify:	
<input type="checkbox"/>	Community groups such as a Rotary club		

7. Why have you stopped or reduced doing these things? Please tick all that apply	
<input type="checkbox"/>	My health, especially my memory
<input type="checkbox"/>	Difficulties with physical mobility
<input type="checkbox"/>	Lack of public transport
<input type="checkbox"/>	No personal transport e.g. You don't drive, or no longer drive
<input type="checkbox"/>	My friends and whānau can't always help me
<input type="checkbox"/>	I have difficulty communicating with staff in shops
<input type="checkbox"/>	I worry what people will think of me
<input type="checkbox"/>	I don't feel confident to go out alone
<input type="checkbox"/>	I worry about becoming confused and getting lost
<input type="checkbox"/>	I don't want to be a burden to others
<input type="checkbox"/>	N/A I've not stopped anything
<input type="checkbox"/>	Other Please specify:

4. Action Plan Template

Action Plan title:

Work stream lead:

Team members:

Date created:

Review date:

Overall goal:

Action Plan – Complete this template to plan how you will achieve your overall goal

Action	How will it be measured?	Who is responsible?	What resources will you need?	When will it happen?	Update/Notes
1.					
2.					
3.					
4.					
5.					
6.					

First Steps to a Dementia-Friendly Rotorua

8. Please tick the statements below that you agree with
Tick all that apply

<input type="checkbox"/>	I think life is good for me
<input type="checkbox"/>	People understand me
<input type="checkbox"/>	People help me
<input type="checkbox"/>	People respect me
<input type="checkbox"/>	People listen to me
<input type="checkbox"/>	I'm involved in community life
<input type="checkbox"/>	People in Rotorua have a good understanding of dementia

9. What do you think could be done to make Rotorua more dementia-friendly?
Enter comments here:

Would you be interested in joining a group to share more ideas to help make Rotorua more dementia-friendly?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

If yes, please provide your details so that we can get in touch with you:

Name	Name
E-mail	E-mail
Phone	Number

Please complete this form by:
Please return to:

This questionnaire was inspired and adapted from similar questionnaires shared in two reports: 2016, Alzheimers Australia Vic, [A toolkit for local government](#) and 2015 Local Government Association and Innovation in Dementia, [Dementia friendly communities: guidance for councils](#)

5. Useful resources

Dementia education resources

Dementia Commitment

bupa.co.nz/DementiaCommitment

An interactive online tool to provide simple information about what dementia is, how it may affect people and how you may be able to reduce your risk. It's free and takes 15-20 minutes. At the end you can make your own Dementia Commitment – something you will do to help build a dementia-friendly community. Developed by health and care company Bupa.

Dementia-friendly training tools and resources

westpac.co.nz/dementia

A series of films and easy to read fact sheets. These are designed to help create a dementia-friendly bank, but are useful for others businesses too. There are advice sheets including dementia-friendly customer service hints and tips, and advice on creating a dementia-friendly environment. Developed by Westpac bank, New Zealand's first dementia-friendly bank.

Dementia film, booklets and factsheets

alzheimers.org.nz/about-dementia/booklets-and-fact-sheets

A series of booklets and factsheets covering many questions that people with dementia, their families/whānau and friends have. A short educational film is also available to provide information for anyone wishing to know more about dementia. Developed by Alzheimers New Zealand.

Is it dementia?

isitdementia.com.au/

A resource for recognising the signs of dementia. Tailored films and activities are available for services including transport, emergency services, retail and banking. Developed by Alzheimers Australia, supported by the Australian Government.

Communication Plan – you may wish to complete this to accompany your action plan							
1.	Target Audience e.g. Pharmacists, Teachers, wider community	Key message(s)	Why?	When/ frequency Note: World Alzheimer Month is September	How? e.g. letter, face to face, email, newspaper article	Who is responsible?	Updater/ notes
2.							
3.							
4.							
5.							
6.							

Dementia-friendly community guidelines and examples

There are many dementia-friendly reports available; here are some that we've found to be the most useful.

Australia

- Dementia-friendly Kiama, New South Wales, Australia.
The team in Kiama won a World Health Organisation award in 2016 for the Council's Health Plan in particular the Dementia Friendly Kiama Project.
<http://www.kiama.nsw.gov.au/residents/aged---disability-services/dementia-friendly-kiama>
- 2016, Alzheimers Australia Vic, [A toolkit for local government](#)

UK

- 2015, Alzheimer's Society and British Standards Institute, [PAS 1365 Code of practice for the recognition of dementia-friendly communities in England](#).
- 2015 Local Government Association and Innovation in Dementia, [Dementia friendly communities: guidance for councils](#)

Global

- Alzheimers Disease International, [Dementia Friendly Communities key Principals](#)
- Alzheimers Disease International, [Dementia Friendly Communities Global Developments](#)

References

- ⁱ 2015, Alzheimer's Society and British Standards Institute, Code of practice for the recognition of dementia-friendly communities in England
- ⁱⁱ 2017, [Rotorua Lakes Council Website](#)
- ⁱⁱⁱ 2015, Alzheimers New Zealand, Awareness and Understanding of Dementia in New Zealand
- ^{iv} Lakes District Health Board, calculated using 2013 census projections and the Deloitte Access Economics – Dementia Economic Impact Report 2011.
- ^v 2013, Statistics New Zealand Census
- ^{vi} Statistics New Zealand – subnational population projections by age and sex 2013(base)-2043
- ^{vii} 2007, WHO, Global Age-Friendly Cities: A Guide
- ^{viii} Themes adapted from 2015, Alzheimer's Disease International, Dementia Friendly Communities: Key Principles, p14.