

Dementia Friendly Communities

Welcome and background

The Knox Council's Positive and Healthy Ageing team aims to build awareness, understanding and acceptance of dementia, so that people living with dementia (and their carers) can participate and remain active in the community.

"People living with dementia are usually capable of more than we can imagine." – Bob DeMarco

"Those with dementia are still people and they still have stories and they still have character and they're all individuals and they're all unique. And they just need to be interacted with on a human level." – Carey Mulligan

"There are only four kinds of people in the world. Those who have been caregivers. Those who are currently caregivers. Those who will be caregivers, and those who will need a caregiver." – Rosalyn Carter

Purpose

This Information Pack has been created for people who live, work and play in Knox. The information is intended to be a starting point, to assist you when navigating the various services and supports available for people living with dementia and their carers and families/friends. The pack includes:

1. The Dementia Guide by Dementia Australia (booklet). You can download, listen or order a free printed copy from: [The Dementia Guide | Dementia Australia](#).
2. Contact list for social support groups and service providers in the Outer East
3. Are you considering engaging a Geriatrician?
4. Tips on how to contact and navigate My Aged Care
5. Need help navigating the aged care system? Care Connect can help.
6. Your Library's Dementia Care Collection – available to borrow
7. Physical Environments Checklist for Indoor and Outdoor Environments
8. Feedback sheet and self-addressed envelope – so you can help us improve!

If you have any queries or require further information, please contact Knox City Council's Healthy Ageing Specialist on **9298 8377** or email: dementiafriendly@knox.vic.gov.au.

Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

This list has been compiled by Council Officers for your information only.

This is not a complete list and is not an endorsement by Knox City Council.

Type	Organisation	Location	Opening	Contact details
Support – 24 hr helpline	Dementia Australia, Centre for Dementia Learning		24 hours a day, 7 days a week, 365 days a year	Ph: 1300 336 368 E: cdl@dementia.org.au
Support – 24 hr helpline	National Dementia Helpline	If you know or care for someone with dementia who is experiencing behavioural changes, simply call our 24-hour helpline.	24 hours a day, 7 days a week, 365 days a year	Ph: 1800 100 500 Ph: 131450 if you need an interpreter Ph: 133677 if you are deaf or have a hearing or speech impairment
Support – 24 hr helpline	Dementia Support Australia, Dementia Behaviour Management Advisory Service (DBMAS)	Helps staff and carers/families to support people with dementia experiencing changes to their behaviour.	24-hour helpline Provides assessment, clinical support, care planning, mentoring, linking to current research and a 24-hour help line.	Ph: 1800 699 799
Support – general	EACH	1063 Burwood Hwy Ferntree Gully	Monday to Friday, 9:30am to 4:30pm	Ph: 1300 003 224 E: info@each.com.au
Support – general	MyAgedCare		Mon to Fri: 8am to 8pm Sat: 10am to 2pm (Closed Sun)	Ph: 1800 200 422

Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

Type	Organisation	Location	Opening	Contact details
Social Support	The Haven Day Centre	17-19 Falconer Road Boronia	Mon to Thurs 9.30 am to 3.30 pm	Kathy Miller Ph: 9762 8423 E: info@thehavendaycentre.org.au
Support – Carers	Gardenia Carer's Group	Meets in the Glengollan Hall Ferntree Gully (All welcome)	2nd Tues of the month 11.30 am to 1.30 pm	Brenda Coall M: 0411 602 239 E: coallbrenda@gmail.com
Support - Carers	The Haven Day Centre	17-19 Falconer Rd Boronia	Monthly - available to carers of people who already attend the social support group	Kathy Miller Ph: 9762 8423 E: info@thehavendaycentre.org.au
Support – Carers	Coonara Walks for Carers	Coonara Community House, 22 Willow Road, Upper Ferntree Gully	Fourth Monday of the month	Ph: 9298 8131 E: disabilityinclusion@knox.vic.gov.au
Support – Carers	Viv's Recare	St Simon's Parish Centre, Rowville	Every fortnight - Wed	Brian Crowley Ph: 0429 090 770 E: brian.g.crowley@gmail.com
Support - Carers	Caladenia Dementia Care	11 Hilledge Lane Mooroolbark	2nd Thurs of the month 10am to 12pm (unless going out for lunch)	Reception Ph: 9727 2222 E: caladenia@caladenia.com.au

Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

Type	Organisation	Location	Opening	Contact details
Other – Legal Services e.g. Advanced Care Planning	Eastern Community Legal Centre	Suite B 6 Floriston Rd, Boronia	Mon to Thurs, 9am to 5pm (Tues evenings by appointment)	Ph: 1300 325 200
Other - Self-advocacy toolkit	Older Persons Advocacy Network (OPAN). Learn the skills and information you need to speak up for better aged care and home care.		Mon to Fri 8am-8pm Sat 10am-4pm	Ph: 1800 700 600
Other - Brain Training	Brainworks @ Your Library. Maintain and improve your brain with fun brain training activities and exercises, including Memory, Attention, Language, Executive functions, Visual and Spatial skills.	Various locations across Knox, MaroonDAH and the Yarra Ranges Park Cres, Boronia	Various	Ph: 1300 727 277
Other - Sensory and Reminiscence packs (including robotic pets)	Your Library	Bayswater Boronia Ferntree Gully Knox Library Miller's Homestead Rowville		Ph: 1300 737 277

Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

Type	Organisation	Location	Opening	Contact details
Social Support	Caladenia Dementia Care	11 Hilledge Lane Mooroolbark	Day Centre runs 6 days per week - but check website for details on which days are suitable	Ph: 9727 2222 E: caladenia@caladenia.com.au
Social Support	Baptcare Brindabilla Day Centre	43 Vannam Dr Ashwood	Mon, Wed & Fri - dementia specific days	Ph: 8564 5500 Open those who live/work in Monash.
Social Support	Donwood - Community Program	7 Diana St Croydon	Mon, Wed & Fri - Memory Support Tues, Thurs - Social Support	Ph: 9845 8584 E: kward@donwood.com.au
Social Support	Forest Hill Uniting AgeWell Centre - Mingara Social Group	9 Jolimont Road Forest Hill	Mon to Fri 10am to 2pm	Ph: 7503 7200
Social Support	Maranoa House - Dementia Day Centre	10 Faversham Road Canterbury	Mon to Sat - 10am to 3pm 4th Mon of the month (Carers) 12pm to 2.30 pm (including light lunch)	Manager Ph: 8809 4979 E: maranoa@basscare.org.au
Social Support	Olivet Care - Olive Grove House Day Centre	7-9 Rupert Street Ringwood	Mon to Fri 9.30 am to 4pm	Olive Grove House Coordinator Ph: 9131 5500 E: reception@olivet.com.au
Social Support	VMCH – Noble Park Community Centre, Dementia Friendly Gardening Group	44 Memorial Dr, Noble Park	Last Friday of the month 9:30am to 11am	VMCH Carer Engagement Ph: 8595 2405 E: carersevent@vmch.com.au

Are you considering engaging a Geriatrician?

A diagnosis for dementia usually requires the involvement of a geriatrician or psychiatrist and often a neuropsychologist.

Although a general practitioner can diagnose dementia, the diagnosis from a geriatrician or psychiatrist is necessary for eligibility for subsidised Alzheimer's disease medications and other treatments for different forms of dementia.

While Dementia Australia offers information, support and counselling, because of the complex and individual nature of every dementia, referral to a medical specialist care is recommended by Dementia Australia.

What is a Geriatrician?

A Geriatrician is a doctor with specialist training in caring for the health of older people (geriatric medicine). They diagnose and treat age-related medical conditions.

Geriatricians often work as part of a team of specialists providing geriatric care to older patients who have more than one age-related condition, such as memory loss and dementia, heart disease, incontinence and stroke.

Services provided

- Geriatric assessment
- Continence management
- Balance and reducing the risk of falls
- Management and treatment of delirium
- Healthy ageing.

Option 1 – GP referral to a private/public geriatrician, neurologist, psychogeriatrician or neuropsychologist

There are a range of medical specialists to whom your GP can refer you to for thorough diagnostic testing.

Option 2- Refer to a Specialist Diagnostic Service/Memory Assessment Service ('Clinic')

In Australia, there are specialist diagnostic services available that aim to assist people experiencing changes in their cognition.

These clinics aim to provide information and advice on treatment, management and referral to other services as appropriate.

They provide a comprehensive diagnostic service, but are usually targeted at difficult diagnoses.

Referrals to the memory clinic can be made through general practitioners, community agencies or by self-referral directly (contact Dementia Australia on [9816 5799](tel:98165799) or [9815 7800](tel:98157800) for further details).

Are you considering engaging a Geriatrician?

Considerations and questions you may find helpful:

It's important you find a doctor you can trust and feel comfortable with. When you and your doctor work together as a team, you get better health care. Look for a doctor who:

- Treats you with respect
- Listens to your opinions and concerns
- Encourages you to ask questions
- Explains things in a way you understand

Questions to ask:

- Is the doctor taking new patients?
- Is the doctor part of a group practice? If so, who are the other doctors that might care for me?
- Does the doctor have experience treating my medical conditions?
- Does the doctor have special training or certifications?
- Does the doctor bulk-bill or how much will you need to pay upfront and what is the rebate you will receive back?

Questions about the office:

- Are evening or weekend appointments available? What about virtual appointments over the phone or on a computer?
- What is the cancellation policy?
- How long will it take to get an appointment?
- How long do appointments usually last?
- Is there a doctor or nurse who speaks my preferred language?

Think about your experience after the first visit. Did the doctor and office staff:

- Make me feel comfortable during my appointment?
- Speak positively about people living with dementia?
- Were they knowledgeable about dementia and offer a variety of medical and lifestyle tips to me manage my health and wellbeing?
- Explain things in a way that was easy to understand?
- Listen carefully to me?
- Show respect for what I had to say?
- Know important information about my medical history?
- Spend enough time with me?
- Give me a chance to ask questions.

If you answer “no” to any of these questions, you may want to keep looking for a doctor/specialist who is able to fulfil your needs better.

How to access My Aged Care

There are three ways to access My Aged Care

1. Complete an online form on the My Aged Care website: myagedcare.gov.au
2. Calling My Aged Care on [1800 200 422](tel:1800200422)
3. Meet with an Aged Care Specialist Officer who can help you with the process.

In order to access government-funded aged care services, you need to check your eligibility. You can do this either online or by calling a My Aged Care contact centre staff. The types of questions they will ask include:

- Are you aged over 65 (or 50+ if you identify as Aboriginal and/or Torres Strait Islander)?
- What kind of help are you looking for? eg Do you need assistance around the home, or perhaps support getting to the shops or keeping well in general?
- What activities do you have difficulty completing? eg getting dressed, eating a meal, basic housework, shopping, driving, managing money and paying bills etc.
- Are you currently receiving care or support?
- Have you experienced any of the following? A stay in the hospital, a slip or fall, an illness or disease, sudden weight changes?
- If you are recommended to have an assessment you will need to supply your Medicare card and personal details including your name, gender, phone number, address
- Consider whether you would like to set up a primary contact who is more confident on the phone and knows when you are available or do you want to be contacted?

Note: If you are not eligible for an assessment, you can still contact My Aged Care on phone: [1800 200 422](tel:1800200422) to discuss your situation. They will help you to consider other providers who are not government funded.

If you do not have access to a supportive person to assist you with navigating the aged care system, then you can receive assistance from a Care Finder:

Care Connect:	1800 692 464 or carefinderenquiries@careconnect.org.au
Villa Maria Catholic Homes	1300 698 624 or hello@vmch.com.au
Wintringham:	9034 4824 or adviceandinfor@wintringham.org.au

Four steps to access services

1 Apply for an assessment of your needs at myagedcare.gov.au/apply-online or by calling My Aged Care on 1800 200 422*

- You will be asked questions to help work out your care needs.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

2 Have an assessment

- My Aged Care may arrange for a trained assessor to conduct the assessment.
- With your consent they will assess your care needs and confirm your eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during the assessment.

3 Find out about costs

- My Aged Care and service providers can give you information about how much you might have to pay. You may need to complete a financial assessment through Services Australia.

4 Find a provider

- The online Find a provider tool can help you find and compare aged care service providers in your area
myagedcare.gov.au/find-a-provider
- Your assessor and My Aged Care can also help you find a provider(s) in your local area that meets your needs.

Contact Us

Website: myagedcare.gov.au

Call: 1800 200 422*

Weekdays – 8am to 8pm
Saturdays – 10am to 2pm
(closed on Sundays & public holidays)

In person you can visit any Services

Australia service centre for general My Aged Care support or book an appointment with an Aged Care Specialist Officer in selected locations by calling **1800 227 475*** (Monday-Friday, 8am to 5pm).

If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service can assist you, including with Auslan.

Select your preferred access option at communications.gov.au/accesshub/nrs and ask for **1800 200 422***

Translating and Interpreting Service

call **131 450**, tell the operator the language you speak and ask them to call **1800 200 422***

If you are a veteran or war widow/er

you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.

Have your say on aged care

We invite senior Australians, their families and carers, the aged care workforce and providers to help shape and reform aged care. Register your interest at agedcareengagement.health.gov.au



Australian Government



myagedcare



Find the help you need with My Aged Care

Freecall: 1800 200 422*

Website: myagedcare.gov.au

Visit: your dedicated Service Australia
service centre

My Aged Care is the starting point to access Australian Government aged care services and information about:

- the different types of aged care services available
- your eligibility for services
- assessment for services
- referrals to service providers that can help you meet your needs
- your contribution to the cost of your aged care.

What services are available?

Care at home

My Aged Care can help you access services that can support you to remain living at home and in your own community.

You may be eligible to access support to help you continue doing what you can for yourself, safely and with a focus on your strengths and goals, such as:

- personal care like help getting dressed or showering
- transport
- modifications to your home like hand rails or ramps
- nursing, physiotherapy and other care
- help with preparing your meals
- help with cleaning your home or gardening
- equipment like walking frames
- social activities to help keep your mind and body active and healthy.

Short-term help

My Aged Care can also help you access short-term care services for situations such as:

- recovery from an illness, including after a hospital stay
- when you have had a setback and want to get your independence back
- when you, or your carer, needs a break (respite care).

Care in an aged care home

If you find you need ongoing help with day-to-day tasks or health care, an aged care home lets you live in a supported environment where help is available 24 hours a day.

Who pays for services?

The Australian Government contributes to the cost of aged care services. You are expected to contribute to the cost if you can afford to. How much you pay may depend on:

- your financial situation
- the number and types of services you receive
- the service provider.

Are you eligible for services?

My Aged Care can help you understand:

- what services may be available
- how much they cost
- how you can access them.

Use the online eligibility checker to find out if you are eligible for government-funded aged care services and check if you meet the requirements for an assessment

myagedcare.gov.au/eligibility-checker

What support is available for carers: Carer Gateway and the National Dementia Support Program

If you have someone providing you with regular and ongoing care and help - without being paid - then they are a carer. Carers can get help and support from the government and other organisations.

- **Carer Gateway** provides in-person, phone, and online services and support nationally to help carers in their role. You can call **1800 422 737***, Monday to Friday, between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider or go to the website at carergateway.gov.au to find out more.

- **Dementia Australia** can be contacted on **1800 100 500***, Monday to Friday, between 8am and 8pm, or online at dementia.org.au

You and your carer can also visit the My Aged Care website for more resources, services and support groups at myagedcare.gov.au/caring-someone



Who can receive assistance from a care finder?

To be eligible you must:

1. not have access to a supportive person to assist with navigating the aged care system;
2. be 65 years or older (50 years or older for ATSI peoples); or
3. be 50 years or older on a low income and homeless, or at risk of being homeless (45 years or older for ATSI peoples).

In addition, you should have one or more of these reasons for needing support:

1. have difficulty communicating because of language or literacy barriers;
2. find it difficult to understand information and make decisions;
3. be reluctant to engage with aged care or government agencies;
4. be at risk or in an unsafe situation if you do not receive services; and/or
5. identify as LGBTI, be culturally and linguistically diverse, be a Forgotten Australian or Care Leaver.

What if a care finder isn't right for you?

Most people who need aged care should call My Aged Care on 1800 200 244 or visit myagedcare.gov.au to discuss their needs and arrange an assessment.

If you would like help to talk to My Aged Care or to use the website please visit any Services Australia centre. There are also Aged Care Specialist officers who give face-to-face help in 70 Services Australia service centres. Visit Services Australia website to see where these are located or call 1800 227 475.

Other supports and their contact details are:

- **Care Connect - Life, made easier**
1800 940 633
- **Advocacy support – OPAN**
1800 700 600
- **Carer support – Carer Gateway**
1800 422 737
- **National Dementia Helpline**
1800 100 500

The care finder service is supported by funding from the Eastern Melbourne Primary Health Network through the Australian Government's PHN Program.



Do you need help to navigate the aged care system?

care finder



Supporting older people who need assistance to access aged care & services.



info



choice



admin



support

Care finder services are provided at no cost as they are fully funded through Primary Health Networks.



How does the service work?

- 1** You will be connected with a dedicated care finder who will meet with you, usually in person. This can be at your home or another place you choose.
- 2** The care finder will ask questions to understand your situation, needs and what you would like assistance with.
- 3** The care finder will support you in working through the steps to address your needs and access any services you require.



What help can care finder provide?

The care finder program offers a variety of valuable services and supports.

- **Support to navigate My Aged Care (MAC)**
Includes attending and providing support at the assessment.
- **Find aged care providers**
Support to find local services and supports.
- **Complete forms**
Includes aged care service agreements.
- **Checking-in on services**
Make sure everything is OK
- **Identify challenges and solutions**
Find supports in the community.



How do I get started?

- 1** Call 1800 940 633 and speak to the helpful team at Care Connect.
- 2** You may choose to make the call with someone like your GP.
- 3** The team will then ask some questions about why you need help from care finder.



Access and Support is funded and supported by

- the Australian Government Department of Health (CHSP). Support for people aged 65 and over (50 and over for Aboriginal and Torres Strait Islander people)
- the Victorian Government Department of Health and Human Services (HACC PYP). Support for people under 65 (under 50 for Aboriginal and Torres Strait Islander people).

Catchment area

- The Access and Support service is available in the Maroondah, Knox and Yarra Ranges areas.

Our services are FREE and confidential.

Find out more

Your local Access and Support centre

Michele Scott

0477 759 690

✉ mscott@each.com.au

🌐 each.com.au

Useful numbers

Freecall

MyAgedCare www.myagedcare.gov.au	1800 200 422
Aged Care Commissioner	1800 500 294
National Dementia Helpline	1800 100 500
Aged Care Advocacy	1800 700 600
Senior Rights Victoria	1300 368 821

To learn more about our services,
call 1300 003 224 or visit each.com.au

health . hope . opportunity

Mar 2020

Access & Support Program

Supporting you to access the services you need to stay living at home, be active and connected with your community.



each
health . hope . opportunity

What is Access and Support?

Access and Support services provide short term support for frail older people, younger people with a disability (not eligible for the National Disability Insurance Scheme), and their carers, who need help to stay living at home and who:

- have diverse needs or circumstances
- need help to understand the range of support services that may be available
- need help to access services.



If you, or someone you are caring for, is:

- Living with dementia
- Aboriginal or Torres Strait Islander
- culturally and linguistically diverse
- living in a rural or remote area
- financially or socially disadvantaged
- a veteran (including spouse, widow or widower)
- homeless or at risk of becoming homeless
- lesbian, gay, bisexual, transgender or intersex
- a Care Leaver (Forgotten Australian, Former Child Migrant or Stolen Generation)
- parent separated from children by forced adoption or removal

and has trouble accessing services, an Access and Support worker may be able to help you.



The Access & Support program will use interpreters or the National Relay Service to meet individual communication needs.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service.

TTY: 133 677 | Speak & Listen: 1300 555 727

We will listen to you

The Access and Support worker can talk with you about the range of support services that may be available to you and how to access them.

The Access and Support worker can work in partnership with other people who support you such as family members, friends, your community, your doctor and other health professionals.

How can an Access and Support worker help you?

An Access and Support worker can help you to:

- understand how services work
- find out what services may be available
- understand the steps involved to apply for a service
- contact My Aged Care for aged care services (if you are an older person)
- contact an assessment service for HACC – Program for Younger People services (if you are a younger person)
- contact the National Disability Insurance Scheme (if you think that you may be eligible for this service)
- think about any questions you have for the assessment process
- think about how you would like the service to be provided.

Dementia Care Collection

The Your Library Dementia Care Collection is designed for people living with Dementia and their carers.

The collection features a range of materials like photobooks, puzzles, tools, and other objects designed to provide stimulation and keep the mind active. These materials help people living with dementia find pleasure and relaxation by offering valuable and varied mental stimulus.



Sensory Kits



Activity Kits



Reminiscing Kits

**SCAN QR CODE TO VIEW
AND RESERVE DEMENTIA KITS**



YOUR LIBRARY

Find out more: Ph: 9800 6470
yourlibrary.com.au/dementia



PHYSICAL ENVIRONMENTS CHECKLIST

Small changes can make a big difference. For many people with dementia the environment both indoor and outdoor can have a significant impact on their ability to continue to access everyday activities such as shopping, banking or using public transport.

This checklist gives a range of design recommendations to help improve the quality of life of people with dementia in the outdoor and indoor environments.

Outdoor Environments	
Public areas and parklands are clean, well-kept and pleasant	
Outdoor seating is safe, well maintained and adequate in number	
Undercover areas in parklands are provided to ensure accessibility in all weather conditions	
Footpaths are wide, level where possible, non-slip, well maintained and free of obstructions	
Bicycle pathways are separate from footpaths and other pedestrian walkways	
Adequate number of pedestrian crossings which are functional for people with different levels of disability with non-slip markings	
Pedestrian crossings have visual and audio cues and provide sufficient crossing time	
Visual landmarks are in place to assist way-finding such as garden beds, murals, water fountains/features	
Building entrances buildings are clearly visible and obvious	
Adequate and evenly distributed street lighting to assist those with dementia and lower visual acuity	
Level changes are clearly marked and well lit with handrails and non-slip, non-glare surfaces	
Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors	
Indoor and outdoor public toilets are well-maintained, clean, accessible and adequate in number with appropriate signage	
Bus shelters are enclosed and have adequate seating	
Street clutter including excessive signage, music, advertisements and bollards are minimal	
Background noise is minimal with acoustic barriers such as grass rather than hard surfaces, trees, hedges and fencing in place	
Signs have large graphics and symbols in clear colour contrast to the background, preferably dark lettering on a light background	
Signs have non-glare lighting and non-reflective coverings	
Quiet space available for someone who might be anxious or confused	

Indoor Environments

Steps clearly marked and lit, with guard and handrails on both sides, smooth, nonslip, non-glare surfaces, and nearby seating	
Manually operated doors are easy to use e.g. lever-type handles	
Uninterrupted visual access to all areas, ideally with unobstructed view of at least 6 to 30 metres in both directions in buildings and other indoor areas	
Simple signage giving clear and essential information only	
Signage fixed to walls at eye level (around 1400 –1700mm above floor level where possible)	
Well-maintained, plain, smooth, level, non-slip, non-reflective floor coverings	
Flooring in clear colour contrast and material to walls and furnishings	
Changes in texture or colour of floor coverings to indicate potential hazards	
Colour contrasting toilet seats with toilet bowls and floor, as well as uniform signage for male and female toilets	
Sound absorbing materials, for example, acoustic ceiling tiles, wall hangings, upholstery and curtain fabrics used where possible	
Indirect lighting for a good illumination level with reduced glare	
No areas of deep shadow or glaring light	
Alarms/sirens/auditory cues on low frequency and at suitable pitch for people with low hearing acuity	
Background noise is minimal	
Corridors at least 2 metres wide to enable those less ambulant and wheelchair users to safely pass oncoming people	
Where complete visual access is not possible, distinctive way-finding cues positioned at point where visual access ends. For example, potted plants, ornaments, paintings	
Furniture and furnishings should be contrasted against walls for easy visibility. Furniture should have rounded edges to reduce bumps and grazes	
Simple layout with non-uniform, short, direct routes	
Where possible, a minimum of corridors no longer than 22 metres in length with no blind bends	
Space with seating available for someone to sit quietly by themselves or with a small number of others	
Toilets to be are well-maintained, clean, accessible and adequate in number with appropriate signage	

Your feedback is valuable to us and we would appreciate you taking a few moments to provide your comments on the information contained in this pack, so that we can continue to improve.

1. Where did you obtain this Information Pack?	
<input type="checkbox"/> Bright Ideas newsletter	<input type="checkbox"/> Knox News <input type="checkbox"/> Zest4Life booklet <input type="checkbox"/> Other newsletter <input type="checkbox"/> Website
<input type="checkbox"/> I obtained the pack elsewhere (please specify):	
2. How would you describe your understanding of dementia and the supports and services in Knox <u>before</u> reading through this pack?	
<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	
3. How would you describe your understanding of dementia and the supports and services in Knox <u>after</u> reading through this pack?	
<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	
4. How satisfied were you with the information within this pack?	
<input type="checkbox"/> Extremely satisfied <input type="checkbox"/> Very satisfied <input type="checkbox"/> Moderately satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Not at all satisfied	
5. Do you have any comments or suggestions on how we could improve?	
6. Would you like to hear about local seniors' events, activities and workshops by joining our Bright Ideas email newsletter?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered Yes to Question 6, please provide your contact details below:	
Name:	
Email address:	
Phone number:	

If you would prefer to complete this survey over the phone or have any queries, please contact us on (03) 9298 8377 or send an email to dementiafriendly@knox.vic.gov.au.