

Creating a dementia friendly community

Dementia Friendly Woollahra Partner toolkit

Dementia Friendly Woollahra

holdsworth

A program facilitated by Holdsworth

Proudly supported by Woollahra Council

Get in touch

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What is a dementia friendly community?

Dementia-friendly businesses and organisations take a holistic approach with their customers. They are aware of differing needs, inclusive and approachable. They recognise people living with dementia as equal members of the community, which also translates to people living with other disabilities, parents with prams, people with English as a second language and older residents.

"These organisations respond to the needs of their customers, clients, staff or volunteers living with dementia. To do this, they're willing to make small changes that improve accessibility, inclusivity and connectedness." Dementia Australia 2022

Why should your workplace consider becoming dementia friendly?

- Increase customer base and business opportunities
- Receive a recognition certificate from Dementia Australia
- Increase exposure across local community organisations
- Improved community rapport and reputation

Dementia is now the leading cause of death for all Australians.
In 2026, there are an estimated 446,500 people living with all forms of dementia in Australia.
This figure is projected to increase to more than 812,500 by 2054
Dementia Australia, 2026



Dementia friendly business checklist

Let's see if your organisation is dementia friendly!

Tick YES or NO to the following questions	YES	NO
Has a person living with dementia visited your business and recommended any changes? Any comments:		
Do you and your staff know what dementia is? Have all staff completed the 10-minute Dementia Friends training?		
Are you and your staff aware of how to identify if someone is living with dementia?		
Would you and your staff know how to respond to someone living with dementia?		
Does your business have clear and simple external signage?		
Does your business have clear and simple internal signage?		
Is your important signage at eye level? This could be posters with special offers, directions to the bathroom or instructions.		
Is your space free from clutter, with space to move freely?		
Is your business area noisy?		
Is your business area brightly light?		
Tally your answers! If you answered mostly NO, we are here to help you. Get in touch to find out more 1300 882 962		

*Adapted from the Dementia Friendly Checklist document by the Fraser Coast Alliance

Dementia Friendly Woollahra

Dementia Friendly Woollahra is a local initiative proudly supported by Woollahra Council and facilitated by Holdsworth. Our goal is to build a more informed, compassionate and inclusive community for people living with dementia and their carers by:

- Improving accessibility to services for people living with dementia in and around the community
- Running events, information sessions and partnering with individuals, businesses and community organisations to raise awareness about dementia in the local community
- Encouraging local businesses to improve their dementia literacy by becoming a registered Dementia Friendly Organisation

Dementia Friendly Woollahra meets bi-monthly to progress an action plan to make Woollahra more dementia-friendly, by raising awareness of issues faced by local people with dementia and taking actions to improve the lives of people with dementia and their carers.



Some tips from Dementia Friendly Woollahra

- Be courteous and treat everyone respectfully
- Be patient, calm and reassuring
- Acknowledge the individual and what they are saying. LISTEN to them!
- Use positive body language

Want to find out more?

We are here to help you! Speak to our dedicated team and find out how we can support you to become dementia friendly!

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