Dementia Action Plan

2025

Warrigal

A world where older people feel **known, loved,** and **connected.**

A message from the CEO

Jenni Hutchins

At Warrigal, our Towards 2030 strategic plan reflects our focus on the people we serve. We are committed to providing exceptional care and support to our residents and clients, particularly those living with dementia across our service system. What strikes me most is how this work reflects the deeply personal stories that unfold in our communities: moments that remind us why person-centred approaches sit at the heart of who we are.

The aged care sector is experiencing a fundamental transformation, with contemporary, person-centred dementia care becoming the cornerstone of quality service delivery. This shift couldn't be more timely, as we see an increasing number of our residents living with dementia. What remains constant in this changing landscape is our belief that every person living with dementia brings a rich tapestry of experiences, relationships, and stories which define who they are.

I'm particularly proud that we've welcomed Professor Victoria Traynor to our leadership team. This appointment reflects our commitment to Innovation, one of our core values, and our determination to lead meaningful change in dementia care.

Professor Traynor brings not only expertise but also a genuine passion for improving the lives of people living with dementia and their families. Her leadership has been instrumental in developing this Dementia Action Plan, which outlines our strategic approach to delivering tailored care that recognises the unique needs of residents and families across our organisation.

This work places Warrigal at the leading edge of evidence-based practices. This Dementia Action Plan defines our commitment to care and provides a roadmap to create ongoing positive change to continuously bring us closer to our vision of a world where older people feel known, loved, and connected.

Jenni Hutchins
CEO, Warrigal

Professor of Dementia Care

Victoria Traynor

Victoria Traynor brings a wealth of expertise to her role as Professor of Dementia Care at Warrigal, complementing her position as Professor of Healthy Ageing at the University of the Sunshine Coast. As the Founding Director of the Aged and Dementia Health Education Research (ADHERe) Centre, she has dedicated three decades to advancing the understanding and support of older adults, with a particular focus on individuals living with dementia and their family caregivers.

Her professional journey began in 1992 in Edinburgh, where she established her career in gerontological nursing. Since then, Victoria has been at the forefront of research aimed at improving the health and wellbeing of older populations. Her leadership extends beyond research, as she serves as the Co-Founding President of the Gerontological Alliance of Nurses Australia (GANA) and holds an advisory role on the Aged Care Quality and Safety Commission (ACQSC).

Professor Traynor's role directly supports Warrigal's values of Integrity, Respect, Compassion and Innovation by providing practical tools to better understand and respond to the unique needs of each person in our care. Warrigal remains committed to building the foundation for more personalised, respectful interactions that foster a world where older people feel known, loved and connected.

	Warrigal Activity	Resources Required	National Action Plan/ Warrigal Strategy
1	Pre and post stigma survey: Retirement villages, community and residential aged care services.	Dementia Public Stigma Scale. Online survey distributed to clients across all services. Analyse results with dementia leads to capacity build.	National Actions 1: Promote equity and human rights/ 2: Tackle stigma, improve awareness and promote inclusivity/ 8: Improve dementia data, maximise the impact of dementia research and promote innovation. **Warrigal Directions 1 and 2.**
2	Scoping activity: pre and post dementia carer burden survey: Retirement villages, community and residential aged care services.	Zarit Burden Inventory. Survey distributed to family carers across all services. Analyse results with dementia leads to capacity build.	National Actions 4: Improve dementia diagnosis and post diagnostic care and support/ 6: Support carers of people living with dementia/ 8: Improve dementia data, maximise the impact of dementia research and promote innovation. **Warrigal Directions 1 and 2.**
3	Scoping activity: pre and post dementia care competency: RNs working in community and residential aged care services.	Dementia Care competency survey. Survey distributed to clinical and care staff. Analyse results with dementia leads to capacity build.	National Actions 4: Improve dementia diagnosis and post diagnostic care and support/ 6: Support carers of people living with dementia/ 7: Build capability of the workforce to care for and support people living with dementia/ 8: Improve dementia data, maximise the impact of dementia research and promote innovation. **Warrigal Direction 3.**
4	Education about dementia generally for volunteers and clients living in retirement villages and receives community services.	Dementia leads to provide community and volunteer dementia education with hand massage. Dementia leads provided with professional development to deliver dementia education with hand massage.	National Actions 2: Tackle stigma, improve awareness and promote inclusivity/ 3: Empower individuals and communities to minimize risk where they can, and delay onset and progression/ 4: Improve dementia diagnosis and post diagnostic care and support/ 6: Support carers of people living with dementia. **Warrigal Direction 3.**
5	Education about decision making related to dementia issues.	((i) Dementia leads to provide education on these topics. Legal professionals and palliative care specialists to provide professional development to dementia lead team members for capacity building to deliver community education. (ii) Dementia leads to audits use of ACDs/ Emergency Orders in residential aged care services.	National Actions 1: Promote equity and human rights/ 5: Improve treatment, coordination and support for people living with dementia/ 6: Support carers of people living with dementia. **Warrigal Directions 1 and 2.**

	Warrigal Activity	Resources	National Action Plan/ Warrigal Strategy
6	Education promoting the needs of culturally and linguistically diverse communities and First Nations clients in retirement villages and community services.	Dementia leads to provide these activities, specifically team members from culturally and linguistically diverse communities and team members who identify as First Nations. Community experts to deliver professional development sessions to ensure wider accessibility of sessions beyond Warrigal team members e.g. local health district and NGO multi-cultural services and MCCI and Aboriginal Health Services.	National Actions 1: Promote equity and human rights/ 6: Support carers of people living with dementia. **Warrigal Directions 1 and 2.**
7	Identify Clinical Nurse Specialists (CNSs) to become Dementia Nurse Practitioners (NPs) and offer memory clinics.	Provide career pathway options for CNSs to become Dementia NPs.	National Actions 4: Improve dementia diagnosis and post diagnostic care and support/ 5: Improve treatment, coordination and support for people living with dementia/ 6: Support carers of people living with dementia/ 7: Build capability of the workforce to care for and support people living with dementia. **Warrigal Directions 3 and 4.**
8	Initiate evidence based interventions to promote well being to prevent dementia among clients to enhance the well-being of those clients living with dementia and their carers.	(i) Allied health lead to identify evidence based interventions to deliver, e.g. cognitive stimulation therapy / physical activity interventions/ creative arts activities/ intergenerational interventions/ technology for social inclusion/ Active Mind Steps/ Pools Activity Assessment/ ensure people living with dementia access wellness clinics in residential aged care services. (ii) Promote primary healthcare initiatives to prevent dementia. (iii) Warrigal to lobby for more carer support services in Illawarra, Southern Highlands and the ACT. (iv) Regional managers to work with dementia leads to implement 'life story' work across residential aged care services. (v) Regional managers to work with dementia leads to ensure activities role incorporated into the role of care team members. (vi) Dementia leads to audit for polypharmacy to review impact on those living with dementia. (vii) Dementia leads to audit the environment and create action plans.	National Actions 3: Empower individuals and communities to minimize risk where they can, and delay onset and progression/ 5: Improve treatment, coordination and support for people living with dementia/ 6: Support carers of people living with dementia/ 7: Build capability of the workforce to care for and support people living with dementia/ 8: Improve dementia data, maximise the impact of dementia research and promote innovation. **Warrigal Directions 1 and 2.**

	Warrigal Activity	Resources	National Action Plan/ Warrigal
9	Services to reflect the needs of culturally and linguistically diverse communities and First Nations older people.	Dementia leads to undertake these activities, specifically team members from a culturally and linguistically diverse community and team members who identify as First Nations. Community experts to be sought to support dementia lead team members deliver these specific services e.g. local health district and NGO multi-cultural services and MCCI and Aboriginal Health Services.	National Actions 5: Improve treatment, coordination and support for people living with dementia. **Warrigal Directions 1 and 2.**
10	Build capacity of staff to deliver improved dementia care.	(i) Delivery of the Dementia Care Competency Course, including providing workshops, ensuring team members have time to attend workshops and nominating mentors to support team members to complete the course. (ii) Increase the capacity of clinical nurse educators and CNSs to become mentors by undertaking the Dementia Care Competency Course.	National Actions 7: Build capability of the workforce to care for and support people living with dementia. **Warrigal Direction 3.**
11	Introduction of person centred care model across Warrigal.	(i) Dementia leads support implementation of person centred care model. Workshops on person centred care provided with follow-up facilitation to implement person centred care. (ii) Qualitative evaluation undertaken and Person-centred Practice Inventory Short-Form survey distributed and analysed by dementia leads to capacity build (iii) Dementia leads to introduce ‘primary nursing’ to enable each clinical and care team member to have responsibility for a specific group of clients and families.	National Actions 1: Promote equity and human rights/ 2: Tackle stigma, improve awareness and promote inclusivity/ 5: Improve treatment, coordination and support for people living with dementia/ 7: Build capability of the workforce to care for and support people living with dementia/ 8: Improve dementia data, maximise the impact of dementia research and promote innovation. **Warrigal Directions 1, 2 and 3.**

A world where older people
feel known, loved,
and connected.

Warrigal

A world where older people feel **known, loved,** and **connected.**