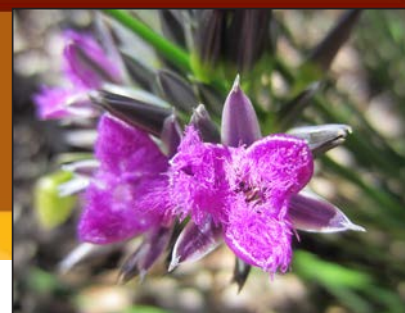


Age Friendly Strategy and Action Plan



**city of
kalamunda**



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Message from the Chief Executive Officer



Rhonda Hardy
Chief Executive Officer

The City of Kalamunda is proud of the role older people play in our history and our successes and know they will continue to be integral to the future we are building together.

The Department of Communities and the City of Kalamunda are working in partnership to identify opportunities for building and sustaining an environment that supports our older adults. The intention is to build familiarity, independence, security, inclusion and continue capacity building throughout our local government area.

A key component of our Strategic Community Plan, Kalamunda Advancing, focuses on the needs of our ageing population whilst continuing to strive to improve quality of life for the whole community. Outcomes that benefit older people also benefit other residents in feeling confident and connected within the community.

Many members of the community share the same access and inclusion barriers as our older generation, including people with disability, mothers, carers and people with chronic health issues.

Over the past five years we have seen significant changes, not only in our population but also in the way in which services are delivered and funded. Increasingly the City of Kalamunda finds itself partnering with other organisations to deliver better local outcomes or acting as an advocate on behalf of our community. Local Government has a responsibility to provide residents with a user-friendly, integrated

and accessible community, and to encourage business owners within our boundaries to do the same.

The City of Kalamunda has been actively working towards achieving goals against the eight focus points of the Age Friendly Cities Program introduced by the World Health Organisation 10 years ago. We acknowledge some of our aspirations have been impacted by the changing political, social and economic drivers.

Through this Strategy and its Action Plan, the City is prioritising its delivery of the most sustainable and beneficial outcomes for older adults and identifies some of the partners who can assist us to deliver these.

The challenge will be ensuring the community understands, and is aware, that the vast majority of our decisions, strategies, functions and services are age friendly. We will continue to identify gaps and work strategically towards resolving them on your behalf.

Executive Summary

Older adults in the City of Kalamunda were proactive in providing feedback and suggestions for this Age Friendly Strategy and Action Plan. Over 60 people attended workshops and nearly 300 completed surveys to inform the development of the Strategy. The feedback received was summarised in response to each of the eight domains of an Age Friendly Community identified by the World Health Organisation (WHO).

The City has also confirmed the work that is already being undertaken in response to these eight domains and attached this information to workshop/survey summaries. A sample of workshop and survey participants were provided with the summaries and asked to respond to the information collated. Feedback received in this process has been used to refine the document and clarify actions for inclusion in the plan.

Information and ideas received were wide ranging across all eight domains but four in particular have been identified in which the City can influence outcomes and make a positive change in the short term. These are:

1. Transportation;
2. Housing;
3. Social Participation;
4. Communication and Information.

In response to the four focus areas, an Action Plan has been drafted to be delivered in parallel with the City's Corporate Business Plan. Over the same four-year timeframe, the Age Friendly Action Plan sets out specific,

deliverable and measurable actions. It is intended that the Plan will be reviewed at the same time that the Corporate Business Plan is reviewed and additional focus areas can be included if required. In this way budget and grant funding submissions can be prepared to support more significant actions.

In the same way that the Disability Access and Inclusion Plan is a City-wide document, so too this Age Friendly Action Plan sets out responsibilities for the entire organisation to address. Work already being undertaken in each of the domains by various service units will continue whilst new actions are intended to drive new outcomes for older adults.

Within the Plan each action identifies the City's role in response to community concerns. These four key roles are:

- Deliver
- Partner
- Facilitate
- Advocate

If the City is able to make significant progress in the Transportation, and Communication and Information areas it is expected this will have positive, flow-on impacts on all other domains. Respondents have already told us that they were not aware of many of the services that the City already provides or supports. Increasing information dissemination and access to these services will make a big difference in the lives of older people.

The housing needs of the community as it ages is complex and often driven by agencies and organisations outside of the City's responsibility. Advocacy in this area continues with energy to encourage investment and recognisable progress to improved aged accommodation choices. Social isolation is a concern to many older residents and the Action Plan sets out opportunities to deliver and partner with others to create sustainable services and activities for current and future residents.



What is an Age Friendly City?

In 2007 The World Health Organisation (WHO), operating under the umbrella of the United Nations, recognised that

"population ageing and urbanisation are the culmination of successful human development during last century. They are also major challenges for this century."

Source: World Health Organisation (2007). Global Age Friendly Cities: A Guide.

This led to the development of a Framework in which active ageing is regarded as a lifelong process shaped by several factors that, alone and acting together, favour health, participation and security in older adult life. Active ageing is the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age.

"In an age friendly city, policies, services, settings and structures support and enable people to age actively by:

- *recognising the wide range of capacities and resources among older people;*
- *anticipating and responding flexibly to ageing-related needs and preferences;*
- *respecting their decisions and lifestyle choices;*
- *protecting those who are most vulnerable; and*

- *promoting their inclusion in and contribution to all areas of community life."*

Source: World Health Organisation (2007). Global Age Friendly Cities: A Guide.

Because active ageing is a lifelong process, an age friendly city is not just "elderly friendly". Barrier-free buildings and streets enhance the mobility and independence of people with disabilities, young as well as old.

Secure neighbourhoods allow children, younger women and older people to venture outside in confidence to participate in physically active leisure and in social activities. Families experience less stress when their older members have the community support and health services they need.

The whole community benefits from the participation of older people in volunteer or paid work. Finally, the local economy profits from the patronage of older adult consumers. The operative word in age friendly social and physical urban settings is enablement.

In developing the Age Friendly Cities Guide the WHO collaborated globally with a total of 35 cities from all continents and 33 of these cities participated in focus group research including the City of Melville in Western Australia.

The eight domains of an Age Friendly City identified in this Guide are:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services



As with the determinants of active ageing, these eight aspects of city life overlap and interact.

What is an Age Friendly City?



Source: World Health Organisation (2007). Global Age Friendly Cities: A Guide.



About the City of Kalamunda

The City of Kalamunda is located approximately 24 kilometres east of Perth, along the Darling Scarp. Geographically, the City of Kalamunda has three distinct areas:

- **The Foothills/Plains:** Forrestfield, High Wycombe, Maida Vale and Wattle Grove
- **The Escarpment:** Lesmurdie, Kalamunda and Gooseberry Hill.
- **The Eastern Rural Districts:** Walliston, Bickley, Carmel, Pickering Brook, Piesse Brook, Paulls Valley, Hacketts Gully and Canning Mills.

The 2017 population forecast for the City of Kalamunda is 62,167, and is forecast to grow to 77,130 by 2036. The population density of the City is 174 persons/km², with the highest density occurring within the Foothills area. The far eastern areas of the City have a much lower population density by comparison, as most of this land is national parks and reserves.

In 2016 the largest age group living in the City of Kalamunda was 45 to 49 year olds. The median age of people in the City of Kalamunda was 39 years. People aged 65 years and over made up 16.4% of the population and there were 922 people over the age of 85 living within the City.



Age structure – Five year age groups

City of Kalamunda - Total persons (Usual residence)	2016			2011			Change
Five year age groups (years)	Number	%	Greater Perth %	Number	%	Greater Perth %	2011 to 2016
0 to 4	3,523	6.1	6.5	3,435	6.4	6.6	+88
5 to 9	3,889	6.8	6.5	3,378	6.3	6.2	+511
10 to 14	3,763	6.5	6.0	3,774	7.0	6.4	-11
15 to 19	3,906	6.8	6.2	4,000	7.5	6.8	-94
20 to 24	3,315	5.8	6.9	3,379	6.3	7.5	-64
25 to 29	3,350	5.8	7.7	3,070	5.7	7.7	+280
30 to 34	3,734	6.5	8.0	3,182	5.9	7.0	+552
35 to 39	3,761	6.5	7.1	3,527	6.6	7.2	+234
40 to 44	3,916	6.8	6.9	3,941	7.4	7.4	-25
45 to 49	4,078	7.1	6.9	3,785	7.1	7.1	+293
50 to 54	3,895	6.8	6.4	3,706	6.9	6.5	+189
55 to 59	3,593	6.3	5.8	3,436	6.4	5.8	+157
60 to 64	3,326	5.8	5.1	3,494	6.5	5.3	-168
65 to 69	3,246	5.6	4.6	2,485	4.6	3.8	+761
70 to 74	2,313	4.0	3.3	1,890	3.5	3.0	+423
75 to 79	1,721	3.0	2.5	1,455	2.7	2.3	+266
80 to 84	1,211	2.1	1.7	861	1.6	1.8	+350
85 and over	922	1.6	1.8	769	1.4	1.6	+153
Total population	57,462	100.0	100.0	53,567	100.0	100.0	+3,895

Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

This means that by 2022, nearly 22% of the WA population is projected to be aged 60+ years and by 2050 nearly 28% of the WA population is projected to be aged 60+ years. However, the greatest increase between 2010 and 2050 is in the 75+ years group, which is more than doubling, and the 85+ years group is almost tripling.

In Kalamunda there has already been a notable increase in the aged population (aged 60 and above). In the five-year period of 2006–2011 the age group of 60–69 increased by 1,380 people, 70–84 by 820 people and 85 years and over by 147 people.

In 2011, Kalamunda had a higher percentage of the aged population

than the greater Perth area, with the exception of the 85 years and over age group. Between 2011 and 2021, the age structure forecasts for the City of Kalamunda indicate a 16.9% increase in population under working age, a 52.7% increase in population of retirement age, and a 7.0% increase in population of working age.

Source: Population and Household Forecasts, 2011 to 2036.

Strategic Alignment

During 2016/17 the City of Kalamunda (then the Shire of Kalamunda) conducted a major review of its Strategic Community Plan, Kalamunda Advancing. Importantly, the diversity of the community was acknowledged and included in the story of the City's vision.

People of all ages and backgrounds are welcomed, valued and encouraged to be active in the community.

Within Priority 1: Kalamunda Cares and Interacts the City has identified a strategy to

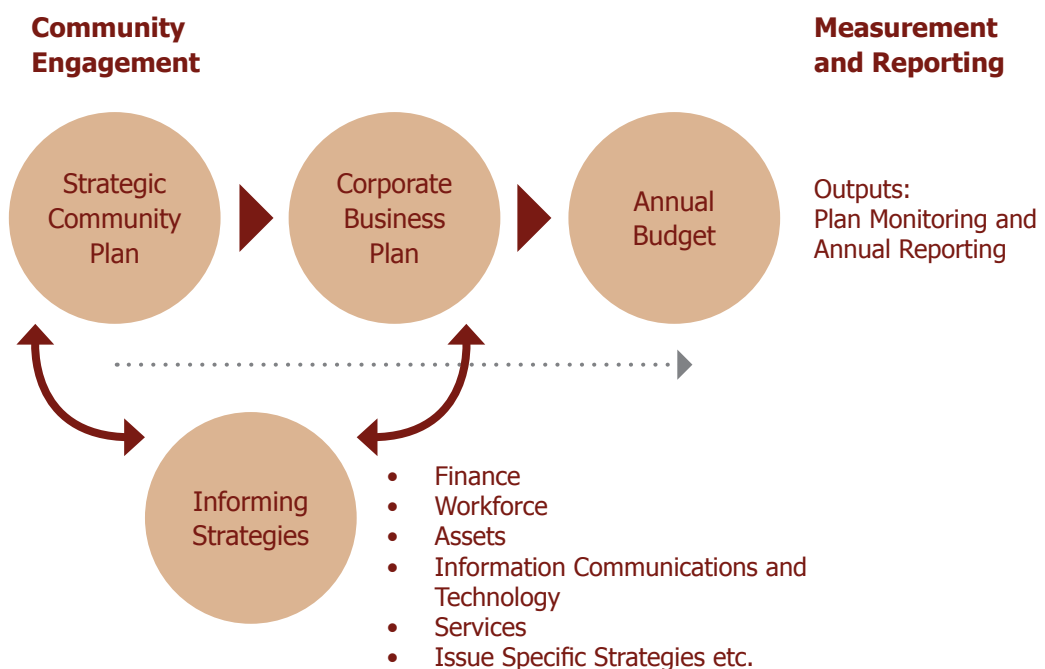
1.1.1 Facilitate the inclusion of the ageing population and people with disability to have access to information, facilities and services.


The needs of older people as part of a wider community are also recognised within other strategies.

Source: Kalamunda Advancing 2027, Strategic Community Plan

The Age Friendly Strategy and Action Plan are informing strategies within the Integrated Planning and Reporting Framework. This framework sets out the statutory responsibilities of local government in Western Australia to plan for the future and understand the aspirations of residents. The following diagram outlines the expectations and interactions between the City's Strategic Community Plan, Corporate Business Plan and informing strategies.

Elements of Integrated Planning and Reporting Framework

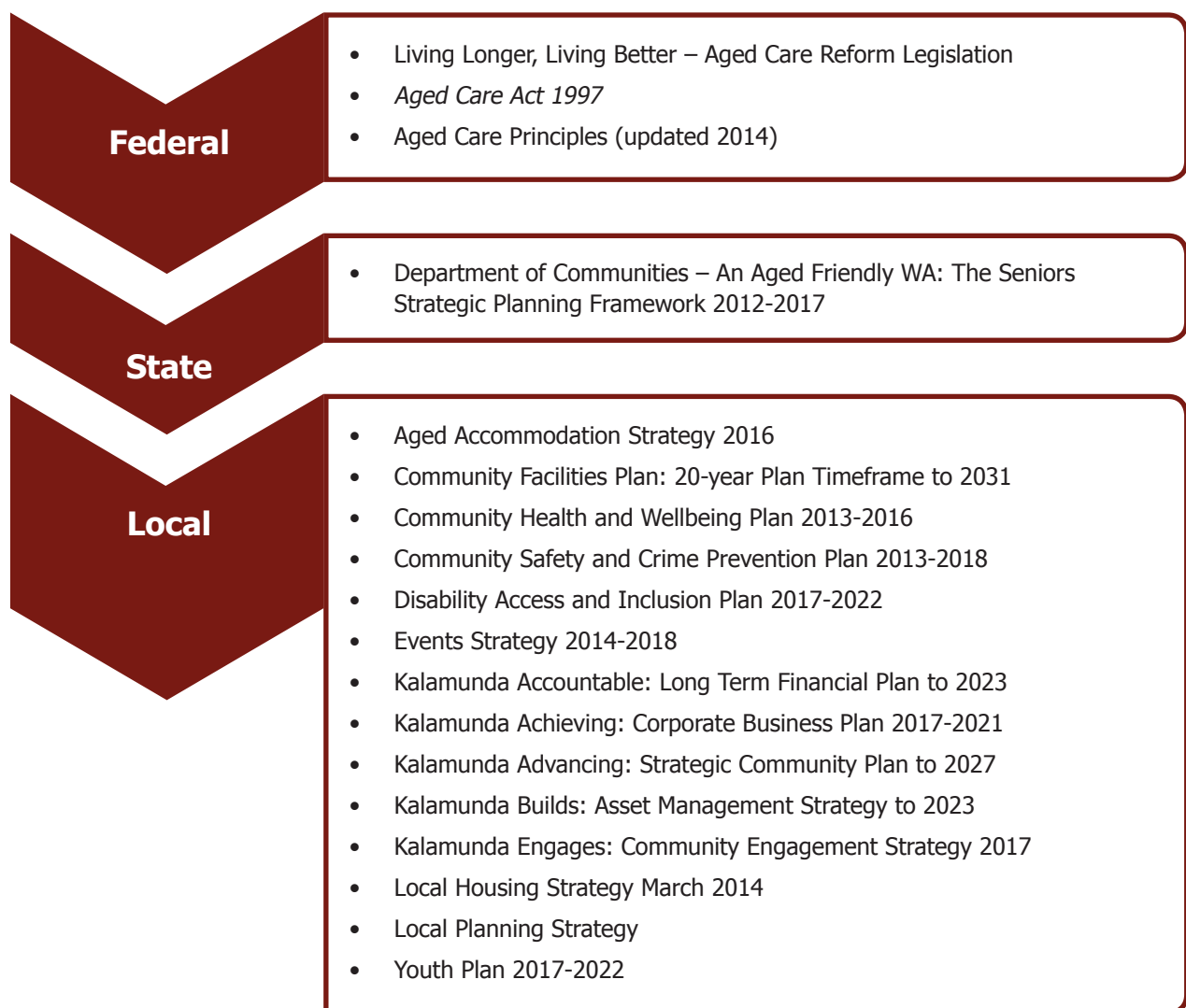




The Age Friendly Cities program at the State Government level is managed within the Seniors Strategic Planning Framework, by the Department of Communities.

This department supports and funds the development of Age Friendly initiatives and identifies relationships with other WA legislation, strategies and programs.

The City of Kalamunda gratefully acknowledges the financial support of the Department of Communities in developing this Age Friendly Strategy and Action Plan.





Developing the Age Friendly Action Plan

The engagement methodology for this project was multifaceted to ensure that older people had a range of opportunities to participate. As this Action Plan will provide direction to the entire organisation it was also important to include knowledge and expertise from different teams in both gathering and interpreting information.

An internal leadership reference group was convened to help drive the development of the plan and identify staff from participating teams to become table facilitators at community workshops. This proved enormously valuable as staff were able to hear feedback directly from older people and respond to it in their workplaces and teams. The participants also enjoyed talking with staff from different areas of the organisation and representing different ages and interests.

A summary of the community engagement approach is included on the next page.

Understanding the existing policy framework of the City of Kalamunda was considered important to identify the ways in which the City is already embedding Age Friendly principles into its wider work. Concurrently, a review of the work of other local governments in developing Age Friendly initiatives was undertaken.

City of Kalamunda strategies and policies

- City of Kalamunda Aged Accommodation Strategy 2016
- City of Kalamunda Community Health and Wellbeing Plan 2013-2016
- City of Kalamunda Local Housing Strategy 2014
- City of Kalamunda Community Engagement Strategy 2013
- Kalamunda Advancing Strategic Community Plan to 2023
- Kalamunda Advancing Strategic Community Plan to 2027
- City of Kalamunda Positive Ageing Plan 2016-2020

Other Local Government strategies and Age Friendly Plans

- City of Bayswater Age Friendly Strategy 2017
- City of Swan Strategy for the Ageing Population 2015
- Local Government Age Friendly Communities Network - Meeting notes July 2017
- City of Subiaco Draft Positive Ageing Plan 2017-2021

State Government strategic documents

Department of Communities website and links

Worldwide

World Health Organisation, Global Age Friendly Cities – A Guide



Engagement with the Community

- **Information was promoted** on the City's website from Monday 19 June about the project and opportunities to participate.
- An email was sent to an **extensive data base of local groups and organisations** including the Aged Care Advisory Committee, National Seniors' Association (Kalamunda) and Kalamunda Community Learning Centre reaching over 1000 people with an invitation to attend a workshop or complete a survey.
- **Surveys were direct mailed** to 700 Home and Community Care clients.
- A link to an **online survey** was included on the City's home page and Facebook page.
- **Incentive prizes** were offered for complete and returned surveys.
- A full page advertisement was placed in the **Hills Gazette** promoting the community workshops.
- Three **Facebook** posts and one Facebook event were created and reached over 4,000 people.
- **Twitter** was used to promote the survey and remind people of the workshop dates.
- A **presentation** was made to 100 members of the National Seniors' Association (Kalamunda) meeting on 13 June.
- **Workshops were conducted** in Kalamunda and Forrestfield with 50 older people participating in total. A High Wycombe workshop was also proposed but no responses were received for this venue.
- The survey closed Monday 24 July with **289 surveys received** (hard copy 157 / online 32) and entered for analysis.
- **Submissions were received** from individuals drawing attention to specific issues/topics including footpath maintenance, aged housing and public transport.
- A **workshop was conducted with City of Kalamunda staff** about current and proposed future Age Friendly projects.
- **Summaries of consultation** were prepared and sent to all workshop participants and some survey participants for **feedback**. Responses from this process were collated. In most cases, the feedback was to thank the City for the opportunity to contribute or reinforced the focus areas of transport, housing, communication and information and social participation.

Key Findings

Literature review

City of Kalamunda strategies and policies already identify and include the needs of older people. The *Strategic Community Plan* identifies the increasing population of older adults. As part of the City's vision two key statements encapsulate how older people are valued.

People of all ages and backgrounds are welcomed, valued and encouraged to be active in the community. Coordinate aged care, youth and early year services, and programs, meet the needs of resident through all stages of life.

The City's *Community Health and Wellbeing Plan* includes Section 4 on Community Life. Within this section many of the actions respond to the needs of older adults for social, physical and mental health support. Section 6 Later Life focuses entirely on services and programs for older people.

The *Aged Accommodation Strategy* documents trends and increasing demands for aged accommodation in Kalamunda with changes to funding and economic drivers being impediments for current residents to downsize or transition to more appropriate accommodation within

the City. The *Local Housing Strategy*, currently being updated, identifies the need for greater housing diversity and choice particularly around transport and employment nodes.

The City's *Community Engagement Strategy* requires the provision of a variety of engagement methods, using plain English and flexibility in timeframes to ensure participation by people with different capacities.

Other local governments

have also been supported by the Department of Communities to develop Age Friendly Strategies. The pioneer of this work in Western Australia was the *City of Melville* which has a very mature and well accepted framework for older adults living in their locality. More recently the *Cities of Subiaco and Bayswater* have developed Age Friendly Strategies which we were able to review and compare with local issues and conditions. In particular, many other local governments were generous in sharing their survey and engagement methodologies for us to learn from.

State Government information

has been very helpful in understanding issues and sharing *national and worldwide trends*.





Workshop themes identified

- Social isolation – how do we maintain connections with people who can no longer get to their regular activities;
 - Transport – being able to travel safely, and connect to services and activities, particularly if you are no longer able to drive;
 - Parking – a desire to see senior specific, and increased ACROD parking spaces;
 - Housing and services as aging – need choices/diverse options including being able to transfer to low care/high care accommodation within the same locality;
 - Communication and information – requiring a variety of messaging formats, including face to face opportunities, regular forums and use of email and print media;
- Feedback from council engagement – has it been heard and applied to Council decisions?
 - General amenity of the area – want to be proud of the areas we live in and visit with particular focus on the Kalamunda Town Centre but also other neighbourhoods;
 - Safety in public spaces – hooning, graffiti and vandalism make older people feel anxious;
 - Diverse interests – older people are not all the same. They come from different age sectors, cultural backgrounds and have different levels of capacity to participate and thrive.

Surveys

289 people completed the survey, predominantly using the paper copy surveys. 700 individually addressed letters to Home and Community

Care clients included a copy of the survey and a reply paid envelope. There was a strong response from this cohort which demonstrated a slightly different set of needs and suggestions from those elicited through the workshop process and online surveys.

Themes identified from the surveys

- Concerns about access to support services at home and home maintenance services.
- Safety at home – wanting to be confident that they are safe and not being targeted by thieves or scams.
- Transport – to appointments and social activities.
- Housing – insufficient local housing choices and the complexity and cost of moving.

Domain One – Outdoor Spaces and Buildings

The external environment has a major impact on the mobility, independence and quality of life of older people as they go about their daily lives beyond the comfort of their homes. A clean city with well-maintained recreational areas, ample rest areas, well-developed and safe pedestrian and building infrastructure, and a secure environment provides an ideal living environment for older people to age-in-place in.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

You told us that...

- Parking in the Kalamunda Town Centre was difficult for older adults;
- Antisocial behaviour like hooning, vandalism and graffiti made you feel unsafe when you are out and about;
- You would like to see a greater police presence throughout Kalamunda;
- You are proud of where you live, but that rubbish and the way the streets and public places are maintained impacts on your enjoyment;
- More public seating is required throughout the City and more public toilets are required;
- You would like to see more leisure facilities and services provided that meet the needs of older people – particularly during daytime hours and at low cost;
- Woodlupine Creek is a popular space for people with dogs but needs more seating and regular maintenance;
- Feeling safe in public places is very important to older people.

What we already do?

- Wheelchair access to as many key buildings as possible.
- A Local Planning Strategy to identify opportunities for new housing, commercial and employment activities.
- Noise reduction testing and regulations to improve outcomes for residents.
- Pedestrian crossings in high traffic areas treated with tactile pavers.
- Listing with the National Public Toilet Map register to inform residents and visitors about the location of the nearest amenities.
- Upgraded accessible parks and open spaces in a variety of locations.
- Access Audit of buildings in response to the Disability Access and Inclusion Plan
- Rangers monitor public spaces and enforce local laws
- Environmental Health inspections to ensure public safety in public buildings
- New wider footpaths are being constructed.
- New CCTV installation at key community facilities
- Signage to inform residents of the location of key facilities and services
- Pathways Asset Management Plan developed to renew pathways and improving accessibility
- Leisure facilities provided for all age groups
- Library services deliver programs and resources
- Customer service team receives feedback from residents and refers these to relevant departments for repair or attention
- Footpaths are swept on a regular basis to remove honky nuts and other debris.

Domain Two – Transportation

Accessible and affordable public transport is key to ensuring a city's elderly population is able to age actively and remain engaged with their community, with access to health and social facilities. Driving conditions and parking facilities in a city should also keep older drivers in mind.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

You told us that...

- Parking in the Kalamunda Town Centre is difficult for older adults;
- Bus services don't connect you to the facilities and activities that you need and the frequency of services needs to be increased both during daytime hours and on evenings and weekends on some routes;
- Footpaths in the City can be in poor repair, with honky nuts and broken paving posing trip hazards, and inadequate pram ramps provided;
- Connecting footpaths to provide uninterrupted routes to key locations is important;
- Removing obstacles on footpaths such as parked cars, rubbish bins and excessive signage would make a big difference to pedestrians, cyclists, mobility scooters, people with disabilities and prams;
- Having formal crosswalks in the Kalamunda Town Centre would assist older people and other residents accessing shopping facilities, the library and other services safely;
- Current informal crossing points and raised platforms are confusing and neither motorists

- nor pedestrians are sure what to do and who should give way;
- Traffic in the Town Centre feels dangerous and you would like to see a reduction in the speed limit for motorists – maybe the introduction of a 40km/hr zone;
- It is difficult to access taxis throughout the City of Kalamunda, particularly if you only want to travel between adjacent suburbs;
- Street lighting is important to feeling safe in our neighbourhoods, but it is difficult to report a broken light and it can take a long time to be repaired;
- You would like to see more coordinated approaches to planning and delivery of initiatives such as improved parking, traffic calming, tree planting and commercial development including consultation, signage and innovation;

What we already do?

- Installation of new ACROD bays and upgrading some existing ACROD bays.
- Providing a Community Bus free of charge to local seniors' groups and charitable organisations which arrange outings for older people.
- Free street parking throughout the City
- Path network throughout the City
- Work in partnership with Transperth to respond to changing community needs
- Tactile surface indicators on paths and intersections
- Advocacy for the Forrestfield North train line and associated transport links
- Traffic management to reduce the impact of traffic on residents and business.



Domain Three

– Housing

The housing conditions of older people are often linked to their quality of life and whether they are able to age independently and actively in their community. Appropriate housing design and its proximity to community and social services allow older residents to live comfortably and safely, while housing affordability gives them peace of mind.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

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You told us that...

- There is not enough residential aged care in the City of Kalamunda;
- It costs more to downsize than to stay in your existing accommodation;
- There aren't many choices of housing available;
- Home care and support services are confusing and you are not sure about what you can access and how;
- Keeping your garden and home maintained are difficult;
- You want the City to play an active role in facilitating and encouraging aged housing providers to establish facilities in Kalamunda;
- It is important that you feel safe at home – in a supporting community and with trusted service providers.

What we already do?

- Developed an Aged Accommodation Strategy to guide development of future aged housing.
- Prepared and implemented a Local Housing Strategy which is currently being updated.
- Convened and participate in an active Aged Care Advisory Committee
- Exploring alternatives such as Homeshare
- Housing Policy implementation to deliver improved diversity of housing
- Identification of sites for potential future aged accommodation
- Promote existing aged care accommodation and other support facilities
- Developing the Forrestfield North Structure Plan which includes Age Friendly Communities within the plan.
- Bike Plan to provide connected path networks for cyclists and other path users
- Refer residents to local service providers who can help with home maintenance



Domain Four

– Social Participation

Participating in leisure, social, cultural and spiritual activities in the community fosters older adults continued integration with society and helps them stay engaged and informed. Older peoples' participation in such activities, however, is affected by access to transport and facilities, their awareness of such activities and their affordability.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

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You told us that...

- A cinema would be widely appreciated;
- You like the facilities that are already available but would like to see more diverse activities and some refurbishment to make them look fresh;
- Access issues at some facilities need to be resolved – rails, ramps, comfortable seating;
- You feel that the City could provide more information about upcoming social events for older people;
- The internet is fast and used by many, but we need to have confidence that the information is current and accurate;
- The option to talk to someone – maybe once a week at the shopping centre – would be the best way to ask questions and get information;
- Health can restrict your ability to attend activities regularly so coffee and chat opportunities are welcomed – less formal;
- You are anxious about going out at night and would like to see more options for daytime activities;
- Public transport in Kalamunda makes it difficult to get to some venues;
- You want to feel safe when you are out and about.

What we already do?

- Library services housebound delivery service to homes and aged care facilities (Books on Wheels).
- Seniors' Week programs and activities.
- An Events' Strategy including intergenerational events.
- A range of community information sessions and workshops for older people.
- Proactive programs and activities held at the Jack Healey Centre and Woodlupine Family and Community Centre.
- Active involvement in the You're Welcome – Access WA project.
- Local history collection and ancestry online. Resources available to assist with genealogy research.
- Tourism information and advice for local and visiting older people.
- Commemorative tree planting activities
- Environmental workshops and support to "friends of" groups
- Living Longer, Living Stronger programs for older adults at recreation facilities
- Seniors' directory of service and program information for older adults
- Website and social media promotes local and regional activities
- Kalamunda History Village and Zig Zag Cultural Centre
- Healthy nutrition and cooking initiative
- Connectivity is considered when planning new residential developments
- Support for new and existing community groups (Men's Shed, Women's Powder Room, Community Garden)

Domain Five

– Respect and Social Inclusion

An inclusive society encourages older people to participate more in their city's social, civic and economic life. This, in turn, promotes active ageing.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

You told us that...

- Not all older people are the same – you come from different places and there is a wide range of ages and abilities;
- You would welcome a City advocate to communicate with departments on behalf of older residents;
- You also thought it is important that the City trains its staff on how to treat older people, especially when dealing with changes in service or fees.
- Generally, you have had positive experiences with school aged kids outside of school hours but would like to see more intergenerational activity so that children and youth get to know and appreciate older people;
- You would like the opportunity to get involved with other locals of a variety of ages;
- Many of you felt that older people in Kalamunda are well cared for.
- Trees or benches in the town centre could be used to acknowledge the contribution of older people in the community.

What we already do?

- Provide a dedicated Senior and Disability Officer to provide advice and deliver information to older adults.
- Waste rebates for eligible older adults.
- Free document certification for older people by appointment.
- A Community Engagement Strategy which identifies the need to consult widely with all sections of the community.
- Monitoring and implementing a Disability Access and Inclusion Plan.
- Recognition of Companion Card at various City facilities and events.
- Intergenerational activities that promote inclusiveness and aim to reduce ageing barriers.
- Inclusion of specific action area for older people in the updated Public Health Plan regarding social inclusion
- Seniors' Week activities
- Promote lifelong learning through City libraries, Foothills Learning Centre and Kalamunda Community Learning Centre
- Support RSL events and commemorations.



Domain Six

– Civic Participation and Employment

Older people are an asset to the community, and they continue contributing to their communities after retirement. An age friendly city and community provides ample opportunities for older people to do so, be it through voluntary or paid employment, and keeps them engaged in the political process.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

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You told us that...

- You would like to know more about your local councillors and how to contact them;
- There could be more involvement from volunteers in community service programs;
- You asked how can we create more volunteer opportunities – connecting people to opportunities;
- You were concerned that it is getting harder for clubs and groups to be self-sufficient – the cost of public liability insurance, getting volunteers to take on roles, increasing costs to use facilities and buses;
- You also thought that there was an opportunity for improved volunteer recognition.

What we already do?

- Volunteering opportunities with over 350 active volunteers currently supported City wide including the Visitor Centre, History Village and others.

- Opportunities for community members to join Advisory Committees which inform and make recommendations to Council on a range of strategic issues.
- Support provided to enable older people and people with disability to participate in meetings and civic events, such as reserved seating options and hearing loops.
- Kalamunda History Village depicts the history and heritage of the past for older people to reminisce, and provides access for people with mobility restrictions.
- Seniors art exhibitions are conducted at the Zig Zag Cultural Centre as an outlet for older artists.
- Community Development Grant Funding program available to all groups including older people.
- Inclusion in consultation activities including concept plans, park designs, etc.
- Annual Thank a Volunteer event for City volunteers
- Activity Centre Strategy considers employment generating land and activities
- Ability to stand for Council at any age
- Clubs for Life program to improve governance and sustainability of local groups and organisations.

Domain Seven

Communication and Information

Staying connected with events, news and activities with timely, accessible and practical information is a key part of active ageing, especially with the trend of information overload in urbanised cities. Technology can be tapped on to spread information quickly, but also plays a role in social exclusion. Cities must provide access to information to older people in an accessible format, and bear in mind the wide range of needs and resources older people have.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

You told us that...

- You value information that comes in the mail, particularly when it is well presented and has larger font – easier to read;
- Many of you use email/internet or have family members who can assist with this – it is faster than waiting for occasional direct mail;
- You prefer multiple points of distribution for information including letterbox flyers, local libraries, clubs and noticeboards;
- It is important that information is timely and regular so that you don't miss out on important events and activities;
- Not everyone is comfortable with technology;
- You would like the City's website to be more user friendly;
- Sometimes letters and phone calls to the City aren't answered or responses take a very long time;
- If you have taken time to provide feedback to consultation on local issues, you would like to hear the outcome of decisions and how feedback has been addressed;
- Not everyone gets the local paper but a regular advertisement or column would be appreciated;
- People living in lifestyle villages or retirement accommodation sometimes miss out as information is addressed to management and not to the residents;

- Face to face information is the best and most trusted communication but you need to know who to contact and how to get in touch – a local directory for older people would be very useful;
- Having someone available to meet with people at the shopping centre on Tuesdays would provide a reliable contact point for information and answers to questions;
- You are worried about people who become isolated in their homes and don't get out or receive information that would assist them;
- You asked if there could be regular opportunities like the Age Friendly workshop or an annual forum for older people to express their views and receive information;

What we already do?

- Hearing loop in Council Chambers and portable loops in Kalamunda and Forrestfield Libraries, Zig Zag Cultural Centre, Hartfield Park Recreation Centre and Administration Building reception.
- Large print books, talking books and DVDs with closed caption and audio description in libraries.
- Clearview desktop magnifier at Kalamunda Library.
- Advertising accessibility at events.
- E-Newsletters to residents on issues and opportunities to participate.
- Regular spot on Kalamunda Community Radio.
- Web information/factsheets/how to/planning information
- Documents and other information available in alternative formats upon request.
- Networks of "friends of" groups
- Signage throughout the City
- Customer Service Strategy and Charter
- Community Engagement Strategy
- Databases of interest and demographic groups and events

Domain Eight – Community and Health Services

Accessible and affordable community and health services are crucial in keeping older people healthy, independent and active. This involves an appropriate supply of aged care services conveniently located close to where older people live and trained health and social workers to provide these services.

Source: The World Health Organisation, **Global Network of Age Friendly Cities and Communities**

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You told us that...

- That there are not enough age care facilities in the City of Kalamunda;
- Producing an age care/seniors directory would really help you find the services and information that you need;
- Home support and maintenance providers are very important to enabling you to stay in your own home and in Kalamunda;
- Bus access to recreation centres, health services in other areas and affordable social activities is very important but not always available.

What we already do?

- A range of Active Seniors' programs at Recreation Centres including Living Longer Living Stronger, Body Sculpt, Live Active and Zumba Seniors.
- A Community Health and Wellbeing Plan.
- A Seniors' Environmental Health Guide.
- Seniors' Information Directory and Community Directory.
- Promotion of the State Government produced Age Friendly Homes Checklist and Age Friendly Home Maintenance Kit on the City website.
- Squalor and Hoarding Policy and Guidelines which aim to support people at risk and refer to appropriate support services.
- Assistance with internet access and photocopying at the libraries.
- Older people's computer classes which provide learning opportunities and enhance social networks.
- Tax assistance to eligible community members.
- Community walking groups.
- Hairdressing service for older adults.
- Podiatry service for older adults.
- Availability of defibrillators at most City facilities.
- Coffee lounge at Woodlupine Centre
- Seniors' Week celebrations





Direction for Kalamunda as an Age Friendly City

In developing its most recent *Positive Ageing Plan* the City of Kalamunda identified a wide range of needs and responding initiatives that would positively influence the ability of residents to age well in our communities. Since adopting this plan, however, the political, economic and regulatory frameworks within which the Plan operated have changed.

New funding structures for Home and Community Care services have impacted on the City's ability to be a direct service provider in this area. The reduced economic capacity of the State Government has led to increased costs to local government and to residents. There are also changes in the expectations of residents with regard to services and facilities to better meet their needs.

With the support of the Department of Communities the City of Kalamunda has been given the opportunity to engage with the community to reset its plans.

The Age Friendly Strategy identifies the work that the City is already delivering for the benefit, and

aspirations and concerns, of older people: the Action Plan commits to new initiatives. Work that the City is already undertaking in response to the eight WHO domains will continue, whilst new actions are designed to introduce fresh efforts and drive additional outcomes for older people.

It is intended that this Age Friendly Strategy and Action Plan will replace the previous *Positive Ageing Plan* entirely. As with the City's Disability Access and Inclusion Plan (DAIP), once approved, it will influence each service delivery area of the City's operations. It is anticipated that delivering many of the actions from this Strategy and Action Plan will have flow on benefits for others in the community and also support the DAIP initiatives.

In this first four year plan existing resources will be used to seed new initiatives. Additional resources will be subject to budget consideration for specific activities and events. Wherever possible partners and sponsors will be identified to contribute to achieving these objectives.



City of Kalamunda's role in supporting an Age Friendly environment

The City is not always the expert, nor has it the capacity or the authority to deliver solutions within the community. The sustainability of outcomes is often strengthened by working with others and the City can be an important prompt to other organisations by identifying needs and opportunities. As a result, not all actions require the City of Kalamunda to be the direct deliverer of services. The City also has important roles as a partner, facilitator and advocate for older people.

In developing a realistic and achievable Action Plan for the City over the next four years each action was considered with regard to timeframes and the City's role. The following explains some ways that the City will act to improve outcomes for older people.

Deliver:

- Provide information across all service areas to enable options for older people to consider and make informed decisions.
- Provide a range of inclusive events and activities.
- Provide education and support for families and caregivers about ageing.

Partner:

- Work with others to identify and secure funding.
- Actively participate in networks with other local governments and corporate stakeholders.

- Engage with older people and organisations that support older people.
- Identify partnership opportunities to deliver services and advice, for example;
 - Families
 - Faith based and cultural organisations
 - Service providers
 - Emergency services
 - Educational institutions
 - Not-for-profit agencies
 - Funding bodies
 - Local businesses
 - Commonwealth and State Government agencies.

Facilitate:

- Share the outcomes of research into community needs with other agencies to encourage appropriate responses to address these needs.
- Integrate the Age Friendly Action Plan as an informing strategy for the Corporate Business Plan.
- Share information with other service providers.

Advocate:

- Advocate at all tiers of government for older people.
- Conduct awareness campaigns on older people's issues.
- Promote the value of older people and how they contribute to the community.

Priorities for Investment and Commitment

As more pressures are placed on local government generally to deliver more, and improve transparency and accountability, it is critical that priorities are identified and clarity provided to residents about what is feasible and achievable.

After reviewing the aspirations of residents for ageing in place within the City of Kalamunda it is clear that some issues have a greater impact on day to day living and should be given greater priority. It is intended that the Age Friendly Action Plan will tackle those actions that will drive the greatest benefit and can be achieved in the short term.

This does not mean that other issues will be ignored. As part of the City's Integrated Planning and Reporting Framework there is the opportunity to conduct a desktop review after two years and a more complete review in four years. As progress is monitored and evaluated, and actions completed, new actions and priorities can be included.

The inclusion of these actions within the Corporate Business Plan also ensures that the work is appropriately resourced through budget and leadership support. This means that the City is operating within its capacity and has clarity around the work to be delivered.

The development of the Age Friendly Action Plan addresses four focus areas where the City can help to deliver significant improvements for older people within its four-year timeframe.

1. Transportation;
2. Housing;
3. Social Participation;
4. Communication and Information.

In particular, if the City is able to make significant progress in the Transportation, and Communication and Information, areas it is expected this will have positive, flow-on impacts on all other domains. Respondents have already told us that they were not aware of many of the services that the City already provides or supports. Increasing information dissemination and access to these services will make a big difference in the lives of older people.

Housing has emerged as an ongoing concern as residents anticipate no longer being able to maintain their current homes and gardens. Many are already receiving support but feel overwhelmed by the complexity and costs to move into alternative accommodation which may not be available in the communities where their support networks exist. The Action Plan seeks to build on the important advocacy work that the City has already undertaken in encouraging the development of additional aged accommodation and also build into its own Local Planning Strategy the delivery of more diverse housing options.

In parallel with this is the issue of social participation. Many residents are concerned for themselves and others when they are no longer able to drive to the social activities which are critical for maintaining their mental and emotional health. Poor public transport options, although also tackled in Transportation, is a key factor for older people in connecting with services, friends and activities. The Action Plan sets out opportunities for the City to work with others to create community hubs, improve neighbourhood connections and better share information with residents.





Measures of Success

The success of this Action Plan will be measured by the delivery of the following key initiatives:

1. Safer pedestrian environments identified by:
 - a. Fewer complaints received by the City about footpath obstructions;
 - b. Positive feedback received through the biennial Customer Satisfaction Survey; and
 - c. The availability of increased public seating.
2. Delivery of the first Seniors' Forum in partnership with another organisation.
3. Delivery of at least one intergenerational project.
4. Provision of advocacy documents to the Federal Government for support in delivering additional aged accommodation in the City of Kalamunda.



Implementation / Action Plan

Focus 1 – Transportation	Responsibility	City's Role *				Timeframe			
		F	A	D	P	17/18	18/19	19/20	20/21
Action						1	2	3	4
Improve pedestrian crossings in Town Centre planning and upgrades.	Cross Organisation								
Explore alternative transport options for older adults to travel to and within the City of Kalamunda.	Community Services								
Implement the Pathways Asset Management Plan.	Asset Services								
Review seating in key areas and develop options in consultation with older people.	Cross Organisation								
Review seating in key areas and develop options in consultation with older people.	Development Services								
Education and enforcement of parking rules particularly on footpaths/verges that impede access.	Rangers/Public Relations/ Community Services/ Economic Development								
Work towards transport linking up to new Forrestfield North station from other suburbs	Development Services								

These actions are in addition to the work already being undertaken by the City within the Transportation domain.

* LEGEND

F = Facilitate; A = Advocate; D = Deliver; P = Partner.

Focus 2 – Communication & Information	Responsibility	City's Role *				Timeframe			
		F	A	D	P	17/18	18/19	19/20	20/21
Action						1	2	3	4
Investigate the delivery of an Annual Seniors Forum in partnership with a local community organisation.	Community Services								
Investigate the appointment of a Seniors Assistant role to work with City staff.	Community Services								
Produce a quarterly seniors e-newsletter.	Community Services								
Refresh the online Seniors' Information Directory with hard copy versions available on request.	Community Services								
Provide a regular City page in the local newspaper.	Public Relations								
Build a database of contact emails for older people including family emails where appropriate	Community Services								
Redevelop the City's website to make it more user friendly and accessible.	Public Relations								

These actions are in addition to the work already being undertaken by the City within the Communication and Information domain.

*** LEGEND**

F = Facilitate; A = Advocate; D = Deliver; P = Partner.

Focus 3 – Social Participation		Responsibility	City's Role *				Timeframe			
Action			F	A	D	P	17/18	18/19	19/20	20/21
							1	2	3	4
Promote community centres and libraries as informal activity & information hubs for older people with drop-in activities.		Community Development								
Develop a fund to partner with local community groups to deliver up to 4 events a year for older adults.		Community Services								
Continue to run an annual Careers Expo and small business workshops including opportunities for older people.		Cross Organisation								
Investigate the development of a Volunteer Hub to educate, recruit and retain local volunteers.		Office of the CEO								
Support initiatives that help older residents to meet their neighbours and form connections.		Community Services								
Develop a Public Health Plan including a section on reducing community isolation.		Development Services								
Investigate an intergenerational project to capture memories and share dreams between youth and older people.		Community Services								

These actions are in addition to the work already being undertaken by the City within the Social Participation domain.

*** LEGEND**

F = Facilitate; A = Advocate; D = Deliver; P = Partner.

Focus 4 – Housing	Responsibility	City's Role *				Timeframe			
		F	A	D	P	17/18	18/19	19/20	20/21
Action					P	1	2	3	4
Explore alternative housing options.	Community Services								
Support the implementation of the Aged Accommodation Strategy.	Cross Organisation								
Promote a 'How To...' package/presentations to provide advice and information about planning for the future including options to age in place and downsizing.	Community Services								
Adopt the revised Housing Strategy 2017-2022 and Policy.	Development Services								
Advocate for the development of more aged accommodation in the City.	Office of the CEO								
Convene, and consult with, the Kalamunda Aged Care Advisory Committee	Office of the CEO								

These actions are in addition to the work already being undertaken by the City within the Housing domain.

*** LEGEND**

F = Facilitate; A = Advocate; D = Deliver; P = Partner.

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