

**Review of**

**The Age Friendly Melville Strategy**

**Directions from Seniors, 2010 – 2012**

*This plan is available on request in alternative formats, such as large print, electronic format  
(email or Braille).*

**March 2013**

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## Executive Summary

The City of Melville's vision is "Working together to achieve community wellbeing for today and tomorrow. (People, Places, Participation 2012 – 2022)

Our community's vision (2012 – 2022) is for "a safe, liveable, prosperous and sustainable Melville where we enjoy high levels of health and wellbeing; where opportunities to participate in decisions are transparent and inclusive. Our Community is accountable for our actions now and in the future, our local cultures are respected and our natural spaces and built facilities are accessible to all who live work and play in the City".

The City of Melville has actively engaged with the World Health Organisation (WHO) Age-Friendly Cities project since 2007. The World Health Organisation defines an age friendly community as "one that optimises opportunities for health, participation and security as people age, and adapts its structures and services to be accessible to, and inclusive of, older individuals with varying needs and capacities".

Since then two documents have been developed to advance the aspirations of our senior's community. The Directions from Seniors (DFS) strategies were based on information received from senior's focus group participation to progress towards the establishment of an Age-Friendly City. The City of Melville's Age Friendly Strategy – DFS is embedded within both the City's Strategic Community Plan and Corporate Plans.

Population Forecasts indicate that by the year 2020, 30.3% of the City of Melville population will be seniors. The City of Melville Local Planning Strategy has examined economic modelling and includes increasing the number of dwellings by at least 11,000 by the year 2031. This increase is aligned with the Central Subregional Strategy, Planning Western Australia. The City's Strategic Urban Planning Directorate anticipates that this higher density of dwellings may increase the number of accessible dwelling for seniors within the City of Melville.

This report details the findings from the evaluation of the 2010-2012 DFS and also provides recommendations for the development and implementation of the City's new Age Friendly Melville Directions from Seniors 2013-2017.

## Background

The City of Melville's application to the World Health Organisation (WHO) Global Age Friendly Communities Network, Age Friendly World was submitted by Christine Young (Director Community Development) and signed off by His Worship the Mayor, Mr. Russell Aubrey in August 2010. This application was then endorsed by the WHO, which resulted in membership of the WHO Global Network, Age Friendly Communities.

The Age-Friendly City (AFC) project explicitly adopts a locally-driven and "bottom-up" approach that starts with the lived experience of older persons regarding what is, and what is not, age friendly and what could be done to enhance the community or a City's age-friendliness. (World Health Organisation, 2007). The pilot project initially involved cities and urban environments that conducted focus group based research in 33 cities in all world regions which led to the development of the WHO Global AFC Guide and Indicators which was published in 2007.

Active ageing can be defined as is the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age. (WHO - 2007)

An age-friendly City:

- Recognises the great diversity among older persons
- Promotes their inclusion and contribution in all areas of community life
- Respects their decisions and lifestyle choices, and
- Anticipates and responds flexibly to ageing-related needs and preferences.

In an age friendly community, there is a culture of inclusion shared by persons of all ages and ability levels. Policies, services and structures related to physical and social environment are designed to support and enable older people to "age actively", that is, to live in security, enjoy good health and continue to participate fully in society. (WHO - 2002). One of the City of Melville's primary focuses, in line with the Strategic Community Plan and the World Health Organisation's Age-Friendly Cities Guidelines (WHO - 2007) is promoting active ageing.

There are four main criteria that the City of Melville has to follow to maintain its membership with the World Health Organisation:

1. Establishment of mechanisms to involve older people throughout the Age-friendly Cities and Communities process.
2. Development of a baseline assessment of the age-friendliness of the City/community which must take into account the eight domains identified in the WHO Age-friendly Cities Guide:
  - Transportation
  - Housing
  - Social participation
  - Respect and social inclusion
  - Civic participation and employment
  - Communication and information
  - Community support and health services
  - Outdoor spaces and buildings
3. Development of a three year City-wide action plan based on the findings of this assessment.
4. Identification of indicators to monitor progress against this plan.

The Age Friendly Melville Strategy, Directions for Seniors (DFS) 2007 – 2009, and the 2010-2012 DFS identified priority domains of:

- Transport
- Housing
- Communication and Information - Community Support & Health Services
- Respect, Inclusion and Social Participation

Focus groups and workshops were held as the primary evaluation tool of the 2007-2009 DFS. These were held with a number of seniors across the city, carers, and service providers.

The method of evaluation was changed to a written survey format to review the 2010-2012 DFS. This method was chosen as the evaluation tool for consistency of measurement across the two year period. A total of 622 surveys were collected from residents who were from a varied range, cultural backgrounds and suburbs within the City.

## Community Support and Health Services

Health and Support services are fundamental to maintaining health and independence within the community. Having well-located, easily accessible health services are fundamentally important for older people in every City (WHO, *Global Age- friendly Cities: A Guide*, 2007).

A factor which causes isolation amongst seniors is the lack of low cost of activities. Surveys showed that the cost of living is affecting seniors being able to do things and participate within their communities. Many single older women have not had the opportunity to contribute to their retirement fund as they were stay at home mums or didn't participate in paid employment and find fee paying services and activities excluding. As the population of seniors is increasing the demand for low cost activities will be even greater. The World Health Organisation Guide also states that activities that are free or at least affordable facilitate participation by older adults. (WHO, 2007, pp39) A priority for the City of Melville should ensure that ageing seniors have opportunities to engage through social participation to avoid social isolation.

How the domain was addressed between 2010 and 2012, most of these events were free of charge: (Refer Appendix 3 and 5)

- South of the River forums presented topics such as: Arthritis and laughter; Stay on your Feet; Caring for Carers; Healthy Festive Food; Diets to Defy Dementia; Macular Degeneration
- 6 week course on managing and living with Arthritis, 2010
- Garden Club, 2010
- "Welcome Wednesdays" (at Willagee Community Centre), presented information on various health and wellbeing topics for seniors.
- Physical Exercise Programs
- Facilitating the establishment of the Men's Shed, Bicton
- Enduring Power of Attorney sessions
- Phased Retirement Seminars

Some seniors can present with varying levels of physical and mental health concerns, which can be a challenge. Accessible opportunities for these seniors may result in a lower level of seniors who are isolated within the City. The 84+ group is predominantly females, although males in this age bracket are statistically increasing by a small degree. Outcomes and observations from the surveys (2010 – 2012) show that widowed males require more opportunities and activities within the City.

## Transport

Transportation, including accessible and affordable public transport, is a key factor influencing active ageing. Being able to move around a city determines social and civic participation as well as accessibility to community and health services (WHO, *Global Age-friendly Cities: A Guide*, 2007).

In 2011 the City of Melville Community Wellbeing Survey recorded a general decline of 27% in the use of public transport compared to 2009. Research generically in Perth denotes the major transport users as school age children, university students and seniors. The transport graph which is shown in the appendix supports this. As the senior population ages the necessity to utilise public transport generally increases. Gaps in the service in suburbs such as Leeming, Applecross foreshore and Bicton, as well as weekend services continue to be an issue.

A further finding from the surveys is the inadequacy of public transport routes. This issue is also highlighted in the WHO *Global Age-friendly Cities: A guide 2007*. Residents complain that several areas of the City are not covered, that it's difficult to cross the entire City, or there are poor

connections between buses and other means of transport. (WHO, 2007, pp21). The establishment of a community or CAT bus has been identified as worthy of further consideration. As a response to this issue the City has two accessible 20 seater buses managed by Melville Cares Inc that are available to community groups.

## Housing

Appropriate housing is essential for safety and wellbeing. Adequate housing and access to community and social services can influence the independence and quality of life of older people. Appropriate housing is required to allow older people to age comfortably and safely within the community in order to feel universally valued (WHO, Global Age- friendly Cities: A Guide, 2007).

Comments and conversations with seniors indicated that seniors would like to stay in their own homes as long as possible. Research done by the WHO in 2007 suggests that the cost of housing is a major factor influencing where older people live and their quality of life. A recent WA study of 3050 National Seniors Australia members revealed that nearly half intend to stay in their current home as they age and 13% are unsure. The intention for people to stay in their own homes is 37%, for people under 55 years old and 62% for 75+ age group. (Boldy D, Grenade L, Lewin G, Karol E, Burton E, 2009).

Survey results also showed that residents within the City of Melville would like to see an increase in high care bed facilities within the City. The 2011 statistics showed that within the City of Melville there were a total of 424 high care beds and 423 low care beds. The Department of Health and Ageing recommends that there are 44 beds per 1000 residents over 70 years of age. In 2012 the City had 11,255 residents that were over the age of 70, this indicates that the City is in line with the Department of Health and Ageing recommendations.

To address the issue of lack of appropriate housing, a number of well attended forums and presentations were held between 2010 and 2012. These included:

- Seniors forum hosted by the City of Melville presented a guest speaker from the Senior's Housing Centre. This forum was presented by the Department for Commerce, Consumer Protection in April 2012
- Senior's forum in May 2011, presented guest speaker, Martin Spencer, City of Melville Senior Strategic Planner looking at different housing options and schemes available
- Martin Spencer also presented to the Royal Australian Air Force Association (RAFFA) residents at the meeting, on the new Local Planning Strategy and its housing diversity

A number of retirement villages have also expanded to address the lack of housing and affordability issue within the City. These included:

- Royal Air Force Association, 66 new apartments and 2 short stay apartments
- St Ives in Murdoch, 60 new villas, and 60 being constructed

A further issue identified through the surveys was that seniors felt unsafe in their own homes. To address some of these issues around safety, the following senior safety sessions were held:

- Home Safety Session, March 2010, attended by 105 residents
- Senior Safety Session, June 2010, attended by 130 residents
- Senior Safety Session, August 2010, attended by 210 residents
- 8 safety sessions between April and May 2010

## Respect, inclusion and social participation

The City of Melville advocates and promotes programs and initiatives which target respect, inclusion and social participation for seniors. There are a number of factors which contribute to an older person feeling socially included within their community. Respect and social inclusion of older people depends more than upon societal change; factors such as culture, gender, health status and economic status play a large role. "The extent to which older people participate in the social, civic and economic life of the city is also linked to their experience of inclusion" (WHO, Global Age-Friendly Cities: A Guide 2007).

The 'health' of the community can be determined by the wellbeing of its citizens, the City of Melville's Community Wellbeing Survey 2011 acknowledged that seniors rated their quality of life the highest (84%) across all age groups. However, further analysis showed that only 27% of seniors answered yes to the question "I feel valued and appreciated by my family and friends". This may be contributed to the 'new-age' younger global family which may leave many older people isolated in their community and country without immediate family contacts and support. This occurs across all cultures and is further impacted by cultural shifts in the traditional role of caring for ageing parents (Hooyman, N., Kiyak, A, 2010 Chapter 2).

Education and Awareness forums and information sessions were held by the City for seniors to learn more about the resources in the community and to give them an opportunity to ask questions about their individuals needs, sessions included:

- 'Get on Board' program in partnership with Transperth and AMP (Garden City)
- RAC's presentation on 'Your Driving Future'
- 'Walk over October' which promoted alternative transport for seniors.

The City maintains other measures to keep seniors informed and involved which include:

- Keeping the City's website updated with information relevant for seniors.
- Regular updating of information at the Community Information Centre, located at Garden City Shopping Centre
- Distribution of the City's Seniors Information Directory

The Melville Volunteer Resource Centre offers varied volunteering roles within the community, many of which are suitable for seniors. Statistics show that between 2010 and 2012 the Melville Volunteer Resource Centre received 668 referrals of seniors aged 60 and over. (64% were female and 36% male). There is a predominance of active female over male seniors in the City. This female to male ratio reflects the longevity of female seniors and also the link to their increased social orientation through participation, attendance at events, accessing Libraries and/or Community Centres. The 2010-2012 statistics showed a substantial increase from the 2007-2009 period, where there were only 116 referrals which went through the Melville Volunteer Centre. This increase of volunteers reflects that seniors within the community are becoming more active and aware of the volunteering services which are available to them.

Although not indicated in the surveys directly, older cultural and linguistically diverse (CALD) seniors often have language barriers that impact on use of community services and participation in social opportunities. As this group population increases, some thought will need to be given to providing information in a range of languages. "By the year 2026 around one in five older people in Western Australia will be from a CALD background". Eighty eight percent of Western Australia's seniors from a CALD background reside within Perth Metropolitan area. Almost 8% percent of this settlement is within the City of Melville (Government of Western Australia, 2012). It is important to recognise the



role that CALD seniors make in preserving values, wisdom, culture and language, as well as links with their homelands.

It should be noted that there is greater risk of further isolation within CALD communities. Research done by David Hardie, in 2010 showed that seniors from a CALD background face a higher risk of being socially isolated within their community (Sidney Myer Fund & The Myer Foundation, 2010). Discrimination which also contributes to social isolation is also a significant area of disadvantage for CALD seniors who face many barriers for negative stereotyping in regards to their age as well as dealing with racism and negative perceptions of their capacities that can be due to some factors including language restraints.

## Survey and Demographics

The 2010 – 2012 surveys (Refer Appendix 6) specifically focused on the domains in the Strategic Community Plan and WHO Guidelines. The surveys provided an opportunity for seniors to share their opinions in relation to the domains that had been identified. The surveys also captured information from a wide age range and cultural backgrounds of City of Melville seniors across all suburbs.

To ensure that a wide range of seniors in the community had a chance to complete the survey, many methods of distribution were used. Surveys were delivered at the following places:

- Aged care facilities
- City of Melville libraries
- Senior Day Care Centres
- Seniors Forums
- Network Meetings
- Seniors related service providers
- Community Events
- Home and Community Care participants

The highest response rates were from seniors from Bicton, Booragoon, Bull Creek and Kardinya. The lowest responses received were from seniors from the suburbs of Alfred Cove, Bateman and Brentwood, which represent the smallest suburbs in the City. Brentwood has the smallest population within the City only housing 1588 residents whilst Alfred Cove and Bateman have a total population of 4500 residents. Greater female participation was evident through the completion of the surveys with 68.5% rate of participation. Surveys were predominately available at social events.

The lowest response rate was evident within the 55-65s age group. This low response rate may be attributed to this age group not previously being included in the City of Melville's earlier active ageing strategy research methodologies. A high level of responses was from the 84+ age group. This provides an indication of their interest in community opportunities and connectivity as well as their personal and community wellbeing the 55-65s age group was excluded in focus groups in accordance with the WHO methodology that targeted 65+ age group.

The most difficult group for response was from those who identified as Indigenous Australians. Surveys were targeted via the City's Aboriginal Liaison Officer however there was still quite a low response rate received. The Cultural and Linguistically Diverse (CALD) community senior responses were not identified formally through the surveys. CALD seniors attending forums were included and other CALD centre based care groups within the City of Melville were specifically targeted to complete the survey. This included seniors from Asia, Europe and South East Asia.

When analysing the survey results for the period of 2010-2012, the following priorities were identified by seniors, these priorities will form the basis of the new DFS 2013-2017

1. Reduced ability to maintain property and garden (Housing)
2. Accessibility and affordability of housing and aged care facilities and rising costs of living (Housing)
3. Concerns regarding community safety and feeling personally unsafe (Safety)
4. Difficulties in crossing major highways & heavy traffic roads as a pedestrian, hazards on footpaths, lack of footpaths, lack of convenient transport, lack of and ease of car parking near service provision/shopping centres (Safety)
5. Information and communication (Information and Communication)

## **Recommendations for the new DFS 2013-2017 Plan**

The City of Melville's previous plans (DFS) have provided a useful guide for staff as well as seniors and the general community within the City. The plans have given the opportunity for Melville's residents to have a voice and contribute towards progressing to an Age –Friendly City.

It is recommended that the new Directions for Seniors Plan be developed in accordance with the feedback from our seniors in line with the Strategic Community Plan.

Due to our membership with the WHO our DFS 2013-2017 is in line with the guidelines and domains prescribed by the *Global Age Friendly Cities: A Guide*, 2007. However our findings showed that the priorities and needs of older people within the City of Melville have changed.

### **Community Support and Health Services**

#### **Strategy**

**To support people living independently in their own home for as long as possible**

#### **Actions:**

- To continue ongoing referral to Care Options, current managers of the City's Seniors Assistance Fund, to support seniors who are either not eligible or on a waiting list for Home and Community Care (HACC) assistance for short term support until HACC funding becomes available
- To promote and refer to services providing garden share programs to encourage residents to garden and learn new skills
- To support service providers to introduce services within Melville through advocacy promotion and support funding applications
- To review the Seniors Assistance Fund to ensure that it considers the growing ageing population

### **Housing**

#### **Strategy**

**For seniors to access appropriate and affordable housing options including adequate aged care facilities without leaving the City of Melville.**

#### **Actions:**

- To promote accessibility and connections to community services in order to influence the independence and quality of life of older people
- To advocate with relevant agencies for an increase in High Care Facilities to keep pace with population increases.
- To ensure the Town Planning Scheme includes aged care accommodation development opportunities
- To ensure issues of design for accessibility, sizes, access to transport and home modification options for new and renovated building developments within the City are considered

## **Transport**

### **Strategy**

**To advocate for continual improvements in accessible transport and pedestrian access.**

### **Actions:**

- To promote the City's Footpath Upgrade Program to our seniors
- To advocate seniors concerns regarding routes and bus shelter and services to the Department of Transport
- To promote community transport options and concessions within the City of Melville
- To collaborate with agencies and local government to improve footpaths, pedestrian crossings, and parking accessibility

## **Communication and Information**

### **Strategy**

**To ensure our seniors are well informed.**

### **Actions:**

- To ensure that information is accessible, updated and distributed in various formats and locations
- To continue sharing and delivering information to different organisations and senior service providers
- To promote the City's Senior Services Directory
- To develop different strategies to engage with seniors from CALD backgrounds
- To advocate and promote information and technology education
- To provide relevant information at all major senior events
- To extend partnerships with senior Peak body agencies for cross promotions

## **Respect, Inclusion and Social Participation**

### **Strategy**

**To create opportunities for vulnerable seniors through engagement and social participation.**

### **Actions:**

- Provide opportunities that enhance social participation for seniors including isolated seniors, those from a culturally and linguistically diverse background, those with varying abilities and older men.
- To promote a diverse range of intergenerational and inclusive activities within the City of Melville.
- To provide a variety of opportunities for seniors to engage in decision making

## References:

Australian Human Rights Commission, Working past our 60's: Reforming Laws and Policies for the older Worker, 2012

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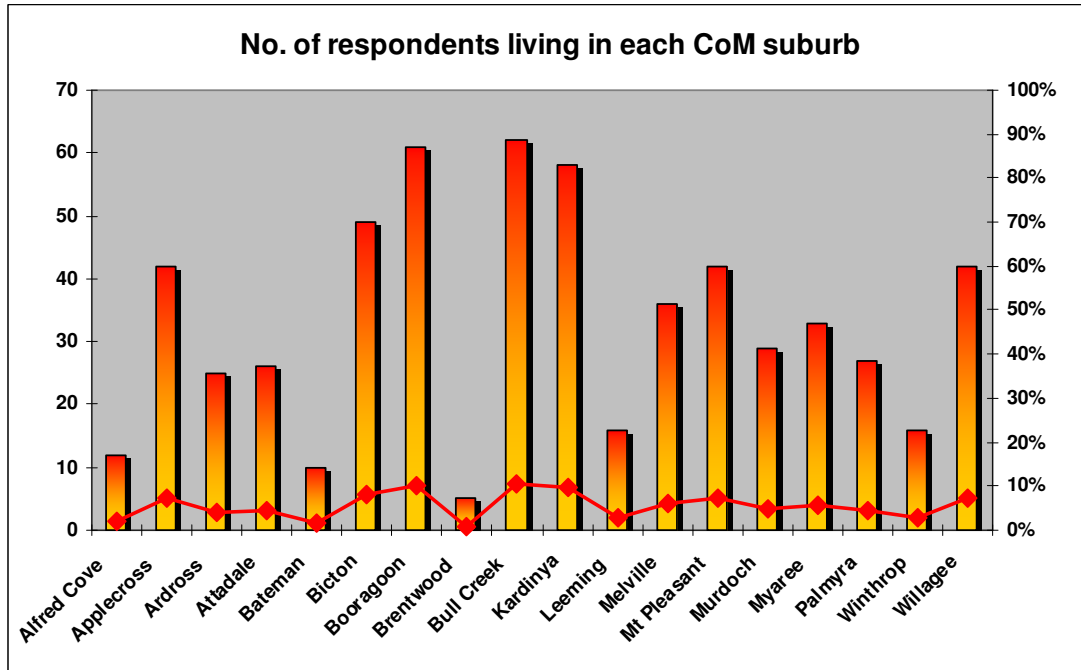
World Health Organization, Global Age – friendly Cities: A Guide, 2007.

World Health Organization, Who Age-Friendly Cities Project Methodology: Vancouver Protocol, 2007

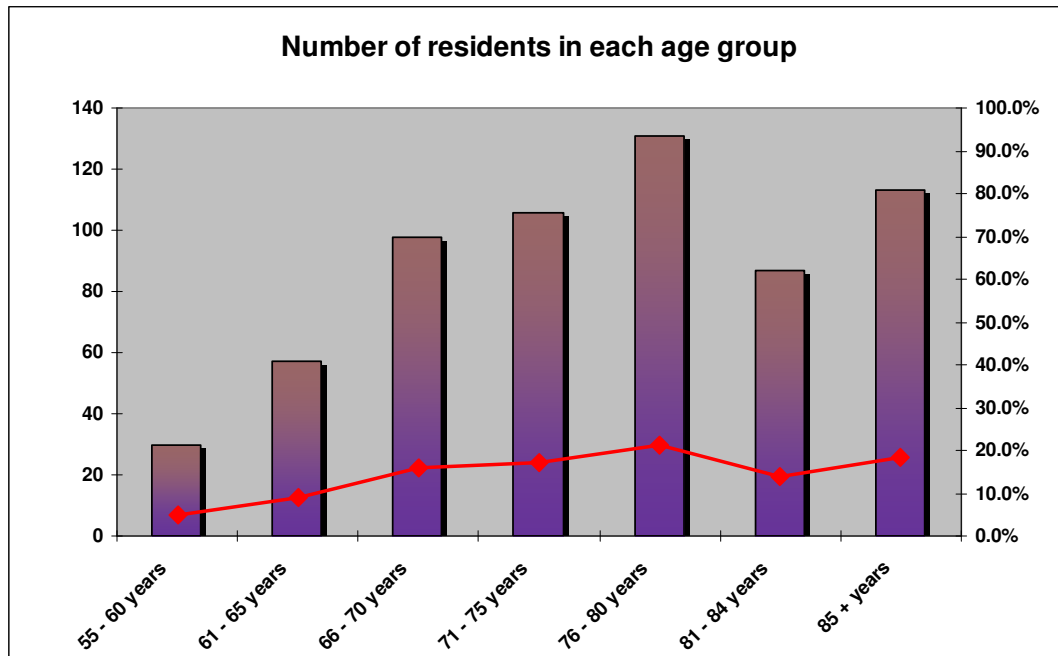
## Appendix 1

### Survey Results for the 2010 – 2012 Directions from Seniors

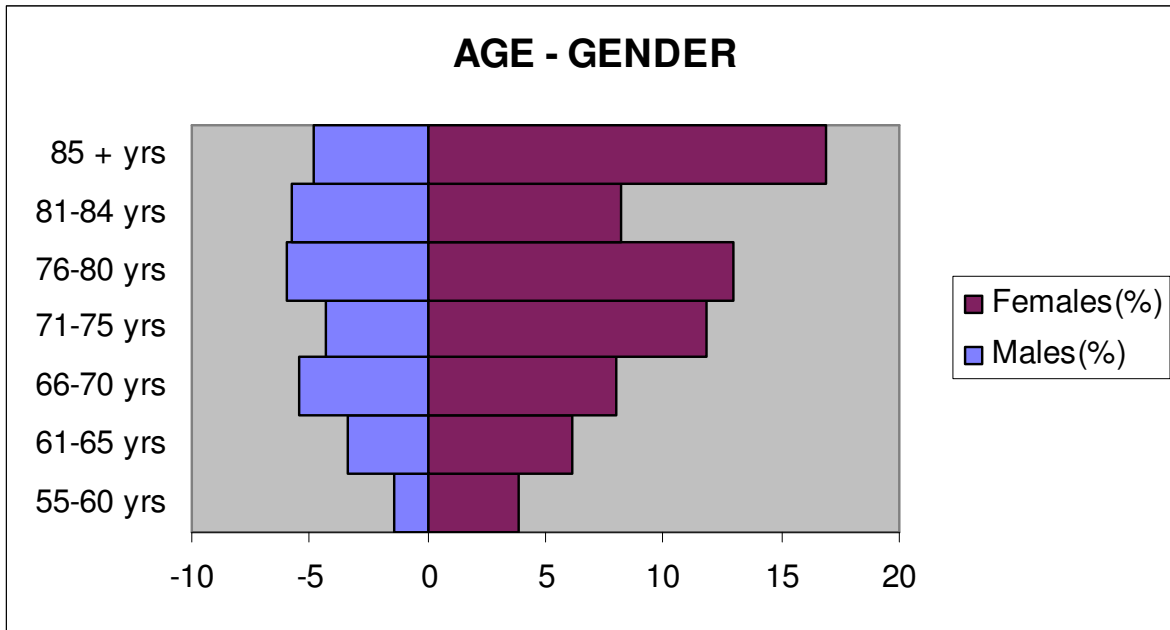
#### Number of Respondent Surveys according to Suburb



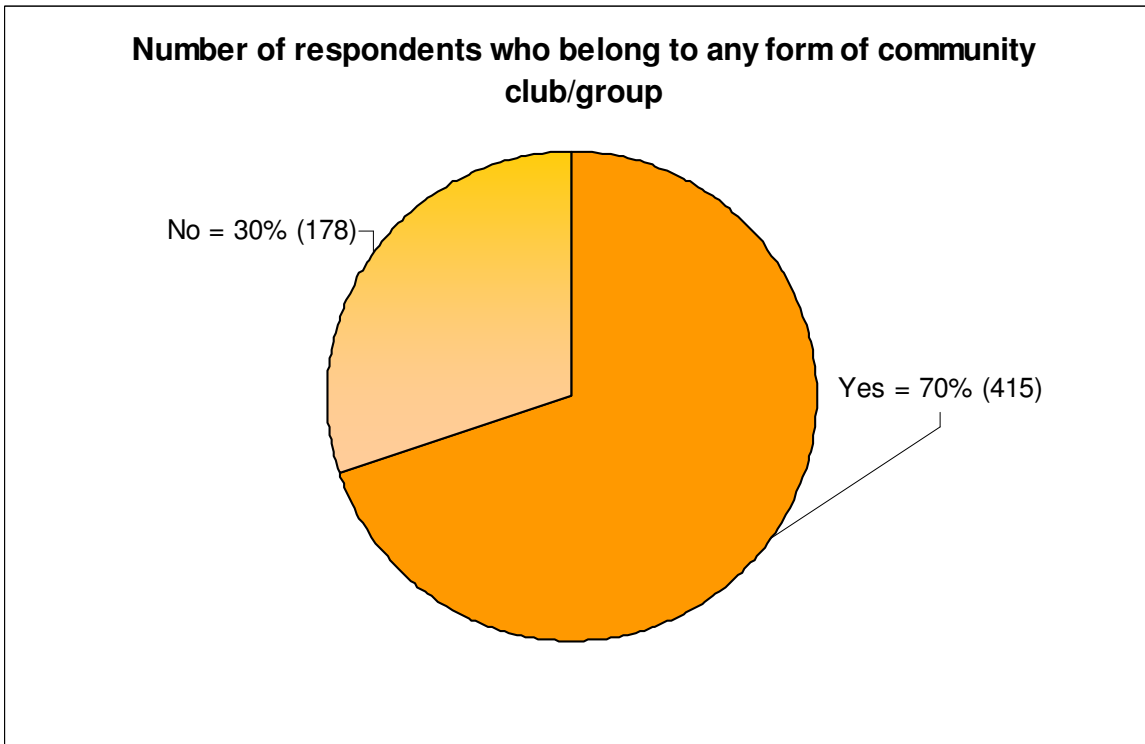
#### Number of residents in each age group



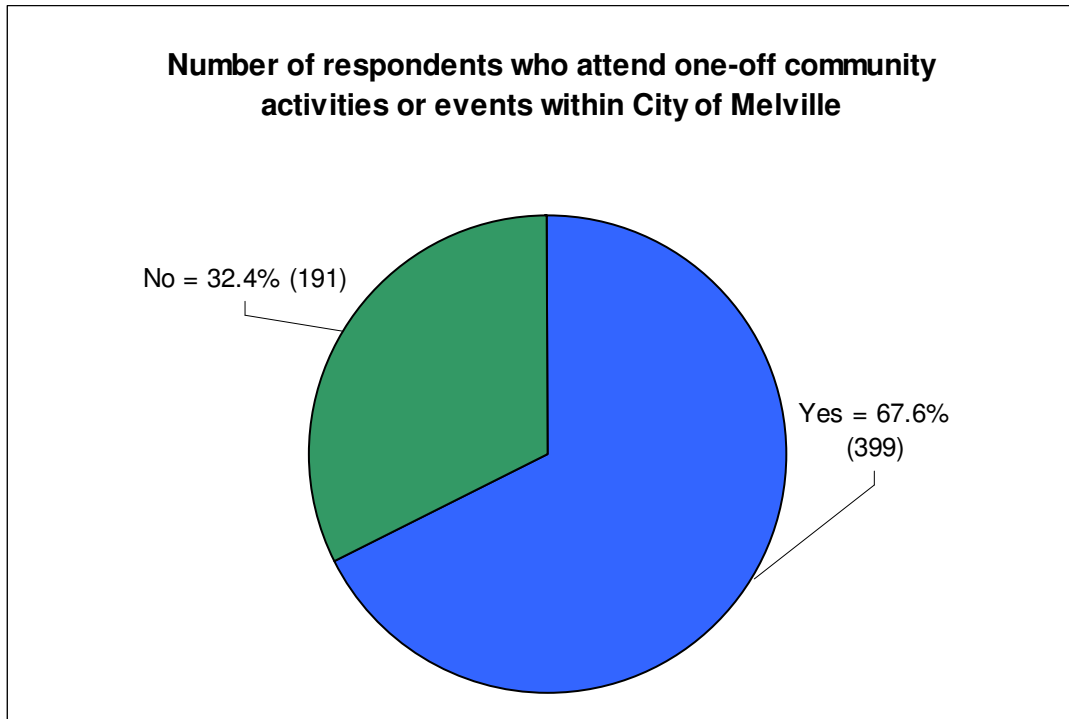
### Respondents by Gender



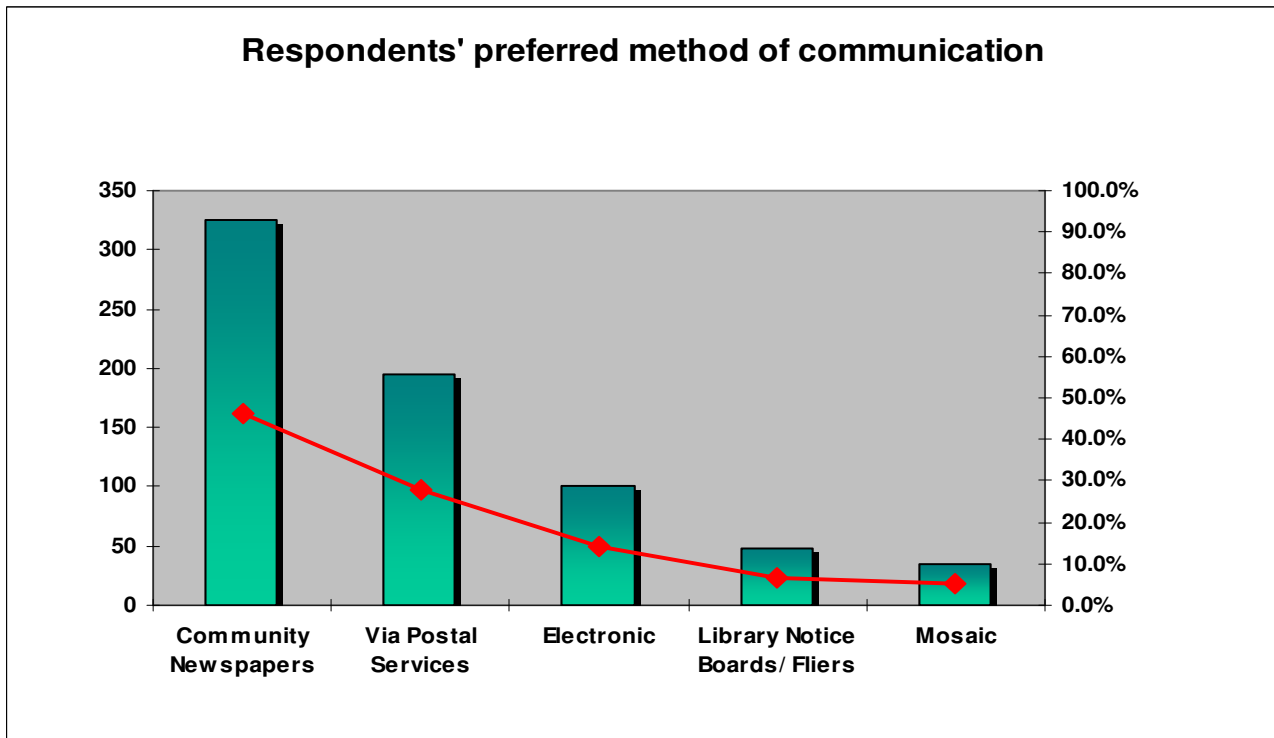
### Community Clubs and Groups



## Community Activities

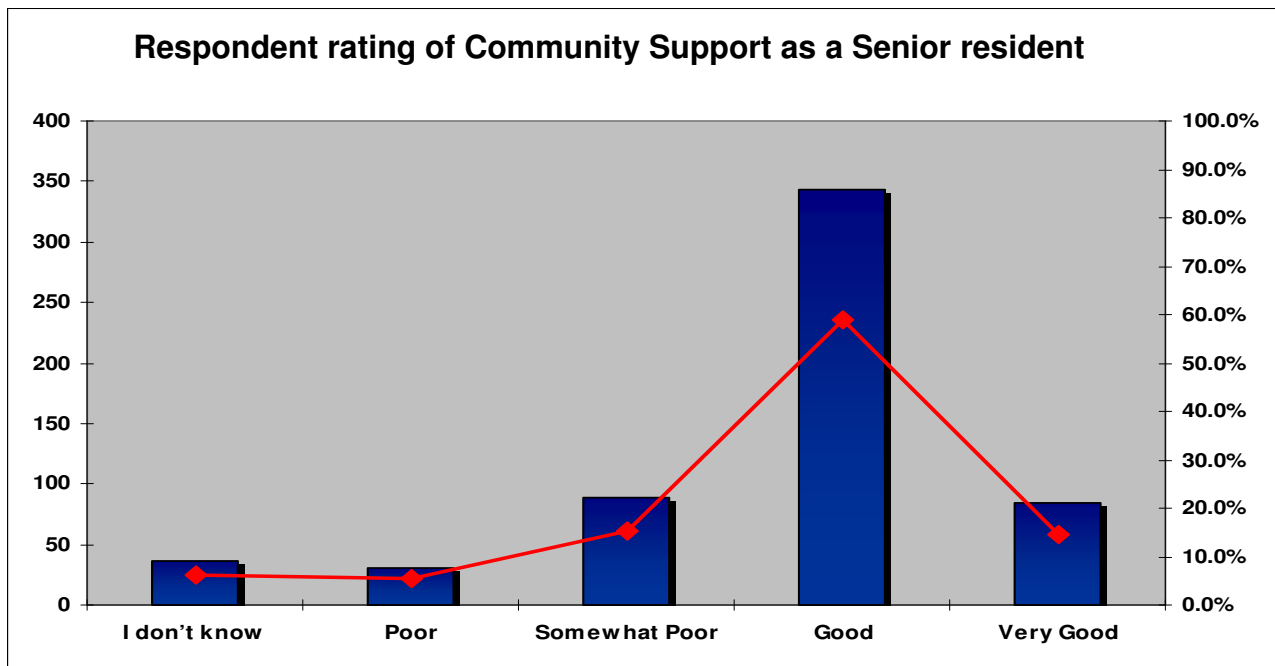


## Communication



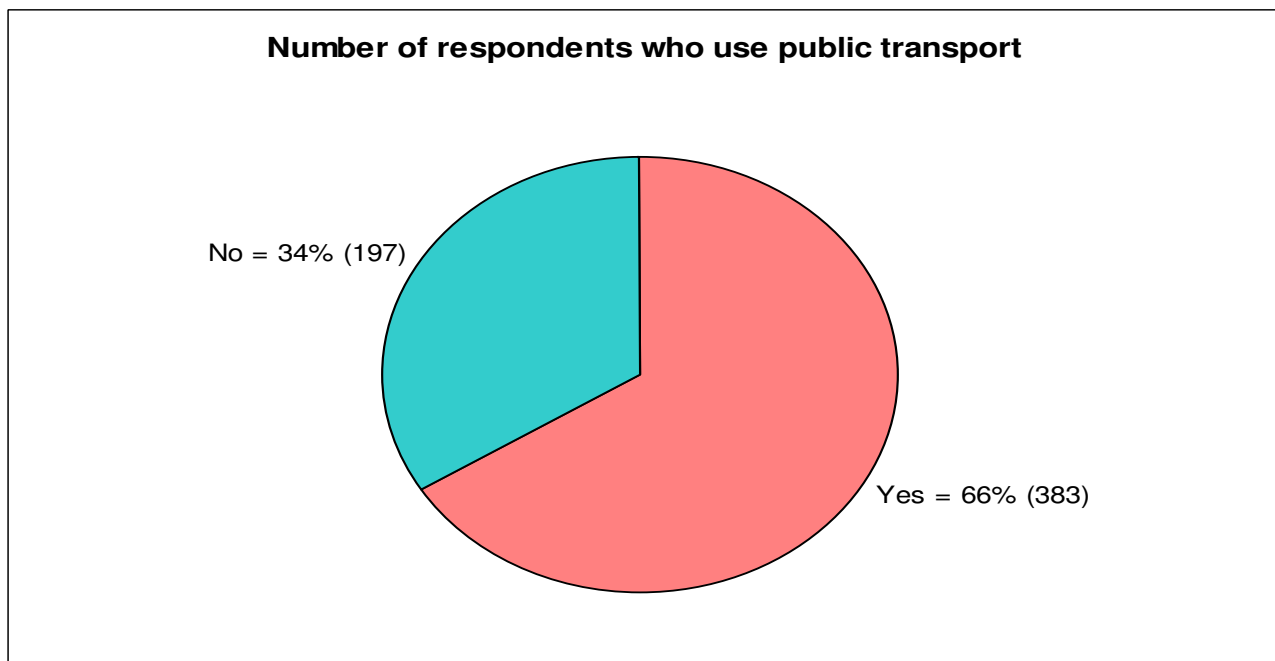


## Community Support

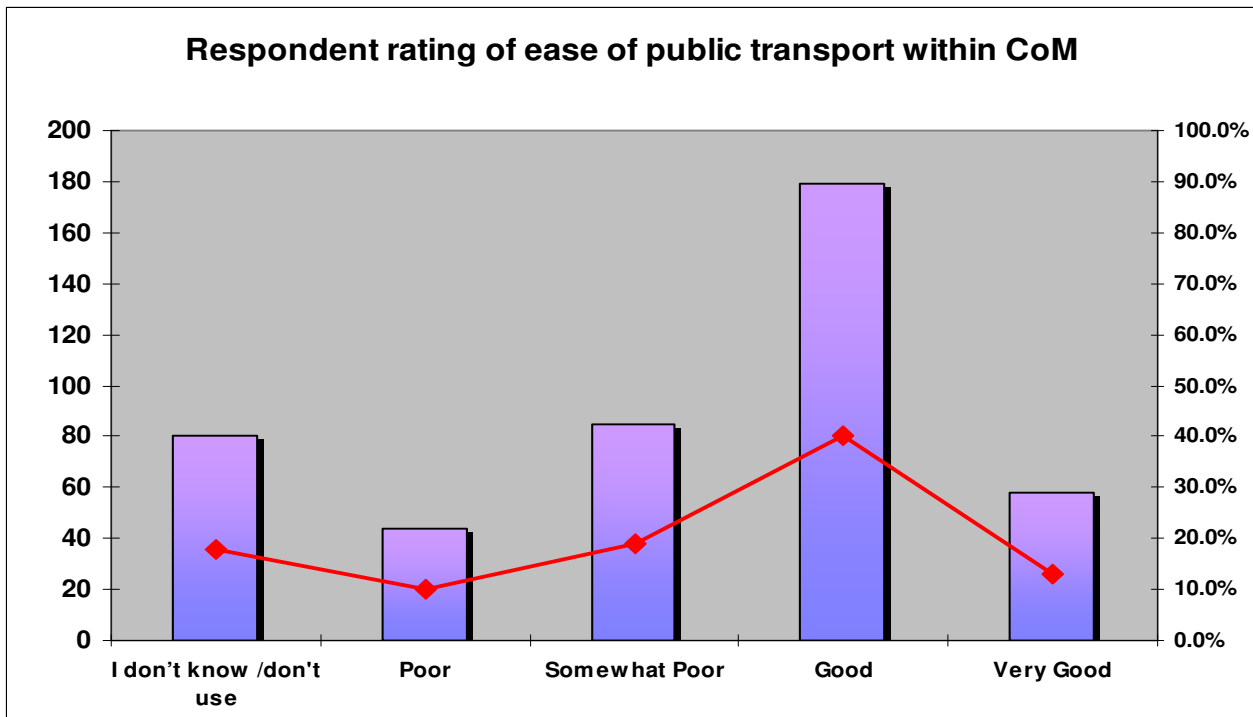


## Transport

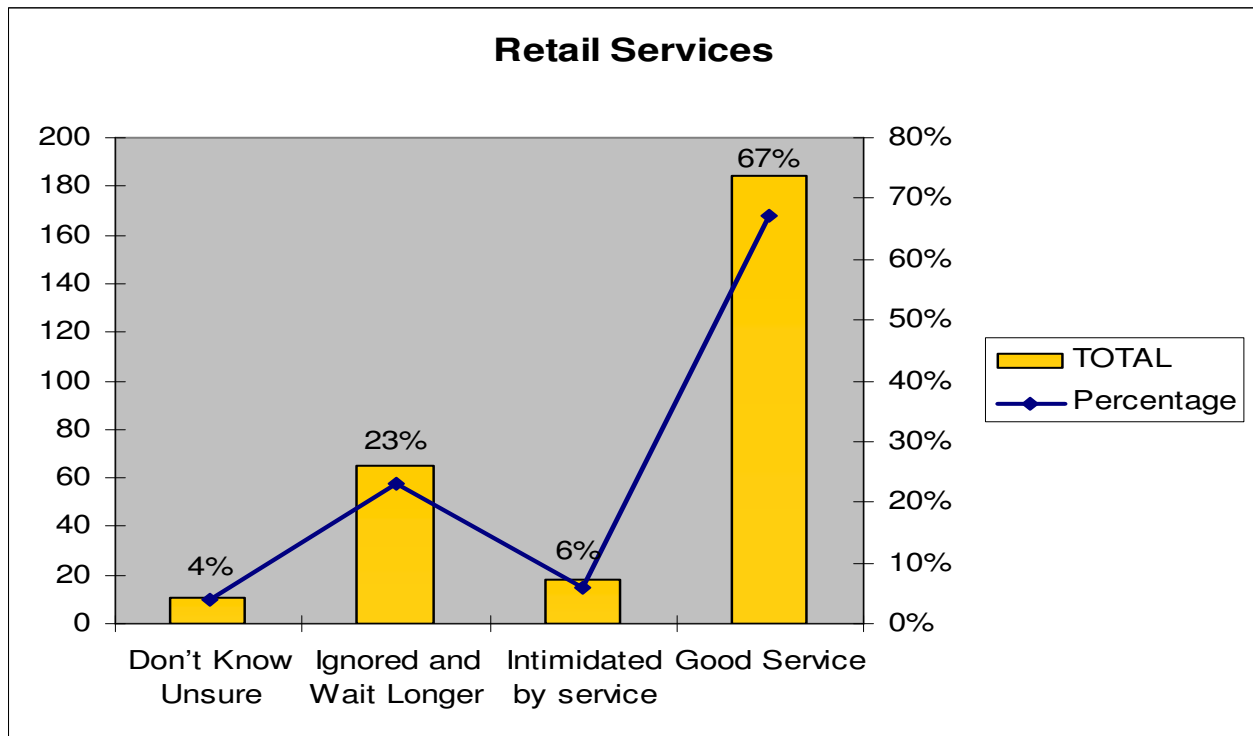
**Number of senior residents who use public transport who live in the City of Melville**



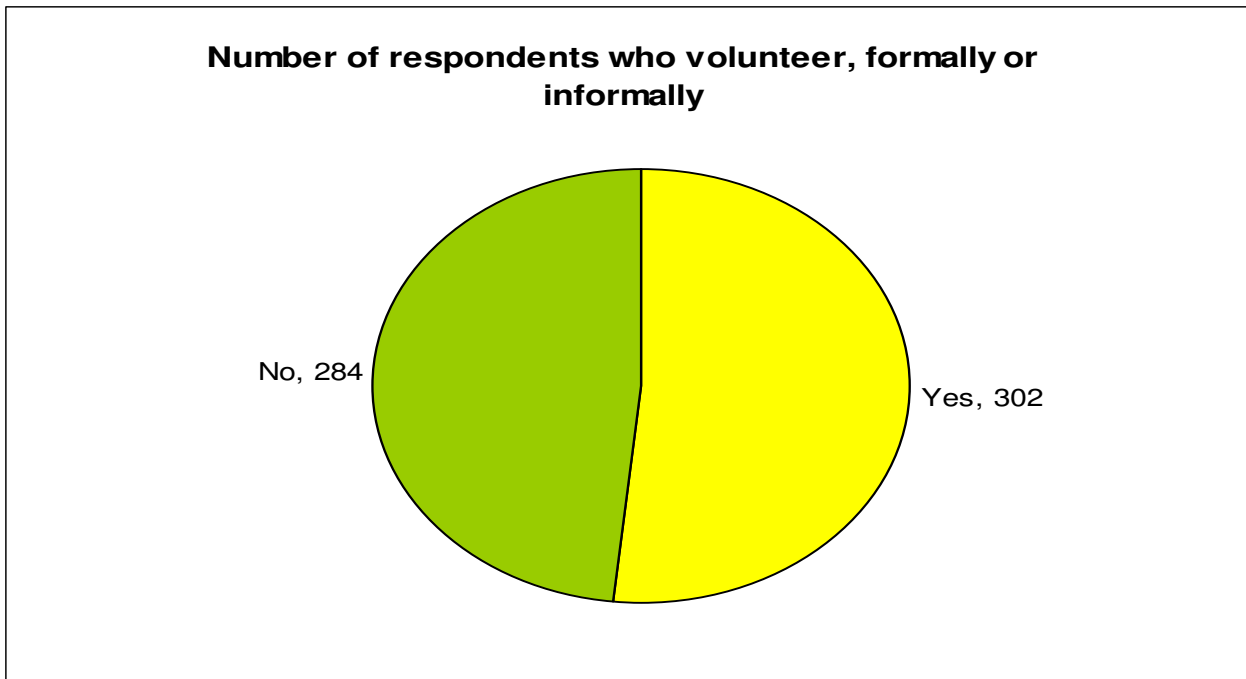
### Ease of public transport



### Retail services



## Volunteering



## Appendix 2

### Comments and recommendations by residents within the City

#### Communication and Information

##### **Communication**

Communication by radio - assist the visually impaired.

Being quite elderly and deaf I find communication over the phone is not very easy, telephones tend to rattle off info as if it's a great bore.

Things like this survey to be put in our letterboxes as we cannot answer if we don't know about these enquiries.

Often events are listed in local paper, but is delivered after events or too close to event to make arrangements.

Events and or programs available need to be advertised or promoted in local papers, shopping centers or seniors housing complexes.

Need for advertising services to elderly.

#### Health Services

##### **Exercise**

Please keep seniors prices down at the Recreation Centers so we can afford to attend to keep ourselves well and out of home/hospital care.

Groups of seniors must go on twilight/evening walks together, with some able bodied people who cannot be intimidated by youth gangs. Reclaim the night in Brentwood.

More convenient swimming pool.

Swimming pool or ex pool where Scout Hall is I believe is up for sale, please keep it for the elderly. A cheap gym class for seniors that runs all year is needed. Check out the one run by Victoria park its extremely successful in keeping seniors fit and active.

More exercise and stretching classes.

Lots of age appropriate exercise or gym groups - affordable.

I am a member of Living Longer Living Stronger- a very good initiative - but the area provided is small, and some of the equipment needs to be updated and repaired more quickly.

Seniors Boot Camp for those over 50 conducted at the Melville Recreation Centre twice a week.

This would compliment the LLLS program

Senior Exercise Facilities.

Equipment in LLLS Room at Melville never gets fixed. Bench removed October 2010 never returned, bikes, leg press all take months to be repaired.

Foreshore walking group.

Would like to see Tai chi classes for Europeans (Australians) at our local Library. When we enquired were told it was only for Chinese folk.

Tai Chi at Deep Water Point.

Morning walks around Kardinya.

In the UK I attend sports mornings for a small fee which covers squash, table tennis, badminton, swimming, gym, etc.

## **Medical**

Medical Centre, extension of care for those unable to live at home.

Medical Centre would be a definite asset as Willagee only has one part time Doctor and the closest next Doctor is in Kardinya and there is no bus service from Willagee.

We could do with a medical centre at the Carawatha Primary School Site.

Liaising with services for health screening ie diabetes, lions eye screening hearing etc.

Rockingham had a pretty good set up with Edith Cowan for seniors check up.

## **Transport**

### **Pedestrians**

Safer way to cross South Street

Shade trees for pedestrians and cyclists.

More dedicated bike lanes that cars and buses don't park on.

Overhead bridge for pedestrians (needed) and crossing over North Lake Road, from Shopping Centre to Santa Maria Primary School. Heavy traffic here and very dangerous.

Hazards associated with seniors walking in the shire: ie. No footpaths, overhanging trees, residents parking on footpaths, builders' vehicles on footpaths, sprinklers spraying over footpaths, drivers not stopping at stop signs. These are disincentives even to those of us who try to use local streets for exercise - even walking to shops.

Beach Street does need a footpath between Point Walter Road and Blackwall Reach Parade - many families walk this route every day

Problem crossing leach highway.

Park needs a footpath along Bawden Street boundary. These are used by many walkers (all ages) and parents with strollers and prams.

We need a toilet we can use when we are walking our dogs. There are only toilets in Point Walter Reserve where no dogs are allowed

### **Bus**

Do not presume that everyone has a car. I cannot walk far so rely on a bus service

Bicton residents have no bus route to Garden City. Fremantle is hopeless for shopping and Garden City is very attractive.

Recently bus stop installed outside Applecross Public Library (Kintail Road). This is very useful, however there is no shelter.

Bus services to train stations poor.

More local buses to railway.

I would like to see more help with transport to outer shopping.

Light public transport around suburbs.

Accessing train services.

Access to train station at Canning Bridge

Railway access

Improve access to train at Canning Bridge

Better public transport.

The Sunday bus schedule should be more frequent. It should be easier to get to Garden City via the bus from Bicton.

It would help pensioners if we had a bus servicing East Fremantle, Bicton, Applecross to go to Garden City. Takes ten minutes by car over one hour catching two buses.

Access to train station terrible.

The bus service to Fremantle takes too long since it was changed. Also we need a bus to the train station, too far to get to Canning Highway.

Bus service south of Wichman Road down to Burke Drive.

Can't access a lot of activities because I need transport.

Pease may we have a bus service to Garden City I will have to cease driving in a few years?

Transport to Bracks Library to enable me to seek on loan your selection of dvds, audios and mainly music.

Willagee bus Services (160) not really satisfactory/acceptable. Long winding trip to Fremantle thru Hilton (almost half an hour) then winds thru Mt Pleasant at the other side of Willagee on way to Perth. Why n ot better service for Willagee an hourly service also throughout major part of the day. No seat at Booragoon Bus Station for 160 bus - all other services soon to have seat.

There is no bus service available to Canning Highway (going west from North Lake Road) to Garden City

Bus service in Kardinya (151) was taken off many years ago; you need to live on the highway to be catered for.

Because of bus service changes, the length of time to travel from Willagee to both Melville Recreation Centre and Melville Aquatic Centre, and to businesses on Marmion Street, has increased

Would like a bus to Bull Creek shopping centre, a round trip service via the South Land bus route. I feel safe as I live at the Bull Creek Air Force estate. I also feel safe in Bull Creek in general and I think the Melville Council is excellent. I am from Queensland and have lived here since 2000 and I can see the difference in local support. Thank you all.

## **Cat Bus**

I get to the highways/Marmion Street to catch a bus, it is too far for oldies to walk. We could do with some kind of shuttle service around the district to enable people to catch the bus.

Shuttle buses going between set suburbs and train stations in a figure 8 route would be useful

The cat bus would be an initiative for all concerned.

If there as a Cat bus I would use it.

A CAT Bus is needed especially in the Brentwood area, as the bus service is poor, every two hours on Sunday Last bus from Booragoon weekdays is 6.30 not everyone drives a car. I rely on Melville Cares.

We need a CAT bus to get hospitals, shopping, outside Main Centre Garden City.

A CAT Bus

Local CAT type bus.

A Garden City 'CAT' service, between Garden City, Canning Bridge and Melville Rec centre would be good

We would like a cat bus service

Now I am well and I do not need any assistance. It would be nice to receive a very brief pamphlet to inform what I might expect in the years to come eg one day, years ahead hopefully(!), I may not be able to drive. Is there a mini bus that picks up residents who are no longer mobile? Thanks, Peter

## **Vehicles**

I would like to have bus lanes so single people in a car would see bus passengers getting to destination quicker. Bus drivers have impossible job running to time.

More parking train stations.

Follow Fremantle Council policy on parking for disabled people ie free in ticket parking areas on display of disability sticker.

The traffic congestion around Sleat Road and Canning Bridge including access from Applecross is a problem now and will get worse. Cars banked up on Canning Highway at busy times causes problems for people crossing Canning Highway.

Better parking at train stations.

Senior parking at Garden City.

Traffic calming Riseley Street on roundabout approach.

## Housing

No more high rise commercial or residential developments.

Appropriate housing close to public transport/ services, preferably with green title

Would like to see the Council to stop two storey homes looking into neighbours' property. People need privacy.

Possible changes to Endeavour densities for surrounding properties leading to an increase in problems such as car parking, noise, outlook, loss of amenity.

Cost of buying and selling property eg: Stamp duty, Commissions hopefully deductions for sellers.

Congestion of vehicles at Canning Bridge, especially at 7-8am. The proposed 5, 10 & 20 storey heights prosed for Canning Bridge precinct - could destroy the leafy suburb of Applecross

## Community Support (Aged)

### **Retirement Villages**

Retirement villages with guaranteed lifetime access to low and high care facilities as and when need for couples, even if only on partner needs a higher level of care.

Multi level apartments with elevators would ease the security and safety concerns and could be close to public transport.

Specific information r/t each option for seniors housing in greater detail with all the pros and cons.

Would like a more detailed survey of needs for older people as regards town planning. The present system of retirement housing is too restrictive and can be isolated. We are moving outwards by the day and have little change of staying in our areas.

Rebates for residents living within locked areas such as St Ives Murdoch. No twenty four hour security given or supplied, no street light given or required.

Accessibility and affordability of aged care facilities is very concerning. This survey is very much appreciated

Need for more high care facilities - especially close to existing Retirement villages. It is so difficult of one partner needs to go to high care and the other partner is old and infirm and they find it too difficult catching 1 or 2 buses to go and visit on regular basis. Many footpaths especially one in (Gleddon Road) nearest the Sanderson and just before Fredericka Guest Village as you walk towards Bullcreek are uneven or broken. I tripped over the above footpath as it was/is about 1inch higher at one corner and fell very heavily some weeks ago and the back of my leg still hurts when i bend it or kneel on it. Also "Break ins" (to home) are becoming more prevalent in our area.

Assistance and services for those who are housbound but not ready or can't afford aged care facilities. Subsidise/free eye tests and checks similar to hearing tests.

## Health Services

### **Exercise**

Please keep seniors prices down at the Recreation Centres so we can afford to attend to keep ourselves well and out of home/hospital care.

Groups of seniors must go on twilight/evening walks together, with some able bodied people who cannot be intimidated by youth gangs. Reclaim the night in Brentwood.

More convenient swimming pool

Swimming pool or ex pool where Scout Hall is I believe is up for sale, please keep it for the elderly.

A cheap gym class for seniors that runs all year is needed. Check out the one run by Victoria park its extremely successful in keeping seniors fit and active.

More exercise and stretching classes.

Lots of age appropriate exercise or gym groups - affordable.

I am a member of Living Longer Living Stronger (LLLS)- a very good initiative - but the area provided is small, and some of the equipment needs to be updated and repaired more quickly.

Seniors Boot Camp for those over 50 conducted at the Melville Recreation Centre twice a week. This would compliment the LLLS programme.

Senior Exercise Facilities.

Equipment in LLLS Room at Melville never gets fixed. Bench removed October 2010 never returned, bikes, leg press all take months to be repaired.

Foreshore walking group.

Would like to see Tai chi classes for Europeans (Australians) at our local Library. When we enquired were told it was only for Chinese folk.

A cheap

Tai Chi at Deep Water Point.

Morning walks around Kardinya.

In the UK I attend sports mornings for a small fee which covers squash, table tennis, badminton, swimming, gym, etc.

### **Medical**

Medical Centre, extension of care for those unable to live at home.

Medical Centre would be a definite asset as Willagee only has one part time Doctor and the closest next Doctor is in Kardinya and there is no bus service from Willagee.

We could do with a medical centre at the Carawatha Primary School Site.

Liaising with services for health screening i.e. diabetes, lions eye screening hearing etc.

Rockingham had a pretty good set up with Edith Cowan for seniors check up.

### **Social Opportunities**

Provision of a performing arts theatre or centre and support of performing arts group, initiatives to involve seniors more into environmental and conservation activities.

Have found the activities conducted at Canning Bridge Library (talk's films etc) very welcome and enjoyable. Free (or cheap) gatherings at some of Melville's delightful venues (Piney lakes, the Amphitheatre area, Point Walter, Deep Water Point) etc. would be lovely.

Facility for events shell (music) hardstanding and covered rooms for meetings (include service clubs) and rehearsals. Piney Lakes?

What happened to the South of the City Orchestra. We went to one concert which was supposed to be their launch has not heard of them since.

You should encourage to regulate street party or meeting offering the place, organiser soon, once a year event front neighbour people, I never talked with them.

Bus outings much appreciated - thank you to Volunteer Drivers.

Dancing groups for seniors

Music recitals

Barbeques and opportunities to share stories.

Games at Willagee Centre.

I would like us to once again be able to use the large hall attached to the Willagee seniors premises.

Improvements to Willagee Senior Citizen centre in North Lake Road

Upgrade of Willagee centre North Lake Road Willagee

Improvements to Willagee Senior Centre in North Lake Road.

Upgrade Willagee Centre.

Daytime activities e.g. dancing, learning technology (computer).

It would be good to have a coffee morning, bingo, musical evening, entertainment for seniors in Garden city or Blue Gum Rec Centre once a month as this would be easier to access than having to drive to the Melville Rec Centre.

More arranged bus outings for seniors for day trips.

More festivities like the Jacaranda Festival and more small bars.

More informative events, social.

Now and again at night a play, opera, ballet, musical entertainment etc to be picked up at home and taken home after event as you can't rely on taxis.



Linked with the Kardinya Uniting Church as we do not have any major outreach programs. We have been looking at community involvement and assist Melville City council project possibilities.

More bingo

Would like Senior City close to Garden City.

Have some activities like the other Councils have e.g. free lunch and concert @ Tivoli for Seniors Week.

Multicultural dance events for audience participation.

Need to update Seniors Citizens Facility.

Would like more music events in Melville - similar to Sub Arts Centre (maybe build a small concert venue)

Sunday is usually the loneliest day perhaps Sunday concerts or sing-along's. Morning or afternoon or some kind of group recreation but not patronising.

Movie club (same as a book club but a movie at Garden City).

To have concerts in the open somewhere in Melville inviting local talents. There are lots of very good instrument players in Melville.

Social activities - low cost, art, culture, classical music, weekday events. Have a go activities on the water e.g. kayaking.

Provide monthly ethnic movie for seniors

A discussion group/book club.

Vision impaired persons need to be considered at community club activities so they can participate and not be excluded.

Still too many elderly people remain lonely due to lack of family care and insufficient motivation to take up social healthy activities.

Wish to be involved in community events for entertainment as my life is quite boring living alone.

Senior Concert or comedy or live theatre

Would like the continuation of both Melville Bridge and Melville Senior Citizens as they stand

The take over of Southern Districts Services Building by Melville Care.

Occasional bus trips for seniors to places of interest

I think that both Canning Bridge and Booragoon Libraries are quite poor in relation to Libraries in other Council areas. The selection of books is limited, particularly.

Opportunities to update/learn skills in home computers and mobiles.

**Appendix 3**

**AGE –FRIENDLY MELVILLE; DIRECTIONS FOR SENIORS IMPLEMENTATION  
PLAN (DFS)  
2010 – 2012**

**Community Support & Health Services – Communication and Information**

**Strategy**

**Facilitate and advocate for improved communication between seniors and community support and health service providers**

				<b>Outcomes Comment</b>
	<b>ACTIVITY</b>	<b>WHO</b>	<b>WHEN</b>	
Action 1 Ensure the City’s Customer Service team and other relevant staff are trained to provide accurate, up to date information regarding seniors’ services in various communications and languages	1. Ensure updated CoM Senior Services Directories are given to staff yearly	CDO	Ongoing	Ongoing distribution – Directory to be updated each Dec/Jan. for re-distribution. Amendment sheet to be included as amendments come to hand for once yearly inclusion Updated copy to Customer Service team 22/6/2010; website June; 3 Sen.Citz. Centre’s June; amendment sheet commenced July & included on website then updated on a regular basis 2011 Senior Services Directory amended & re-distributed in July 2011. 600 copies

				Edited and checking commenced Dec - Feb. 2011. New SSD released May 2012, re-edited and re-leased further 800 copies July 2012. Total 1400 copies across community. Liaison with Nigel, Cust. Services as required re: info. provision & updating																												
	2. Ensure senior's information on the WIKI and Mel Info website is up to date	Business Support Officer	Ongoing	<p>To be revised monthly with BSO support – revised (*actioned)</p> <table border="1"> <tr> <td>April* 2010</td> <td>July*</td> </tr> <tr> <td>May*</td> <td>August*</td> </tr> <tr> <td>June</td> <td>September*</td> </tr> <tr> <td>July*</td> <td>October*</td> </tr> <tr> <td>August</td> <td>November</td> </tr> <tr> <td>September*</td> <td>December*</td> </tr> <tr> <td>October*</td> <td>January 2012</td> </tr> <tr> <td>November *</td> <td>February*</td> </tr> <tr> <td>December *</td> <td>March*</td> </tr> <tr> <td>February 2011 *</td> <td>April</td> </tr> <tr> <td>March</td> <td>May*</td> </tr> <tr> <td>April*</td> <td>June*</td> </tr> <tr> <td>May*</td> <td>July*</td> </tr> <tr> <td>June*</td> <td>August</td> </tr> </table> <p>Sept/Oct 2011 &amp; July 2012 - CoM Web page updated to include more senior information of interest &amp; to provide ease of access by subject</p>	April* 2010	July*	May*	August*	June	September*	July*	October*	August	November	September*	December*	October*	January 2012	November *	February*	December *	March*	February 2011 *	April	March	May*	April*	June*	May*	July*	June*	August
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June*	August																															
	3. Ensure the Senior & Have a Go News is available at reception and at the Melville Information Garden City shop	CDO	Ongoing	Periodic checks in place across SCC's, Libraries, Rec. Centres, CoM, Mel. Info. Centre, CC's																												

<p>Action 2 Establish process to ensure that relevant seniors' publications are available and easily accessible from a wide range of Council facilities and aligned entities</p>	<p>1. Set up a seniors email distribution list to ensure relevant information is circulated</p>	<p>CDO</p>	<p>Ongoing</p>	<p>Form for inclusion of email names &amp; addresses &amp; updates to be taken to all senior related events. Results recorded in CoM Seniors Contact List (issue with compatibility between our 2 computers cannot be solved via IT) (note that the majority of senior's addresses provided by seniors are mailing addresses) Oct. 2011 – establishment of mailing list based on a 2007 list on file. Issue with many deceased &amp; those names unknown that can be a sensitive issue. CoM electronic database to reflect interest in particular areas currently being established after mail out in rates notices. Senior contact list will be merged into this system shortly as available</p>
	<p>2. Visit Melville Information Centre, Garden City regularly to update information and improve networking</p>	<p>CDO</p>	<p>Ongoing</p>	<p>- Regular visits to the Info. Centre in place (minimal once per fortnight) &amp; regular liaison with the Coordinator &amp; volunteers - Feb. 2011 - Held meeting with Max. Coord. Comm. Info. Centre, AMP Garden City Management to clarify maintenance &amp; responsibility issues re: premises. Understandings based on old info.to be further investigated on Comm. Info shop review. Teresa &amp; Joanne have taken over the role of negotiation with Garden City/ Comm. Info. Centre to increase CoM usage. J.P's &amp; Gateway enquiries/usage the highest scoring service provided</p>

	3. Ensure Have a Go News, The Senior, Melville Herald and Melville Times are available at Senior Citizen's Clubs	CDO	Ongoing	Periodic checks in place for all info. delivery
Action 3 Ensure Library Services have a key role with information provision to Seniors	1. Explore the possibility of using the libraries on 'closed days' for computer access and other technology information sessions	Christine Young/Veronica Clarke Claire Coney	Current - revisit Ongoing	- Previously security & staff requirements rendered this impossible – revisit in 2010 Meeting held with Veronica Clarke, Actg. Coord., Comm. Svces. & Clair Coney, Coord., Library Svces., Jo McKay & HJ – NDO's. Agreed that Libraries may be utilized on 'closed days' for neighbourhood gatherings and meetings with discussion to individual Libraries, cc Comm. Centres. 2012 – Libraries no longer have closed days for complete use of facility. Noise generation for patrons may be an issue & vice versa particularly with hearing impaired seniors
	2. Further development of partnered activities with Libraries relevant to identified actions and opportunities	CDO	Ongoing	- Seniors Week 2010 (29/10 - 7/11) joint initiative between Comm. Dev. (Seniors) & all Libraries to invite significant seniors in little people's lives to join for 'Storytime' for Pre-schoolers' at the Libraries including craft. Seniors displays in place. Successful event repeated in Nov. 2011. - Canning Bridge Library used on a weekly basis over May/June 2011 to collect Oral Histories & for the acknowledgement activity of the Oral Histories in Nov. Collaborative venture with CB Library
Action 4 Ensure life long learning opportunities regarding new technology are	1. Free mobile phone lessons for seniors established as intergenerational project with	CDO	Ongoing	- Provision of free/low cost mobile phone lessons in community settings. Presently available at:

<p>available at community facilities throughout the City of Melville</p>	<p>local high school as community service requirement. Provision of ongoing service to be further explored or investigated in a differing concept</p>			<p>Willagee CC on a once per fn. basis as needed with 3 participants per class at low cost. Also open learning.</p> <ul style="list-style-type: none"> <li>- Ongoing computer lessons available for seniors at St. Davids, Applecross &amp; Mt. Pleasant Church of Christ at low cost</li> <li>- SDSCC has funding &amp; supply computers for seniors use</li> <li>- Melville Bridge Club funded for computer classes</li> <li>- Perth PC Users Group Inc. Day &amp; evening classes, low cost</li> <li>- Collaborative pilot project with U3A re: social media as an intergenerational response. CoM (Callum) partnering with Welcome Wednesday, WCC &amp; U3A. Potential to be ongoing if required on further elements of social media learning</li> </ul>
<p>Action 5 Provide seniors exhibitions in local neighbourhood settings to disseminate a wide range of information about services relevant to seniors</p>	<p>1. Continue to provide additional senior information sessions on a range of topics</p>	<p>CDO</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Arthritis course, CBSCC (6 weeks, Feb/March) by Arthritis WA, 2010</li> <li>• Exercise group Feb. ongoing, SDSCC by Melville Rec.Centre</li> <li>• SOR Forum ‘Stay on Your Feet’ April 2010, WCC by Injury Control Council, SDSCC – 40 participants</li> <li>• May 2010 - Enduring Power of Attorney Info. session (2) (2 hrs) - 45 participants &amp; service providers at pm session – 35 participants</li> <li>• May 2010 - Fibromyalgia public meeting – 80 participants</li> <li>• May - Phased retirement sessions with Centrelink. Attendance: 32</li> </ul>

				<p>Wills; 10 Super; 24 Tax</p> <ul style="list-style-type: none"> <li>• Seniors Safety Information Session June 2010, Civic (5 external speakers incl. Police, NW, CSS, PTA, Seniors Card Centre), Civic Centre – 120+ participants. Collaborative venture between Comm. Safety &amp; Comm. Dev. seniors</li> <li>• SOR Forum ‘Young at Heart’ movie, June 2010, Civic – 45 participants &amp; 12 from aged care facility bus broke down so no show!</li> <li>• SOR Forum ‘Macular Degeneration’ August 2010, BCCC by Macular Degeneration Foundation – 50 participants</li> <li>• Seniors Safety Information Session (repeat due to interest) August 2010, Civic (5 external speakers incl. ,Police, NW., CSS., PTA., Seniors Card Centre), Civic – 130+ participants</li> <li>• Sept. 2010, Craigview Grove response, arranged for info session WA Police, CSS &amp; CoM to address residents concerns</li> <li>• Sept. 2010, Stay on Your Feet Week., Heart Health at Civic (35 participants) &amp; Eye Health, BCC (30 participants)</li> <li>• SOR Forum ‘Caring for Carers’; Oct. 2010 – 30 participants</li> <li>• Seniors Week 2010, Nov.;</li> </ul> <p>- 5 Libraries collaborative</p>
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				<p>seniors/juniors Storytime</p> <ul style="list-style-type: none"> <li>- Com Rec. Centres added value to senior sports programs</li> <li>- CoM Wireless Hill Tele. Comm.'s Museum presented 'Two Ears Good'</li> <li>- Supported 'Fatima Care Singers' in grant bid &amp; advertised their performance in Palmyra</li> <li>- Free digital retinal health checks</li> <li>- Hoyts, G C, \$6 movie tickets</li> </ul> <p>SOR Forum, Healthy Festive Food, Dec., Civic – 70 participants (Nutrition Australia)</p> <p><b>2011</b></p> <ul style="list-style-type: none"> <li>• Feb., SOR Forum, Diets to Defy Dementia; Main Hall – 200 participants</li> <li>• March, 100 Year Centennial International Women's Day; Memories, Grandmother, Mother &amp; Me, Embroiderer's Guild of WA – 40 participants</li> <li>• 2011 – <b>Senior Safety Series</b> including: <ul style="list-style-type: none"> <li>- April; 'Get on Board' with Transperth at Garden City Busport, BC &amp; Cockburn Train stations &amp; Miss Maudes – 12 participants, limited to 16</li> <li>- May; 'Your Driving Future' with RAC at Welcome Wednesday, WCC – 52 (full) participants</li> </ul> </li> </ul>
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				<ul style="list-style-type: none"> <li>- May, 'Shopping in Safety' with WA Police, CoM CSS at Civic – 20 attendance</li> <li>- May, 'Consumer Protection' with Dept. of Consumer Protection, BCCC - ? participants</li> <li>- May, 'Mistreatment of Older Adults' with APEA, Advocare, Nrthn. Suburbs Legal Service; Welcome Wednesday, WCC - ? participants</li> <li>• May, 'Home &amp; Fire plus Storm Safety' with FESA, Murdoch Fire Station, Kadidijiny Park - ? participants</li> <li>• SOR Forum, 'Housing Options', June 2011, Civic - 100 participants</li> <li>• June, Presentation to Westminster Pres. Church, BC on CoM opportunities for seniors – 65 participants</li> <li>• SOR Forum, 'Service Provision for Seniors', August 2011, Civic – 80 participants</li> <li>• Sept. presentation to U3A on CoM opportunities for seniors info. – 40 participants</li> <li>• Stay on Your Feet Week event, SDSCC &amp; Bull Creek Stocklands Mall Walking group ??????</li> <li>• Macular Degeneration, Welcome Wednesday, WCCC - ?????</li> <li>• SOR Forum, 'Money, Money, Money &amp; Retirees' presented by COTA, October 2011, Civic – 75</li> </ul>
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				<ul style="list-style-type: none"> <li>participants</li> <li>• SOR Forum, 'Mind Your Mind' presented by ?????, December 2011, Civic - ?? participants</li> <li>• <b>2012</b></li> <li>• Exercise group Feb. ongoing, SDSCC by Melville Rec. Centre</li> <li>• SOR Forum, Maintaining Healthy Independent Ageing, presented by ??????, February 2012, Civic - ?? participants</li> <li>• SOR Forum, Seniors Housing Centre, presented by Dept. for Commerce, Consumer Protection, April 2012, Civic - 120 participants</li> <li>• SOR Forum, Your Driving Future presented by RAC, Civic, June 2012 – 100 participants</li> <li>• SOR Forum, Elder Abuse presented by APEA/Nrthn. Suburbs Legal Service, August 2012</li> </ul>
<p>Action 6 Facilitate a strategic planning forum for local service providers and businesses to share our strategy and framework</p>	<p>1 Facilitate a strategic planning forum for local service providers and businesses to share our strategy current directions in implementing and developing an age-friendly Melville inclusive of futuristic requirements</p>	CDO	Current	<p>Engage with new Chamber of Commerce Managers, MASN &amp; other aged service providers who service the City to promote the CoM's long term vision incorporating statistical demographics for the City in the future and the need for pro-active measures to be put in place</p> <p>2011 – Chamber of Commerce no longer an entity in CoM</p>

<p>Action 7 Provide quarterly updates in the local community newspaper as to actions and developments undertaken to progress towards an age-friendly city</p>	<p>1. Advertorial to be published in the community newspaper on a quarterly basis of progressions of the age-friendly Melville strategy including future developments and activities pending</p>	<p>CDO</p>	<p>Current I Ongoing</p>	<p>Advertisement referring to availability of info. re: actions undertaken in 2010 placed in Melville Herald community newspaper 'About Melville' 26/10/2010 – actioned \$680 advert. Regarded as cost prohibitive for return. Actions may be placed on Seniors website at completion of calendar year – to be reviewed</p>
<p>Action 8 Plan for a major consultation in 2012 to include a broader demographic of seniors, carers and service providers reflective of this City based on percentages of the projected population increase data</p>	<p>1. Ensure the 2012 budget has the capacity to fund the full strategy development inclusive of advertising, photography, printing etc 2. Seek Expressions of Interest via Community newspapers in late Oct. 2011 on a suburb, age, gender basis to ensure a broad demographic is engaged to form future senior focus groups in regard to AFM. Commence focus groups early 2012</p>	<p>CDO  CDO</p>	<p>Current  Current I Ongoing  Completed</p>	<p>Draft budget prepared as below: <a href="\\cc-svr-filesvr\data\Comm\CULTURAL &amp; COMM DEV\COMM DEV\SENIORS\Age Friendly Melville\Five year strategy review - budget.xls">.\cc-svr-filesvr\data\Comm\CULTURAL &amp; COMM DEV\COMM DEV\SENIORS\Age Friendly Melville\Five year strategy review - budget.xls</a>  Prepare advertisement Sort in regard to criteria as determined          Following meeting with Dept. for Comm., Robin Teede; Director, Comm. Dev. the verbal proposal for a restructure of the review based on an 'evaluatory' approach for Phase 3 was met with positivity. 21/9 – meeting with CY to further discuss the proposal. Agreed to proceed with the evaluatory wide scope proposal for 2009 –</p>

				2012 review with the possibility of 2 focus groups of service providers & isolated seniors
<p>Action 9 Determine a process across the organisation for engagement and the tracking and capturing of projects and activities that have synergies with seniors outcomes</p>	<p>1. Discuss with individual sections the preferred method for capturing their department's information for inclusion in the DFS.</p>	<p>CDO, YEO, CEO</p>	<p>Current I Ongoing</p>	<p>1. Infrastructure – Martin Spencer prefers twice yearly face to face Planning Design – IT - Operation Services – Technical Services - Travel Smart – Leon Ebbelar/Ruth Behn Health – Janet Amarego Environment – Ben Kelly Building Services – Tony Cababianco Rates – Wayne ? Facility management - ? Design Services - ? Ranger Services – Peter Carrie Lifestyle Services – Todd Cahoon/Brett Stokes Library Service – Clair Coney BCCC – Teresa Campbell WCC – Lesley Gilroy Reserves – Volunteer Resource Centre – Human Resources - 2. Discussed with DFY, CDO possibility of dual capture to reduce double handling – interested after July when DFY strategy underway 3. Oct. 2011 – synergies between Dee's capture &amp; that required for DFS/DFY – discuss further</p>

**AGE –FRIENDLY MELVILLE; DIRECTIONS FOR SENIORS IMPLEMENTATION  
PLAN (DFS)  
2010 – 2011**

**Transport**

**Strategy**

**Facilitate sustainable transport options to consider different forms of movement networks, including buses, cycling and pedestrian routes to connect the community**

	<b>ACTIVITY</b>	<b>WHO</b>	<b>WHEN</b>	<b>Outcomes Comment</b>
Action 1 Participate with Department for Communities and other local governments who are pursuing an age-friendly city strategy and advocate for improvements to transport	1. Facilitate a combined meeting to identify common concerns for seniors	CDO	Current	Contacted Trish O'Reilly, Manager Policy & Planning, Dept. of Communities 1/10/10 to progress meeting with all Age friendly L.G's. Awaiting date options Result 2011: Arranged a meeting with Dept. for Transport Dept. with Dept. for Communities presenting on behalf of all LGA's involved in WHO's Age Friendly Cities project.
Action 2 Review the City of Melville community bus service to ensure it is providing a sustainable transport option for	1. Facilitate a meeting to discuss the current community transport options for City senior	CDO CoM Travelsmart Melville Cares	Current	- Met with Leon E., Travelsmart 6 Oct. To arrange meeting with Melville Cares to discuss the current transport

the community	residents			situation in regard to seniors with a view to making future recommendations Advised to hold pending developments with HACC - Oct. 2011 – advised community bus service review to be undertaken
Action 3 Provide community education in regard to alternative transport movements & accessible transport options for seniors	1. Progress educational activities to reduce public transport concerns including safety issues. Experiences for transitional drivers, those seeking alternatives & those who cannot or should not drive	CDO	Current	- Progressing 'Get on Board' program at Garden City Busport with Transperth as part of Senior Safety series. RAC will also present 'Your Driving Future' at WCC as part of series. - Oct. 2011, CoM 'Walk Over October' promoting alternative transport

## Housing

Strategy				
Facilitate suitable affordable housing options to allow seniors to remain in contact with their social networks				
	ACTIVITY	WHO	WHEN	Outcomes Comments
<p>Action 1</p> <p>Provide an opportunity for seniors to be informed of the Local Planning Strategy and the options this presents in regards to ageing in place and retaining community connections</p>	<p>Meet seniors requests to provide information regarding options for existing City home owners to modify their land &amp; or home. Provide information regarding senior options to age in place</p>	<p>CDO Planning</p>	<p>Current</p>	<p>Discussed with Martin Spencer. Scheduled as SOR topic for May 2011 with CoM &amp; a broader base of housing info. from a range of seniors housing providers &amp; educators. Resulted in SOR Forum in June 'Housing Options' with various speakers on current CoM legislation, futuristic issues, senior housing provider</p>
<p>Action 2</p> <p>Provide a Seniors Forum to promote awareness and information regarding housing options to assist seniors to make informed decisions</p>	<p>1. Organise a SOR Forum with appropriate guest speakers. <b>* Could be combined with above</b></p>	<p>CDO, CDO Seniors</p>	<p>Current – before July 2010</p>	<p><b>See above</b></p>

<b>Respect and Inclusion and Social Participation</b>				
<b>Strategy</b>				
<b>Create opportunities that enhance social; participation in both built and natural environments with a focus on frail aged, culturally and linguistically diverse and socially isolated seniors</b>				
	<b>ACTIVITY</b>	<b>WHO</b>	<b>WHEN</b>	<b>Outcomes Comments</b>
Action 1 Provide opportunities that enhance social participation for seniors including isolated seniors, those from culturally and linguistically diverse backgrounds, those with varying abilities and older men	1. Investigate the feasibility and potential to establish a community group reflecting the diversity of cultures within the City or, build on an already established social group 2. Investigate the potential of the Men's Shed in Bicton in providing opportunities for older men	CDO's; Neighbourhood Development HACC Coord	Ongoing	1. Met with Jo Visic, HACC Coordinator to discuss. 12/10/2010 Outcome relates to both HACC & Seniors outcomes. Further meeting with Jo, Sharon to discuss progress towards establishing a social group. Nov. Disestablishment of HACC. negated process. Promoted U3A Mahjong group. Built relationship with Westminster Pres. Church, BC that has a large Asian contingent 2. Continue to promote the Bicton Men's Shed
Action 2 Improve seating on identified	1.	CDO's	Ongoing	Meeting to be set up with



pedestrian walkways	Liase with Planning Dept. on current planning processes in regard to seating and future developments	Planning Infrastructure Ops Centre		John Cameron following from a discussion with Martin Spencer
Action 3 Promote opportunities for outdoor activities for seniors in neighbourhood settings	1. Include outdoor activities on Senior webpage 2. Incorporate a wider range of activities, particularly outdoors in the Senior Services Directory	CDO	Ongoing	1.Meeting to be held with Melanie Starr, Program Coord., Brett Stokes, Princ. Coord., Lifestyle Services to discuss senior specific activities/opportunities. Met with Brett - sees in-house opportunities in new develop. at Aquatic & activity concept at MRC so currently on hold 2. Seniors webpage includes outdoor activity opportunities as does the Senior Services Directory.
Action 4 Promote awareness of the Melville Volunteer Resource Centre (MVRC) and the volunteering opportunities for seniors	1. Incorporate information re: MVRC in the Seniors Services Directory 2. Determine an appropriate response to include a speaker from MVRC to inform re: MVRC & the opportunities	CDO's; NDO's	Current	To be promoted at all seniors events. Promoted Seniors Week, Oct. 2010 Promoted at all 'CoM Senior opportunities' presentations that highlight all the CoM has to offer
Action 5 Continue liaison with Senior Citizen's centres to support the	1. Continue visits with SCC & liaison with	CDO	Ongoing	Visited all SCC in September. SDSCC/SRSCC continue to liaise with the

addition of activity and utilization of premises	Comm. Dev. (Seniors-West) to identify opportunities and facilitate & support additional activity inclusive of external usage as appropriate			'West'. Promoting use of CBSCC with newly formed Melville Symphony Orchestra & Seniors Nutrition group. Add value programs for this centre have been difficult to engage. Discussed lease agreement vs. their 'license' & implications with Alyce & President. Sept. – Oct. Review of CBSCC agreement not proceeded. New committee – advised to step back on interaction
	2. Provide an opportunity for the 3 SCC Presidents & Secretaries to meet informally to promote information sharing	CDO, NDO East & West	Current	October 2010 Due to issues this has been postponed 3 times to date (July 2011)
Action 6 Provide senior exhibitions in local neighbourhood settings which are inclusive of frail aged and socially isolated seniors	1. Continue liaison with WCC & BCCC & engage with other opportunities to enhance connectivity in neighbourhoods and provide inclusive activity	CDO NDO's East & West	Ongoing	Numerous opportunities provided for seniors to engage at a local neighbourhood level at BCCC, WCC, SCC, CB Library etc on info./events applicable to seniors
Colour code:	All activities	are ongoing	requirements	
	All activities	are current	requirements	

## Appendix 4

### Action Plan for 2013 – 2017

#### Implementation – 2010 – 2012

The following list indicates the programs, information sessions and actions undertaken throughout the 2010 – 2012 Strategy

#### 2012

SOR Forum – Elder Abuse. August
SoR Forum Birds At Wireless Hill. September
“WANTED” The Way We Were – a photo competition for seniors, depicting how the City was when they first settled in the area. October
Presentation to Westminster Presbyterian Church, Bull Creek seniors on AFM & seniors matters July
Provision of Toilet – Applecross foreshore (accessible for all) - July 2011
South of the River Forum:Service Provision for Seniors, Civic. August
Presentation for U3A as part of their seminar series for seniors on AFM & service provision, Darnell Ave. Church - September
MELVILLE AGED SERVICES NETWORK meeting: Presenter; “Community First International”, Civic. August
Stay on Your Feet Week: SDSCC - Stocklands Bull Creek Shopping Centre. September
Presentation ‘Social Media’ for U3A. (pilot project): WCC - October
SOR Forum – Money, Money, Money. October
MELVILLE AGED SERVICES NETWORK meeting. Presenter: Tan, Beng Lin; Moss Street Centre, Parkinson’s Disease Services October
Seniors Week - ‘Storytime’ with significant older person x’s 5 libraries. November
SOR Forum – Mind your Mind. December
SOR Forum – Dept. of Commerce Seniors’ Housing Centre. February
SOR Forum – RAC, Your Driving Future. June
Elder Abuse Awareness: Internal staff awareness morning tea
Elder Abuse Awareness: Bull Creek Community Centre. June 2012

## 2011

MELVILLE AGED SERVICES NETWORKmeeting, Civic Centre. February. Speaker: CoM Library Services
SOR Forum Diets to Defy Dementia, Dr Matt Sherman from Edith Cowan University @ Civic Centre. February
'Phaze' project – urban art project on the City's skate parks plus boards - Intergenerational project whereby the Leeming Uniting Church (seniors) engaged with young people at the skate park on a regular basis. August to April each year.
100 Year Centennial, International Women's Day – Sharing Memories & Memorabilia – Grandmother, Mother & Me. April.
MELVILLE AGED SERVICES NETWORKmeeting, Civic Centre. Speaker: Gail Muir, Care Options on the new HACCC Assessment service. April.
Senior Safety Series: Get on Board – Transperth. April
Senior Safety series: Your Driving Future. May
Senior Safety series: Shopping in Safety. May
Senior Safety series: Home & Fire plus Storm Safety @ Kadidjiny Park, Melville. May
Senior Safety series: Mistreatment of Older Adults @ Willagee Community Centre. May
Senior Safety series: Consumer Protection @ Bull Creek Community Centre. May
Canning Heritage Art Trail Applecross Vision (CHATA) Collection of Oral Histories of the Applecross, Mt Pleasant Foreshore area @ Canning Bridge Library Heathcote Gallery Meeting Room. May/June
Kulungah Myah/Quairading Heathcote Experience (Community Grant). May
Dept. for Transport, Disability Network Meeting - Dept. for Communities to present on behalf of all LG's, Age Friendly Cities projects to highlight similarities in aims & increasing demographics & responses required. Attended by various agencies, advocates, organisations, state depts., LG's. May
South of the River Forum- Housing Options. June
MELVILLE AGED SERVICES NETWORKmeeting, Civic Centre. Speaker: Peta McCausland, Comm. Svcs. Coord. Cancer Council WA. June
Wireless Hill Centenary - Collection of Oral Histories. June/July

## 2010

Ongoing Volunteer run sessions Computers for beginners, mobile phone, internet and email courses – Willagee Community Centre
2010 Toilets at Troy Park & Mt. Henry Bridge upgraded New accessible toilets installed at John Connell Park, John Creany Park, Kadidjiny Park & Applecross foreshore
Free NEC funded computer classes for seniors – held SDSCC. January
South Of the River Forum, Arthritis and Laughter – Civic Speakers: Arthritis Foundation volunteer & Kimmie O'Mara, Laughter Lady. February
'Manage your Arthritis' course – 6 week course with Arthritis Foundation. Held CBSCC. Feb/March

Garden Club - Willagee Community Centre. Ongoing with 3 excursions
'Welcome Wednesdays' social/information sessions – Willagee Community Centre Information sessions on various health & wellbeing topics. Ongoing
Tales of Times Past – Senior Storytellers. -Living Heritage resource Partnership in positive ageing – reducing isolation Historical reference of places/events – recognition of seniors as social capital Intergenerational community building – enriching lives. Ongoing
Physical Exercise Program for Seniors run by Melville Lifestyle & Fitness funded by Dept. of Sport (low cost) includes HACCC clients Held SDSCC. Ongoing (Commenced Sept. 2009)
MELVILLE AGED SERVICES NETWORKmeeting: Civic centre – Speaker ACAT, Fremantle Hospital. March
WHO Global Network of Age Friendly Cities - City of Melville made application for inclusion into the global network – demonstrates commitment to continuing improvement application accepted. March
Partnership between CoM & Dept. for Communities, (OSV). 'Get Ready, Get Set, Go' Workshop 'Preparing for an Age-Friendly Community Workshops' LG, State & Federal Gov. & NG's Perth/Albany. March
Stock Road & Southern Districts Senior Citizen's centres - Upgrade of exterior signage for easy identification for visitors & service delivery. April
Community Shed, Kardinya - WCC working with a group of senior males to progress this initiative. Ongoing
Men's Shed project, Bicton - WCC working with Bicton Uniting Church. Established a men's shed for woodwork/socialising in partnership. Ongoing.
Stay on Your Feet – SOR Forum speaker ICCS. WCC. April
Enduring Power of Attorney Information sessions (2) for community & service providers. @ Civic Centre. May
MELVILLE AGED SERVICES NETWORKmeeting: Civic centre – Speaker: Home Hospital Priority Assessment service, Silver Chain. May
Fibromyalgia Public meeting, Civic Centre. May
Supported & assisted grant application for Kulungah Myah seniors group for exchange visit with Quairading seniors & supported the event. May
Phased Retirement Seminars over May (staff) – Centrelink. May
Celebrate Leeming Community Annual Fair. May
Reconciliation Week celebration. Screening of 'Bran Nue Dae' & 'Samson & Delilah'@ Civic. June
City joined the WHO Global Network of Age-Friendly Cities@. June
Seniors Safety Session – Civic. June
'Young at Heart' Movie - SOR Forum, Council Chambers Comments: Inspirational & thought provoking movie. June
MELVILLE AGED SERVICES NETWORKmeeting: Civic centre. Speaker: Carers WA, Hospital program 'Prepare to Care'. July
NAIDOC Seniors Ball, CoC & CoM partnership - Ball for Aboriginal Seniors including Quairading group. July
Diabetes Program, Aboriginal community WCC. August

Macular Degeneration – SOR Forum, BCCC. August
Seniors Safety Session – Civic. August
‘Craigview Grove’, Bicton – retirement facility - Police, CSS & seniors officer visited residents regarding safety concerns. September
Stay on Your Feet Week, Civic –Heart Health & BCCC – Eye Health. September (2 sessions)
MELVILLE AGED SERVICES NETWORKmeeting: Civic centre Speakers: Silverchain; Moss Street Clinic; Continence Advisory service. September
Caring for Carers, SOR Forum – Civic. October
Dept of Transport, Disability Network group Referred seniors/disability issues re: Kardinya – access from bus stop to shopping centre referred to Sustainability Coord., PTA. Murdoch Station – unpatrolled exit ramp from freeway inhibits safe crossing to footpath referred to Pedestrian & Cycling Coord., Main Roads. October
Seniors Week 2010 – November 1. CoM Libraries ‘Storytime’- Pre-schoolers bring grandparent/older friend to join them at the Library for story/craft 2. CoM Rec. Centres - Free sessions for seniors in a variety of classes 3. CoM Wireless telecommunications Museum presents ‘Two Ears Good’ - story of stereophonic sound 4. ‘Fatima Care Singers’ (Palmyra) Bendigo Bank funded - Free concert for 60 seniors & afternoon tea 5. Hoyts Garden City \$6 movie tickets; - local/commercial free Digital Retinal Photography (‘futurevision’ to Dec.)
SOR Forum - Healthy Festive Food, Civic. December
‘Phaze’ project – urban art project on the City’s skate parks plus boards August – April each year in each of the City’s 3 skate parks - Intergenerational project whereby the Leeming Uniting Church (seniors) engaged with young people at the skate park on a regular basis

## Appendix 5

<b>1 July 2011 – 30 June 2012</b>	2011 – 2012 DFS, AFM. All activities related to Seniors	
Presentation for Westminster Presbyterian Church, Bull Creek seniors on AFM & seniors matters	July Attendance: 60+	Helen provided info. on services for seniors in CoM
Provision of Toilet – Applecross foreshore (accessible for all)	July 2011	Applecross Village still awaiting a site confirmation for a public toilet as requested
South of the River Forum: Service Provision for Seniors, Civic	8 August Attendance: 80	Range of speakers from various organisations & agencies
Presentation for U3A as part of their seminar series for seniors on AFM & service provision, Darnell Ave. Church	26 September Attendance: 28	Part of U3A's 6 week 'Retirement Series'
MASN meeting: Presenter; "Community First International", Civic	August 2011 Attendance: 20	
Stay on Your Feet Week: SDSCC	12, 13 & 15 September 2011 Attendance: 20	Partnership Melville Cares/CoM
Stay on Your Feet Week: Stocklands Bull Creek Shopping Centre	Date Attendance:	ICCWA, BC Shopping Centre
Presentation 'Social Media' for U3A (pilot project): WCC	October 2011 Attendance: 36	Callum Prior responding to seniors requests from U3A via Helen/Roberta
SOR Forum – Money, Money,	10 October 2011	Partnership with COTA

Money	Attendance: 75	
MASN meeting. Presenter: Tan, Beng Lin; Moss Street Centre, Parkinson's Disease Services	13 October 2011 Attendance: 13	
Seniors Week 'Storytime' with significant older person x's 5 libraries	November 2011 Attendance: 100	
SOR Forum – Mind your Mind	December 2011 Attendance:	

SOR Forum – Dept. of Commerce Seniors' Housing Centre	February 2012 Attendance: 70	
SOR Forum – RAC, Your Driving Future	June 2012 Attendance: 55	
Elder Abuse Awareness: Internal staff awareness morning tea	Attendance 25	MASN joined with CoM staff
Elder Abuse Awareness: Bull Creek Community Centre	Attendance 30	BCCC & Community First International

### 1 July 2012

SOR Forum – Elder Abuse	August 2012 Attendance: 36	
SoR Forum Birds At Wireless Hill	50	
"WANTED" The Way We Were	50	



Support  
 Rec Services  
 East and West Neighbourhood community Centres  
 City of Melville Aged Care Providers Network.

### Community Development Outcomes 2010 – 2011

**Table:**      **CS**    = **Community Support**  
                   **HS**    = **Health Services**  
                   **C & I** = **Communication and Information**  
                   **T**     = **Transport**  
                   **H**     = **Housing**  
                   **R & I** = **Respect & Inclusion**

Action & Location - DFS Strategy 2010 - 2011	Date & Numbers attended	Outcome
<b>2010</b>  Computers for beginners, mobile phone, internet and email courses – Willagee Community Centre <b>CS; CI; RI</b>	Ongoing Attendance: 655	Volunteer run sessions
Provision of accessible toilets  <b>CS; HS; RI</b>	Ongoing	2010 – Toilets at Troy Park & Mt. Henry Bridge upgraded New accessible toilets installed at John Connell Park, John Creany Park, Kadidjiny Park & Applecross foreshore
Free NEC funded computer classes	January – ongoing	2 computers

for seniors – held SDSCC CS; CI; RI	Attendance:192	
South Of the River Forum, Arthritis and Laughter – Civic Speakers: Arthritis Foundation volunteer & Kimmie O’Mara, Laughter Lady CS; HS; RI	February 2010 Attendance: 50	
‘Manage your Arthritis’ course – 6 week course with Arthritis Foundation. Held CBSCC CS; HS; CI	Feb/March 2010 Attendance: (Wk.1:14, Wk 2:12, Wk3: 8, Wk 4: 12, Wk 5:10, Wk 6: 8	Well-attended course. Leader states numbers fell due to excessive heat in venue, 1 for deafness
Garden Club - Willagee Community Centre CS; CI; RI	Ongoing Attendance: 250	3 excursions to date (July)
‘Welcome Wednesdays’ social/information sessions – Willagee Community Centre CS; CI; RI	Ongoing Attendance: 480+ as contributed to by Senior Safety series	Information sessions on various health & wellbeing topics
Tales of Times Past – Senior Storytellers CS; CI; RI	Ongoing	Living Heritage resource Partnership in positive ageing – reducing isolation Historical reference of places/events – recognition of seniors as social capital Intergenerational community building – enriching lives
Physical Exercise Program for Seniors run by Melville Lifestyle & Fitness funded by Dept. of Sport (low cost) includes HACC clients Held SDSCC CS; RI; HS	Sept. 2009 – ongoing Attendance: 2,500 over 5 terms incl. HACC clients	Numbers have increased & sustainable

MASN meeting: Civic centre – Speaker ACAT, Fremantle Hospital CS; HS; CI	March 2010 Attendance: 25	
WHO Global Network of Age Friendly Cities RI; CS	March 2010	City of Melville made application for inclusion into the global network – demonstrates commitment to continuing improvement application accepted
‘Get Ready, Get Set, Go’ Workshop ‘Preparing for an Age-Friendly Community Workshops’ LG, State & Federal Gov. & NG’s Perth/Albany CS; CI; RI	March 2010 Attendance: 62 Perth 15 Albany	Partnership between CoM & Dept. for Communities, (OSV) I:\Comm\CULTURAL & COMM DEV\COMM DEV\SENIORS\Age Friendly Melville\AFMS Drafts – Evaluation Ready, Set, Go Workshops
Stock Road & Southern Districts Senior Citizen’s centres CS; CI; RI	April 2010	Upgrade of exterior signage for easy identification for visitors & service delivery
Community Shed, Kardinya CS; RI; SP	Ongoing	WCC working with a group of senior males to progress this initiative
Men’s Shed project, Bicton CS; RI	Ongoing Attendance: 100 members currently	WCC working with Bicton Uniting Church. Established a men’s shed for woodwork/socialising in partnership
Stay on Your Feet – SOR Forum speaker ICCS. WCC CS; HS; CI	April 2010 Attendance: 40	
	April 2010 Attendance:	Partnership between CoM & Dept. for Communities, S & V
Enduring Power of Attorney Information sessions (2) (2 hrs) community & (3hrs) service	May 2010 Attendance: am. Approx. 45 people;	Comments – worthwhile, interesting (am)

providers. Civic Centre CS; CI	pm. Approx. 35 people	
MASN meeting: Civic centre – Speaker: Home Hospital Priority Assessment service, Silverchain CS; HS; RI	May 2010 Attendance: 18	
Fibromyalgia Public meeting, Civic Centre CS; CI; RI	May 2010-10-06 Attendance:80	
Supported & assisted grant application for Kulungah Myah seniors group for exchange visit with Quairading seniors & supported the event CS; CI; RI	May 2010-10-06 Attendance CoM 40 & Quairding 20	
Phased Retirement Seminars over May (staff) – Centrelink CS; CI; RI	May 2010 on subjects as follows: Attendance - Wills: 22 Civic; 12 Ops Super: 10; Centrelink: 4 Civic; 20 Ops Tax:11; PPC;12	
Celebrate Leeming Community event CS; CI; RI	May 2010. Attendance: approx. 400 of mixed ages including seniors	This is scheduled to become a yearly event organised by the Leeming Community group supported by the CoM
Reconciliation Week celebration. Screening of ‘Bran Nue Dae’ & ‘Samson & Delilah’ - Civic CS; CI; RI	June 2010 Attendance: 15 am & 100 pm Approx. 50% both sessions seniors	
WHO Global Network of Age- Friendly Cities©	City made application to join the Global Network	Membership granted

CS; RI	based on the work undertaken in accordance with DFS, AFM.	
Seniors Safety Session – Civic CS; CI; RI	June 2010 Attendance: 130	Extremely well supported (230 RSVP's), 2 <sup>nd</sup> session to be held in August. Police. NHW; Seniors card; PTA; CSS; Seniors Security Subsidy scheme
'Young at Heart' Movie - SOR Forum, Council Chambers CS; CI; RI	June 2010. Attendance 45. Bus load of 12 people from NOR Aged Care msg. rec'd. bus broke down	Comments: Inspirational & thought provoking movie. Enjoyed by both male/female. Thought a movie a good idea
MASN meeting: Civic centre Speaker: Carers WA, Hospital program 'Prepare to Care' CS; HS; CI	July 2010 Attendance: 22	
NAIDOC Seniors Ball, CoC & CoM partnership CS; RI	July 2010 Attendance: 120	Seniors Ball for Aboriginal Seniors including Quairading group
Diabetes Program, Aboriginal community WCC CS; HS; RI	August 2010 Attendance: 6 attendants overall	
Macular Degeneration – SOR Forum, BCCC CS; HS; CI; SP	August 2010 Attendance: 50	Georgina Ryan, Speaker. Excellent comments rec'd. Great speaker
Seniors Safety Session – Civic CS; CI; RI	August 2010 Attendance: 220	See above comments Extremely positive comments received re: all aspects
'Craigview Grove', Bicton – retirement facility CS; CI; RI	September 2010 Attendance: 23	Arranged for Police, CSS & myself to visit residents regarding safety concerns
Stay on Your Feet Week, Civic – Heart Health & BCCC – Eye Health CS; HS; CI; RI; SP	14 September Civic Attendance: 35 16 September BCCC	Supporting the event as an add-on to the respective Mall Walking groups. Public also

	Attendance: 30	welcome
MASN meeting: Civic centre Speakers: Silverchain; Moss Street Clinic; Continence Advisory service CS; HS; CI; RI; SP	September 2010. Attendance: 23	Panel of speakers who could answer a wide range of questions
Caring for Carers, SOR Forum – Civic CI; HS; RI	October 2010-10-07 Attendance: 30	Well received
Dept of Transport, Disability Network group T	October 2010	Referred seniors/disability issues re: Kardinya – access from bus stop to shopping centre referred to Sustainability Coord., PTA. Murdoch Station – unpatrolled exit ramp from freeway inhibits safe crossing to footpath referred to Pedestrian & Cycling Coord., Main Roads
Seniors Week 2010 – 6. CoM Libraries ‘Storytime’ 7. CoM Rec. Centres 8. CoM Wireless telecommunications Museum presents ‘Two Ears Good’ 9. ‘Fatima Care Singers’ (Palmyra) Bendigo Bank funded 10. Hoyts Garden City \$6 movie tickets; 11. free Digital Retinal Photography (‘futurevision’ to Dec.) CS; HS; CI; RI	November 2010 Number of parents attending - 199 Number of children attending – 280 Number of Grandparents attending – 86	13 Pre-schoolers bring grandparent/older friend to join them at the Library for story/craft  1. Free sessions for seniors in a variety of classes 2. \$4, 10.30-12.00 – story of stereophonic sound 3. Free concert for 60 seniors & afternoon tea 4. local/commercial

SOR Forum - Healthy Festive Food, Civic CS; HS; CI; RI	December 2010 – Attendance 70	Nutrition Australia
‘Phaze’ project – urban art project on the City’s skate parks plus boards RI; CS; CI	2010 – approx. 8 mths of the year, monthly Attendance: ?? approx. plus seniors	Intergenerational project whereby the Leeming Uniting Church (seniors) engaged with young people at the skate park on a regular basis
<b>2011</b>  MASN meeting, Civic centre Speaker: CoM Library Services CS; HS; CI	<b>February 2011</b> Attendance:	
SOR Forum Diets to Defy Dementia, Civic CS; HS; CI; RI	February 2011 Attendance 200	Dr Matt Sherman Edith Cowan University Excellent speaker
‘Phaze’ project – urban art project on the City’s skate parks plus boards RI; CS; CI	2011 – approx. 8 mths of the year, monthly Attendance: ?? approx. plus seniors	Intergenerational project whereby the Leeming Uniting Church (seniors) engaged with young people at the skate park on a regular basis
100 Year Centennial, International Women’s Day CS; CI; RI	April 2011 Attendance: 40	Memories – Grandmother, Mother & Me
MASN meeting, Civic Centre	April 2011	

Speaker: Gail Muir, Care Options on the new HACC Assessment service CS; HS; CI	Attendance: 26	
Senior Safety Series Get on Board – Transperth CS; CI, T; RI	April Attendance: 6 (am), 6 (pm)	Miss Maudes, Garden City & BC Bus Depots, Bull Creek & Cock burn Train stations
Senior Safety series Your Driving Future CS; CI; T; RI	May Attendance: 52 (full)	Willagee Community Centre Good interactive presentation
Senior Safety series Shopping in Safety CS; CI; RI	May Attendance:	Civic Centre
Senior Safety series Home & Fire plus Storm Safety CS; CI; RI	May Attendance:	Kadidjiny Park, Melville
Senior Safety series Mistreatment of Older Adults CS; CI; RI	May Attendance:	Willagee Community Centre
Senior Safety series Consumer Protection CS; CI; RI	May Attendance:	Bull Creek Community Centre
CHATA vision Collection of Oral Histories CI; RI	May/June Attendance: 35	Canning Bridge Library Heathcote Gallery Meeting Rm
Kulungah Myah/Quairading Heathcote Experience (Community Grant) CS; RI	2 May Attendance: 65	
Dept. for Transport, Disability Network Meeting	May Various agencies,	Requested & arranged for Dept. for Communities to



T; RI	advocates, organisations, state depts., LG's	present on behalf of all LG's, Age Friendly Cities projects to highlight similarities in aims & increasing demographics & responses required
South of the River Forum- Housing Options CS; CI; H	13 June Attendance: 100	Response to DFS
MASN meeting, Civic Centre Speaker: Peta McCausland, Comm. Svcs. Coord. Cancer Council WA CS; HS; CI; RI	9 June Attendance: 18	Good speaker
Wireless Hill Centenary Collection of Oral Histories CS; RI	June/July Attendance: only 4 people still alive, 2 contactable, 1 in NSW	

## Appendix 6

November 2011 to 31 March 2012

### Age Friendly Melville – Directions from Seniors 2010 - 2012

This survey of City of Melville residents over the age of 55 years will help us to determine how you feel about the City's endeavors to be well prepared and positioned for the much researched impact of an ageing population.

Through extensive community consultation, the City of Melville's Age Friendly Melville Strategy - Directions from Seniors is our response to these changing demographics. The strategy continues until 2017 with actions progressively working towards the municipality being increasingly accessible to, and inclusive of, older people.

It would be appreciated if you could find the time to complete this survey and return the completed survey to the City of Melville. A stamped addressed envelope is included for this purpose

For further enquiries please contact: Helen Jackson, Community Development Officer  
Thank you

1. Which suburb in the City of Melville do you live in? Please tick

Alfred Cove	Applecross	Ardross	Attadale	Bateman
Bicton	Booragoon	Brentwood	Bull Creek	Kardinya
Leeming	Melville	Mt. Pleasant	Murdoch	Myaree
Palmyra	Winthrop	Willagee		

2. (a) Which age group represents you? Please tick

55 – 60 years.....

61 - 65 years.....

66 – 70 years.....

71 – 75 years.....

76 – 80 years.....

81 – 84 years.....

85+ years .....

2. (b) Your gender – please tick

Female	Male

3. (a) Do you belong to a community club, group, service group, interest group or community activity group? Please tick: Yes..... No.....

(b) Do you volunteer in the community either formally or informally. An example of informal volunteering is helping a neighbour, driving for someone or, if formal volunteering you are registered to volunteer with a group or activity.

Please tick: Yes..... No.....

(c) Do you attend one-off community activities or events in the City of Melville?

Please tick: Yes..... No.....

4. How would you rate the City of Melville's provision of information regarding senior related activities, events and developments

Please tick in the box that represents your opinion

1. Don't know	2. Poor	3. Somewhat Poor	4. Good	5. Very good

5. What is your preferred method of communication? Tick one

- 1. community newspapers .....
- 2. via postal services .....
- 3. electronic (email, City of Melville website) .....
- 4. Library notice boards/fliers .....
- 5. Mosaic

6. On a scale of 1 – 5 as below:  
how do you rate your community support as a senior resident? This includes neighbours, family, friends, local services, community, social clubs, information provision, recreational activities

Please tick in the box that represents your opinion

1. I don't know	2. Poor	3. Somewhat poor	4. Good	5. Very good

7. (a) Do you use public transport? i.e. train, bus, CAT service. Please tick

Yes.....No.....

**Only if you use public transport** please answer the following.....

(b) How do you rate the ease of public transport (bus, train) for you to get to appointments, shopping, activities within the City of Melville? Please tick

1. I don't know/don't use	2. Poor	3. Somewhat poor	4. Good	5. Very good

8. The City of Melville maintains a secure and confidential data base of email addresses that allows information regarding events in the City and other senior related activities to be forwarded directly to you electronically. If you would like your name entered on this database please complete the following with your email address:

If you wish to keep this survey strictly confidential by not including this information but would still like to be included in the City of Melville database, please forward a brief request & details of your address to: [deena.lazzari@melville.wa.gov.au](mailto:deena.lazzari@melville.wa.gov.au)

9. Do you have any suggestions for activities, events, initiatives or improvements for seniors that are not listed here that you would like to tell us about?


**10. Please turn to the table overleaf.**

If you choose to remain in the City of Melville in the future, which of the following factors do you think would be your main concerns as a senior resident? Please tick only the top 5 concerns for you.

Affordability of housing	
Rising cost of living including property rates, basic services such as electricity, water, gas	
Appropriate seniors housing e.g. single storey, 2 bedroom, secure, ease of maintenance	
Ability to downsize house or develop current property to downsize	
Access to a conveniently located shop, medical services, hardware store	

Ability to maintain current property including gardens physically & financially	
Accessibility and affordability of aged care facilities	
Lack of community home support services	
Feeling personally unsafe	
Concerns regarding community safety	
Lack of suitable and convenient transport	
Lack of & ease of car parking near service provision/shopping centres Unsafe and busy roads	
Difficulties in crossing major highways and heavy traffic roads as a pedestrian	
Hazards on footpaths, lack of footpaths	
Reduction in income	
Lack of affordable recreational pursuits	
Lack of social opportunities	

Thank you for taking the time to complete this survey.