



South Australia's Communities for All: Our Age-friendly Future

Age-friendly South Australia Guidelines for State Government



Government
of South Australia

SA Health

National Library of Australia Cataloguing-in-Publication entry

Title: South Australia's Communities for All:
Our Age-friendly Future: Age-friendly South
Australia: Guidelines for State Government

Government of South Australia.

ISBN: 9781921649301 (hbk.)

Subjects: Ageing – Environmental aspects – South
Australia.

Environmental psychology – South Australia.

Older people – Social conditions – South Australia.

Quality of life – South Australia.

Older people – Government policy – South Australia.

Other Authors/Contributors:
South Australia.

Dewey Number: 362.6099423

All rights reserved; these materials are copyright. No part may be reproduced or copied in any way, form or by any means without prior permission.

The content of this document does not represent the views of the Government of South Australia. The Government of South Australia makes no representation in respect of and assumes no legal liability or responsibility for the accuracy, currency, completeness or interpretation of the information contained in this document. Individuals should seek appropriate professional advice before relying on any of the material contained within this document.

Prepared by URPS for Government of South Australia.

In addition to images protected by intellectual property rights owned by the Government of South Australia, certain intellectual property rights of third parties exist in respect of images contained in this material. Whilst the Government of South Australia has obtained the necessary licences to reproduce the intellectual property rights of the third parties, further reproduction is not permitted.

© 2012 Government of South Australia.

The information in this publication can be provided in an alternative format or another language upon request.

Contents

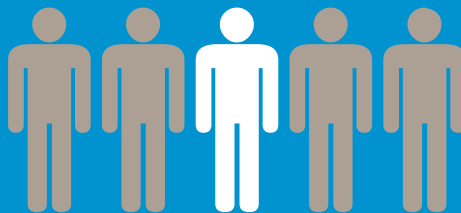
1. Introduction	1
2. South Australia's Communities for All: Our Age-friendly Future	4
3. Relationship with existing guidelines, plans, standards and requirements	6
4. Age-friendly South Australia: Guidelines for State Government Relationship with existing guidelines, plans, standards and requirements	9

4.1. Design and maintenance of public spaces and buildings
4.2. Transportation
4.3. Housing
4.4. Social participation
4.5. Respect and social inclusion
4.6. Civic participation and employment
4.7. Communication and information
4.8. Community support and health services



South Australia is undergoing significant demographic changes to its population.

South Australia has a faster ageing population than other mainland states and by 2031, there will be more than 440,000 people aged over 65, making up more than 1 in 5 of South Australia's total population.



1. Introduction

In 2002, the World Health Organisation defined active ageing as “the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age.”

Global trends in urbanisation and population ageing require the development of strategies to ensure our communities and environments remain accessible for people at every stage of their lives and especially as they grow older.

South Australia is undergoing significant demographic changes to its population. South Australia has a faster ageing population than other mainland states and by 2031, there will be more than 440,000 people aged over 65, making up more than 1 in 5 of South Australia's total population.

People are living longer and more people want to continue living in the community of their choice for as long as possible. This has significant policy and planning implications, and presents great opportunities for our state.

The South Australian Government's vision is to ensure that all people can lead active lives and access their community, easily and safely. Part of this vision is to plan and build physical and social environments that will optimise health and wellbeing and opportunities to participate in the workforce, civic and community life, as South Australians age.

South Australia's Communities for All: Our Age-friendly Future responds to changing demographics and a growing awareness that the environments and communities in which we live significantly influences our health, wellbeing and happiness.

The initiative strengthens the state's vision that all South Australians, including older people, are socially included and participate in active and independent lives.

South Australia's Communities for All: Our Age-friendly Future will optimise efforts toward a sustainable and prosperous future where older people are at the forefront of our thinking, planning and design, policies and programs. In this way, the initiative will build on existing innovative and collaborative approaches to active ageing that have been developed across various areas of local and state governments.

The World Health Organisation (WHO) has been working with communities and governments around the world for over ten years in developing and promoting the concept of 'active ageing'.

At the Second United Nations World Assembly on Ageing in 2002, the WHO defined active ageing as “the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age.” More recently, active ageing has been framed by the four pillars of security (dealing with vulnerability), activity (participation), health, and continuity of education. These definitions are underpinned by the UN Principles for Older People, and the Determinants of Active Ageing.

More recently, active ageing has been framed by the four pillars of security (dealing with vulnerability), activity (participation), health, and continuity of education.

The WHO has developed a checklist of the essential features of age-friendly cities that make a community more liveable and manageable for citizens, providing practical guidance about how the pillars of active ageing can be achieved. The checklist was developed on the basis of consultation with older people in 33 cities in 22 countries.

The age-friendly guidelines represent an innovative application of the WHO age-friendly checklist to the South Australian context, where local strategies will meet local needs.

The guidelines also have broader application and considerations for people with disabilities and people of culturally and linguistically diverse and Aboriginal and Torres Strait Islander backgrounds.

The WHO has established a Global Network of Age-friendly Cities and Communities to foster the exchange of experience and mutual learning between cities and communities worldwide. The 'Vancouver Protocol' outlines what a city must do in order to become a member of the network. *South Australia's Communities for All: Our Age-friendly Future* therefore provides an opportunity for South Australian communities to connect with the Global Network of Age-friendly Cities and Communities.



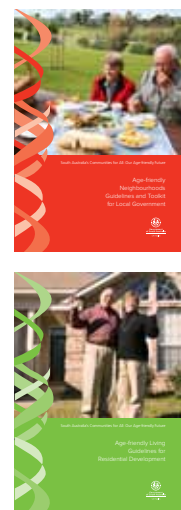
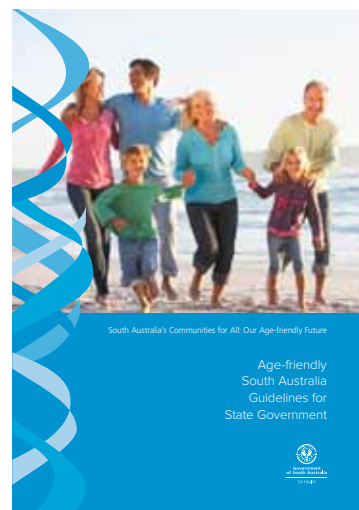
2. South Australia's Communities for All Our Age-friendly Future

There are three age-friendly guidelines booklets in South Australia. Each guidelines booklet is targeted to the agency with primary responsibility for delivering age-friendly outcomes, while recognising the roles of other key stakeholders in each case. Across all three guidelines booklets, the not-for-profit and private sectors and academic institutions have key roles to play in achieving age-friendly communities and environments.

Age-friendly Living: Guidelines for Residential Development are focused on the physical environment and communities created in new Greenfield and Brownfield projects. These guidelines utilise and build on examples of existing best practice such as the Housing SA House Design Guide, Design Criteria for Adaptable Housing and Design Guidelines for Site Layouts. The guidelines are aligned to relevant WHO criteria for the provision of age-friendly housing, such as those relating to the design of outdoor spaces and provisions of safe access.

Age-friendly Neighbourhoods: Guidelines and Toolkit for Local Governments are designed to contribute to age-friendly communities – our urban and suburban areas and rural townships where we live, work and recreate. These guidelines are targeted to those areas for which local government has a primary responsibility, either as a direct provider, partner or facilitator of the outcomes associated with age-friendly environments and communities. This document addresses a variety of social services and programs provided by local government in addition to guidelines relating to the physical environment. The Toolkit aspect of this document provides some practical tools to assist local governments in taking the next steps in the implementation of the guidelines.

Age-friendly South Australia: Guidelines for State Government are designed to inform age-friendly policies, plans, programs and services. A mechanism is being established to integrate the age-friendly principles across various state government departments, to achieve age-friendly cities and regions.



Each of these guidelines booklets supports the implementation of the following WHO age-friendly principles:

1. design and maintenance of public spaces and buildings
2. transportation
3. housing
4. social participation
5. respect and social inclusion
6. civic participation and employment
7. communication and information
8. community support and health service.

Each section in each guidelines document contains South Australian age-friendly guidelines and practice measures, along with links to the WHO Age-friendly Cities Checklist. Each section also identifies sources of further information and technical specifications.

It is envisaged that *South Australia's Communities for All: Our Age-friendly Future* will contribute to the achievement of the following three outcomes:

Provide comprehensive and practical ways to develop and implement the eight age-friendly principles across residential developments and local and state government.

Strengthen and integrate an active ageing focus that influences design and planning of built environments, and enhances the value and contributions of seniors to the economic vitality and greater social cohesion of our state.

Build communities for independence, health and wellbeing through planning and designing both accessible and inclusive social and physical environments that enable opportunities for active citizenship, regardless of age and ability.

3. Relationship with existing guidelines, plans, standards and requirements

	South Australia's Strategic Plan	Eat Well, Be Active Strategy	30 Year Plan for Greater Adelaide	State Infrastructure Plan
Design and maintenance of public spaces and buildings	✓	✓	✓	✓
Transportation	✓	✓	✓	✓
Housing	✓		✓ ✓	✓
Social participation	✓		✓	✓
Respect and social inclusion				
Civic participation and employment	✓			
Communication and information		✓	✓	
Community support and health services		✓	✓	

It is recognised that many of the attributes of age-friendly environments and communities are also the attributes of great places for children and young people, people with disabilities, and the broader population.

There are many synergies between the age-friendly guidelines and other guidelines, initiatives, standards and legislative requirements. The following table demonstrates the way in which an age-friendly approach to state government policies, plans, programs and services will contribute to the achievement of other guidelines, initiatives, standards and requirements.

One tick (✓) indicates that the initiative/guidelines/standards/requirements are aligned with the age-friendly guidelines to some extent, while two ticks (✓✓) indicates that the age-friendly guidelines are addressed. Alignment does not necessarily indicate the complete fulfilment of outcomes sought by the age-friendly guidelines, and detailed reference to the guidelines is encouraged.

Housing SA Design Guidelines	Australian Standards	Building Code of Australia	Disability Discrimination Act	Healthy Spaces and Places
	✓ AS1428.1, 1428.2, 1428.4 and 4586	✓	✓	✓
	✓ AS1158, 1428.1, 1428.2, 1742.1, 1742.2		✓	✓
✓	✓ AS1428.1	✓	✓	✓
	✓ AS1428.1	✓	✓	✓
				✓
	✓ AS1428.5	✓	✓	
	✓ AS1428.5			



4. Age-friendly Living

Guidelines for Residential Development

4.1. Design and maintenance of public spaces and buildings

Discussion

The way that the physical environment and public buildings are designed and maintained has a major impact on the mobility, independence and quality of life of older people and the extent to which they can 'age in place'. In the WHO consultations for age-friendly cities, having access to 'green spaces' was one of the most commonly mentioned age-friendly features. While local government is responsible for the design and maintenance of their local communities, state governments are often responsible for the design of regional and metropolitan scale open spaces, trails networks and government buildings.

WHO Criteria

Public areas are clean and pleasant.

Green spaces and outdoor seating are sufficient in number, well maintained and safe.

Buildings are well signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs and non-slip floors.

Services are situated together and are accessible.

Guidelines

Regional and metropolitan scale public open spaces, such as central squares and precincts, are designed to be accessible and provide the facilities needed by older people.

Regional and metropolitan scale trails networks, such as shared-use linear parks, are designed to be safe and accessible for older people.

Public buildings are designed and maintained to adequately meet the needs of older people.

Government services are conveniently and predictably located in clusters across the state.

Practice

Large and clear signage is provided in predictable locations.

Signage should include information in tactile and Braille forms.

Footpaths, ramps and walkways in public open spaces and trails networks are constructed to comply with Disability Discrimination Act 1992 requirements.

Shared use paths are wide enough to allow different users to safely use the path at different speeds with Local Access Shared Paths and Local Commuter Paths being a minimum width of 2500mm, and Recreational Paths being a minimum width of 3500mm.

Pedestrian safety is supported through pedestrian activated lights with longer crossing times, tactile and audio indicators, changes in pavement texture and colour, island refuges and signage.

Public spaces are designed to be attractive, safe and convenient. Infrastructure, such as seating, shade,

bins, water fountains and clean and accessible toilets, is provided to encourage people to utilise such spaces.

Rest areas and seating do not interfere with flow of pedestrian or cycle traffic in public open spaces and trails networks.

Public and commercial buildings comply with the DDA.

Government services are clustered in regional and district centres in close proximity to public transport and other services and facilities, such as shopping centres.

Further Information and Technical Specifications

Building Code of Australia (Access Code)

Disability Discrimination Act 1992

Australian Standards 1428.1 and 2 for signage

Australian Standards 1428.1, 1428.4 and 4586 for footpaths, ramps and walkways

Healthy Spaces and Places

Eat Well Be Active Strategy

30 Year Plan for Greater Adelaide

State Infrastructure Plan

South Australia's Strategic Plan

4.2. Transportation

Discussion

Access to regular, safe, affordable and ability appropriate transport is a critical element in supporting older people to remain physically active and socially connected. It is essential to support people's ability to continue to live independently through accessing shops, medical and health facilities, other essential services and recreation and leisure opportunities. For some older people, their ability to drive provides the necessary transport. For those unable to drive, or who prefer not to, public and community transport is essential.

The primary responsibility for the provision of public transport including buses, trains, trams and taxis rests with the South Australian Government. The South Australian Government shares responsibilities for traffic management with local government, being responsible for the construction and maintenance of the arterial road network and traffic flow management. The South Australian Government is responsible for driver related services, such as driver education and support.

4.2.1 Support for older drivers

WHO Criteria

Roads are well maintained with covered drains and good lighting.

Traffic flow is well regulated.

Driver education and refresher courses are promoted for all drivers.

Guidelines

Roads are designed and maintained to support ongoing use by older drivers.

Traffic flow is well regulated to support older drivers using the road.

Older people who wish to keep driving are supported individually and by other drivers.

Practice

The arterial road network is designed and maintained to provide visible and predictably placed signs and intersections and lighting.

Large and clear signage is provided in predictable locations.

Road intersections are predictably located and clearly identifiable from an appropriate distance.

Arterial roads are free of obstructions that block drivers' vision.

Public lighting is provided in accordance with AS1158.

Older people who desire to keep driving are supported through refresher courses.

All drivers understand and are sympathetic to the needs of older drivers through education and communication programs.

Further Information and Technical Specifications

Australian Standard 1428.1 and 2 for signage

Australian Standard 1158 for lighting

30 Year Plan for Greater Adelaide

State Infrastructure Plan

Healthy Spaces and Places

4.2.2 Public transport

WHO Criteria

All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

Specialised transportation is available for people with disability.

Guidelines

Public transport services are accessible, affordable, respond to the needs of older people and take them where they need to go.

Taxi services which transport older people where public transport is not viable are affordable.

Drivers are courteous and are sympathetic to the needs of older people.

Specialised transportation is available for people with disability.

Practice

Public transportation is reliable and frequent, including at night and on weekends and holidays.

Vehicles are clean, well-maintained, accessible and have priority seating that is respected.

Transport stops and stations are conveniently located, accessible, safe, clean, well lit and well-marked, with adequate seating and shelter.

Drivers stop at designated stops and beside the kerb to facilitate boarding and wait for passengers to be seated before driving off.

'Kneeling Buses' which can be lowered to the kerb are available on request.

Trains and trams can be accessed from platforms and stations without having to step up or down.

Complete and easily understood information is provided to users about routes, schedules and special needs facilities.

Staff providing information, ticket vendors, bus drivers and tram conductors are courteous and helpful.

Ticket machines are easy to use, have large buttons and lettering.

Public transport costs are clearly displayed and structured in a way that ensures older people on low incomes and those who live further away from services and facilities are not disadvantaged.

Taxis are accessible and affordable, and drivers are courteous and helpful.

There is a range of transport options available for people with special needs such as:

- > access cabs
- > medical transport
- > accessible buses
- > transport services supported by a care worker and/or trained volunteer drivers.

Further Information and Technical Specifications

Disability Discrimination Act 1992

Healthy Spaces and Places

4.3. Housing

Discussion

Housing is essential to safety and wellbeing.

The WHO consultation with older people reinforced the link between access to appropriate housing as well as community and social services on people's quality of life and level of independence. Older people strongly value housing and support that allows them to choose to age comfortably and safely within the community to which they belong.

Historically, the South Australian Government has been a direct provider of public housing, housing for older people and people with disabilities. In more recent times, the South Australian Government has worked closely with the private and not-for-profit sector to support the provision of affordable housing.

The South Australian Government plays an important role in preparing planning strategies and housing plans which identify strategic priorities which influence the location of and provision of affordable and adaptable housing, and housing specifically built for older people. Adaptable housing design prevents costly modifications later by incorporating features at the building stage that enable ease of movement in all areas of the dwelling and facilitate adding mobility and stability aids at a later stage.

The South Australian Government is responsible for the approval of planning and development policies developed by local government. Increasingly, government is taking responsibility for the structure planning and preparation of planning and development policies for key growth areas, such as along major transport corridors.

The South Australian Government also directly provides brokers and referrals regarding housing for people with disability, supported accommodation and home modifications. The government plays an important information and communication role regarding aged care and retirement housing options.

4.3. Housing (continued)

WHO Criteria

Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.

Sufficient and affordable home maintenance and support services are available.

Home modification options and supplies are available and affordable and providers understand the needs of older people.

Residential care facilities and designated older people's housing are located close to services and the rest of the community.

Guidelines

South Australian Government plans, such as the Planning Strategy and Housing Plan provide clear strategic drivers that support the housing needs of older people.

Planning policies developed during structure planning processes support the housing needs of older people.

Public housing is constructed and modified to meet the needs of older people, and can be accessed by those who need it.

Affordable housing is well located and accessible to older people in their community.

Financial and practical support for home modifications is available.

Housing is energy efficient.

Housing specifically designed for older people is well located in terms of facilities and services and integrated within the existing community.

- > housing specifically for older people being located on flat sites within 400 metres level walk of developed open space, local shops and services and 200 metres of a regular public transport service
- > housing specifically designed for older people is not concentrated in one location in the community and does not look physically different from other forms of housing
- > structure plans and development plan policies being developed for growth areas provide for sufficient affordable and adaptable housing, and housing for older people who are frail or living with disability
- > information is provided by South Australian Government agencies to support access to affordable and timely home modifications
- > public housing is constructed and modified to meet the needs of older people, and can be accessed by older people.

Practice

State government plans, such as the Planning Strategy and Housing Plan provide strategic drivers that support:

- > affordable housing (which meets the requirements of the Affordable Housing Innovations Unit)
- > adaptable housing
- > housing for older people who are frail or living with disability that is located close to services and the rest of the community
- > diversity of dwelling types in all communities
- > active energy efficient technologies, including solar electricity and hot water generation, and lighting and appliance efficiency
- > passive energy efficient techniques, such as passive solar building orientation, insulation, window glazing, and appropriate shading and construction materials

Further Information and Technical Specifications

Housing SA Design Criteria for Adaptable Housing

FaHCSIA Liveable Housing Guidelines

30 Year Plan for Greater Adelaide

Building Code of Australia

Disability Discrimination Act 1992

Australian Standard 1428.1

Healthy Spaces and Places

Older people can access affordable housing provided by government, the private sector and non-for-profit organisations

4.4. Social participation

Discussion

Social participation and social support are strongly connected to good health and wellbeing throughout life and especially as people grow older. Ensuring the effective participation of older people in formal social activities requires a considered and thoughtful approach.

Activities and events need to be provided in locations accessible by public transport and at a range of times. Venues need to be physically accessible as well as being able to provide comfortable seating, toilets and water.

Information is a key factor in people's ability to participate in their communities. Knowing what is available, how to access it and how much it will cost lets older people make choices about the ways they will connect with their community.

Events that provide activities that appeal to a diverse community will assist in bringing together people of all ages, cultures and levels of ability.

Specific measures will be needed to reach people who don't readily participate or who are socially isolated. Workers providing in home services and social support groups can help make connections with these people.

South Australian Government agencies provide and fund a number of programs, services, events and activities which support social participation. Funding criteria for programs and services provided in the community by local government and the not-for-profit sector present an opportunity to incorporate age-friendly principles that support social participation.

WHO Criteria

There is consistent outreach to include people at risk of social isolation.

Guidelines

There is consistent outreach to include people at risk of social isolation.

Programs, services, events and activities which are provided or funded by state government support social participation of older people

Practice

Programs, services, events and activities are provided which encourage social participation and support people who are at risk of becoming socially isolated.

Funding is provided to local government and not-for-profit groups to provide programs, services, events and activities which encourage social participation and support people who are at risk of becoming socially isolated.

Programs, services, events and activities which are provided or funded:

- > appeal to a diverse population of different ages, cultures and interests
- > are conveniently located in accessible buildings or places, well lit and easily reached by public or community transport
- > are held at times convenient for older people.
- > can be attended alone or with a companion
- > are affordable, with no hidden or additional participation costs
- > provide interpreters for older people who do not speak English well.

Further Information and Technical Specifications

Australian Standard 1428.1

Disability Discrimination Act

Building Code of Australia

Healthy Spaces and Places

4.5. Respect and social inclusion

Discussion

In some cultures older people report feeling respected, recognised and included while in others they experience disrespectful behaviour and can feel overlooked and ignored. In societies where youth is highly valued, older people can be subject to negative stereotyping and media that portrays them as demanding and a drain on public resources. This is especially true of older people who are in poor health or who have disabilities.

Older people consulted by the WHO considered that much of this ageism and disrespect is based on ignorance and a lack of appreciation of older people.

Social and economic exclusion also affect many older people.

Changes to family structures mean that children move away from their parents or have less time to spend with them.

As they age people can feel excluded from decisions that affect their lives. Many organisations fail to consult appropriately, or at all, with older people, particularly those who are not part of organised community groups.

In the WHO consultation, community education, intergenerational activities and age-friendly advertising were identified as strategies that could contribute to increasing respect for older people.

The South Australian Government has an important role to play in fostering respect and social inclusion of older people. Older people are respected when they are consulted about service provision that affects them, through positive depictions of older people in publications and when staff delivering a range of state government services are helpful, courteous and understand the unique needs of older people. An important way the South Australian Government can foster social inclusion is by ensuring equitable access to services.

WHO Criteria

Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.

Service staff are courteous and helpful.

Older people are visible in the media, and are depicted positively and without stereotyping.

Older people are recognised by the community for their past as well as their present contributions.

Economically disadvantaged older people enjoy access to public, voluntary and private services and events.

Guidelines

Older people are recognised by the community for their past as well as their present contributions.

Older people are consulted on decisions that affect their lives and about the way the services they need are provided.

Those providing information and services to older people are helpful, courteous and understand the specific needs of older people.

Older people are included in public images and are depicted positively and without stereotypes.

Economically disadvantaged older people enjoy access to public, voluntary and private services and events.

Practice

Programs, activities and media articles are provided and funded which provide opportunities to recognise the contribution of older people.

Older people are visible and positively depicted in state government reports, publications and advertising.

Older people, including those not connected with organisations, are consulted at every stage of planning for service delivery.

A culture of sensitivity to the specific needs of older people is evident amongst those providing information and services to older people and is reinforced by specific training. This includes translations and use of interpreters for those who do not speak English well.

Concessions for economically disadvantaged older people are offered by all service and event providers.

Further Information and Technical Specifications

Healthy Spaces and Places

4.6. Civic participation and employment

Discussion

An age-friendly state is one where there are options for older people to continue to contribute to their communities, through paid employment or voluntary work. It also supports their engagement in planning and decision making processes.

Volunteering provides many benefits to those who choose to participate. Volunteers consulted by the WHO report a strong sense of self worth, feeling active and maintaining their health and social connections. The South Australian Government can support older people involved in volunteering through providing on-going support to groups working with older volunteers.

Many older people would like paid employment but experience a variety of barriers including mandatory retirement ages, financial disincentives such as loss of pension or entitlements. Sometimes grandparents take on the role of caring for grandchildren to enable younger family members to remain in the workforce. Caring responsibilities, which also include the care of a frail partner or an adult child with disabilities, can restrict people's ability to participate in volunteering or paid work.

There is scope for the South Australian Government to be a leader for other employers through adopting an age-friendly approach to its employment practices across the public service, and by adapting work places to be age-friendly. In addition, government can support training that assist older people transition to other career options, recognising that people have different work roles over their lifetime.

It is important for older people to participate in paid work to the greatest extent that they are able and sustain their participation for as long as they want.

Allowing older people a meaningful voice in South Australian society requires a focus on removing barriers to participation in decision making processes.

WHO Criteria

A range of flexible and appropriately paid opportunities for older people to work is promoted.

A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.

Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

Guidelines

Participation in the workforce is supported by flexible arrangements and age-friendly recruitment practices and buildings.

A culture of volunteering is encouraged and volunteers' contributions are regularly acknowledged and celebrated.

Older people are invited, and able to participate in advisory groups, boards, management committees and all consultation processes.

Boards, management committees and advisory groups and consultation meetings can be easily accessed by older people in terms of the location and times of their meetings.

Level access to meeting halls, reserved seating in chairs with armrests, audio-loop and subtitles for presentations are available for public events.

Funding and assistance is provided to support organisations working with older volunteers to provide the necessary training, support, recognition and compensation for costs.

Practice

The South Australian Government sets an example for other employers in being an age-friendly employer in terms of flexible working arrangements; hiring, retention, promotion and training processes; and physically adapting workplaces as needed.

Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.

Older workers are supported with skill development and career advice that enables pathways to workforce participation.

Training in post-retirement options is provided for older public service workers.

Public and commercial buildings comply with the Disability Discrimination Act 1992.

Older people are involved in consultation processes which inform the development of state-wide plans, policies, programs and projects as key informants, advisers and participants.

Further Information and Technical Specifications

Building Code of Australia – Access Code

Disability Discrimination Act 1992

Australian Standard 1428.5

4.7. Communication and information

Discussion

Access to timely, practical information is very important in assisting older people to get the support and services they need for themselves and those they care for.

Information is also a key factor which bears on people's ability to maintain their health, remain independent and stay connected to their communities.

Sometimes people are overwhelmed by the amount of information provided by service providers. Providing information in ways that meet people's needs requires a multi-faceted approach including face-to-face conversations, written information in simple, jargon-free language that is able to be understood by the target audience and group presentations such as seminars, training courses and health management programs.

Statewide media such as newspapers, radio and television are useful for providing general information; however they do not assist people to directly connect to their community. Increasing internet access and a rapid uptake of computer technology by older people means that those with the necessary skills and access can take charge of their search for specific information. However, many older people prefer a personal approach that enables them to ask questions and build a relationship. Automated phone systems can be extremely frustrating and pose challenges for older people.

The South Australian Government is a key provider of information regarding many services affecting older people, including housing, home-based services and health services. The South Australian Government, therefore has the opportunity to be a leader in providing clear and effective communication and information, thereby being a leader for service providers in other sectors.

WHO Criteria

A basic, effective communication system reaches community residents of all ages.

Regular and widespread distribution of information is assured and a coordinated, centralised access is provided.

Guidelines

An effective and multi-faceted communication system reaches community members of all ages.

Information is provided in ways that respond to the needs of older people.

Information is provided in languages other than English and in verbal as well as written formats.

Practice

Information relevant to older people is jargon-free, widely accessible and provided through a range of mechanisms including face-to-face, print and online.

Information provided by agencies and service providers is provided in an appropriate form for people with a hearing impairment.

Key South Australian government offices providing information, such as Service SA, are conveniently located and provide special customer service arrangements, such as separate queues or service counters for older people, and accessible translation services.

Public and commercial services provide friendly person-to-person services, on request. Where telephone answering services are used these give instructions slowly and clearly and tell callers how to repeat the message at any time.

Printed information has large lettering and the main ideas are shown by clear headings and bold face type.

Critical information is translated into relevant languages.

Print and spoken communication uses simple, familiar words in short straightforward sentences. It makes use of images and symbols when it cannot be translated into other languages.

People at risk of social isolation can access one-to-one information from trusted individuals.

4.8. Community support and health services

Discussion

Community support and health services, when co-ordinated and functioning effectively, enable older people to lead healthy and meaningful lives. Support and services need to strike the right balance between promoting, maintaining and restoring health.

Community support and health services are delivered by a variety of providers from different sectors, which can lead to confusion for older people. An age-friendly approach to support and service is one where information is readily available and easily understood, and different services are coordinated. Like many other areas in the guidelines, basic respect and sensitivity among those dealing with older people is a key aspect of the age-friendly approach.

Community support services extends beyond traditional assistance and considers the needs of older people regarding burial and cremation options, and their ability to respond to an emergency situation.

The supply, organisation and funding of many community support and health services is a primary concern for the South Australian Government. As such, there is significant scope to apply age-friendly techniques to optimise the benefits to older people of the support and services already being provided.

WHO Criteria

An adequate range of health and community support services is offered for promoting, maintaining and restoring health.

Health and social services are conveniently located and accessible by all means of transport.

Clear and accessible information is provided about health and social services for older people.

Delivery of services is coordinated and administratively simple.

All staff are respectful, helpful and trained to serve older people.

There are sufficient and accessible burial sites.

Community emergency planning takes into account the vulnerabilities and capacities of older people.

Guidelines

A range of community support and health services is offered for promoting, maintaining and restoring health and wellbeing.

Older people are able to remain in their homes because they can easily access appropriate home care services.

Staff providing support and services are respectful, helpful and trained to serve older people.

Older people are able to choose from a range of burial or cremation options.

Emergency planning and response situations take into account the vulnerabilities and capacities of older people.

Practice

Delivery of services is coordinated across service providers with clear entry points and good information about eligibility, cost and waiting periods.

Health and community service facilities are safely constructed, fully accessible and located in close proximity to other services, facilities and public transport.

A culture of sensitivity to the specific needs of older people is evident amongst those providing support and services to older people and is reinforced by specific training.

Economic barriers impeding access to health and community support services are minimised.

Home care services including personal care, housekeeping and garden maintenance are available and affordable.

There are sufficient accessible and affordable burial sites.

Alternatives to traditional burials are available for those who seek these.

The South Australian Government agencies provide information that supports older people in understanding the actions they need to take to be safe in an emergency.

