



Active Ageing

STRATEGY

THE CITY of

Unley

ENDORSED 2015
UPDATED 2020



Active Ageing

STRATEGY

Contents

FOREWORDS	6
Unley Mayor, Michael Hewitson AM	6
Dr Alexandre Kalache	7
PART A - INTRODUCTION AND CONTEXT	8
PART B – THE STRATEGY	12
Vision and Aim	12
Key Achievements	12
Message from the Active Ageing Alliance	13
Guiding Principles	14
Alliance Model	14
Key Focus Areas Overview	15

PART C – FOCUS AREA OBJECTIVES	17
Focus Area 1: Outdoor Spaces and Buildings	18
Focus Area 2: Transportation	20
Focus Area 3: Housing	22
Focus Area 4: Social Participation	24
Focus Area 5: Respect and Social Inclusion	26
Focus Area 6: Civic Participation and Employment	28
Focus Area 7: Communication and Information	30
Focus Area 8: Community Support and Health Services	32
Focus Area 9: Active Ageing Leadership	34
CONCLUSION	35
APPENDICES	A1
Indicative Active Ageing Action Plan	A3
Age-friendly City Indicators for the City of Unley	A23



MAYOR MICHAEL HEWITSON AM FOREWORD

I am delighted to present the *City of Unley Active Ageing Strategy*. Initially developed in 2014, this is a refreshed edition which provides an overview of the progress the City of Unley has made. By highlighting the positive impacts of the Strategy and sharing the success stories achieved through this initiative, we continue to grow and improve.

Central to this Strategy is the premise that ageing is a celebration. By understanding the benefits and challenges of 'ageing' and responding flexibly to age related needs, the City of Unley continues to work towards creating the best possible community for individuals of all ages.

In 2012 the City of Unley actively participated in the 2011/12 Thinkers In Residence program with Dr Alexandre Kalache, a global expert on ageing who pioneered the concept of 'active ageing'. The City of Unley then became the first council in South Australia to gain membership of the WHO Global Network of Age-friendly Cities. Membership signified that the City of Unley is a place where people can contribute and flourish whatever their age and a tangible demonstration of our commitment to improving quality of life for our older residents. Since then we have demonstrated leadership through collaboration with the growing network of more than 30 WHO Age-friendly Cities in Australia.

This Strategy emphasises the rights and capabilities of older people and the importance of working in partnership to develop age-friendly communities where they can contribute throughout the full course of their lives. At the heart of our Strategy is a forum of community members, called the Active Ageing Alliance, which was established to guide our development as an Age-friendly City. The Alliance has succeeded in being champions for older people within the city, providing advocacy to their peers and guiding our activities.

This Strategy has been in place for five years providing an age-friendly lens to the many responsibilities of Council. It has ensured a thoughtful, consistent and committed response as an organisation in planning, developing and implementing policies, programs and services that address the needs of older adults within the community. This approach has delivered a broader benefit creating a city that is accessible for everyone of all ages, promotes health and wellbeing across the generations and provides intergenerational opportunities for connection, inclusion and participation.

I commend this Strategy to you as it continues to guide Council's work ensuring that our residents live fulfilled lives, with rich and meaningful community connections. I sincerely thank our team at the City of Unley for their groundbreaking efforts and ongoing commitment towards developing this exciting strategy for our city. It provides a new benchmark for active ageing in South Australia.



DR ALEXANDRE KALACHE FOREWORD

Most Australians born today can expect to live some 35 years more than those born 100 years ago. Instead of less than 50 years, they can now realistically anticipate living beyond 80. Australia, like many other countries, is experiencing what has been called the Longevity Revolution. The City of Unley is witnessing this social revolution in full. Alongside South Australia as a whole, the second-fastest ageing state in the country, it is responding with determination and drive to the new-found challenges and opportunities. With extended lives comes the chance to define an entirely new human chapter. After all, we are talking about a span of 40 years, from 60 to 100 or beyond – a phase of life as long as the previous adulthood.

We are ageing differently. Within the rapidly reshaping socio-political landscape of older age, new perspectives and ambitions are constantly emerging. Ageing is not a condition. It is a dynamic relational process. So too, is age-friendliness. Neither can ever be considered complete. Older persons, and those who closely accompany their journeys, must drive the age-friendly actions. Their voices are vital to nurture, inform, embed, monitor and defend the process. The age-friendly movement must be an enabler of citizenship for all – an active citizenship that goes beyond health, welfare and economic issues to such areas as social engagement, life-long learning, community development and emergency preparedness. It must be about more than just accessibility. It must be aspirational – a compelling invitation for all to participate at every level.

Baby-boomers like me created what we now know as ‘adolescence’. Now, longer and healthier lives in later life are enabling us to define yet another new stage of human development. It is the transitional phase that extends from senior adulthood to old age and it provides a further space to experiment and rebel. We are ‘gerontolescents’ and the vibrant transformational movement of which we are a part, is going to have lasting influences across all generations for the foreseeable future.

It is a source of enormous personal and professional satisfaction that the City of Unley continues to build on its Active Ageing and Age-friendly accomplishments and to embed the voices of its citizens in the process through the Active Ageing Alliance. It takes a political maturity to consolidate established policy directions and to further advance them within the all-important framework of a long-term strategic vision. Such sustainability is not always achieved in age-friendly initiatives and it can only occur when there is a widespread community ownership of the ideas and the actions alongside a committed political leadership.

This refreshed Strategy anticipates the many upcoming changes and provides a useful road map for the Council to plan against. I have no doubt that it will translate into substantial gains for all residents – both young and old. I thank the City of Unley for responding so positively to my provocations during my Adelaide Residency. I have made lasting friendships in the City of Unley and I look forward to ongoing collaboration. I am proud of what has been achieved and am delighted by the on-going commitment to the global Age-friendly movement.



Part A

Introduction and Context

INTRODUCTION

SUMMARY

Ageing is a cause for celebration in the City of Unley – our people are living longer and healthier. The City of Unley has a key role to play to help our people to get the most out of their lives. We need to ensure that our City is accessible for everyone, promotes health and wellbeing and provides opportunities for connection, inclusion and contribution. We want our residents to live fulfilled lives throughout their lifetime and feel like they never need to leave the City of Unley.

PURPOSE

The purpose of this Strategy is to guide Council's approach in all of its activities to promote active ageing and our Age-friendly City and to ensure that we meet the changing needs of our population throughout their lifetime.

WHAT IS 'ACTIVE AGEING'?

An active ageing approach aims to extend a healthy ageing and quality of life agenda to all people as they age to enable continuing participation in social, economic, cultural and spiritual affairs and the labour force, as well as being physically active.¹

WHAT IS AN 'AGE-FRIENDLY CITY'?

An Age-friendly City encourages active ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people age.² People are living longer and many aspects of our cities are not equipped to meet the full range of people's needs as they age. An Age-friendly City is one where people of all ages can live healthy and independent lives for as long as possible, and remain in a secure and supportive environment that enables them to participate in the community as they grow older.

The *Active Ageing Strategy* incorporates the values, principles and definitions of Age-friendly Cities. This initiative is being taken up by communities around the world to ensure that practical measures are put in place to assist people as they age.

Age-friendly Cities benefit people of all ages. By viewing a community through an age-friendly lens, city planners, residents, businesses, service providers and visitors can help create a city that meets its residents' needs throughout their lifetimes.

The concept of active ageing is shifting the way we think about getting older. Instead of thinking of ageing as a problem, our Strategy proposes that it is a celebration. Everybody is ageing and it is the quality of this experience that is important.

THE CITY OF UNLEY AS AN AGE-FRIENDLY CITY AND COMMUNITY

Profile/Demographics – Impact

Based on the latest census data, 25.4% of the City of Unley population is currently aged 60 and above. This trend is likely to increase, with the South Australian population ageing faster than that of other mainland states. By 2031, there will be more than 440,000 people in South Australia aged over 65, making up more than 1 in 5 of South Australia's total population. Additionally, based on the City of Unley profile, over 29% of our residents reside in lone person households.

This social shift affects all areas of our community including our workforce, economy, city design, planning, infrastructure, transport, housing, health systems, social structures and services and governance.

To address these changing needs, it is clear that we need to rethink and redesign our services, our City and our approach to ensure a greater quality of life for our community as they age. We need to promote ageing in place where people can comfortably remain living independently in their own homes and communities as they age.



STRATEGIC CONTEXT

WHO Framework (including GNAFCC)

In 2012 the City of Unley was formally recognised as a member of the World Health Organisation's Global Network of Age-friendly Cities and Communities (GNAFCC). The GNAFCC initiative is aimed at developing urban centres around the world which are better places to live for the ageing population. This includes addressing both the environmental and social factors that contribute to positive, active and healthy ageing. The City of Unley was the first South Australian council to receive this membership, and only 1 of 30 within Australia. Involvement in the GNAFCC initiative has enabled us to learn from the experiences of other cities in the development of this Strategy.

The City of Unley is recognised as a local government leader in the development of Age-friendly Cities. We are committed to continuing to develop our community to enhance the quality of life for people of all ages.

Thinker in Residence Program

The City of Unley actively participated in the 2011/12 Thinkers In Residence program, featuring Dr Alexandre Kalache who, as director of the WHO Department of Ageing and Life Course, conceived and developed the Age-friendly initiative. Through his residency and subsequent report, *The Longevity Revolution*, Dr Kalache reiterates the concept of life course, acknowledging ageing is intergenerational, rather than a specific trait of the elderly.

A key principle in Dr Kalache's work is to move on from a 'learn-work-retire' model for life to recognise that the various phases of our lives are much more

intertwined, and that people have a contribution to make throughout the full course of their lives.

His work also emphasises the rights of older people and the importance of working with older people to develop an Age-friendly Community. At the core of this Strategy is the establishment of an ongoing forum of older people in the City of Unley to advise our development as an Age-friendly City.

State Government

The South Australian Government sponsored the work of Dr Kalache and has a key role in implementing many of his recommendations. The State Government is a key partner with the City of Unley in implementation of actions in areas that are beyond Council's direct influence such as housing affordability, public transport provision and safety of main roads.

Following Dr Kalache's residency, the State Government published a number of strategic documents on the topic of active ageing. In particular *Prosperity Through Longevity: South Australia's Ageing Plan 2014–2019* presents the State Government's vision, priorities and action plan to support an ageing population. Additionally, a series of guides were developed and, in particular *Age-friendly Neighbourhood Guidelines and Toolkit for Local Government* is a useful reference which has informed this Strategy.

Council

The City of Unley 20 Year Plan states our vision as "Our City is recognised for its enviable lifestyle, environment, business strength and civic leadership."

The City of Unley has many roles to play in its ongoing focus on being an Age-friendly City. We have a significant role in the provision of infrastructure, community services and information. We also have a partnership role, for example with the State Government in the provision of public

transport and improving major roads. In addition, Council has a broader influencing role, for example in promoting greater respect within the community for older people.

The City of Unley has primary responsibility for the following areas of active ageing:

- Delivery and maintenance of services that have direct impact on the quality of life for people as they age.
- Implementation of the Strategy in the City of Unley with older people, service providers and other levels of government.
- Information provision to our residents and advocacy of their needs to other tiers of government and relevant agencies.
- Referral service to other ageing and service providers.

We also play the leadership role in developing the City of Unley as an Age-friendly City. However, to achieve our vision will require understanding and commitment from all members of our community. We invite our community to actively work with us to reach the objectives set out in this Strategy.

APPROACH

PROJECT OVERVIEW

The *City of Unley Active Ageing Strategy* was developed in partnership with the University of South Australia. It replaced the existing *Ageing Strategy* which expired in 2015. The Strategy is focused on creating an Age-friendly City by supporting and encouraging positive, active ageing, and aligning with the principles set out by the World Health Organisation.

LITERATURE REVIEW

A comprehensive literature review was undertaken in 2014 to inform the creation of this Strategy. The review provided a summary of current literature on the development of ageing strategies around the world. Included are examples of best practice, challenges encountered and suggestions for how the City of Unley can work towards being more age-friendly.

ENGAGEMENT AND KEY FINDINGS

An extensive community engagement initiative was undertaken in late 2014 to inform the key priorities within the *Active Ageing Strategy*. Over 200 people provided valuable feedback and insight that was used to develop this Strategy.

Overall, those who participated were positive about growing older within the City of Unley, with key areas of strength being relationships and support of their neighbours, services and support provided by Council and other providers, opportunities to participate in civic and social activities and engagement, quality of community information and parks and gardens.

Key areas for improvement included footpath quality and maintenance, road safety, city planning and development and volunteer support models to improve the experience of volunteering offered by the City of Unley.

The engagement also highlighted areas where increased awareness would be of benefit, especially around services available, opportunities to participate in civic and social activities, downsizing of housing and taxi/public transport options.

The Strategy is fully endorsed by Council and great progress has been made since 2015 across all focus areas. New and existing initiatives continue to flourish under this umbrella strategy and are highlighted throughout this document which was updated in 2020.



Part B

The Strategy

VISION

Our vision is for the City of Unley to be celebrated by our community as a great place to grow older. We provide meaningful opportunities for access, inclusion, wellbeing and participation for all.

AIM

Our aim is to adapt our City's structures and services to be accessible to, and inclusive of, older people with varying needs and capacities. We will promote health and wellbeing, participation, respect and dignity as well as providing a sense of belonging and community connection.

KEY ACHIEVEMENTS

The Active Ageing work of the City of Unley has been recognised by yearly successful grant applications that have harnessed cross organisation collaboration to create new and innovative programs. Some key highlights include the following:

- The Daily Moves Program, a three year Sport and Recreation Grant designed to enable older individuals to maintain their physical and mental wellbeing.
- Co-housing Project, which brought together the Eastern Regional Alliance of councils alongside the Department of Planning, Transport and Infrastructure and the University of South Australia to design flexible housing options for ageing in place, with a submission to the new statewide *Planning and Design Code*.
- Forget-me-not Intergenerational Program which has developed Dementia Friendly Training to school aged children that brought together aged care homes and primary schools for regular intergenerational contact.

As well as these, there have been significant achievements across all nine core areas of the Strategy including:

- The award of a Local Government Leadership Excellence Award for the vision and approach of the Active Ageing Strategy.
- The installation of mobility device recharge stations at key community locations.
- Development of an Age-friendly Business Network, which has included an Active Ageing Retail Pilot in partnership with the Office for the Ageing.
- Development and roll out of a corporate Dementia Training Program to assist the Council's staff to increase their awareness and understanding of Dementia and apply this to improve customer service and manage the impacts of Dementia in the workplace.
- Hosting of the First 90 Years event, celebrating people in our community who are 90 years and over.
- Delivery of regular Active Ageing events on a range of topics relevant to the older members of our community.
- Delivery of the Pets as Companions Project in a research partnership; that has enabled greater services focused on enabling pet companionship such as the volunteer dog walking.
- Street Scape Project which has helped define and implement Age-friendly standards and criteria for footpaths and walkways.
- Listening to the needs of the community to reconsider service delivery, for example transitioning the community bus from a traditional fixed route service to a door to door service.
- Creation and promotion of the Unley Legends short film series to celebrate the City of Unley's older residents.

These achievements were possible due to the valuable relationships between the Council, its older community and the Active Ageing Alliance over the past five years.

MESSAGE FROM THE ACTIVE AGEING ALLIANCE

It is acknowledged that the voice of older people is central to the development of all policies relating to their needs. The Active Ageing Alliance was integral to the establishment of the City of Unley's Age-friendly approach and to the drafting of this Strategy in 2015. Since then this diverse, resolute and dynamic group of volunteers have continued to meet regularly with Council Staff and Elected Members to support the application of Age-friendly principles into practice, and provide a breadth of lived experiences to guide the Council's work in this area.

Alliance members are all well connected in their communities. They have enthusiastically provided energy, strategic advice and their time into the achievements listed above through direct engagement with projects and events; guiding the creation of resources; offering innovative ideas for the future; and attending workshops.

The Alliance recognises that we are all ageing, and especially in times of change and challenge we must continue to innovate, inspire and model the vision of active ageing for future generations. The Alliance looks forward to working with the Council in the years ahead to ensure that the City of Unley remains celebrated by our community as a great place to grow older.

GUIDING PRINCIPLES

In further developing the City of Unley as an Age-friendly City, we will be guided by the following principles:

1. AGE IS A CELEBRATION

We celebrate the fact that our people are living longer and healthier. This Strategy aims to ensure that we keep thinking of ways to meet the needs of all of our citizens.

2. A RIGHTS-BASED APPROACH

Older persons have fundamental rights and freedoms, which include the right to be treated with dignity and respect and the right to make their own choices about how they adapt their lives to changing opportunities and needs.

3. WHOLE OF LIFE

Strategies that benefit our older people benefit all of our people. We will recognise and accommodate the different needs of our people throughout their entire life.

4. AGEING IN PLACE

We aim to provide for the needs of our people so that they are able to remain in the City of Unley for as long as they wish.

5. BUILDING ON OUR STRENGTHS

The City of Unley provides an enviable quality of life and its people have a wealth of skills and experiences to contribute to the community. Boosting the participation of our people of all ages will benefit the whole city.

6. CO-DESIGN AND PARTNERSHIP

The City of Unley is committed to an ongoing partnership with our community and partners to achieve our vision and implement initiatives that have real and lasting benefits. In particular, older people will be fully involved in the policy planning, development and evaluation process.

ALLIANCE MODEL

A fundamental component of this Strategy is the establishment of alliances with older people and service providers in the City of Unley. This will ensure that we are continuing to deliver the commitments contained in this Strategy. We will regularly seek the views of older people and service providers on how we are achieving our objectives and how we could be doing better.

ACTIVE AGEING ALLIANCE

We have built on the engagement we undertook during the development of this Strategy by establishing the 'Active Ageing Alliance' – a forum of active citizens who work in partnership with the City of Unley to oversee implementation. The Alliance meets regularly and provides invaluable engagement with the Council. New members of the community continue to express their interest in joining the group and the Alliance is now reaching out to other Age-friendly Cities within Adelaide and their alliances to share the benefits of their experiences at the City of Unley. This leadership role reflects positively on the City of Unley within South Australia and interstate. Members of this forum give feedback on how the Strategy is improving the experience of living in the City of Unley and help us to prioritise activities to further improve what we do.

SERVICE ALLIANCE

We have strengthened the network of key health and support service providers that partner with the City of Unley to implement actions, identify challenges and maximise opportunities to meet the needs of our residents as they age.

KEY FOCUS AREAS OVERVIEW

Our *Active Ageing Strategy* is based on the WHO Age-friendly Cities Guidelines which features 8 Key Focus Areas. We have included a 9th Focus Area within our Strategy to highlight our role in leading the development of Age-friendly Cities within this State and Australia.

FOCUS AREA 1: OUTDOOR SPACES AND BUILDINGS

KEY CONSIDERATIONS:

- Pleasant, clean environments
- Importance of green spaces
- Places to rest
- Age-friendly pavements
- Safe pedestrian crossings
- Accessibility
- A secure environment
- Walkways and cycle paths
- Age-friendly buildings
- Adequate public toilets
- Service to older customers

FOCUS AREA 2: TRANSPORTATION

KEY CONSIDERATIONS:

- Availability
- Affordability
- Reliability and frequency
- Travel destinations
- Age-friendly vehicles
- Specialised services for older people
- Priority seating and passenger courtesy
- Transport drivers
- Safety and comfort
- Stops and stations
- Taxis and Community Transport
- Information
- Driving conditions
- Courtesy towards older drivers
- Parking

FOCUS AREA 3: HOUSING

KEY CONSIDERATIONS:

- Affordability
- Essential services
- Design
- Modifications
- Maintenance
- Access to services to support independent living
- Community and family connections
- Housing options
- Living environment

FOCUS AREA 4: SOCIAL PARTICIPATION

KEY CONSIDERATIONS:

- Accessible opportunities
- Affordable activities
- Range of opportunities
- Integrating generations, cultures and communities
- Awareness of activities and events
- Encouraging participation and addressing isolation

FOCUS AREA 5: RESPECT AND SOCIAL INCLUSION

KEY CONSIDERATIONS:

- Respectful and disrespectful behaviour
- Ageism and ignorance
- Intergenerational interactions and public education
- Place within the community
- Helpfulness of the community
- Place in the family
- Economic exclusion
- Celebrating ageing and valuing contribution

FOCUS AREA 6: CIVIC PARTICIPATION AND EMPLOYMENT

KEY CONSIDERATIONS:

- Better employment options and more opportunities
- Volunteering options for older people
- Flexibility to accommodate older workers and volunteers
- Encouraging civic participation
- Training
- Entrepreneurial opportunities
- Valuing older people's contribution

FOCUS AREA 7: COMMUNICATION AND INFORMATION

KEY CONSIDERATIONS:

- Widespread distribution
- The right information at the right time
- Responsive and caring service
- Age-friendly formats and design
- Information Technology
- A personal and collective responsibility

FOCUS AREA 8: COMMUNITY SUPPORT AND HEALTH SERVICES

KEY CONSIDERATIONS:

- Accessible care
- A wider range of health services
- Ageing well services
- Home care
- Residential facilities for people unable to live at home

FOCUS AREA 9: ACTIVE AGEING LEADERSHIP

KEY CONSIDERATIONS:

- Leadership initiatives
- Partnering
- Networking
- Innovation and prototyping
- Influence and advocacy
- Community safety

ACTIVE AGEING ACTION PLAN

An *Active Ageing Action Plan* has been developed to complement the delivery of this Strategy. The Action Plan outlines specific actions that will enable us to achieve our objectives, along with providing indicative timeframes for delivery and identifying Council's role in delivery.

The Action Plan is indicative and it is envisaged that it be considered on an annual basis as part of the Council's annual budget process to prioritise the key actions to be undertaken in the year ahead.

The City of Unley Active Ageing Alliance has and will continue to oversee the implementation of the Strategy and Action Plan and provide guidance on the development of annual project plans.

MEASURING OUR PROGRESS

The wording of the WHO key indicators of Age friendliness for cities were recently adjusted and the results of an international pilot study using them was published in 2018. These rephrased indicators have been adopted in 2020 for use by the City of Unley, and are shown on the last page of this Strategy.

These indicators have allowed baseline data to be captured from the community and will inform the work of the Active Ageing Alliance and the focus of the work in the Active Ageing Strategy in the future.

FACILITATION:

This Strategy is coordinated by a Council Project Officer who works with our Active Ageing Alliance stakeholders and internal staff to incorporate actions into Council's *Annual Business Plan and Budget*.

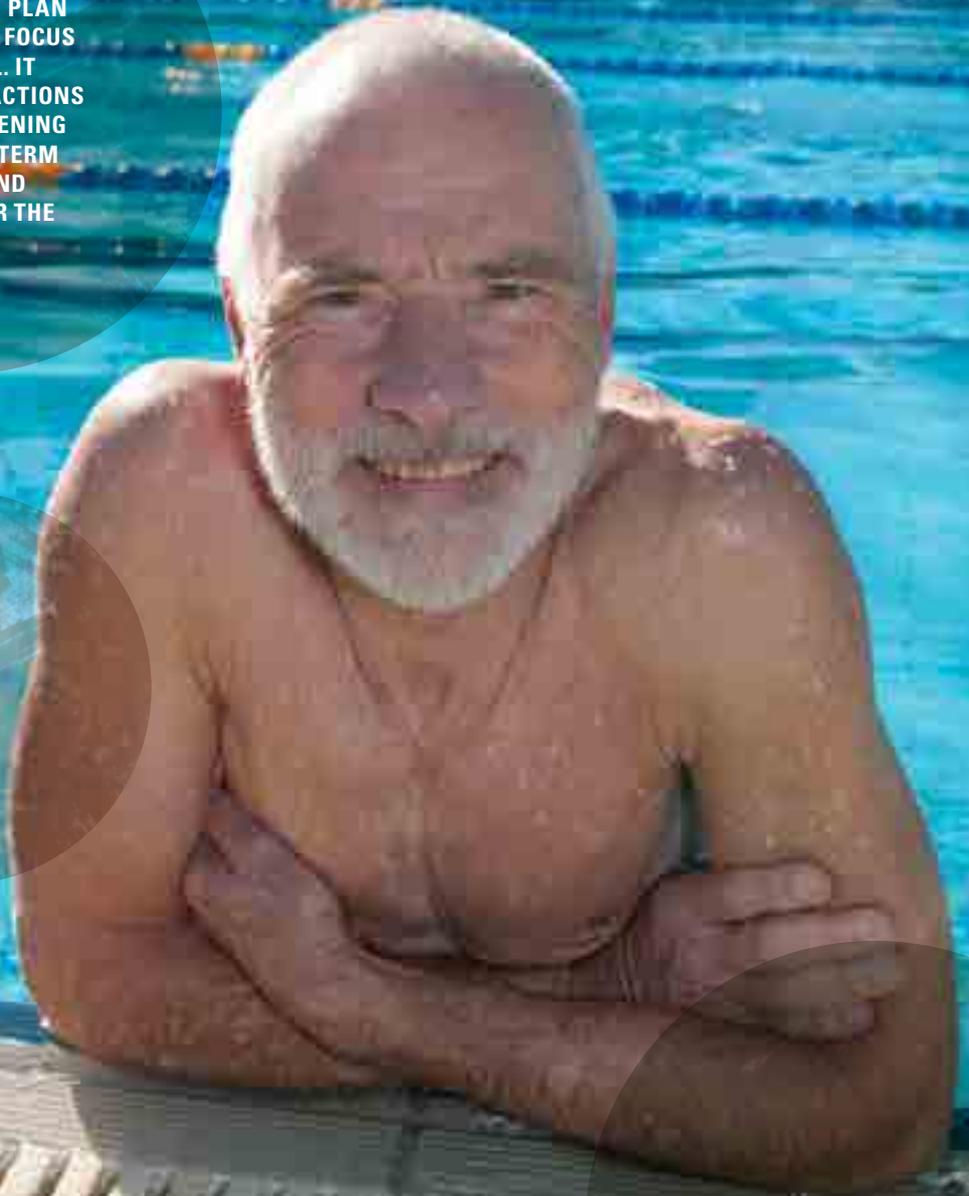
FUNDING:

Actions will be funded by applying an age-friendly focus to existing resources, through grants and partnering with our alliance partners.

Part C

Focus Area Objectives

THE FOLLOWING PLAN
OUTLINES EACH FOCUS
AREA AND GOAL. IT
OUTLINES THE ACTIONS
THAT ARE HAPPENING
NOW, SHORTER TERM
'QUICK WINS' AND
OBJECTIVES FOR THE
FUTURE.



FOCUS AREA 1

Outdoor Spaces & Buildings

Goal

To create an environment that is pleasant, safe and accessible.

STRATEGY 1: FOOTPATHS AND WALKWAYS

COMPLETED ACTIONS AND SUCCESS STORIES

- Incorporation of age-friendly principles within the streetscape upgrade of Goodwood Road and King William Road has been achieved creating boulevards that maximise pedestrian safety, visitor comfort and accessibility.
- A footpath audit and condition rating has been undertaken.
- Wombat crossings and pedestrian refuges have been installed in high traffic areas.
- Trial walking trails have been developed on Charles Walk and Glen Osmond Creek.
- The Pedestrian and Bicycle Plan was reviewed in 2015 to ensure consistency with other Council strategies, as well as to account for improvements to local and regional cycling and walking routes.

ONGOING OBJECTIVES

- Pedestrian access and safety is improved through an ongoing city-wide footpath upgrade program with a focus on age-friendly pathways, specifically focused on main streets, near schools and aged care facilities and highly pedestrianised pathways.

WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Flat and walkable city
- Parks and gardens

AREAS FOR IMPROVEMENT

- Footpath quality—access for reduced mobility/trips/hazards
- Navigating busy roads

- Road crossing is made easier with more pedestrian crossings and the use of pedestrian countdown timers.
- Walking and cycling plan endorsed and active transport is encouraged through an increased number and quality of walking paths and trails.
- The City of Unley developed and continues to utilise Age Friendly Streetscape Guidelines to maintain an age-friendly focus when future redevelopments of streets and open spaces occur.
- Ongoing promotion of the 45 kilometres of marked bike routes throughout the City of Unley, which are part of the Adelaide metropolitan bike lane network, alongside community focused events such as providing support for community organisations, walking groups and specific events such as walking through nature.

HAPPENING NOW

- The *Living Streets Program* is enhancing streetscaping, access and usability for key sites in close consultation with residents and ensuring that universal streetscape designs meet the needs of every generation.
- Innovative walking tours have been developed in conjunction with Council's Community and

Cultural Development area to provide new ways to enjoy and enrich local walks through linkages to local art and history including:

- The Goodwood Road Streetscape Artworks, a free self-guided walking tour app,
- The Discover Historic Goodwood Walk,
- Ways of Walking is a walking tour of everyday walks and unique experiences of local people in Malvern, Highgate, Fullarton and Myrtle Bank.

STRATEGY 2: SEATING

COMPLETED ACTIONS AND SUCCESS STORIES

Improved seating installed in the King William Road and Goodwood Road main street precincts.

Outdoor seating is currently installed in local parks, gardens and bus shelters.

ONGOING OBJECTIVES

Continued provision of seating and resting points alongside highly pedestrianised areas including parks, public transport stops, popular walkways and near shopping precincts.

Outdoor and indoor furniture and seating is designed and selected with the requirements of older people in mind.

STRATEGY 3: BUILDING AND DEVELOPMENT

COMPLETED ACTIONS AND SUCCESS STORIES

Access to key civic buildings meets appropriate standards.

Location and accessibility are considered in the design of new installations and renewal projects.

ONGOING OBJECTIVES

Advocacy of age-friendly design principles to be included in the new *Statewide Planning and Design Code* with respect to flexible housing options to enable ageing in place.

Public toilets are sufficiently available, safe, clean and accessible.

STRATEGY 4: LIGHTING

COMPLETED ACTIONS AND SUCCESS STORIES

An audit of the city's street lighting standards and condition has been undertaken.

ONGOING OBJECTIVES

Improved lighting in car parks, parks, entry points, near play equipment, public toilets and civic and community spaces maximises city safety and accessibility.

STRATEGY 5: SIGNAGE

COMPLETED ACTIONS AND SUCCESS STORIES

Cross Street banner event infrastructure is in place.

LED signage installed at the Unley Council Chambers to better promote events and civic activities. LED signage installed on King William Road to advise of available parking spaces.

ONGOING OBJECTIVES

Enhanced signage to make it easier to navigate and locate community facilities, events and places of interest.

STRATEGY 6: PARKS, GARDENS AND OPEN SPACE

COMPLETED ACTIONS AND SUCCESS STORIES

Popular parks are maintained with equipment and amenities installed to enhance their use.

ONGOING OBJECTIVES

An active ageing focus is considered when undertaking upgrades of park and event facilities and amenities.

Advocacy for Age-friendly landscape design for residential parkland and greenspaces is continued by collaboration across Council departments.

FOCUS AREA 2

Transportation

Goal

Our residents are able to easily move about the city to participate in the community and have access to services.

STRATEGY 1: PUBLIC TRANSPORT

COMPLETED ACTIONS AND SUCCESS STORIES

Networks have been established with Public Transport Service partners to ensure necessary metropolitan bus services and support infrastructure is in place.

The Council has advocated to improve bus transport services, shelters and stops.

ONGOING OBJECTIVES

Advocacy for increased recognition of priority seating and assistance for frail and older people.

STRATEGY 2: COMMUNITY TRANSPORT

COMPLETED ACTIONS AND SUCCESS STORIES

The Community Bus and Community Transport services are available to assist older people to get to shops and appointments.

HAPPENING NOW

After a review of community needs, the bus service is now providing a new door to door service (rather than fixed routes) that recognises the individual needs of users.

Advocacy for the needs and views of older individuals on the proposed enhanced east-west network from Adelaide Metro which aims to provide improvements including faster services, a simpler network and enabling a greater emphasis on integration across all modes.

WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Community bus
- Number of transport options
- Go Zone frequency/reliability

AREAS FOR IMPROVEMENT

- Traffic safety
- More options when people can no longer drive

ONGOING OBJECTIVES

Community Transport continues to evolve to be responsive and relevant to our community to support social connections, independence and ageing in place.

STRATEGY 3: TAXIS

COMPLETED ACTIONS AND SUCCESS STORIES

Taxi ranks are available in key locations in collaboration with shopping centres, main streets and the Taxi Association.

Opportunities to utilise alternative transport services were explored.

Access Cabs are available for people with disabilities—this links to the Eastern Region Community Passenger Network service.

Temporary taxi ranks are implemented for major community events.

ONGOING OBJECTIVES

Increased reliability, courtesy and availability of taxi services for local residents.

STRATEGY 4: DRIVING AND PARKING

COMPLETED ACTIONS AND SUCCESS STORIES

Workshops with the RAA were delivered to provide advice and support regarding vehicle modifications, adjustments and driver training for older residents.

A program of Local Area Traffic Management studies has been established to identify and implement improvements in road safety and traffic management including lower speed zones.

Disability parking is available at civic buildings and provided for in business development applications.

Parking controls were enhanced by the use of enforcement services to patrol agreed private car parks such as shopping centres, in order that parking is made available for older clients.

There is regular enforcement of disability and other public parking zones.

Advocacy when appropriate for inclusion of 'senior friendly parking' in private car parks.

ONGOING OBJECTIVES

Drivers are more confident and feel safer when travelling throughout the City of Unley.

Car parking is maximised to improve availability, accessibility and support people with disabilities.

Encouragement of carpooling initiatives to lead to fewer cars on the road, with more transport options available for local drivers.

STRATEGY 5: MOBILITY DEVICES

COMPLETED ACTIONS AND SUCCESS STORIES

Membership in the RECHARGE scheme to set up and promote recharge points for mobility scooters.

Inclusion of mobility device users within the Bicycle Users Group (BUG) as a forum to consider access, parking requirements and charging stations.

ONGOING OBJECTIVES

Support for mobility device users is improved with increased engagement, information and education programs available.

STRATEGY 6: CYCLING

COMPLETED ACTIONS AND SUCCESS STORIES

Support for the Bicycle Users Group (BUG) within the City of Unley to guide discussions on improvements to cycle access and safety.

Bicycle racks and repair stations have been installed at the Unley Shopping Centre with secure locks and line marking and kerbing has been undertaken to assist cyclist travel on bikeways.

Upgrade to Weller Street– a critical part of Unley's Cycling Network (see the *Unley Walking and Cycling Plan*) and the *Goodwood Local Area Traffic Management Plan*.

Upgrade of the Goodwood Road crossing of the Mike Turtur Bikeway has been completed, making the crossing safer and more convenient for cyclists.

ONGOING OBJECTIVES

Opportunities for cycling throughout the city are optimised through the expansion of Council's bicycle network.

Regular reviews of the City of Unley Walking and Cycling Plan with a view to establishing a network of safe streets for cycling, walking and resources for the community.

FOCUS AREA 3

Housing

Goal

Affordable and accessible housing is available to meet the needs of residents throughout their lives.



STRATEGY 1: DEVELOPMENT

COMPLETED ACTIONS AND SUCCESS STORIES

A significant grant was obtained through the Office for Ageing Well and in partnership with UniSA to explore co-housing options that enable older individuals to stay in their community.

Planning policy facilitates and encourages the provision of housing options suitable for older people in new developments.

Existing policies support housing diversity and development across the city.

ONGOING OBJECTIVES

Advocate that building code variations provide for active ageing and mobility access standards.

Develop information about the options to provide granny flats/dual occupancies in large single dwelling house areas.

HAPPENING NOW

The results of the co-housing project will provide information that will inform discussion about options for laneway/accessory houses (small granny flats) and co-housing that aids diversity and affordability. It will also contribute to innovative considerations of planning policy and how this can facilitate and encourage the provision of housing options suitable for older people and provide ongoing contributions to the drafting of a new statewide *Planning and Design Code*.

The Council has provided submission to the new statewide *Planning and Design Code* with a specific cross council submission to consider the merits of a new housing code definition 'cohousing accommodation' which may allow flexible site redevelopment that increases dwellings per site but also retains character, maintains or improves open space and allows ageing in place through better design.

WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Neighbours/ neighbourhood spirit
- Ageing in place – as long as possible

AREAS FOR IMPROVEMENT

- Planning and development that maintains character of the area
- Access to a wider range of flexible housing options to enable ageing in place

STRATEGY 2: AFFORDABLE HOUSING

COMPLETED ACTIONS AND SUCCESS STORIES

Policy and planning of development plan amendments (DPAs) and templates are aligned to State Government targets on affordable housing.

ONGOING OBJECTIVES

An increased level of affordable housing available throughout the city through clear planning requirements and active attraction and encouragement of housing providers and developers.

STRATEGY 3: RESIDENTIAL AGED CARE

COMPLETED ACTIONS AND SUCCESS STORIES

The number of new residential aged care facilities within the Unley area has increased, with significant developments supported by the Council to ensure flexible housing options and a capacity for older individuals to remain in their community as their needs change.

ONGOING OBJECTIVES

New apartments are encouraged to be designed to attract a mix of age groups.

Council promotes and advocates for the provision of modern models of residential aged care in Unley.

Housing needs of older residents are better understood and incorporated in the development of aged care housing within the City of Unley.

STRATEGY 4: RETIREMENT LIVING/DOWNSIZING

COMPLETED ACTIONS AND SUCCESS STORIES

Home Maintenance Services are available for people aged over 65 years as needed.

Participation in a UniSA study on downsizing for people as they age.

ONGOING OBJECTIVES

Residents are supported to age in place by the provision of clear and accessible information regarding options for downsizing and advice available to assist them to consider home modifications and planning requirements.

Development of a resource providing advice and information about making existing housing adaptable as people age.

FOCUS AREA 4:

Social Participation

Goal

Our residents are encouraged and have opportunities to participate in the community throughout their lives.

STRATEGY 1: EVENTS AND ACTIVITIES

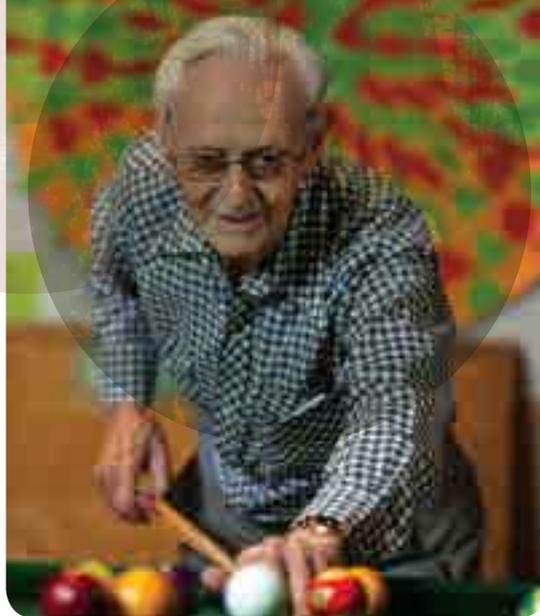
COMPLETED ACTIONS AND SUCCESS STORIES

An extensive annual program of community events is coordinated across the city, focused on social inclusion, cultural expression, community and neighbourhood development, city vibrancy and place making. A full program of events and activities designed specifically for older people has been promoted every year for Zest Fest and the Fringe in Unley. These have been well attended and valued by the community.

Promotion of age-friendly and intergenerational social activities occurs through targeted items in Unley Life and the 'What's On Calendar'.

Events and activities are available at the libraries, Unley Swim Centre, community centres and key outdoor venues that promote active ageing.

Partnership with Sturt Football Club and local aged care providers to support attendance at home matches at Unley Oval.



WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Range and quality of social activities
- Involvement with local faith groups

AREAS FOR IMPROVEMENT

- Promotion of social activities – finding out about what is on
- Support to attend social activities

ONGOING OBJECTIVES

Celebration and promotion of benefits of positive and active ageing is realised through the development of new programs and activities centred on optimising longevity, health and wellbeing.

Access to and promotion of community events and cultural facilities is improved for older people through the provision of additional transportation options and partnerships.

Promotion of local activities suitable for older individuals is supported by increasing the range of hard copy brochures, e-newsletters and a new Events for Seniors portal on the City of Unley website.

HAPPENING NOW

A new series of events to support the wellbeing of older adults in the community have been initiated at the Town Hall, aiming to increase discussion, debate and innovation around the opportunities and challenges that affect individuals over the age of 50, so helping them to live their best lives.

STRATEGY 2: FACILITIES AND VENUES

COMPLETED ACTIONS AND SUCCESS STORIES

Modifications that enable access for all ages have been made to the Unley Swim Centre including a disability lifter to the pool, upgraded change rooms, access and automated gates.

Support is provided for community and sports clubs, groups and associations and services through subsidised leases and licences to use Council facilities.

Companion card is available at community centres and the Unley Swim Centre enabling access for carers to activities.

ONGOING OBJECTIVES

Community engagement to ensure key Council building upgrades meet the needs of older users with visual issues, physical or cognitive impairment. For example, engagement with Dementia Australia and the 'Meet me on Mondays' Dementia support group was undertaken to provide input on the redevelopment of the library foyer area.

STRATEGY 3: TECHNOLOGY

COMPLETED ACTIONS AND SUCCESS STORIES

WiFi hotspots are available via our libraries and Unley Community Centre.

Community computing programs are offered through our libraries assisting people to improve their computer and online literacy.

A new format digital literacy program, Reboot, was developed and promoted via our libraries and community centres to provide opportunities for people of all ages to be exposed to and learn about new technologies.

ONGOING OBJECTIVES

Improved city-wide online access is available by extending WiFi hotspots throughout main streets, cultural hubs, public transport shelters/platforms and parks. For example, the redesign of King William Road has included improving WiFi access in the area.

Ongoing promotion of the City of Unley libraries as centres for digital literacy within the community, showcasing and supporting the latest and future technologies.

Support and advocacy for e-learning at any age provided with dedicated workshops for older individuals.

STRATEGY 4: REDUCE ISOLATION

COMPLETED ACTIONS AND SUCCESS STORIES

New and innovative community services and community centre programs are available aimed specifically at reducing social isolation and loneliness, for example the men's breakfast program.

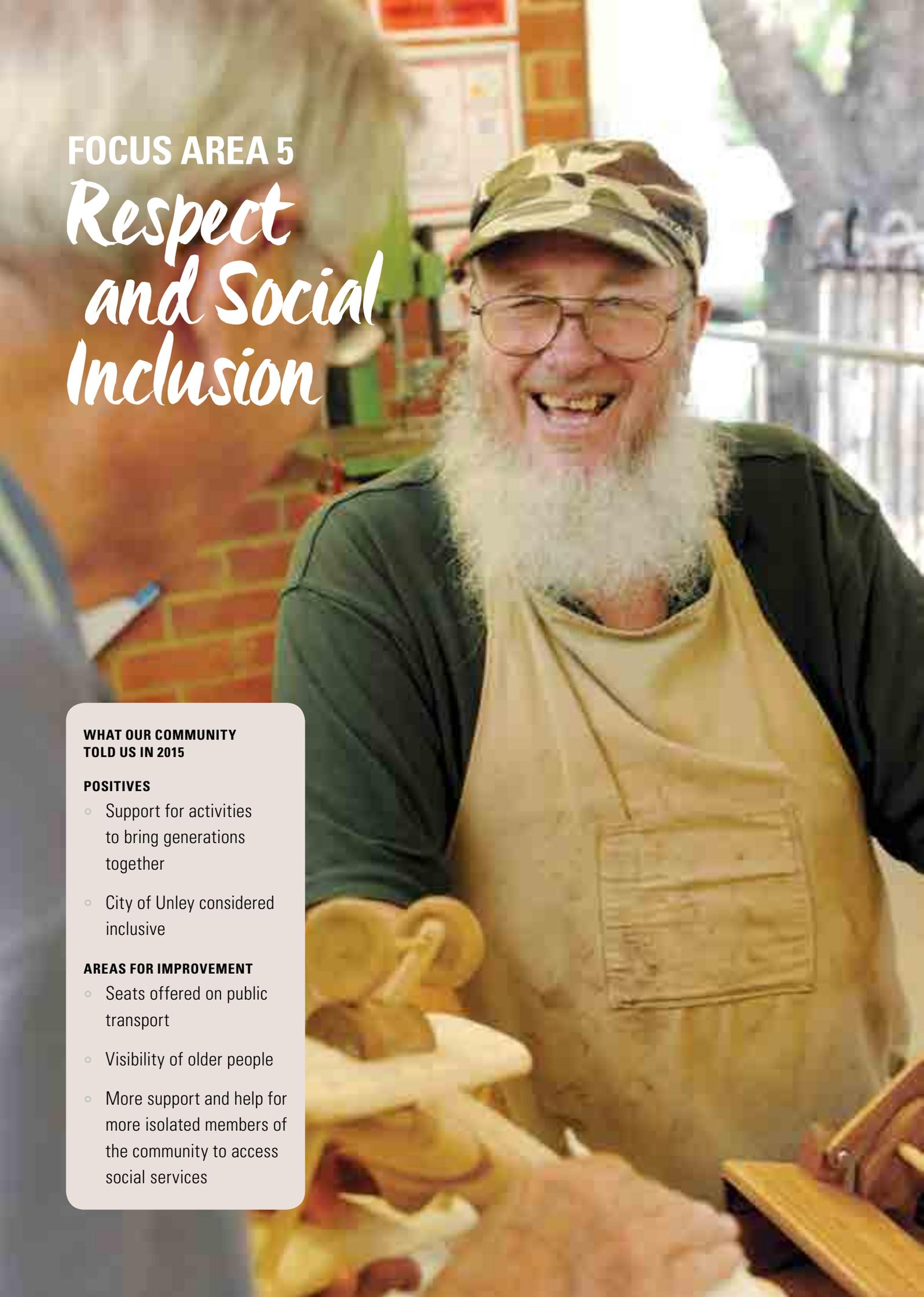
Pet ownership is embraced as an effective method of mitigating loneliness, with 'Pets as Companions' partnership programs focused on pet care facilitated through a dog walking program, dog owners social program (Paws in Parks) and the use of therapy dogs in Council community venues and facilities.

ONGOING OBJECTIVES

Scope innovative new programs that can reduce loneliness and isolation through community programs and initiatives that encourage neighbourhood development, community support and connection.

HAPPENING NOW

The Active Ageing Alliance are scoping a new project to address social isolation and loneliness in the Unley community through a network of trusted contacts and outreach.



FOCUS AREA 5

Respect and Social Inclusion

WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Support for activities to bring generations together
- City of Unley considered inclusive

AREAS FOR IMPROVEMENT

- Seats offered on public transport
- Visibility of older people
- More support and help for more isolated members of the community to access social services

Goal

Our residents of all ages are valued and the community benefits from their contribution.

STRATEGY 1: RESPECT FOR OLDER PEOPLE

COMPLETED ACTIONS AND SUCCESS STORIES

Council core values of diversity and respect for all are displayed at our community facilities.

Unley Life magazine includes positive articles celebrating older people in the community.

A grandparent school holiday program was trialled at the Unley Community Centre.

Inclusion of a City of Unley 'Active Ageing Initiative of the Year' category in the City of Unley Australia Day awards.

Two short films were made in collaboration with Resthaven titled *Unley Legends*. These films celebrated the City of Unley's older residents and were successfully launched at the Capri Theatre.

Inclusion of older individuals in our cultural life is being promoted by supporting Fringe events to be hosted in residential aged care homes.

ONGOING OBJECTIVES

Tolerance and understanding are fostered through programs aimed at connecting generations, shared wisdom and learning and reducing ageism.

An Age-friendly Cities and Communities theme is encouraged within local schools, fostering intergenerational understanding, appreciation and interaction.

HAPPENING NOW

Support is being provided to match up partner school and aged care organisations to enable intergenerational visits, education, understanding and establish sustainable connections between young people and older people within aged care residential homes.

STRATEGY 2: SOCIAL INCLUSION

COMPLETED ACTIONS AND SUCCESS STORIES

A number of initiatives are in place to visit older people at home and assist older people's participation in community activities.

Local businesses are recognised as age-friendly and celebrated for demonstrating good design practice focused on inclusivity and access.

ONGOING OBJECTIVES

An improved appreciation and understanding of cultural diversity opportunities is achieved through a research project considering integration and support of older Greek, Italian and Chinese people in our community.

Recognition that the ageing process for migrants can require a tailored approach for those who are unable to draw on family and familiar culture to address their needs as they age.

A strengthened sense of belonging realised through increased opportunities for our residents to interact and connect.

Increased opportunities to strengthen inclusivity and community spirit is achieved through boosting the offering and support for Harmony Day, Every Generation Festival, Neighbour Day, RUOK day and Happiness Day initiatives.

Ensure the fees and charges for Council venues support affordability for seniors groups and programs.

Further enhance the Zest Fest and Neighbour Day initiatives to foster inclusiveness and encourage our age-friendly community.

FOCUS AREA 6

Civic Participation and Employment

Goal

Our residents are actively involved in the community throughout their lives.



WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Variety of volunteer activities
- Ability to undertake paid work if wanted
- Improved connection and ability to have a say in community consultation

AREAS FOR IMPROVEMENT

- Ensuring volunteers are appreciated and supported
- Treating volunteers with the same respect as staff
- Listening to feedback as part of engagement
- Ensuring times for feedback are suitable for older people

STRATEGY 1: ENGAGEMENT

COMPLETED ACTIONS AND SUCCESS STORIES

A *Community Engagement Toolkit* has been developed giving special consideration to an age-friendly approach in consulting older people.

We actively promote community engagement initiatives supported by both online and hard copy feedback forms.

An Active Ageing Alliance has been established and meets regularly providing input and advice to all areas of Council operation on enhancing our age-friendly approach.

Community advisory groups were explored to guide the operations of the Unley and Fullarton Park Community Centres.

ONGOING OBJECTIVES

All Council led community engagement initiatives adopt an age-friendly approach ensuring all materials are accessible, easy to read and participation is convenient and easy.

Increased community involvement and participation shapes the future direction and operation of our community and cultural facilities.

STRATEGY 2: PAID EMPLOYMENT

COMPLETED ACTIONS AND SUCCESS STORIES

City of Unley employment programs enable flexibility to assist and support our staff to remain in the workforce and transition to retirement.

Retirement transition talks providing an informal panel discussion about the challenges and opportunities of post career life have been trialled.

ONGOING OBJECTIVES

Residents have access to information and opportunities to discuss retirement transition and the challenges and opportunities of post-career life.

HAPPENING NOW

The Age-friendly Business Project is considering broader viewpoints, beyond accessibility and customer service to include issues relevant to older employees, employers and working past the traditional retirement milestones, for example encore careers and silver entrepreneurship.

STRATEGY 3: VOLUNTEERING

COMPLETED ACTIONS AND SUCCESS STORIES

Volunteer opportunities are available across Council services with more than 250 people actively contributing in our volunteer program.

Training is provided for volunteers and police checks of volunteers are in place to ensure safety and security of patrons.

New and innovative virtual reality training has been provided to our volunteers, in collaboration with Dementia Australia to increase awareness of respectful and inclusive ways to interact with individuals living with cognitive decline.

ONGOING OBJECTIVES

New volunteering opportunities for people as they age across community services and events are identified and available.

High level of awareness of new models of community volunteering with opportunities incorporated as part of the City of Unley volunteer program.

Centralised information is available regarding city-wide volunteer vacancies and extensively promoted via the City of Unley website.

Local clubs and community groups are supported to manage and recruit volunteers to support their activities.

FOCUS AREA 7

Communication and Information

Goal

Our community is able to easily access information about their community and services.

STRATEGY 1: CUSTOMER SERVICE

COMPLETED ACTIONS AND SUCCESS STORIES

Customer service standards have been developed that outline our commitment to our customers in assisting them with their enquiries and requests.

Dementia awareness and training provided for City of Unley customer facing staff.

The Active Ageing Alliance attended a dedicated workshop to provide input to the design and functionality of the new City of Unley website, in order that it supports and enhances individuals' capacity to live an active life connecting to their local community.

ONGOING OBJECTIVES

Ensuring that the City of Unley customer service standards and approach consider the needs of older people and our staff are skilled to assist older people, those with disabilities and/or dementia in accessing Council services and that these values are being embedded in the organisation.

Technology solutions are adopted to optimise accessibility to the Council's services and information.

HAPPENING NOW

Establishment of baseline data through a community pulse check will maximise the value from the Strategy refresh.

Establishment of new touchpoints through the City of Unley website that promote events for seniors and active ageing in an easier to access format.

WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Support for digital literacy/technology
- Well informed about what is happening locally
- Library services (noted supportive staff)
- Messenger newspaper a good source of info

AREAS FOR IMPROVEMENT

- More technology support when things go wrong (ie help desk)
- Emphasis on other communication methods as well as the internet/online for information
- Website design that makes it easier to find information
- Providing the right information at the right time rather than being overwhelmed by too much information



STRATEGY 2: COUNCIL COMMUNICATIONS

COMPLETED ACTIONS AND SUCCESS STORIES

Unley Life magazine is published seasonally; it is available online and in hard copy to all households in Unley.

- unleylife.unley.sa.gov.au

STRATEGY 3: INFORMATION FOR OLDER PEOPLE

COMPLETED ACTIONS AND SUCCESS STORIES

An access and mobility map is available outlining transport options and key public conveniences/ services.

The Browse Aloud application available on City of Unley website enables sight impaired people to access information in audio format.

The City of Unley has a strong online presence in place with website, online tools and social media platforms. This is supported by programs providing training and support in digital literacy via Library Services.

ONGOING OBJECTIVES

Older people in our community know where they can source relevant and suitable information to support their active ageing.

Council publications are presented in a format suitable for vision impaired wherever possible: large font, audio formats, jargon free and in multiple languages as relevant.

Boost promotion of Council's Active Ageing Initiative, services and related programs.

Development of a *City of Unley Age-friendly Guide* to promote services available to support the ageing community across the City of Unley.

FOCUS AREA 8

Community Support and Health Services

Goal

To ensure that appropriate community support and health services are available to assist residents throughout their lives.

WHAT OUR COMMUNITY TOLD US IN 2015

POSITIVES

- Good range of community services offered by Council
- Variety of health services in the area

AREAS FOR IMPROVEMENT

- Provide a consistent level of good service
- Communicating better to raise awareness of services offered by Council



STRATEGY 1: SUPPORTING INDEPENDENCE

COMPLETED ACTIONS AND SUCCESS STORIES

A wide range of home care assistance services are available such as home maintenance, gardening, shopping and cleaning.

Unley Community Centre works in partnership with South Australian Police (SAPOL) to deliver free information on community safety.

Activate promotion of falls prevention programs and information offered by Council.

ONGOING OBJECTIVES

Our residents are encouraged and supported to remain healthy and independent through the provision of community services, programs, information and initiatives.

Instances of hoarding and squalor are effectively resolved through the establishment of a whole of Council approach and guideline.

HAPPENING NOW

Innovative programs have been developed that broaden the reach of Community Home Service Program (CHSP) to engage a more diverse audience (for example the men's breakfast), provide a wider selection of options (for example in home tech support) and provide activities at different times of day (for example evening outings and meals). These new offerings are proving popular with the older residents of Unley.

Successful application of a sport and recreation grant 'Daily Moves' in conjunction with the Eastern Regional Alliance of councils, is enabling the provision of free personalised and supported physical activity program for adults aged 65 years and above.

STRATEGY 2: SUPPORT SERVICES

COMPLETED ACTIONS AND SUCCESS STORIES

Online e-resources are available for the City of Unley audio collection.

Library resources are provided in easy access formats such as audio books, e-readers and Books in the Sky.

Meals service offered four days a week from Unley Community Centre including take-away meals.

A wide variety of weekly social and recreational programs are offered across the Community Centres that meet the needs of a broad demographic including multicultural groups, intergenerational groups and the LGBTIQI community.

A wide range of home support services are available to assist people to age in place.

A dedicated library collection has been established for active ageing.

A dedicated library collection that focuses on sensory and memory activities for individuals living with Dementia has been established and is well used by the community.

The feasibility of the establishment of a Casserole Club program through our Community Centres to promote meal sharing and community support was explored.

Residents at risk are supported by Community Home Service Program (CHSP) risk and systems processes.

ONGOING OBJECTIVES

Partnerships with local residential aged care homes enable further outreach opportunities for library and community services.

Food support services are enhanced for residents in need through partnerships with external service providers.

STRATEGY 3: HEALTH AND WELLBEING

COMPLETED ACTIONS AND SUCCESS STORIES

Physical and mental health improvement programs are offered at Community Centres.

Unley Swim Centre offers classes and hosts age specific events that promote active ageing.

The 'Active Unley' database provides information on all health and wellbeing industries in Unley including sport and recreation clubs, fitness, exercise therapy, medical and allied health.

The Council has participated in a Dementia Australia initiative exploring leading practice local government interventions to support people with Dementia and facilitated Dementia training for staff and volunteers. Further regular support to individuals and family members living with Dementia has been provided through the Meet me on Mondays social group.

Actively participated in the pilot 'Music for Life' program, partnering with VolunteerSA.

ONGOING OBJECTIVES

Support for people with Dementia and Alzheimer's is optimised through partnership education initiatives.

Older residents are actively encouraged to join and participate in healthy lifestyle, fitness and wellbeing activities, which are fun and easy.

Maintaining a strong network of health and allied health partners results in collaborative community outreach and support programs.

The Daily Moves program provides tailored support and opportunities to undertake fitness and health activities for individuals over the age of 65 to support positive and active ageing.

FOCUS AREA 9

Active Ageing Leadership

Goal

Provide leadership by showcasing the City of Unley as an Age-friendly City.

COMPLETED ACTIONS AND SUCCESS STORIES

The City of Unley actively participated in the Thinkers in Residence program featuring Dr Kalache which has led to a partnership with UniSA to develop a *City of Unley Active Ageing Strategy*.

In partnership with UniSA we have undertaken a literature review of leading practice in Age-friendly Cities and Communities, consulted with the community and developed age-friendly indicators.

We have updated our Community Profile against the 2016 Census data, noting local demographics and social implications.

Service Alliances were explored across the 9 focus areas.

Leadership within active ageing is further developed through the hosting of an 'ageing well' panel with interstate contributors from the NSW-based group, The Waverton Hub.

The City of Unley hosted the first Age Friendly Cities Network meeting, bringing together Age Friendly Cities from across the country to share experiences and learnings.

ONGOING OBJECTIVES

An ongoing partnership with the UniSA, providing opportunities for shared projects and evaluation.

Alliances and partnerships are established with community, service providers, and other sectors of government from which collaborative initiatives and projects can be realised by pooling resources and leveraging investment.

Continue to ensure that the principles and strategies for ageing well are incorporated into all of Council's activities.

Development of specific targets to measure the achievement of each age-friendly indicator.

HAPPENING NOW

City of Unley is recognised as a local government leader in Age-friendly Cities and Communities.

Active ageing case studies and learning are being shared across the industry through appropriate forums including the Local Government Association, conferences and workshops. Local partnerships with other Age-friendly Cities in South Australia are being established and grants successfully applied for in partnership with other local councils in the active ageing space. Examples have included the Forget-me-not Dementia Program, the co-housing study and new grant applications are in progress focusing on proactive retirement, mature aged micro-enterprise and tackling social isolation.

CONCLUSION

This Strategy brings together the latest global thinking, the City of Unley's experience and, most importantly, the experiences of our older people in the community to guide all of our activities towards making the City of Unley an Age-friendly City.

The Strategy recognises that we are doing well in many areas, however there remains scope for growth and improvement. It also recognises that people's needs and the tools to address them are changing and we need to keep up with those developments.

In releasing this Strategy, Council is committing to work with the community to make the City of Unley an even better place to grow old.



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Appendices

INDICATIVE ACTIVE AGEING ACTION PLAN AND PROGRESS UPDATE **A3**

Focus Area 1: Outdoor Spaces and Buildings **A4**

Focus Area 2: Transportation **A7**

Focus Area 3: Housing **A10**

Focus Area 4: Social Participation **A12**

Focus Area 5: Respect and Social Inclusion **A14**

Focus Area 6: Civic Participation and Employment **A16**

Focus Area 7: Communication and Information **A18**

Focus Area 8: Community Support and Health Services **A20**

Focus Area 9: Active Ageing Leadership **A22**

AGE-FRIENDLY CITY INDICATORS FOR THE CITY OF UNLEY **A23**



INDICATIVE ACTIVE AGEING ACTION PLAN AND PROGRESS UPDATE

UPDATED 2020

The following Action Plan provides specific actions for each focus area. The Council reviewed the action items in early 2020 and by reconciling the actions from endorsement of the *Active Ageing Strategy* they are marked as:

- Complete – where the item has been undertaken and no current further action is required.
- Ongoing – where the item has commenced, is in progress or has been successfully completed and is now an ongoing part of Council business.
- Discontinued – this relates to items that have not progressed through to completion and are not ongoing. There may be many reasons for this including but not limited to changes in external partnerships, duplication of activities or a re-evaluation of need.

The following Action Plan outlines actions for each focus area and strategy. It lists a timeframe for action: ongoing; short term (1–2 years), medium term (3–5 years) and long term (5–10 years).

The Action Plan is indicative because it identifies actions that can begin now. However, Council will review and refine the Plan with our Active Ageing Alliance and as part of the budget process on an annual basis.

The Action Plan highlights Council's role for each action, noting Provider for functions we are directly responsible for implementing; Partner where we will be working with other organisations to deliver relevant initiatives; Advocate where Council is not directly able to effect change, and instead takes an influencing role; and Informer in the instances where Council is communicating information, educational material and referrals.

FOCUS AREA 1

Outdoor Spaces & Buildings

Strategy 1: Footpaths and Walkways

No.	Action	Council's Role	Time Frame	Progress
1.1.1	Inclusion of an active ageing focus within the new <i>Integrated Transport Strategy</i>	Provider	Short	Complete
1.1.2	Define age-friendly standards and criteria for footpaths and walkways, including navigable by wheeled mobility aids. Map and prioritise the streets to which to apply these standards.	Provider	Short - Medium	Ongoing
1.1.3	Implement Goodwood Road streetscaping with a focus on age-friendly pathways	Provider	Short	Complete
1.1.4	Implement a partnership initiative with Lutheran Homes to trial age-friendly shared street program	Partner	Short	Complete
1.1.5	Continue to install pedestrian crossings at busy neighbourhood centres and meeting places	Partner	Ongoing	Ongoing
1.1.6	Implement pedestrian countdown timers at busy intersections	Advocate	Ongoing	Ongoing
1.1.7	Implement the city-wide Footpath Upgrade Program with a focus on priority age-friendly pathways	Provider	Ongoing	Ongoing
1.1.8	Continue the Living Streets Program to enhance streetscaping, access and usability	Provider	Ongoing	Ongoing
1.1.9	Continue program for inspecting and pruning overhanging foliage on main walkways with a focus on age-friendly paths and pavements	Provider	Ongoing	Ongoing
1.1.10	Establish walking trails and walk-about maps across the city	Provider	Medium	Ongoing

Strategy 2: Seating

No.	Action	Council's Role	Time Frame	Progress
1.2.1	Increase the number of resting points along highly pedestrianised areas including parks, public transport stops, walkways and areas near our main streets to ensure they provide protection from sun and inclement weather	Provider	Short - Medium	Ongoing
1.2.2	Review and increase the amount of quality seating along highly pedestrianised routes to enable ageing residents to make best use of all City of Unley facilities	Provider	Medium	Ongoing

Strategy 3: Building and Development

No.	Action	Council's Role	Time Frame	Progress
1.3.1	Continue to ensure all community and civic facilities are accessible for people of all ages and abilities	Provider	Ongoing	Ongoing
1.3.2	Work with developers to include age-friendly design principles as part of the design of residential and commercial development	Advocate	Ongoing	Ongoing
1.3.3	Liaise with shopping centres and local retailers to improve access and safety	Advocate	Medium	Ongoing
1.3.4	Promote the development of the Unley Central precinct as an age-friendly demonstration initiative	Provider	Long	Discontinued

Strategy 4: Lighting

No.	Action	Council's Role	Time Frame	Progress
1.4.1	Improve lighting where appropriate in car parks, parks, entry points, near play equipment, public toilets and civic and community spaces	Provider	Ongoing	Ongoing

Strategy 5: Signage

No.	Action	Council's Role	Time Frame	Progress
1.5.1	Explore options to install easy-to-read way finding and information signage around key locations	Provider	Medium	Ongoing
1.5.2	Improve signposting of public toilets and other regularly used facilities	Provider	Medium	Ongoing
1.5.3	Develop event signage, gateway signage and community display boards at popular parks and city locations	Provider	Medium - Long	Ongoing

Strategy 6: Parks, Gardens and Open Space

No.	Action	Council's Role	Time Frame	Progress
1.6.1	Ensure relevant open spaces and play spaces are age-friendly	Provider	Ongoing	Ongoing
1.6.2	Increase the number of exercise points suitable for older people in parks	Provider	Ongoing	Ongoing
1.6.3	Explore upgrades to parks and event facilities/ amenities with an age-friendly focus	Provider	Medium	Ongoing

Strategy 7: Public Toilets are safe, clean and accessible

No.	Action	Council's Role	Time Frame	Progress
1.7.1	Undertake improvement works on toilets to improve access, amenity and safety	Provider	Short	Ongoing
1.7.2	Consider increasing the number of public toilets in key locations across the city	Provider	Medium	Ongoing

FOCUS AREA 2

Transportation

Strategy 1: Public Transport

No.	Action	Council's Role	Time Frame	Progress
2.1.1	Work with Department of Planning, Transport and Infrastructure to improve the amenity, comfort and access to transport shelters and stops	Partner	Short - Medium	Ongoing
2.1.2	Advocate Adelaide Metro for improved bus transport services such as reliability, Sunday and public holiday services, east west bus route, courtesy and assistance to older passengers	Advocate	Medium	Ongoing
2.1.3	Advocate Adelaide Metro for increased promotion of the recognition of priority seating for frail and older people	Advocate	Medium	Ongoing
2.1.4	Advocate Adelaide Metro to provide driver training in liaising with and assisting older passengers	Advocate	Medium	Ongoing

Strategy 2: Community Transport

No.	Action	Council's Role	Time Frame	Progress
2.2.1	Review the Community Bus service to ensure it meets community needs and provides cross-city accessibility to key community locations, and implement key actions	Provider	Short - Medium	Complete
2.2.2	Continue active involvement in the South Australia Community Transport Association	Partner	Ongoing	Ongoing

Strategy 3: Taxis

No.	Action	Council's Role	Time Frame	Progress
2.3.1	Investigate alternative taxi systems for their utility to older people in Unley	Advocate	Short	Complete
2.3.2	Advocate to the Taxi Council through the Council on the Ageing for: <ul style="list-style-type: none"> ◦ Taxi drivers to take older passengers short distances during off peak times ◦ Better training of drivers to show courtesy and provide assistance to older passengers ◦ Improved access to disability taxis as a designated (priority) use ◦ Increased reliability 	Advocate	Medium	Complete

Strategy 4: Driving and Parking

No.	Action	Council's Role	Time Frame	Progress
2.4.1	Partner with RAA to provide advice and support regarding vehicle modifications, adjustments and driver training for older residents	Partner	Short	Complete
2.4.2	Expand the enforcement service to patrol agreed private car parks	Partner	Short - Medium	Ongoing
2.4.3	Advocate for sufficient disability parking in popular locations	Advocate	Medium	Ongoing
2.4.4	Partner with local shopping centres and precincts to establish a 'Seniors Parks' trial, similar concept to pram parking	Partner	Medium	Discontinued
2.4.5	Investigate partnerships and other options to support carpooling initiatives	Advocate	Medium	Discontinued
2.4.6	Improve street signage, numbering and identification car park availability	Provider	Medium - Long	Ongoing

Strategy 5: Mobility Devices

No.	Action	Council's Role	Time Frame	Progress
2.5.1	Join the RECHARGE Scheme to set up and promote recharge points for mobility scooters	Provider	Short	Complete
2.5.2	Facilitate a mobility devices users forum to advise Council on issues and suggested improvements	Provider	Short	Ongoing
2.5.3	Partner with the RAA to provide an education program for the use of mobility devices and develop a map of suitable routes for mobility devices	Partner	Medium	Discontinued
2.5.4	Consider access, parking requirements and charging stations in community hubs	Provider	Medium	Complete

Strategy 6: Cycling

No.	Action	Council's Role	Time Frame	Progress
2.6.1	Support the establishment of a bicycle user group within the City of Unley to guide discussions on improvements to cycle access and safety	Advocate	Short	Ongoing
2.6.2	Increase availability of bike racks and repairs stations	Provider	Short - Medium	Ongoing
2.6.3	Review Council's bicycle plan with a view to improving and expanding the network of bikeways and walkways in the City of Unley	Provider	Short - Medium	Complete
2.6.4	Establish bicycle path/route maps assisting people to safely navigate the City of Unley by bike	Provider	Medium	Ongoing

FOCUS AREA 3

Housing

Strategy 1: Development

No.	Action	Council's Role	Time Frame	Progress
3.1.1	Advocate the incorporation of age-friendly design guidelines into the DPTI Better Development Plan policy library for inclusion within Council's development plans	Advocate	Short - Medium	Discontinued
3.1.2	Provide information about the options to provide granny flats/dual occupancies in large single dwelling house areas	Informer	Short - Medium	Ongoing
3.1.3	Influence the Building Code variations to provide for age-friendly and mobility access standards	Advocate	Medium	Ongoing
3.1.4	Promotion of laneway/accessory houses (small granny flats) to aid diversity and affordability	Informer	Medium	Ongoing
3.1.5	Amend the Council's Development Plan to ensure that retirement villages can be constructed in appropriate locations	Advocate	Medium	Ongoing

Strategy 2: Affordable Housing

No.	Action	Council's Role	Time Frame	Progress
3.2.1	Encourage the inclusion of a proportion of affordable housing in large developments	Advocate	Ongoing	Ongoing
3.2.2	Investigate the potential for increased social housing by housing companies or charitable organisations	Advocate	Medium	Ongoing
3.2.3	Consider charitable housing providers as partners in providing low cost housing for older people in major Council developments	Partner	Medium	Discontinued

Strategy 3: Residential Aged Care

No.	Action	Council's role	Time Frame	Progress
3.3.1	Advocate with service providers to enable residents to remain in facilities as long as they want	Advocate	Ongoing	Discontinued

Strategy 4: Retirement Living/Downsizing

No.	Action	Council's Role	Time Frame	Progress
3.4.1	Conduct research into downsizing options available for elderly residents within the City of Unley	Partner	Short	Ongoing
3.4.2	Develop a brochure or fact sheet to provide advice and information about making existing housing adaptable to support elderly residents	Informer	Short	Ongoing
3.4.3	Partner with the RAA to trial a new 'Care at Home' smart homes system	Partner	Short - Medium	Discontinued
3.4.4	Participate in UniSA planning study regarding home modification for character dwellings	Partner	Short	Ongoing
3.4.5	Investigate a partnership opportunity to develop an Advisory Service helping people to think through home modifications and planning requirements	Partner	Medium	Discontinued

FOCUS AREA 4

Social Participation

Strategy 1: Events and Activities

No.	Action	Council's Role	Time Frame	Progress
4.1.1	Improve promotion of social opportunities (Council run and non-Council run activities) – e.g. Intergenerational 'Active Ageing' section in Unley Life and enhanced 'What's On Calendar'	Informer	Short	Ongoing
4.1.2	Consider transportation options to assist older people accessing community events and to cultural facilities	Provider	Short - Medium	Ongoing
4.1.3	Develop new programs and activities to celebrate and promote positive and active ageing	Provider	Medium	Ongoing

Strategy 2: Facilities and Venues

No.	Action	Council's Role	Time Frame	Progress
4.2.1	Explore a program to install hearing loops and similar assistance devices at Community Centres, Libraries and Civic Centre	Provider	Medium	Complete
4.2.2	Consider the program for upgrade of Community Centres, Libraries and the Civic Centre to improve the ambience and atmosphere as places to visit, play and stay	Provider	Medium - Long	Ongoing

Strategy 3: Technology

No.	Action	Council's Role	Time Frame	Progress
4.3.1	Provide opportunities for people to be exposed to new technologies via our Libraries and Community Centres	Provider	Short	Ongoing
4.3.2	Explore opportunities with partners to extend WiFi hotspots across the city including main street, cultural hubs, public transport shelters/platforms, parks	Partner	Medium	Ongoing

Strategy 4: Reduce Isolation

No.	Action	Council's Role	Time Frame	Progress
4.4.1	Encourage social entrepreneurship by older people to initiate participation in community activities	Advocate	Ongoing	Ongoing
4.4.2	Include interaction with animals (dogs, rabbits, birds, fish) as part of the Community Visitor Scheme program	Partner	Short	Complete
4.4.3	Explore the establishment of a Pets as Companions program, partnering with the RSPCA and local vets to promote the benefits of pet ownership in mitigating loneliness and providing support	Partner	Medium	Complete
4.4.4	Scope programs to assist residents to walk dogs, when they are unable to do so themselves	Provider	Medium	Ongoing
4.4.5	Consider the feasibility of establishing a 'verge veggie garden' program	Provider	Medium	Ongoing
4.4.6	Consider the feasibility of establishing a scheme to match older residents and international students for home sharing	Partner	Medium	Discontinued

FOCUS AREA 5

Respect and Social Inclusion



Strategy 1: Respect for Older People

No.	Action	Council's Role	Time Frame	Progress
5.1.1	Introduce an 'Active Ageing Initiative of the Year' category in the Australia Day awards	Provider	Short	Complete
5.1.2	Strengthen support, offering and profile for Harmony Day and Every Generation Festival, Neighbour Day, RUOK Day and Happiness Day initiatives	Provider	Short - Medium	Ongoing
5.1.3	Develop a training program for customer service staff that encompasses improved awareness of the needs of older people and skill to assist older people in accessing Council services	Provider	Short	Ongoing
5.1.4	Explore the feasibility of an 'Archie' style program to introduce older person's stories to pre-school children	Provider	Short - Medium	Complete
5.1.5	Encourage opportunities for intergenerational understanding, appreciation and interaction including older person visits to schools and school visits to aged care facilities	Partner	Medium	Ongoing

Strategy 2: Social Inclusion

No.	Action	Council's Role	Time Frame	Progress
5.2.1	Expand the range of age-friendly activities available through libraries and community centres	Provider	Ongoing	Complete
5.2.2	Foster and support social groups to bring together older citizens within culturally and linguistically diverse groups	Provider	Ongoing	Ongoing
5.2.3	Explore the feasibility of establishing a Casserole Club program through our community centres to promote meal sharing and community support	Provider	Short	Complete
5.2.4	Undertake a cultural research project to consider integration and support of older Greek, Italian and Chinese people in our community	Provider	Medium	Ongoing
5.2.5	Encourage local restaurants and cafés to establish eating programs providing for smaller portions and earlier meal times	Provider	Medium	Discontinued
5.2.6	Ensure the fees and charges for Council venues in relation to affordability for seniors groups and programs	Provider	Medium	Ongoing
5.2.7	Establish an 'Age-friendly Business Awards' for local businesses who demonstrate good design practice focused on inclusivity and access	Provider	Medium	Complete
5.2.8	Offer a dementia training program for staff, local business and the community	Partner/ Advocate	Medium	Ongoing
5.2.9	Collaborate with the State Government on a pilot to support age-friendly retail in Unley	Partner	Medium	Ongoing
5.2.10	Enhance programs to foster intergenerational connection between young and older people	Partner	Medium	Ongoing

FOCUS AREA 6

Civic Participation and Employment



Strategy 1: Engagement

No.	Action	Council's Role	Time Frame	Progress
6.1.1	Form an Active Ageing Alliance to give advice to all areas of Council operation	Provider	Short	Ongoing
6.1.2	Incorporate an age-friendly approach to community engagement including that all materials are accessible and easy to read	Provider	Short	Ongoing
6.1.3	Establish Community Advisory Groups to guide and support the direction and operation of Unley Community Centre and Fullarton Park Community Centre	Provider	Short	Complete

Strategy 2: Paid Employment

No.	Action	Council's Role	Time Frame	Progress
6.2.1	Host retirement transition talks at the library providing informal panel discussions about the challenges and opportunities of post career life	Informer	Short - Medium	Complete
6.2.2	Explore opportunities to establish the City of Unley as an age-friendly employer	Provider	Short	Ongoing
6.2.3	Develop programs to provide information on 'Encore Careers'	Provider	Medium	Ongoing
6.2.4	Explore opportunities to further support and embed active ageing principles for City of Unley staff	Provider	Medium	Ongoing

Strategy 3: Volunteering

No.	Action	Council's Role	Time Frame	Progress
6.3.1	Offer training and support programs to local community clubs and groups on managing and recruiting volunteers	Provider	Short	Complete
6.3.2	Consider new volunteering opportunities for people as they age in community services, economic development and events	Provider	Short - Medium	Ongoing
6.3.3	Explore new models of community volunteering that may be facilitated or advocated by the City of Unley	Provider	Medium	Ongoing
6.3.4	Establish a city-wide database of volunteering opportunities available through external agencies and promote via the City of Unley website	Informer	Medium	Complete

FOCUS AREA 7

Communication and Information

Strategy 1: Customer Service

No.	Action	Council's Role	Time Frame	Progress
7.1.1	Build principles regarding Age-friendly Cities (i.e. accessibility, diversity, etc) into the <i>Customer Service Strategy</i>	Provider	Short	Complete
7.1.2	Customer Service standards and training to be developed to assist staff in meeting the needs of older people, different cultures and those with disabilities and dementia	Provider	Short - Medium	Ongoing
7.1.3	Explore the inclusion of equipment to assist hearing impaired people within the Customer Service Centre	Provider	Medium	Complete

Strategy 2: Council Communications

No.	Action	Council's Role	Time Frame	Progress
7.2.1	Develop age-friendly branding and promotion materials to promote the City of Unley as a leader in the field	Provider	Short	Complete
7.2.2	Review Council communication formats and sources to reach all people in our community	Provider	Medium	Ongoing

Strategy 3: Information for Older People

No.	Action	Council's Role	Time Frame	Progress
7.3.1	Establish and promote a special 'Ageing Well' library collection including resources that focus on topics such as positive ageing, retirement and financial management	Provider	Short	Complete
7.3.2	Introduction of an age-friendly column included within the Council's Unley Life publication and on Council's website	Provider	Short	Complete
7.3.3	Improve all Council publications to support vision impairment where possible: large font, audio formats and jargon free	Provider	Short - Medium	Ongoing
7.3.4	Consider older cultural and linguistically diverse communities within the City of Unley in order to provide relevant publications in key languages	Provider	Short - Medium	Ongoing
7.3.5	Consider an Active Ageing Advisor role within the City of Unley to provide information on services and advocacy for older people	Provider	Medium	Complete
7.3.6	Explore the development of a 'Seniors Guide' to promote what services are available to support an ageing community across the City of Unley, possibly with a regional focus. To be published in a variety of formats.	Provider	Medium	Ongoing



FOCUS AREA 8

Community Support and Health Services

Strategy 1: Supporting Independence

No.	Action	Council's Role	Time Frame	Progress
8.1.1	Development of a guideline for a whole of Council approach for dealing with hoarding and squalor	Provider	Short	Complete
8.1.2	Actively promote falls prevention programs offered by Council and relevant local providers	Provider	Short	Ongoing
8.1.3	Consider rebrand/rename of support programs to make it clearer what is available, including all Home and Community Care (HACC) publications	Provider	Short	Complete
8.1.4	Further explore Personal Alert System services for City of Unley residents	Partner	Medium	Ongoing
8.1.5	Continue programs offered by community centres to support people living alone, such as 'cooking for one'	Provider	Ongoing	Ongoing

Strategy 2: Support Services

No.	Action	Council's Role	Time Frame	Progress
8.2.1	Obtain e-smart Library accreditation that enables the provision of classes and information to support online safety, security and awareness	Provider	Short	Complete
8.2.2	Actively apply the <i>UK Good Practice Guide on Library Services for Older People</i> to our library service	Provider	Short - Medium	Discontinued

8.2.3	Explore opportunities to partner with residential aged care homes to provide outreach library services	Partner	Medium	Ongoing
8.2.4	Work with Council and service alliance partners providers to expand and enhance food support services	Partner	Medium	Discontinued
8.2.5	Confirm mechanisms for identifying and reporting older people at risk of abuse and provide training for City of Unley staff to assist	Provider	Medium	Complete

Strategy 3: Health and Wellbeing

No.	Action	Council's Role	Time Frame	Progress
8.3.1	Implement a Healthy Community Program offering a number of opportunities to come and try fitness and health activities	Provider	Short	Complete
8.3.2	Active participation in the pilot 'Music for Life' program	Partner	Short	Complete
8.3.3	Work with health and allied health partners to enhance health based community outreach and support programs	Partner	Short - Medium	Ongoing
8.3.4	Develop a 'Health Guide' based on the Vitality Institute model, assisting people to manage their health during the various stages of their lives	Provider	Short - Medium	Discontinued
8.3.5	Involvement in the Dementia Friendly Cities initiative in partnership with Alzheimer's SA – leading practice regarding local government interventions to prevent and support people with dementia. Explore opportunities to incorporate Dementia Friendly principles and actions.	Partner	Medium	Ongoing

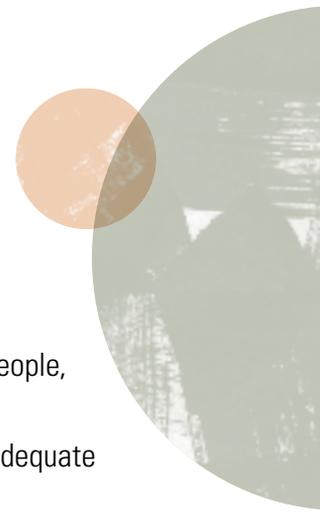


FOCUS AREA 9

Active Ageing Leadership

No.	Action	Council's Role	Time Frame	Progress
9.1.1	Establish an Active Ageing Service Alliance to provide input into the 9 Key Focus Areas	Partner	Short	Discontinued
9.1.2	Rework City of Unley active ageing presentation material to support conference talks and discussions	Provider	Short	Complete
9.1.3	Development of specific targets to measure the achievement of each age-friendly indicator	Provider	Short	Complete
9.1.4	Explore the establishment of the Age-friendly Cities Network within Australia with relevant participating cities	Partner	Short	Complete
9.1.5	Attract and participate in retirement and ageing expos and events	Provider	Ongoing	Ongoing
9.1.6	Explore partnerships with service providers and government departments to secure external funding and support for prototype initiatives for ageing well	Partner	Ongoing	Ongoing
9.1.7	Apply active ageing principles and thinking to all future strategies, projects and initiatives	Provider	Ongoing	Ongoing
9.1.8	Continue community profile and review of demographics for suburbs	Provider	Ongoing	Ongoing
9.1.9	Actively participate in research initiatives relating to Age-friendly Cities and Communities	Partner	Ongoing	Ongoing
9.1.10	Establish an annual Unley Active Ageing Conference	Provider	Medium	Discontinued
9.1.11	Position the City of Unley as a local government leader as an Age-friendly City and Community	Provider	Long	Complete

AGE-FRIENDLY CITY INDICATORS FOR THE CITY OF UNLEY



INDICATOR AREA INDICATOR (PROPORTION OF PEOPLE SURVEYED WHO SAY THAT)

**Outdoor Spaces
and Buildings (3)**

1. Public spaces and buildings in the City of Unley are accessible for all people, including those who have limitations in mobility, vision or hearing.
2. My neighbourhood parks and green spaces have suitable access and adequate seating for older people to meet and enjoy being with nature.
3. My neighbourhood is suitable for walking, including for people who use wheelchairs and other mobility aids.

**Transportation
(4)**

1. My neighbourhood has adequate and convenient parking including disabled/priority spaces.
2. I know how to access local community transport services including specialised services for people who use wheelchairs and other mobility aids.
3. I know how to access information and courses to keep me a safe and confident driver.
4. I know where and how to obtain community bus transport.

Housing (4)

1. I know where and how to obtain assistance with routine home maintenance.
2. I know where to access information about downsizing but staying in my own home.
3. Housing designed to suit older people is available locally.
4. I feel safe and secure in my home.

**Social
Participation,
Respect and
Inclusion (3)**

1. I have participated in social, arts or cultural activities at least once in the last week.
2. As an older adult I feel respected and socially included in my community.
3. I have been consulted on Council issues in the community that affect me as an older adult.

**Civic
Participation and
Employment (3)**

1. I have engaged in volunteer activity at least once in the last month.
2. I know where to find information on opportunities for paid employment locally.
3. I have attended a course or educational talk in my local community at least once in the last month.

**Communication
and Information
(3)**

1. Council customer service systems are responsive and easy to use.
2. I have used my local libraries to access and understand information at least once in the last month.
3. Local sources of information about services and amenities are accessible and provided in easy to understand formats.

**Community and
Health Services
(3)**

1. My personal care or assistance needs are being met by in home care and support services.
2. I have been treated respectfully by Council staff and those employed in delivering Council services.
3. I would rate my overall Quality of Life as good.



THE CITY of

Unley

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