



# Age-Friendly Strategy

2016 – 2021

**Closeout Report**

# Table of Contents

Executive Summary .....	3
Introduction .....	3
Age-friendly Strategy Reporting Completed or Not Completed.....	4
Outcome 1 .....	4
Outcome 2.....	5
Outcome 3.....	7
Outcome 4.....	7
Outcome 5.....	9
Outcome 6.....	10
Outcome 7.....	11
Outcome 8.....	12
Key Achievements, Learnings and Recommendations.....	13
Contact Us .....	13

## Acknowledgement of Country

Cockburn Nyungar moort Beeliar boodja k kaadadjiny. Koorra, yeyi, benang baalap nidja boodja k kaaradjiny.

The City of Cockburn acknowledges the Nyungar people of Beeliar boodja. Long ago, now and in the future they care for country.

## Executive Summary

The City of Cockburn's vision for older people is that they are valued, have optimal opportunities for good health, active participation and a sense of security while enjoying facilities and services that are accessible to and inclusive of their needs. The City's first Age-Friendly Strategic Plan (the Plan) was developed in 2008 prompted by an increasing awareness of an ageing population. The Plan was updated in June 2009, with a further community consultation process undertaken in 2011 and Age-Friendly Plan finalised in 2016.

The World Health Organisation's Age Friendly Cities Framework was used to guide the development of the vision, eight outcomes and twenty-six strategies. This framework was also informed by the demographic trends, City of Cockburn Strategic Community Plan 2016, previous Age-Friendly plans, an understanding of existing services and facilities as well as a comprehensive consultation process undertaken using a variety of approaches including surveys, submissions, focus groups and forums.

The 2016-2021 Age-Friendly Strategy aimed to achieve the following outcomes:

- Outdoor spaces and buildings
- Transport
- Housing
- Inclusion and respect
- Social contact
- Engagement (employment, civic and volunteering roles)
- Information
- Health and community services

The City achieved a 'completed' overall rating for 95.7% of the strategy actions. It is recommended that the eight age-friendly outcomes (as above) are embedded into Service Level Plans forming part of business as usual. The City continue to support an Age-friendly Reference Group and maintain World Health Organisation membership.


## Introduction

This report outlines the achievements from the 2016 – 2021 Age-friendly Strategy. The report will also highlight key learnings from implementing the plan and provide recommendations on future actions and will identify actions that are or will become business as usual.

# Age-friendly Strategy Reporting Completed or Not Completed

The actions were identified as completed, partially completed/not required or not completed.

Progress	Key
Completed	
Partially completed/not required	
Not completed	


<p><b>Outcome 1 – Outdoor spaces and the built environment are clean, accessible, and safe</b></p>	
--	---

Strategy 1.1 Ensure open spaces and public buildings reflect best practice universal access design principles		Progress	Future Actions
1.	Develop a policy to ensure all new City of Cockburn building developments and upgrades embrace best practice universal access design principles		Include in annual service plan
2.	An Audit report is prepared on universal design principles for City of Cockburn building developments and upgrades to improve adherence to best practice and make staged building improvements		Include in annual service plan
3.	Undertake an access audit for regional/ district parks and environmental areas ensuring that upgrades are implemented to improve where feasible access for people with mobility aids to key infrastructure and parking areas		Include in annual service plan

Strategy 1.2 Develop outdoor spaces that meet the active and passive recreation needs of older people		Progress	Future Actions
1.	Plant trees in parks to provide additional shade cover over key infrastructure and seating.		Include in annual service plan

<b>Strategy 1.3</b> <b>Provide public toilets, appropriate seating, shade and age-friendly signage across the city</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Undertake an audit of existing outdoor seating in parks and public places (*PRIORITY ACTION).		Merge with strategy 1.1.3
2.	Undertake an audit and provide recommendations regarding the equitable access and distribution of public toilets across the City.		Include in annual service plan I
3.	Undertake a review of City signage in line with the style guide with a view to considering the needs of older people e.g., larger lettering, colour contrast, plain fonts and non-reflective surfaces.		Include in annual service plan

<b>Strategy 1.4</b> <b>Partner with State Government, business and the community to improve safety for older people</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Provide and/or facilitate the delivery of workshops, seminars and other face-to-face events as well as the provision of hard-copy information on personal safety awareness.		Include in annual service plan
2.	Explore mechanisms to encourage and support older people to safely walk their dogs in parks (*PRIORITY ACTION).		Include in annual service plan

<p><b>Outcome 2 – Transport infrastructure and public services meet older people’s needs</b></p>	 <p><b>Strategy 2</b> 100% Complete</p>
--	--

<b>Strategy 2.1</b> <b>Continually advocate for safe, accessible and affordable public transport</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Undertake an audit of buses of all sizes to assess their availability for older people’s groups and explore funding options if further buses are required.		Include in annual service plan
2.	Explore the feasibility of a volunteer shuttle service for older people modelled on international examples.		Include in annual service plan

3.	Explore strategies to improve parking at railway stations and the Cockburn Seniors Centre.		Include in annual service plan
4.	Facilitate a review of bus timetabling in collaboration with Public Transport Authority informed initially by responses to the City of Cockburn Age-Friendly Strategic consultation about the need to improve access to the Gateway Shopping Centre and Garden City (for medical services) as a priority.		Include in annual service plan

<b>Strategy 2.2 Plan for adequate and accessible paths, bus stops, and pedestrian crossings</b>			<b>Future Actions</b>
1.	Undertake a baseline audit of paths, bus stops (providing seats and shelter) and pedestrian crossings focused on the needs of an ageing population.		Include in annual service plan
2.	Identify short- and longer-term priorities for improvement as a result of the audit process		Include in annual service plan

<b>Strategy 2.3 Engage with the business community to improve car parking accessibility for older people</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues (*PRIORITY ACTION).		Include in annual service plan

<b>Strategy 2.4 Facilitate the dissemination of comprehensive information to older people on available transport services</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Improve the electronic community information database to facilitate a printable version of Cockburn Seniors Directory that can be distributed (also at 7.1) (*PRIORITY ACTION).		Include in annual service plan

**Outcome 3 – Housing. A range of housing options are available to facilitate ageing in place and meet need across the age/wellbeing continuum**



<b>Strategy 3.1 Support the delivery of services that allow people to remain in their homes for as long as possible</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Monitor the need for HACC and Community Aged Care packages and apply for an increased allocation as required and when available.		Include in annual service plan

<b>Strategy 3.2 Facilitate diverse and affordable housing options including retirement complexes and residential age-care facilities</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Facilitate the provision of information on housing options for seniors and work with state and federal government agencies to determine short and long term needs and identify gaps. (*PRIORITY ACTION).		Include in annual service plan
2.	Facilitate a service providers forum to provide information from Federal and State government and explore strategies to proactively respond to identified issues including innovative house sharing, communal housing, urban in-fill and intergenerational models.		Include in annual service plan
3.	Provide and/or facilitate the delivery of workshops, seminars and other face-to-face events on housing options (including retirement planning and Advance Care Planning – See Outcome 7).		Include in annual service plan

**Outcome 4 – Inclusion and respect. Older people are included in all aspects of community life and are treated with respect**




<b>Strategy 4.1</b> <b>Facilitate awareness by retail and other businesses of the needs of older people in the delivery of services</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues, (*PRIORITY ACTION).		Include in annual service plan
2.	Facilitate planning for shopping facilities and other public places to include dedicated spaces, with seating and other amenities, to facilitate gathering places and the further development of a village atmosphere for older members of the community.		Include in annual service plan

<b>Strategy 4.2</b> <b>Consider the needs of older people in the planning of public activities and events to facilitate their participation</b>		<b>Progress</b>	<b>Future Actions</b>
1.	The City considers the needs of older people in the planning of public activities and events and includes those arrangements in the promotional material for these activities and events.		Include in annual service plan

<b>Strategy 4.3</b> <b>Utilise positive images of older people in all public documents and advertising or promotional material generated by the City</b>		<b>Progress</b>	<b>Future Actions</b>
1.	The City proactively utilises positive images of older people in relevant publications.		Include in annual service plan

<b>Strategy 4.4</b> <b>Organise and facilitate intergenerational programs and events</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Invite schools, sporting clubs and other organisations to consider intergenerational programs and activities that invite older people's participation and provide an opportunity for them to share their wisdom and experience. (*PRIORITY ACTION).		Include in annual service plan

2.	Explore the establishment of a Local Exchange and Trading System (LETS) as a community engagement strategy to facilitate recognition and sharing of skills and services across the generations.		Not feasible
----	---	--	--------------


<p><b>Outcome 5 – Social Participation. Local, accessible and affordable opportunities for social participation are readily available</b></p>	
---	---

<b>Strategy 5.1</b> <b>Develop and/or facilitate the establishment of additional facilities, services and programs at various localities across the city to provide social participation for increasing numbers of older people</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Undertake a feasibility study to establish satellite active-aging centres and or programs at a yet-to-be identified site to support the growing numbers of older people in the southern and eastern suburbs. (*PRIORITY ACTION).		
2.	Establish an annual meeting for the co-ordinators of both formal and informal senior’s groups operating in the City to provide. mutual support, share resources, promote joined-up activities and plan to meet future needs.		Include in annual service plan
3.	Facilitate and support the ongoing development of a carer’s self-support group.		Include in annual service plan

<b>Strategy 5.2</b> <b>Explore strategies to engage with and support older people who may be isolated</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Seek community assistance to identify isolated older people and link them with the senior’s activities.		Include in annual service plan

<b>Strategy 5.3</b> <b>Recognise the diversity of the Cockburn community and provide and/or facilitate services</b>		<b>Progress</b>	<b>Future Actions</b>

<b>and supports to meet the needs of Culturally and Linguistically diverse and LGBTI communities</b>			
1.	Establish a culturally and linguistically diverse engagement position within the City to build relationships, assist with need identification, facilitation of resources and/or responses as required. (*PRIORITY ACTION).		Include in annual service plan

<p><b>Outcome 6 – Civic Engagement. Opportunities for employment, continual learning, civic contribution and volunteering are actively facilitated</b></p>	
--	---

<b>Strategy 6.1</b> <b>Continue to provide and/or facilitate the delivery of continual learning opportunities</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Further investigate the proposal to permanently establish a Life Long Learning Centre at the Spearwood Avenue site as a multi-purpose facility. (*PRIORITY ACTION).		Partially completed further investigation required
2.	Explore the establishment of a University of the Third Age (or similar) to meet the needs of retired professionals and those with a need for higher learning.		Include in annual service plan

<b>Strategy 6.2</b> <b>Regularly engage with older people to hear their views particularly on issues that affect them</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Establish a Seniors Reference Group with diverse representation and clearly defined terms of reference that advises Council on a range of matters. (*PRIORITY ACTION).		Include in annual service plan

<b>Strategy 6.3</b> <b>Engage with the business community to encourage employment opportunities for older people</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues. (See 4.1.1). (*PRIORITY ACTION).		Merge with 4.1.1

<b>Strategy 6.4</b> <b>Continue to encourage and provide volunteering opportunities</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Facilitate face-to-face events to actively promote the Cockburn Volunteer Resource Centre with the Senior's Centre and other senior networks		Include in annual service plan
2.	Explore strategies to actively promote volunteering opportunities to and for older people by engaging with a range of groups and organisations within the broad community		Include in annual service plan


**Outcome 7 – Communication and information. Information on services and supports is communicated in a variety of formats**



<b>Strategy 7.1</b> <b>Recognise that information needs to be disseminated in both hard-copy and electronic formats with an age-friendly style i.e., larger fonts, less dense text and straightforward language</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Improve the current electronic community information database to facilitate a printable version of Cockburn Seniors Services that can be distributed (See 2.4.1). (*PRIORITY ACTION).		Merge with 2.4.1
2.	Produce the Senior's Directory in range of languages reflective of the cultural diversity of the region.		Include in annual service plan
3.	Continue to provide and promote programs, activities and events of interest to older people as well as promoting the concept of active-ageing in the Cockburn Soundings newsletter.		Include in annual service plan

<b>Strategy 7.2</b> <b>Pro-actively engage with the community to deliver or facilitate the delivery of information on planning for retirement</b>		<b>Progress</b>	<b>Future Actions</b>
--	--	-----------------	-----------------------

1.	Provide and/or facilitate the delivery of workshops, seminars and other face-to-face events on retirement planning, Advance Care Planning (and Housing options – Outcome 3).		Include in annual service plan
----	--	--	--------------------------------

<p><b>Outcome 8 – Health and Community Support. Health and community support services are accessible, age-friendly, affordable, focused on promoting healthy active lifestyles</b></p>	
--	---

<b>Strategy 8.1</b>			
<b>Provide and/or facilitate a broad range of proactive physical, dietary, mental health programs and services</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Investigate the provision of mental health services and supports for older people.		
2.	Undertake awareness and education forums and workshops for both the general community and service providers on mental health issues and older people.		Include in annual service plan

<b>Strategy 8.2</b>			
<b>Provide and/or facilitate the delivery of a broad range of engaging and supportive community services</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Apply for funding for additional financial counselling services to address long wait lists.		Include in annual service plan

<b>Strategy 8.3</b>			
<b>Further develop the delivery of home-based support and care services</b>		<b>Progress</b>	<b>Future Actions</b>
1.	Monitor the need for HACC and Community Aged Care packages and apply for an increased allocation as required and when available (Outcome 3).		Merge with 3.1.1

# Key Achievements, Learnings and Recommendations

- **Key Achievements**

- Audit of existing outdoor seating in parks and public places undertaken led to many parks have being improved
- The Seniors Safety team comprising of their OSH staff reps and Seniors Centre partnered with many organisation and delivered workshops, seminars and other face-to-face events including Elder Abuse prevention, Police Dementia locator
- Improved parking at railway stations and the Cockburn Seniors Centre, the State Government funded a new parking allotment and station in Aubin Grove
- Continued promotion and support of existing groups conducting intergenerational activities included the Cockburn Seniors Centre, Cockburn Community Men's Shed, Libraries, Family Services. Activities formed strong partnerships and collaborative opportunities.
- Seniors Reference Group with diverse representation and clearly defined terms of reference was established. Many successful activities have been achieved by this group, and opportunities for proactive responses to issues raised by Seniors.
- The Seniors Centre has produced the Senior's directory and has distributed over 4000 copies to date.
- City of Melville and Fremantle in conjunction with the City formed a strong partnership to promote age-friendly activities in the form of Expos, giving local providers an opportunity to showcase their business to seniors.
- International opportunities arose including City Staff invited to speak at WHO events online and publish article in WHO partners media.

- **Key Learnings**

- Duplication of actions were identified within other strategies mitigating the requirement to complete.
- Continued feedback loop with the community to advise of the delivered actions can be improved.
  - Various Age-friendly activities will be considered to be delivered as pilots in the future to avoid disappointment if attendance numbers are not sufficient for activity to be sustainable and to attain the highest attending numbers possible

- **Recommendations**

- That the eight age-friendly outcomes are embedded into annual Service Level Plans, as most activities form part of business as usual.
- The City continue to support an Age-Friendly Reference Group.
- The City continue World Health Organisation membership.
- Continued International/State/Local partnerships.

## Contact Us

**City of Cockburn**

9 Coleville Crescent, Spearwood WA 6193

PO Box 1215, Bibra Lake DC Western Australia 6965

Telephone: 08 9411 3412 Fax: 08 9411 3333

Email: [julie.mcdonald@cockburn.wa.gov.au](mailto:julie.mcdonald@cockburn.wa.gov.au) [dkeefe@cockburn.wa.gov.au](mailto:dkeefe@cockburn.wa.gov.au)

[City of Cockburn website: cockburn.gov.wa.au](http://cockburn.gov.wa.au)

