



Creating an Age Friendly Boroondara

Active ageing and community participation **2009 – 2014**



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Abbreviations

ABS Australian Bureau of Statistics

HACC Home and Community Care Services

WHO World Health Organisation

Glossary Of Terms

The following definitions are relevant in this policy and action plan:

Active Ageing

Active ageing is the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age (WHO, 2002, p12).

Age Friendly Cities Framework

The World Health Organisations Age Friendly Cities Guide provides a framework to understand the social, physical, cultural and economic environment experienced by older adults.

Culturally and Linguistically Diverse (CALD)

This term is used to describe the many cultures and languages that are part of Australian life.

Diversity

This term is used to describe the range of people in our community and the strength difference provides, including people of culturally and linguistically diverse backgrounds, indigenous people and people with a disability.

Intergenerational

Life stage refers to a time in a person's life including the stages of children, young people, adults and older adults.

Intergenerational activities bring people of different life stages together to increase knowledge, understanding and contribute to developing community capacity and breaking down age connected preconceptions.





Overview

Ageing well requires a shift in thinking, a new approach based on increasing knowledge and research about this stage in life.

According to the 2006 ABS census, ageing well is an issue relevant to approximately 30,000 older adults in the municipality. There is great diversity in our older adult population. In Boroondara, older adults range in age from 65 to 105 with great variation in their aspirations, issues, abilities, connections and participation in the community.

The City of Boroondara has strong relationships with older community members. Within the municipality there are a broad range of innovative and responsive services provided by Council, the community and other service providers. In developing a strategy for healthy ageing, Council has sought to build on existing partnerships with services, groups and community members to develop a whole of Council approach for Boroondara to become an Age Friendly City.

Council's commitment to active ageing for community members forms the basis of the development of the Strategy which will provide direction for the 5 years from 2009 – 2014. The development of the Strategy assists in clarifying Council's role and directions for older members of the Boroondara community.

Older adults are able to live more active and healthy lives as a result of improvements generally in health and wellbeing and developments in our social, political and community contexts. Ageing does not occur on a continuum tied to chronological age. The effects of ageing are impacted not only by biology and the passage of time. Other factors include our attitude, family and community connections and lifestyle.

Understanding the complexity of ageing offers the opportunity to differentiate the needs of older people. A small minority at any time will require high levels of support while the majority are willing and able to contribute to community life.

The Age Friendly City model developed by the World Health Organisation (WHO) provides a framework within which Council can view the social, physical, cultural and economic environment experienced by older adults living in Boroondara. This framework is important for assessing and planning current and future developments for older adults.

Key Issues

Social isolation affects a diverse group of people and the complexity involved in addressing the issue should not be underestimated. Emotional wellbeing is directly connected to social wellbeing and depression is strongly associated with perceived social isolation (Hawthorne, 2008).

This is an important issue with the World Health Organisation predicting that depression will be the world's leading cause of disability by 2020 (Boldy and Iredell, 2004).

Research shows that social isolation amongst older people leads to poor health outcomes and to increased demand for services ranging from home help to institutional care (Bridge, Phibbs, Kendig, Mathews and Bartlett, 2006). Preventative approaches that increase older peoples' social connections are both beneficial for the individual and cost effective for the community. Feeling valued by family, friends and community plays a crucial role in ageing well. Research into happiness and wellbeing highlights that "giving back" is vital to many people's self esteem (Cattan, White, Bond and Learmouth, 2005).

Increasingly the studies on how to age well conclude that we must remain connected spiritually (in its broad sense) to the things we regard as important. The Mayo Clinic's work on healthy ageing notes that being connected spiritually leads to better health, a longer life and quicker recovery from illness (Mayo, 2002).

Service responses can confuse the needs of the majority of able older people with the needs of the

minority of very frail older people facing the end of their lives. Vertical ageing is the active time in later life, while horizontal ageing is the time when we need a high level of support and services (Jones, 2006). With the exception of dementia, horizontal ageing typically occurs in the last year of life.

All levels of government acknowledge the importance of older people as active contributors to their own wellbeing and to their community. There is a strong connection between the goals of older adults and governments in this area. Outcomes which support people to remain as independent as possible, for as long as possible, are a priority, with a focus for services to support people to continue their lives in the way they wish to live. Engagement with older people in the design, development and implementation of services is a vital aspect of these directions. The facilitation of older people as community leaders, connectors and champions is central to this approach.

Another key issue to consider in the development of an active ageing strategy is the generational change currently underway. The baby boomer generation are moving into this life stage. Their needs, expectations and circumstances will be significantly different from those of previous generations.

The importance of health and wellbeing to the active ageing process is clear. Health promotion is the process of enabling people to increase control over and to improve their health. This promotes positive wellbeing, reducing preventable illness and is an important element of future directions.



What is active ageing?

In recent years new terms have developed in response to changes occurring in the expectations of older adults, at the policy, community and service levels. “Active ageing is the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age” (WHO, 2002, p12). Older people are active participants in the community and empowered in their lives.

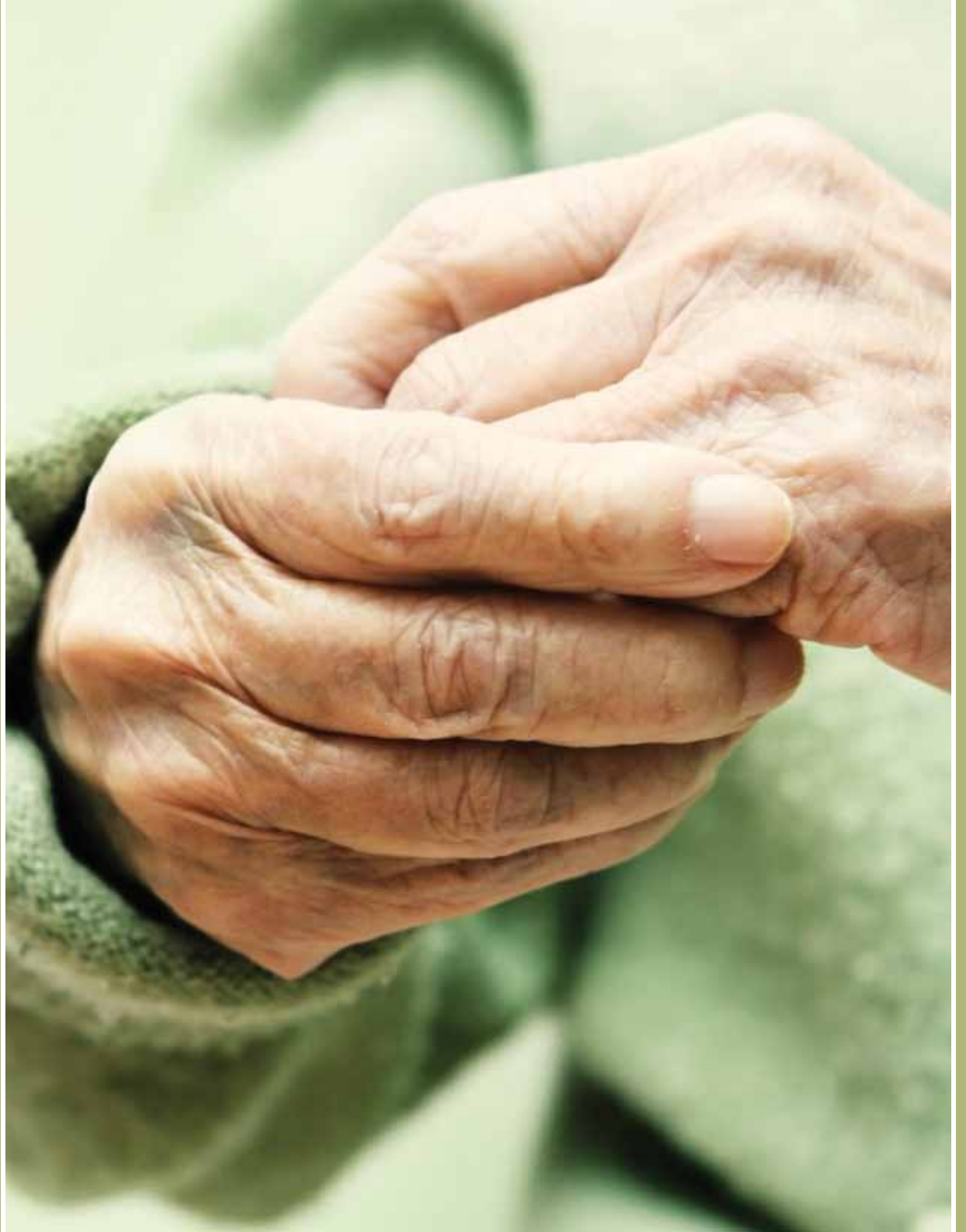
World Health Organisation

WHO developed the Active Ageing Policy Framework (WHO, 2002) to provide a framework for policy makers and program developers in the context of an ageing society.

The Age Friendly Cities Guide (2007) provides a framework to understand the social, physical, cultural and economic environment experienced by older adults. This provides an important framework for assessing and planning current and future developments for older adults. An Age Friendly City has policies, services, settings, and structures that support and enable people to age actively by:

- recognising the wide range of capacities and resources among older people
- anticipating and responding flexibly to ageing-related needs and preferences
- respecting their decisions and lifestyle choices
- protecting those who are most vulnerable
- promoting their inclusion in and contribution to all areas of community life.

WHO (2007, p5)





Who are our Older Adults?

In our municipality the life stage of older adults is from age 65 years. Older adults are of diverse backgrounds including indigenous, cultural and linguistic backgrounds and differing sexual orientations and abilities. There is a wide diversity of income and ethnicities in the population. People over 85 years are more likely to require high levels of service.

Key demographics include:

- 29,395 persons aged 60 years and over make up 18.7 per cent of the population
- 4,117 persons aged 85 years and over make up 2.7 per cent
- of people over 55 years, 24.3 per cent were born overseas (113 countries) and 24.5 per cent speak a language other than English at home.

Projections:

- in 2011, 4,498 (2.9 per cent) will be 85 years and older
- from 2011 to 2021 substantial increases are projected for people aged 65–69 years (25.1 per cent), 70–74 years (44.2 per cent) and 75–79 (30.7 per cent) an increase of approximately 5,100 older adults over all age groupings.

This is a time of significant change in the demographics of ageing. Over the next 20 years substantial growth is forecast for the population of people aged over 65 years. The growth in the numbers of older people in Boroondara will have an impact in the community. Over the next decade an increasing number of retired Boroondara residents will be active and potentially willing and able to make a significant contribution to their community. They will have access to information and resources that enable them to age well.

The demographic data (City of Boroondara, 2008) indicates that a high proportion of older adults are active and making a significant contribution to community life including a high proportion of older people volunteering in the community. There are a growing number of “younger old” people with only a low proportion of older people with severe disabilities who are living in nursing homes.

Boroondara has a significant number of aged pensioners and a large number of older women living alone. Living alone is one of the most frequently cited risk factors for social isolation. Divorced and widowed older people are found to be negatively impacted by social isolation. The problem is compounded with financial difficulties particularly for older women.

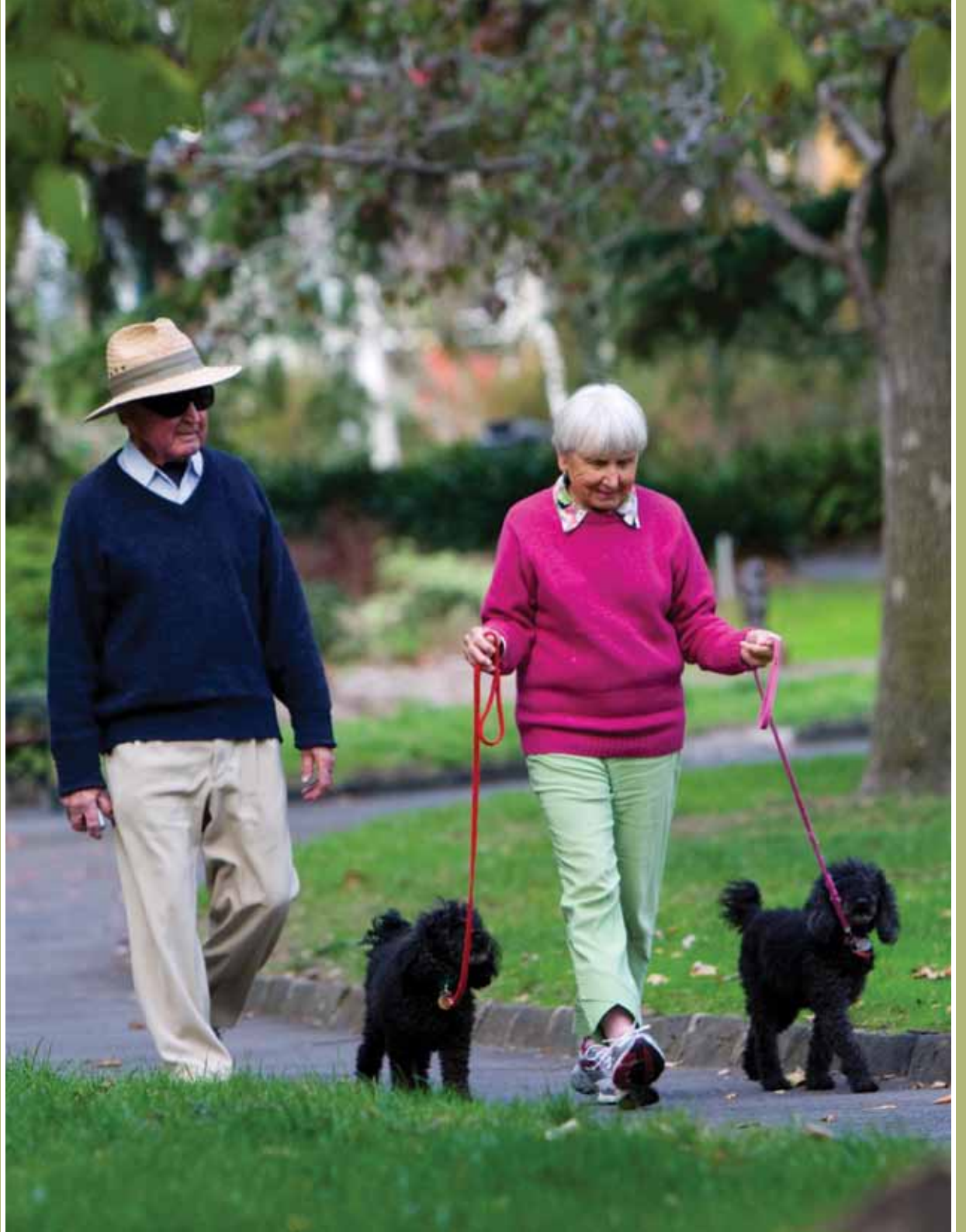
The average age of entry into a nursing home is currently 85 years of age (and increasing).

‘Our Boroondara’ community vision

The future directions and community vision for the City of Boroondara are outlined in the themes identified in *Our Boroondara: Our City Our Future* (2008):

- community wellbeing
- managing a sustainable environment
- planning a well-designed sustainable City
- connecting our City.

Our Boroondara provides the ideal platform for Creating an Age Friendly Boroondara. It provides the framework for older people to identify Council and community priorities and the range of activities available in the community.





Council Plan and related policy

The City of Boroondara Council Plan 2009 – 2014 identifies “Strengthening communities” as one of four key directions – “we will provide opportunities to enable our community to be supported and involved.” The emphasis is on ensuring that the services provided to the community continue to be appropriate to the community’s changing needs and expectations. This direction will also strengthen community ties and further develop Council’s engagement with the community.

Policies and plans exist across Council that have relevance to achieving an Age Friendly City including but not limited to the strategies and plans for Arts and Culture, Disability, Transport, Cultural Diversity and the Early Years.

An Age Friendly Boroondara will focus on wellbeing in all its facets, be built on planning and design that meets the needs of the whole community and creates physical and social connections throughout the City.

The Strategy reflects a whole of Council commitment.

Victorian and Commonwealth policy context

The Victorian and Commonwealth Governments have developed the following policy directions in active ageing.

The Commonwealth Government National Strategy For An Ageing Australia (2002) identifies five key areas:

- importance of adequate income
- community attitudes to ageing
- support for older people to remain in their communities
- support to enable people to remain healthy and independent as long as possible
- demand for accessible, appropriate and high quality health and aged care services.

The policy of the Victorian Government, Positive Ageing For Current and Future Victorians (2005), identifies positive ageing as underpinned by five principles, including that older adults have:

- rights, autonomy and respect
- a sense of being valued and listened to

- opportunities to fully participate in their communities
- access to information support and services to maximise independence and maintain their health and wellbeing
- government services and communities are responsive to their needs and interests and recognise the increasing diversity of our community.

There is strong compatibility between consumer and government goals in the area of supporting people to age well. Both want to see outcomes which support people to remain as independent as possible, for as long as possible.

At the service delivery level, the Victorian Department of Human Services has worked with the service sector to develop service models for Home and Community Care called the Active Service Model. “An Active Service Model emphasises the provision of person centred, timely and flexible interventions that prioritise capacity building and restorative care to maintain or promote a client’s capacity to live as independently as possible” (Jacobsen, 2006, p5).





Partnerships

Council intends to continue to build on existing partnerships with older people and local services in the design, development and implementation of an Age Friendly Boroondara. An Age Friendly Boroondara will foster new activities and create connections in partnership with community members and other service providers. This includes older people, carers of older people, groups and service providers, and Victorian and Commonwealth Governments.

This Strategy does not include details of all services, groups and activities. There are many existing partnerships with community groups, service groups, neighbourhood houses and learning centres, recreation and leisure services, health services, Home and Community Care service providers, to name but a few. The Strategy provides the opportunity to expand on joint approaches and further develop partnerships across the community.

What services do we provide?

Council provides a wide range of services for older people. These services are funded through the State and Commonwealth Governments, and the City of Boroondara. Council provides a range of assessment, care and social support services for older people and their carers, including:

- assessment and planning – identify and plan activities to meet individual needs
- community transport – assistance for travel to health appointments, shopping and activity groups where other options are not available
- food services – home-delivered meals or meals at local cafés
- home care – providing assistance for household tasks
- home maintenance – small repairs and installation of ramps and handrails
- personal care – assistance with showering and personal hygiene

- social activities – social connections, excursions and outings
- respite care – providing a break for carers
- health promotion – information and activities for health and wellbeing such as gentle exercise and walking
- support for seniors groups – information and resources for older adult groups.

Boroondara has a significant population of older adults who receive direct care services and participate in social support and health and wellbeing activities. New opportunities exist to build on our current activities particularly for community members who are isolated. The development of approaches that have an increased focus on engaging and empowering older people to develop their own solutions to the issues they face, are important future directions for service development.





Strategy development

The first phase of consultation for the Strategy occurred in late 2008. Focus groups used the Appreciative Inquiry method. Appreciative Inquiry focuses on identifying and building on both individual and organisational strengths and capacity. The group process did not focus on services – it inquired about what people have seen work in ageing well, what they think they might need as they grow older and their vision for an Age Friendly City. The following groups participated in the consultations:

- people retiring soon
- older retired people
- frail older people
- council staff across a wide range of functions
- local community agency aged services staff.

The outcomes of the consultation and research are recorded in *Creating an Age Friendly Boroondara, Review of Issues and Opportunities*, February 2009. The review analysed Council policies, plans and service documentation, government policies, demographic data, international best practice and current research to create a comprehensive picture of the local population of older people, their likely needs and potential responses.

Following endorsement by Council of the *Creating an Age Friendly Boroondara Issues and Opportunities* (2009), phase two consultations occurred in June 2009. The consultation confirmed issues and directions identified in the report and raised further actions for implementation over the five year period of the Strategy.

Future directions

Council has developed directions to increase social participation, support and focus on health promotion. The development of an active ageing strategy builds on these directions and the social and community capacity building approach.

Key outcomes include:

- Strengthening the community by actively engaging residents and service providers in the planning for an Age Friendly City.
- Integrating social, cultural, environmental, physical and economic approaches to older people.
- Strengthening relationships and increased collaboration between Council and community based agencies.
- Linking overarching Council policies to service and facility planning and development.

Key international trends in services for older people in Creating an Age Friendly Boroondara include:

- Older people are increasingly unwilling to move into residential care and want to remain living in their own homes. The timeframe they remain at home is continually extending. (With the exception of people who have dementia and significant behavioural issues, most people can now be supported at home until the end of their lives).
- Technology is increasingly supporting people to remain at home longer.
- Aged services are shifting from a medical model to focus on wellbeing.
- Intergenerational socialisation opportunities are being sought by older people.
- Greater self reliance and choice is being achieved through positive service culture and clever building design.



Vision

The vision identified with older people during the consultation is:

Older adults are active participants in the life of the community. Services and activities for older people are empowering, responsive, inclusive and recognise the diversity of older adults. An Age Friendly Boroondara focuses on all aspects of wellbeing, is built on planning and design that responds to the needs of older adults and creates physical and social connections throughout the community.

The vision aligns with the direction identified in Our Boroondara : Our City Our Future, and therefore, the wider community's aspirations.

Principles

The key principles that underpin an Age Friendly Boroondara are:

- Older people are a diverse group and diversity must inform responses.
- Ageing well has a focus on strengths and acknowledges that older people want to be self reliant wherever possible.
- Council has a commitment to work with older adults and the community to develop community capacity.
- People want to be independent and develop their own plans and directions.
- Service responses engage older people in service planning, development and implementation.
- Older people are natural community leaders (and a significant community asset base).
- Council will work in partnership with community members and other services.





Priority areas and objectives

The strategic plan framework is drawn from the World Health Organisation's Age Friendly Cities Guide. This framework has seven key priority areas. The key issues arising through the consultations include:

Transport

- Transport is an important factor to support social connections, independence and ageing in place.
- It is important to develop accessible transport, including a range of alternative transport options eg. car pooling and community transport, public transport, scooter access, taxis.

Housing

- There is a need for the community to retain affordable housing options in order that people can age in place. Location supports community connections.
- "Lifetime Homes" and "Lifetime Neighbourhoods" are important aspects to develop.
- Boarding house closures have forced some older people away from their communities.

Participation, respect and social inclusion

- Developing naturally occurring connections provides support, eg. neighbours, family, community spaces.
- Information needs to be provided before people need services eg related to bereavement and retirement.
- The importance of connecting generations was highlighted in a range of contexts.
- The impact of ageism was highlighted as was the importance of working to remove labels.
- Valuing the contribution of older adults, their skills, experiences and views is important.

Civic participation and employment

- Engage with older people and seek their opinions and perspectives about issues of this life stage as well as general community issues.
- We need workforce strategies that enable older adults to continue to participate in the workforce.
- Financial issues include the level of the age pension and the global financial crisis.
- Many older adults contribute to the community by volunteering in official as well as unofficial capacities.

Communication and information

- We need more education programs that promote healthy ageing – University of the Third Age, Life Activities Club, Senior Citizens Centres, neighbourhood houses, community centres and libraries.
- Access to technology has progressed though many older people are still reluctant to use, or do not have access.
- Social support models should be expanded and provide a wide range of models to reach the widest range of people.

Community support and health services

- Services should discourage passive acceptance and encourage activity and self reliance.
- Accessible local community hubs of support will provide valuable community resources and reduce social isolation.
- A preventative approach is important for promoting health and wellbeing.

Outdoor spaces and buildings

- Access is important – large print street signs, disabled car parking scheme, pedestrian crossings.
- Safe design matters – footpaths, lighting and seating.





Framework

Diagram One provides an overview of the context, responsibilities and planning for developing an Age Friendly City. Objectives and strategic actions were identified through the process of Creating an Age Friendly Boroondara. An annual planning cycle will identify specific actions arising from these areas.

Diagram One: Framework for understanding Council and community connections for Creating an Age Friendly Boroondara.

Accountability

Creating an Age Friendly Boroondara 2009 – 2014 will be implemented over a period of five years. A policy and action plan review and redevelopment will be completed by the end of 2014.

The Creating an Age Friendly Boroondara 2009 – 2014 implementation will be the primary responsibility of the Health, Ageing and Disability Services Department in the Community Development Directorate.

The Action Plan identifies the objectives and strategic actions and Council department/s responsible for implementation. The Creating an Age Friendly Boroondara Implementation Reference Group will oversee the implementation of the Strategy for a period of two years. This group will be comprised of a Councillor, representative bodies and community representatives. The Reference Group will provide advice about the directions and implementation of strategies. Community representatives will represent our diverse community.

A report about the progress of the action plan will be presented to Council periodically. Relevant planning and implementation processes will be developed to respond to emerging issues in the context of the Strategy.





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Creating an Age Friendly Boroondara:
Strategic areas for action
2009 – 2014

a. Transport

Address transport issues that impact on the ability of older people to age positively in their community through social participation and access to services.

Objectives	Strategic Action	Responsible Department	Collaborating Departments
a.1 Improve older peoples' access to the community and local services	Implement actions of the Health Ageing and Disability Services Community Transport Review to facilitate the participation of older adults in Boroondara community life	Health, Ageing and Disability Services	
	Explore options for community transport models to build on Council's commitment to sustainability and community connections	Health, Ageing and Disability Services	Engineering and Traffic
	Advocate for improvements to public transport to increase usage in Boroondara by older adults	Engineering and Traffic	
	Explore transport issues and develop strategies to assist older adults participate in community activities within Boroondara eg car pooling	Health, Ageing and Disability Services	
	Identify and respond to issues of accessibility across the City of Boroondara for people using motorised mobility aides	Health, Ageing and Disability Services	Engineering and Traffic





b. Housing

Support ageing in place through promotion of accessibility in housing and connections to social and community services to influence the independence and quality of life of older people.

Objectives	Strategic Action	Responsible Department	Collaborating Departments
b.1 Enhance ageing in place through facilitating the development of housing appropriate to the changing needs of older people	Advocate on issues of design for accessibility for new and renovated building developments in the City of Boroondara	Building Services	Health, Ageing and Disability Services/ Statutory Planning
	Explore opportunities to promote housing models that benefit older adults, for example, community connections and intergenerational mix	Health, Ageing and Disability Services	Engineering and Traffic

c. Social participation, respect and social inclusion

Promote and support social participation by older adults to achieve health and wellbeing through social connections, recognition and contribution to the life of the community.

Objectives	Strategic Action	Responsible Department	Collaborating Departments
c.1 Enhance older peoples' health and wellbeing and participation in the community	Develop and implement a Social Support Plan for older adults including health promotion, a social connections program and partnerships with other organisations	Health, Ageing and Disability Services	Leisure and Cultural Services
	Promote active ageing by engaging older adults before they commence using services eg. pre-retirement, times of developing social connections	Health, Ageing and Disability Services	Leisure and Cultural Services (Neighbourhood houses)
	Develop partnerships with local service providers to strengthen opportunities for participation in recreation and cultural activities by older people in the Boroondara community	Health, Ageing and Disability Services	Leisure and Cultural Services
c.2 Facilitate older people to provide mutual support	Develop a <i>Social Connections Program</i> that facilitates groups for people to talk about their concerns, connect with others and share their experience and knowledge and pursue common interests	Health, Ageing and Disability Services	Leisure and Cultural Services (Neighbourhood houses)
c.3 Support the development of older community leaders	Promote the development of leaders, champions and peers to connect with the ageing population, particularly for isolated and vulnerable older people	Health, Ageing and Disability Services	Leisure and Cultural Services/ Library Services and Volunteer Development
c.4 Create opportunities for intergenerational contact	Develop and promote intergenerational projects to increase connections and recognition of the contribution of older adults and people of other life stages	Health, Ageing and Disability Services	Family Services/Leisure and Cultural Services/Library Services and Volunteer Development
c.5 Develop activities and locations for older adults to connect	Review and develop Council's Seniors Centre Model to evaluate the impact of the new directions on health and wellbeing and further develop local neighbourhood partnerships	Health, Ageing and Disability Services	Leisure and Cultural Services/ Library Services and Volunteer Development
c.6 Develop partnerships to progress research and innovation	Develop partnerships and connections with universities and research organisations to develop programs and services that respond to the needs of older adults in the community	Health, Ageing and Disability Services	



d. Civic participation and employment

Promote participation by older adults in community life.

Objectives	Strategic Action	Responsible Department	Collaborating Departments
d.1 Engage with older Boroondara residents and visitors in the planning, development and implementation of an Age Friendly City	Explore and develop models for older people to contribute towards evaluation and reporting on progress in developing an Age Friendly City	Health, Ageing and Disability Services	
	Establish an ongoing community engagement and consultation plan with Boroondara's older adults to seek their opinions and input	Health, Ageing and Disability Services	Community Planning/ Communication and Community Engagement
d.2 Develop an ageing well health promotion program	Engage and support older people in Boroondara interested in designing and leading an ageing well health promotion program to promote a preventative approach and as a vehicle for older people to tackle ageist attitudes and stereotypes	Health, Ageing and Disability Services	Leisure and Cultural Services
d.3 Develop opportunities for volunteering	Explore and develop opportunities for older adults to use their skills and knowledge as volunteers within City of Boroondara programs	Library Services and Volunteer Development	Health, Ageing and Disability Services/ Leisure and Cultural Services (Neighbourhood houses)
d.4 Support older workers	Implement the City of Boroondara Ageing Workforce Action Plan to address future staffing needs in our organisation	Human Resources	
	Develop partnerships to support transition to retirement by older adults in Boroondara	Health, Ageing and Disability Services	

e. Communication and information

Facilitate communication and information for older adults about services and activities that contribute towards ageing well.

Objectives	Strategic Action	Responsible Department	Collaborating Departments
e.1 Report to Council and the community on progress in developing an Age Friendly City	Report to Council and the community about the progress in Creating an Age Friendly Boroondara	Health, Ageing and Disability Services	
e.2 Enhance older peoples' access to services	Develop a Communication Plan about services and activities using alternative formats and communication tools	Health, Ageing and Disability Services	Communications and Community Engagement
e.3 Improve service engagement with older people from CALD backgrounds	Develop strategies to engage with and respond to issues for older adults of CALD background to provide relevant and responsive services	Health, Ageing and Disability Services	Leisure and Cultural Services/Library Services and Volunteer Development
e.4 Promote life long learning	Promote education and learning opportunities available in the Boroondara community to older adults	Health, Ageing and Disability Services	Leisure and Cultural Services/Library Services and Volunteer Development
e.5 Develop access to technology	Promote technology and support older people access training through libraries and other community services	Library Services and Volunteer Development	Leisure and Cultural Services
e.6 Support older people to feel valued in the community	Work with older people to share stories and histories and document and promote these narratives to the broader Boroondara community	Library Services and Volunteer Development	Health, Ageing and Disability Services/Leisure and Cultural Services
e.7 Develop networks	Take a lead role in developing networks that contribute to service and community outcomes for older adults	Health, Ageing and Disability Services	Leisure and Cultural Services

f. Community support and health services

Provide and promote health and support services to maintain health, wellbeing and independence of older adults.

Objectives	Strategic Action	Responsible Department	Collaborating Departments
f.1 Develop Council assessment and care services based on promoting independence, priorities and decision making of older adults and their carers and opportunities for social connections	<p>Develop and implement the Active Service Model to increase the health and wellbeing of older adults through HACC activities</p> <p>Review the City of Boroondara Respite Care Service and develop an action plan for older adults and people with a disability</p> <p>Review and develop options for future directions in individualised service delivery for clients using Boroondara Home and Community Care Services</p> <p>Undertake a review of the Delivered Meals Service and implement the outcomes</p>	Health, Ageing and Disability Services	
f.2 Improve access and equity to services for older people	Develop a plan for services to be responsive to our diverse community including Aboriginal and Torres Strait Islander people, people of CALD backgrounds, gay, lesbian and bisexual older adults, people with disabilities and people of a range of socio-economic backgrounds and circumstances	Health, Ageing and Disability Services	Community Planning
f.3 Enhance preventative approaches to health and wellbeing	<p>In partnership with other organisations:</p> <ul style="list-style-type: none"> • Develop and provide health promotion activities • Further develop physical activities designed for older people such as walking, strength training, falls prevention, gentle exercise programs and aerobic exercise 	Health, Ageing and Disability Services	Leisure and Cultural Services
f.4 Support carers	Develop responses to the needs and issues of people who care for older adults	Health, Ageing and Disability Services	Leisure and Cultural Services/Library Services and Volunteer Development
f.5 Support older adults at risk of abuse or exploitation	Address issues of elder abuse through the development of relevant policies, procedures and information	Health, Ageing and Disability Services	
f.6 Services into the future	Work in partnership with State and Commonwealth Governments regarding reforms and future developments in the Home and Community Care Program (HACC)	Health, Ageing and Disability Services	

g. Outdoor Spaces and Buildings

Create outdoor spaces and public buildings that promote mobility, independence and quality of life of older people.

Objectives	Strategic Action	Responsible Department	Collaborating Departments
g.1 Improve older peoples' access and mobility around the community	Incorporate the needs and issues of older adults in the development of urban infrastructure including universal access and design that facilitates community participation	Parks and Gardens/ Projects and Strategy/ Infrastructure Services/ Engineering and Traffic	
g.2 Older adults feel safe in their community	Create a physical environment that promotes independence and safety	Parks and Gardens/ Projects and Strategy/ Infrastructure Services/ Community Planning	
g.3 Contribute towards environmental sustainability	Engage older people in addressing climate change	Environment and Sustainable Living	Health, Ageing and Disability



English

If you would like an article translated, please call the Council Customer Service Centre on 9278 4444.

Italian

Se desiderate la traduzione di questa informazione, chiamate il Centralino del Comune (Council Customer Service) 9278 4444.

Αν θέλετε μεταφρασμένες αυτές τις πληροφορίες παρακαλούμε επικοινωνήστε με το Council Customer Service (Κέντρο Εξυπηρέτησης Πολιτών του Δήμου) στο τηλ 9278 4444

如果您希望將這一資訊翻譯成您的語言，請致電 9278 4444 與 Council Customer Service 市議會客戶服務中心)聯絡。

अगर आप इस जानकारी का अनुवाद चाहते हैं तो कृपया कौंसिल कस्टर्म सर्विस सेंटर को 9278 4444 पर फोन कीजिए

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