



# Age Friendly City Survey

Prepared for the City of Monash

May 2021



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# Background, objectives and methodology



## Background and objectives

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In early 2016, the City of Monash was declared an 'Age Friendly City' by the World Health Organisation (WHO). As an Age Friendly City, Council aims to promote active, healthy ageing by looking at ways to improve the liveability of its community through eight domains, as identified by the WHO:

- outdoor spaces and buildings
- transportation
- housing
- social participation
- respect and social inclusion
- civic participation and employment
- information and communication
- community support and health services.

Council sought feedback from residents aged 55 years and over to ensure that it meets the aspirations of this valued community.

JWS Research was engaged by Council to facilitate a telephone survey among residents who are members of Council's Positive Ageing Lifestyles (PALs) program and other residents of the City of Monash aged 55 and over.



# Research methodology and sampling

## Quantitative Telephone Survey

### Sample

- Representative sample of n=300 Monash City Council residents aged 55+ years.
- Sourced from supplied list of PALs members, combined with random telephone calls to residents.

### Representation

- Weighting was applied at the analysis stage to actual Monash City Council age / gender proportions based on ABS census data.

### Margin of error and confidence level

- Margin of error is +/-5.7% at the 95% confidence level for results near 50%.
- Margins of error are larger for sub-samples.
- Differences of +/-1% for net scores are due to rounding.

### Timing

- 6 minutes in length.
- Conducted from 19<sup>th</sup> to 21<sup>st</sup> April 2021.





# Executive summary



# Executive summary

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## Outdoor spaces and buildings

Four in five Monash residents aged 55 years and over agree that green spaces are accessible and well maintained (80%) and public areas are clean and pleasant (78%).

More than half also agree that pedestrian crossings, accessibility to buildings, pavements and pathways, and public lighting are sufficient. However, a third (34%) disagree that pavements and pathways are well maintained.

## Transportation

Most (69%) agree that public transport services are available, affordable and convenient in Monash (including taxis and rideshare services, 53%). When it comes to community transport services however, most residents are either neutral (25%) or don't know (39%).

Residents' views on parking are somewhat polarised – while 46% agree it is sufficient and well located, more than a third (35%) disagree,

## Housing

More residents agree than disagree that there are affordable in-home care and services are available (49% agree), as well as long-term residential care (34%) and home modification options (32%).

- Among those aged 80 years and over, a *significantly* larger proportion agree that affordable in-home care and services home modification options are available (66% and 52%, respectively).

However, more disagree (33%) than agree (23%) that affordable and accessible housing is available close to services.

## Social participation

A large majority (85%) agree that learning opportunities are available and promoted throughout the community.

Most also agree that technology at home is easy and accessible (69%), and active programs and social activities are easy to attend (66% and 57%, respectively).

While more than a third (35%) agree there is support for people at risk of loneliness or social isolation, a larger proportion are neutral (13%) or don't know (30%).





## Executive summary (cont'd)

### Respect and social inclusion

A majority (63%) agree that older people feel they are treated respectfully by the community as a whole. However, most (59%) also agree that they sometimes face discrimination because of their age.

Nonetheless, more agree than disagree that older people are recognised by the community for their contributions (48% agree), and are visible in the media, depicted positively and without stereotyping (40%).

### Civic participation and employment

Six in ten residents agree that older people are encouraged to remain engaged in their community (61%), and that a range of interesting volunteering opportunities available (60%).

- Among 70 to 79 year-olds, a *significantly* larger proportion agree (76%) that older people are encouraged to remain engaged in their community.

Less than a quarter (23%) of residents agree that older people are well represented on local boards and committees, while a majority are either neutral (29%) or don't know (27%).

More than twice as many residents disagree (45%) than agree (17%) that there is a range of paid employment opportunities for older people.

### Communication and information

Most agree that plain and simple language is used in Council's communications (76%), information is widely available and in different formats (62%), and printed information is available in large lettering and languages other than English (56%).

- Among those aged 80 years and over, a *significantly* larger proportion agree that information is widely available in different formats (78%), printed in large lettering and languages other than English (69%).

### Community support and health services

A vast majority (87%) agree that a range of health and community support services are accessible and available. A smaller majority (56%) agree that home care is accessible and available, but this proportion is *significantly* larger among those aged 80 years and over (71%).

More agree than disagree that support programs for caregivers are available (42% agree), as well as clear and accessible information on how to access home support services (41%). However, a quarter (26%) disagree that this information is available.





## Executive summary (cont'd)

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### ***'Age Friendly City'***

To three in ten residents (29%), the term *'Age Friendly City'* means one that is equally inclusive, welcoming and accepting of all ages.

A further 15% take the term to denote facilities and services are accessible to older residents, or one that looks after, cares for, and supports its older residents.

Other interpretations of the term include being friendly and respectful to older residents; catering for ease of mobility (including transport and parking); comfortable and secure; and a city that aims communications at older residents and encourages social participation.

A large, dark blue letter 'W' dominates the right side of the slide. It is filled with a complex, glowing pattern of white and yellow lines and dots, resembling a cosmic web or a neural network. The pattern is denser in some areas and sparser in others, with bright points of light scattered throughout.

Detailed findings

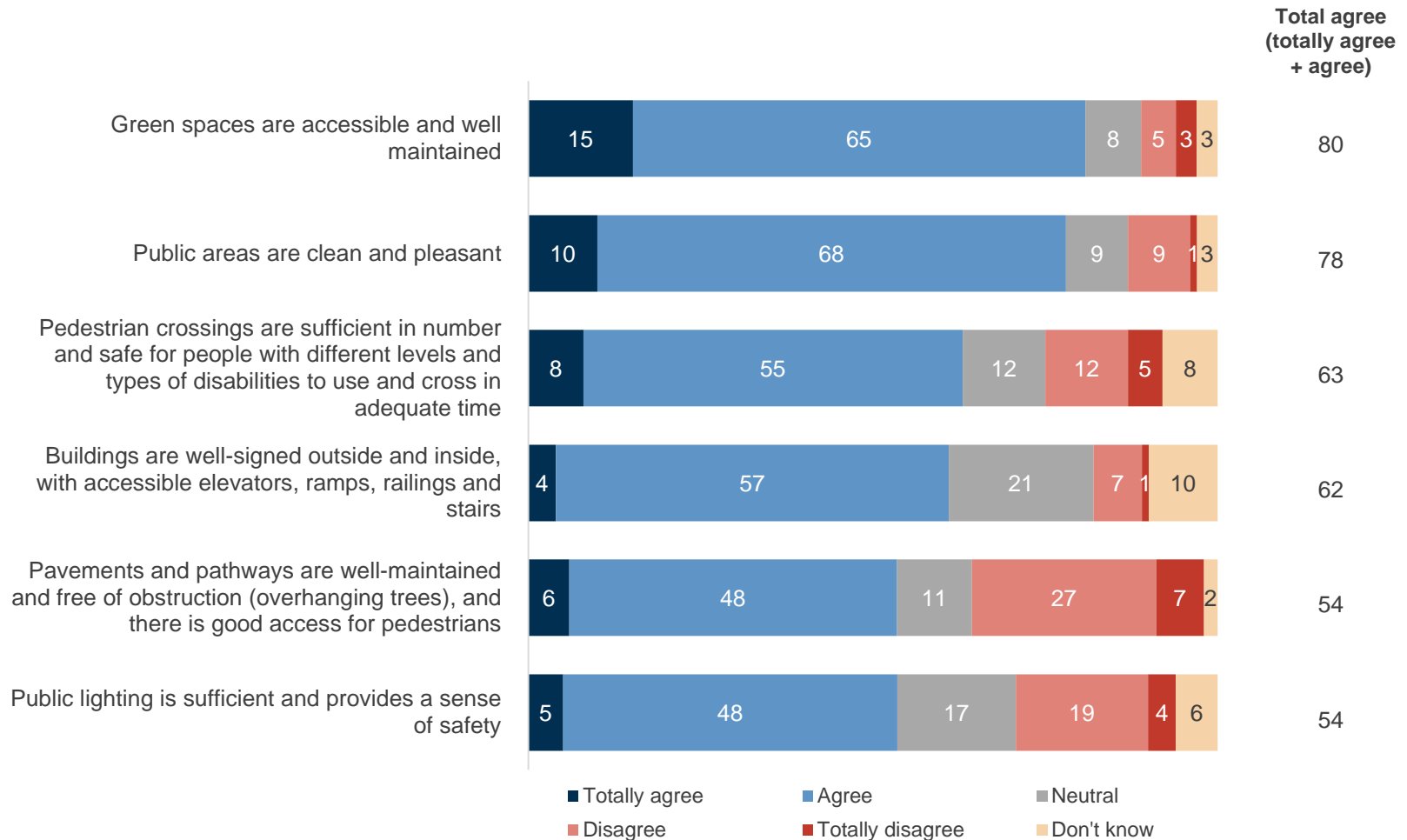
A large, dark blue, stylized letter 'W' that serves as a background element. It is filled with a glowing, intricate pattern of white and yellow lines, resembling a night cityscape or a complex network of light trails.

# Outdoor spaces and buildings

# Monash City Council enjoys accessible, well-maintained green spaces, public spaces and buildings



## Agreement with statements about outdoor spaces and buildings (%)



# Agreement with aspects of Council's outdoor spaces and buildings is consistent across age groups



## Agreement with statements about outdoor spaces and buildings (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
Green spaces are accessible and well maintained	80	77	82	86
Public areas are clean and pleasant	78	81	76	75
Pedestrian crossings are sufficient in number and safe for people with different levels and types of disabilities to use and cross in adequate time	63	65	62	59
Buildings are well-signed outside and inside, with accessible elevators, ramps, railings and stairs	62	64	54	67
Public lighting is sufficient and provides a sense of safety	54	52	53	59
Pavements and pathways are well-maintained and free of obstruction (overhanging trees), and there is good access for pedestrians	54	53	55	56

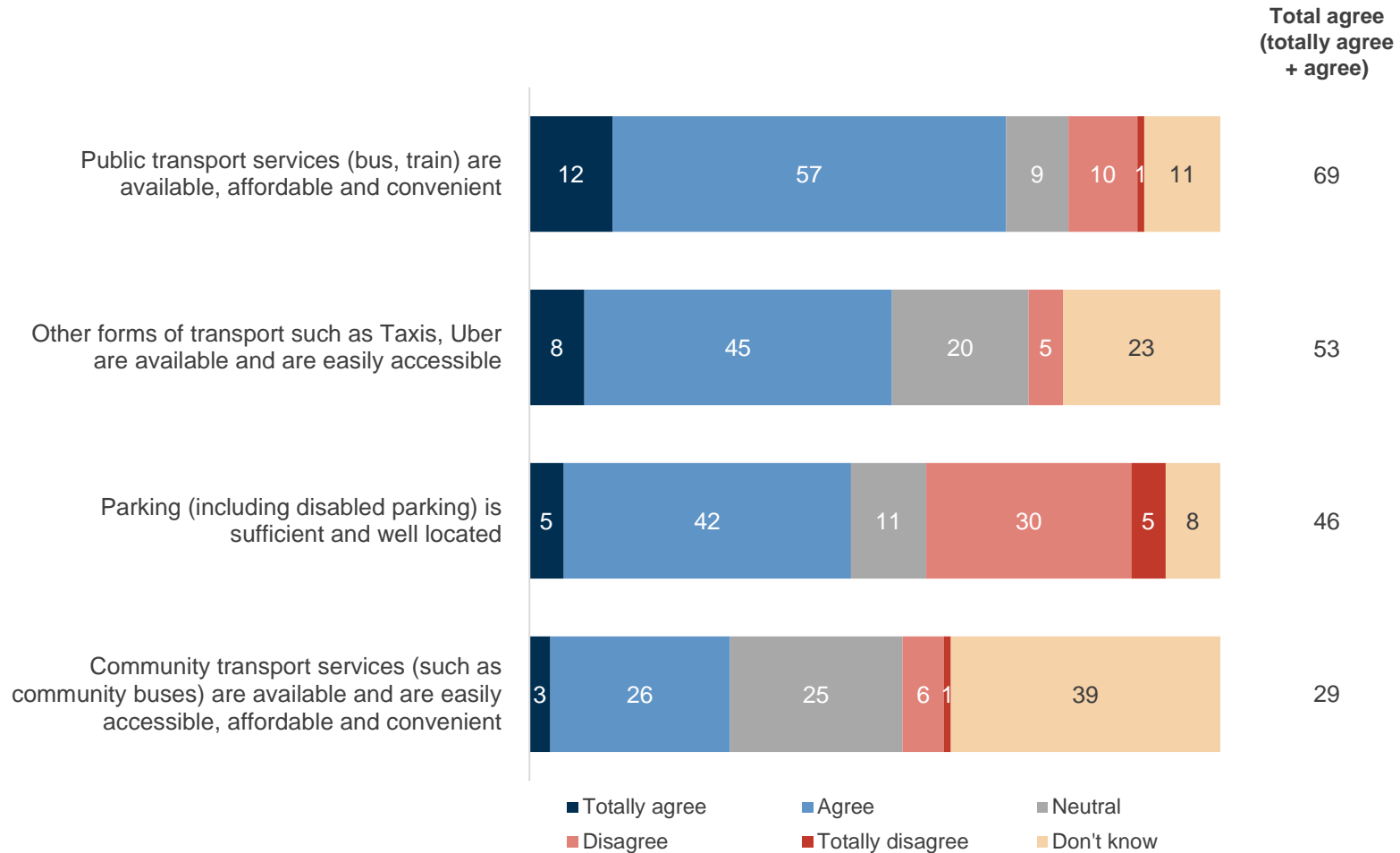


# Transportation

# Public transport in Monash is affordable and convenient; taxi and rideshare services are easily accessible



## Agreement with statements about transportation (%)





# Higher agreement among over 80s on the accessibility and convenience of community transport services



## Agreement with statements about transportation (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
Public transport services (bus, train) are available, affordable and convenient	69	70	68	68
Other forms of transport such as Taxis, Uber are available and are easily accessible	53	54	49	57
Parking (including disabled parking) is sufficient and well located	46	44	52	46
Community transport services (such as community buses) are available and are easily accessible, affordable and convenient	29	26	26	41

Significantly different at the 95% confidence interval.

Significantly **higher** than the total at the 95% confidence interval.

Q2. Please tell us how much you agree or disagree with these statements:

Base: All respondents (n=300)

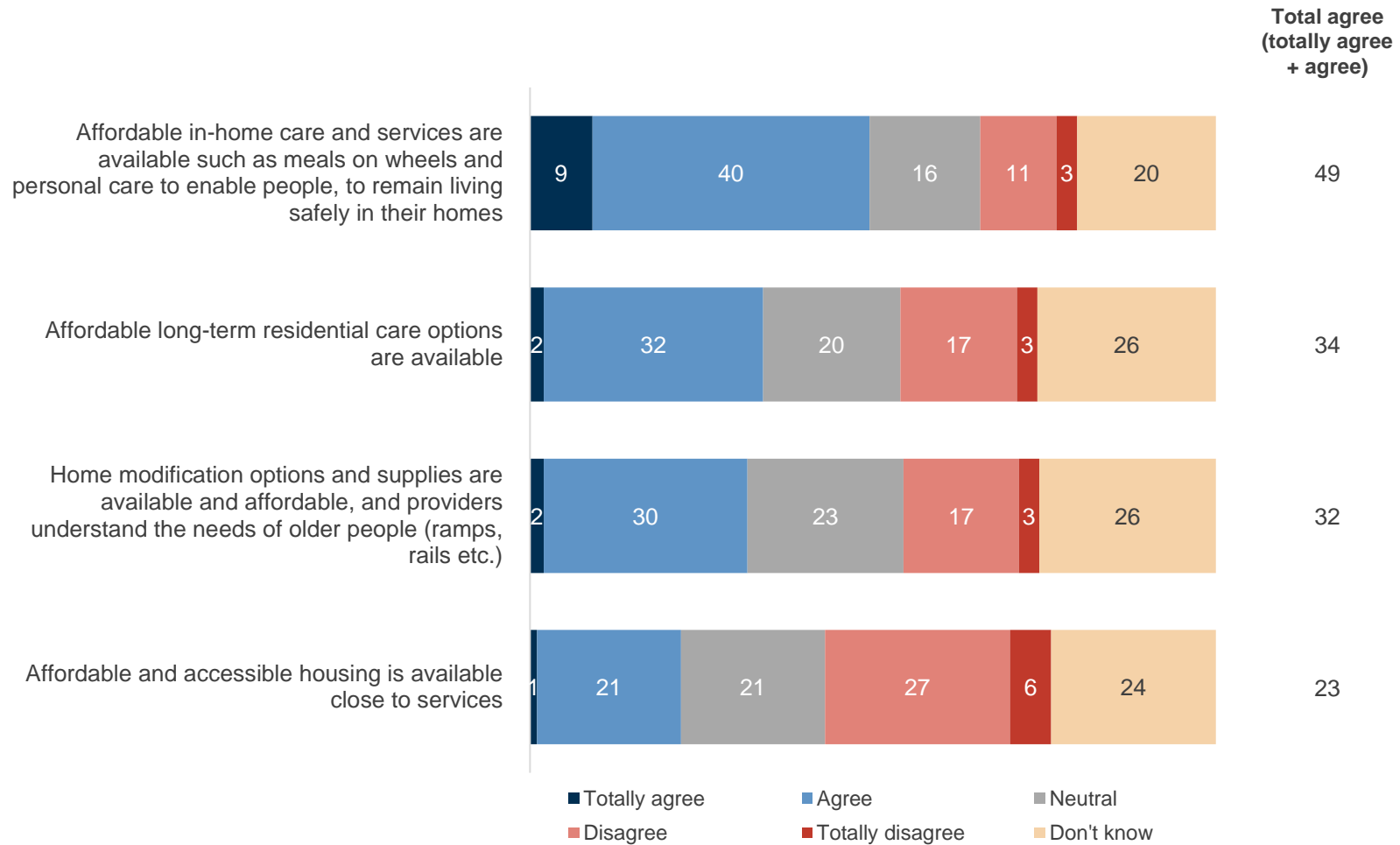


# Housing



# Most see in-home care and services as more affordable than not, but see housing close to services as lacking

## Agreement with statements about housing (%)



# Higher agreement among over 80s on the affordability of in-home care and home modification options available



## Agreement with statements about housing (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
Affordable in-home care and services are available such as meals on wheels and personal care to enable people, to remain living safely in their homes	49	44	47	66
Affordable long-term residential care options are available	34	28	44	38
Home modification options and supplies are available and affordable, and providers understand the needs of older people (ramps, rails etc.)	32	24	33	52
Affordable and accessible housing is available close to services	23	24	21	21

Significantly different at the 95% confidence interval.  
 Significantly **higher** than the total at the 95% confidence interval.  
 Q3. Please tell us how much you agree or disagree with these statements  
 Base: All respondents (n=300)

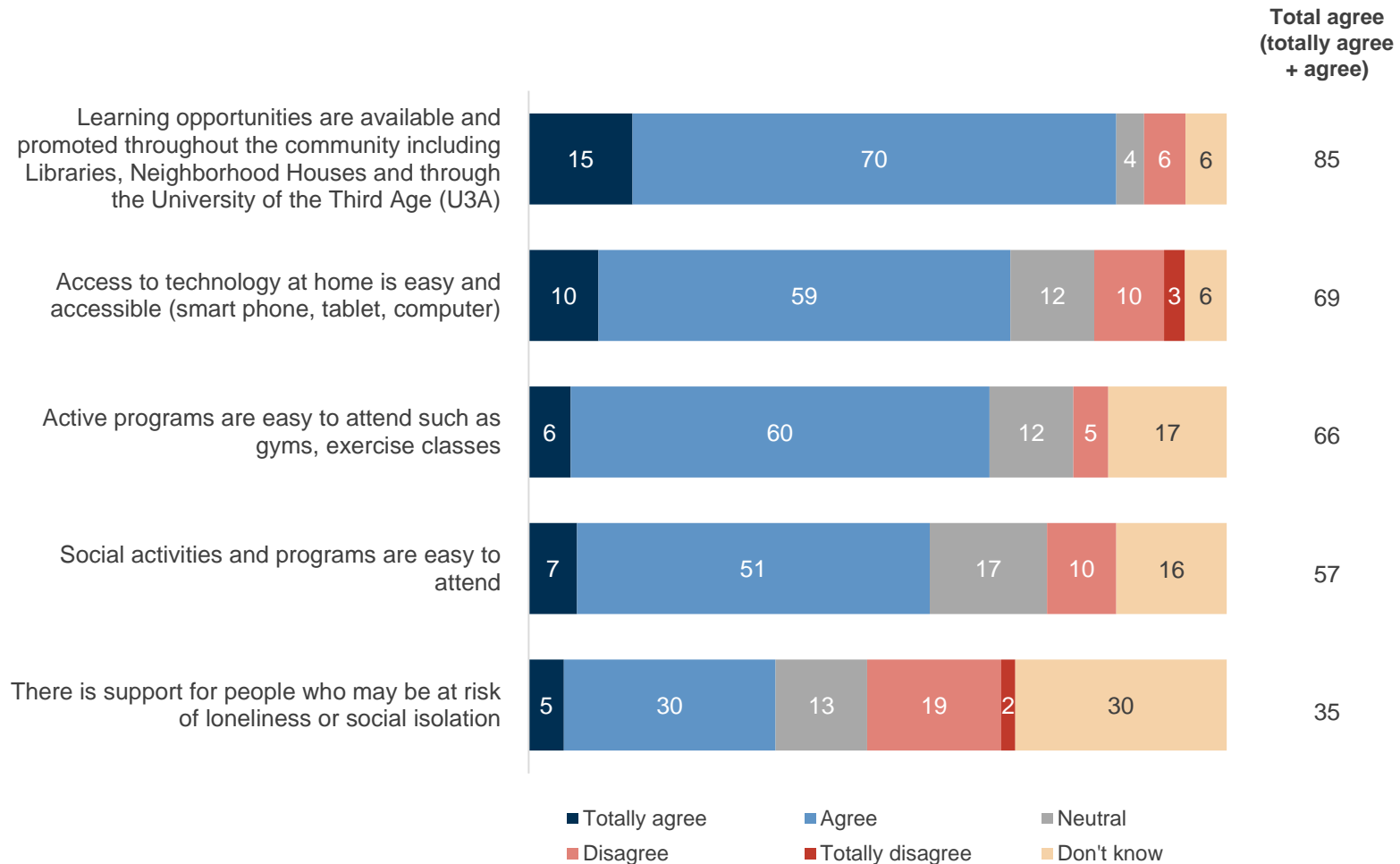
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# Social participation

# Learning opportunities are promoted, home technologies accessible, active and social programs easy to attend



## Agreement with statements about social participation (%)



# Higher agreement among over 80s on ease of social participation, with exception to technology accessibility



## Agreement with statements about social participation (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
Learning opportunities are available and promoted throughout the community including Libraries, Neighborhood Houses and through the University of the Third Age (U3A)	85	81	87	89
Access to technology at home is easy and accessible (smart phone, tablet, computer)	69	68	77	61
Active programs are easy to attend such as gyms, exercise classes	66	68	69	57
Social activities and programs are easy to attend	57	55	61	58
There is support for people who may be at risk of loneliness or social isolation	35	31	36	46

\_\_\_\_\_ Significantly different at the 95% confidence interval.

Q4. Please tell us how much you agree or disagree with these statements:

Base: All respondents (n=300)



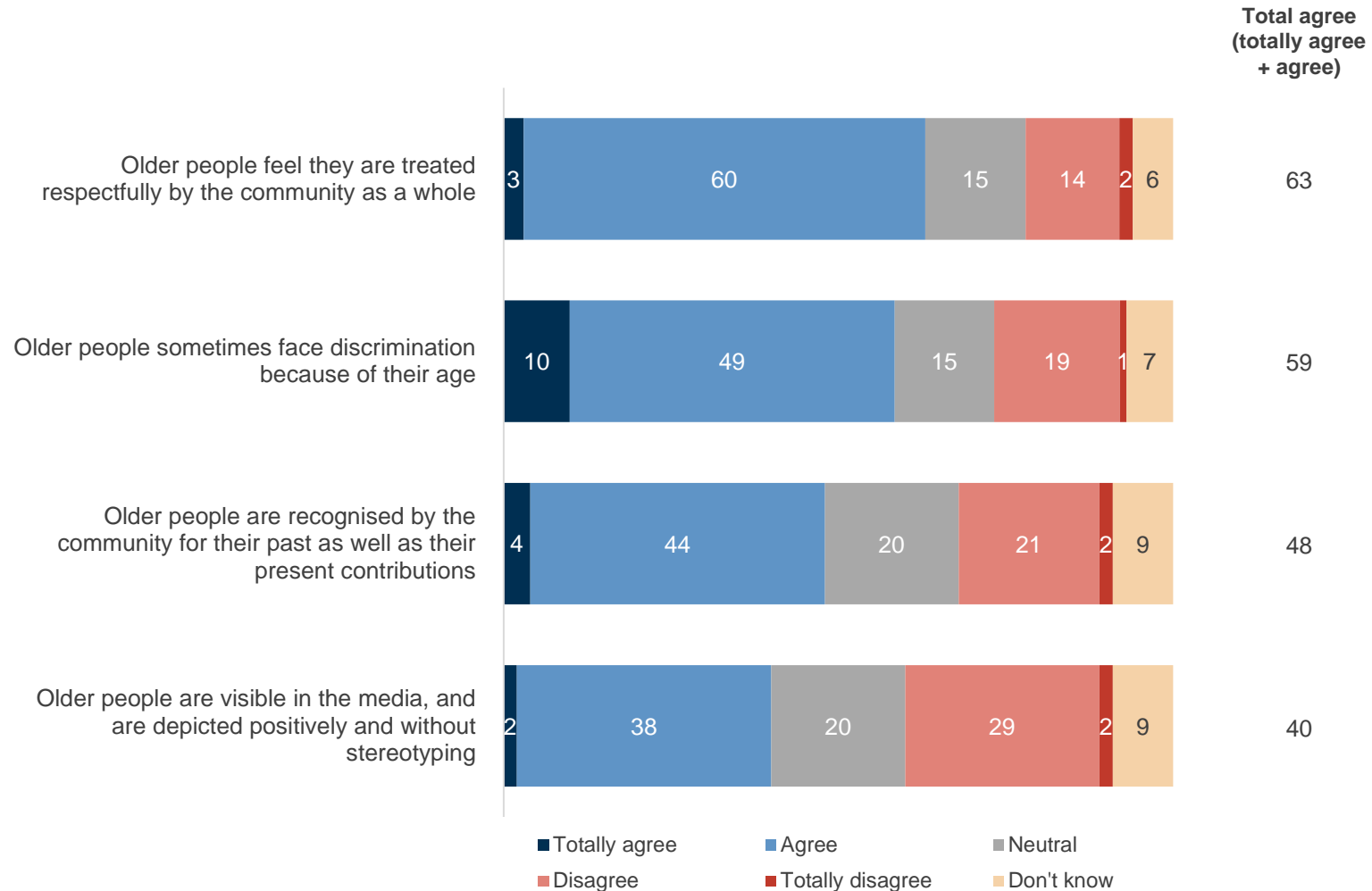
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Respect and  
social inclusion

# Over 55s are treated respectfully by the community but sometimes face age-based discrimination



## Agreement with statements about respect and social inclusion (%)



# Residents aged over 80 years tend to feel more respected by the community than those under 70 years



## Agreement with statements about respect and social inclusion (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
Older people feel they are treated respectfully by the community as a whole	63	56	69	74
Older people sometimes face discrimination because of their age	59	59	59	56
Older people are recognised by the community for their past as well as their present contributions	48	42	56	55
Older people are visible in the media, and are depicted positively and without stereotyping	40	36	47	42

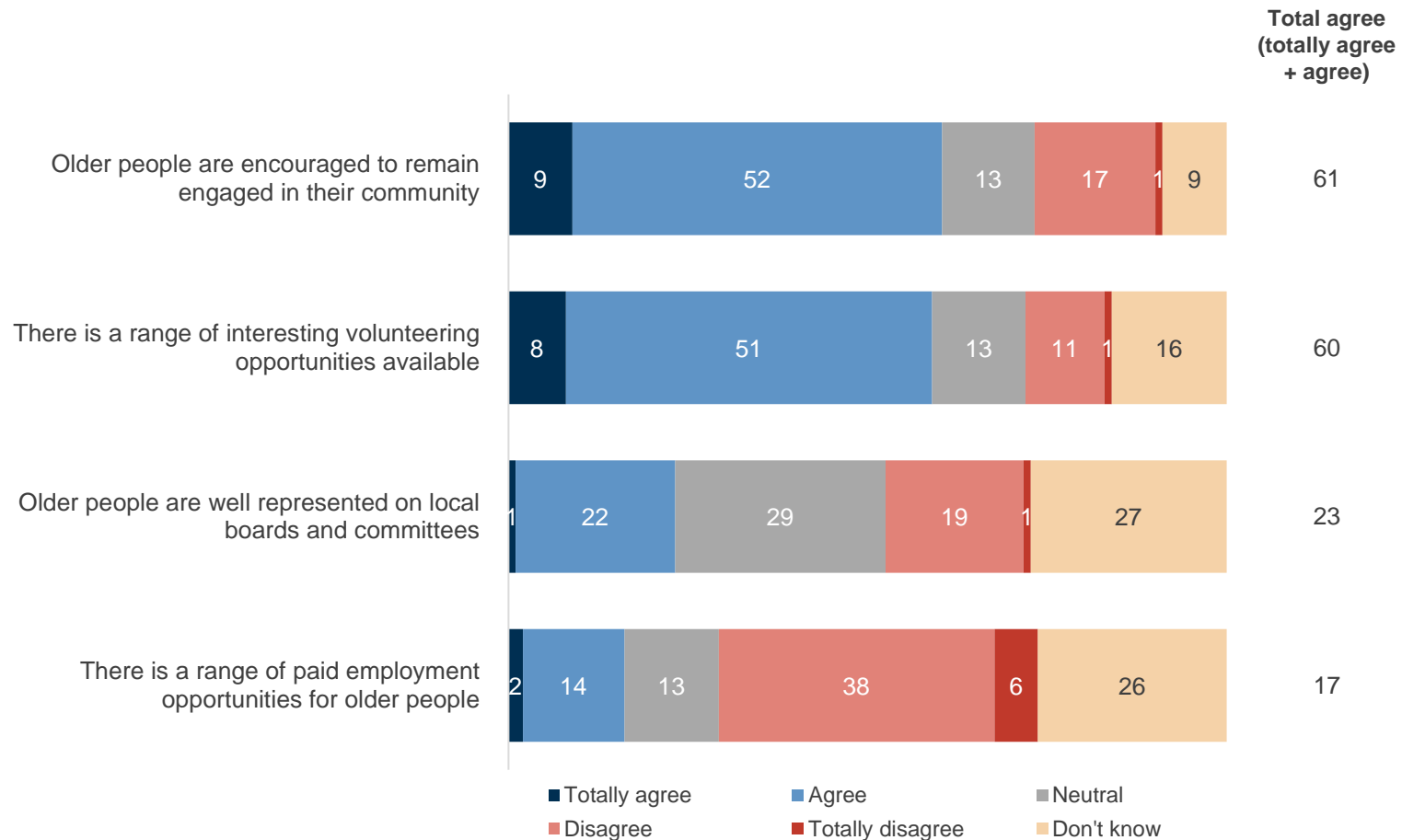


# Civic participation and employment

# Community engagement is encouraged and volunteering opportunities available, but not paid employment



## Agreement with statements about civic participation and employment (%)



# Higher agreement among 70 to 79 year-olds that community engagement is encouraged



## Agreement with statements about civic participation and employment (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
Older people are encouraged to remain engaged in their community	61	51	76	68
There is a range of interesting volunteering opportunities available	60	54	68	62
Older people are well represented on local boards and committees	23	18	25	32
There is a range of paid employment opportunities for older people	17	18	15	14

Significantly different at the 95% confidence interval.

Significantly **higher** than the total at the 95% confidence interval.

Q6. Please tell us how much you agree or disagree with these statements:

Base: All respondents (n=300)



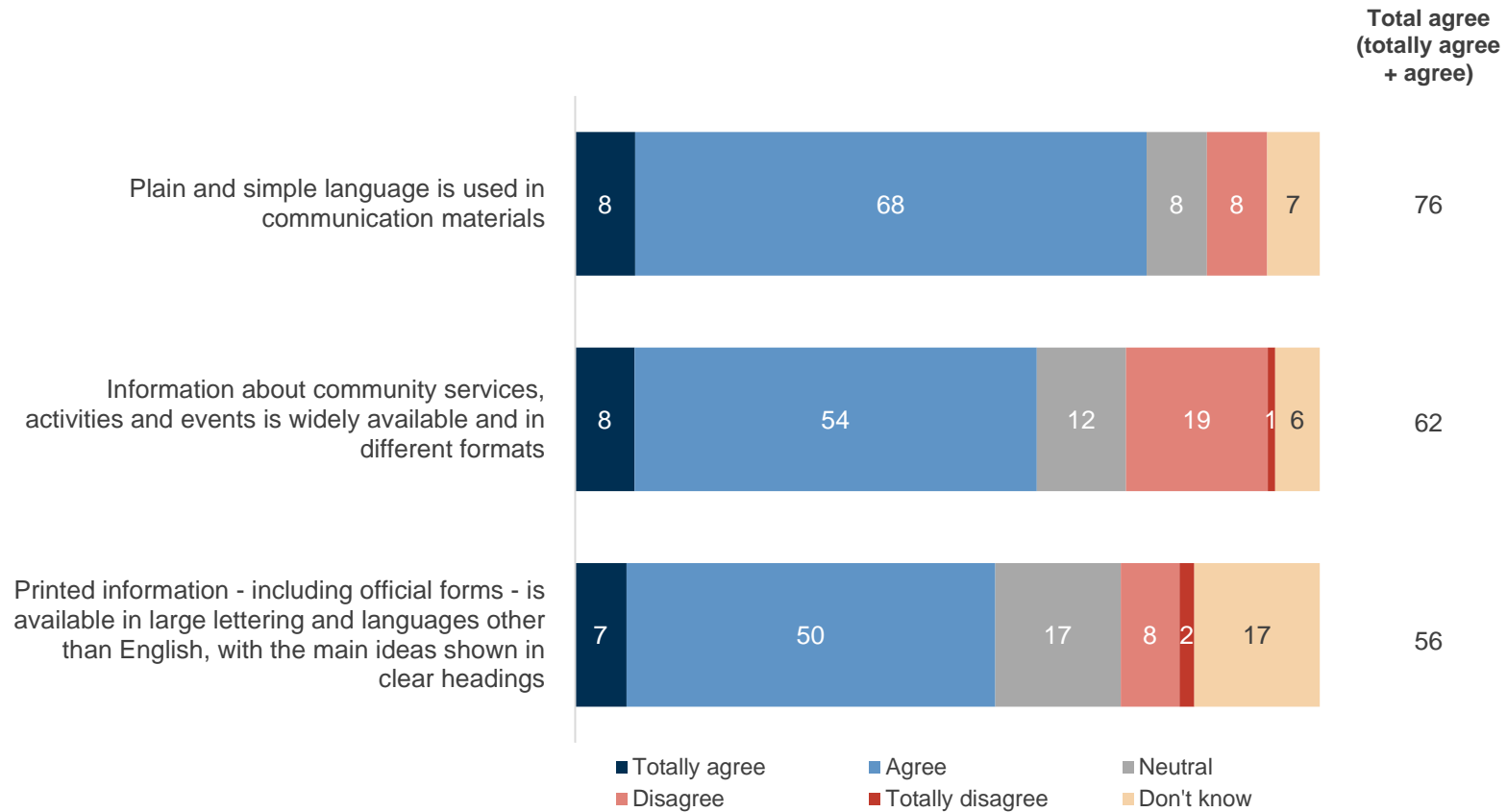
# Communication and information



# There are mostly positive views about the way information is communicated



## Agreement with statements about communication and information (%)



# Higher agreement among over 80s on the range of formats information available



## Agreement with statements about communication and information (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
Plain and simple language is used in communication materials	76	75	74	80
Information about community services, activities and events is widely available and in different formats	62	56	62	78
Printed information - including official forms - is available in large lettering and languages other than English, with the main ideas shown in clear headings	56	50	59	69

Significantly different at the 95% confidence interval.

Significantly **higher** than the total at the 95% confidence interval.

Q7. Please tell us how much you agree or disagree with these statements:

Base: All respondents (n=300)

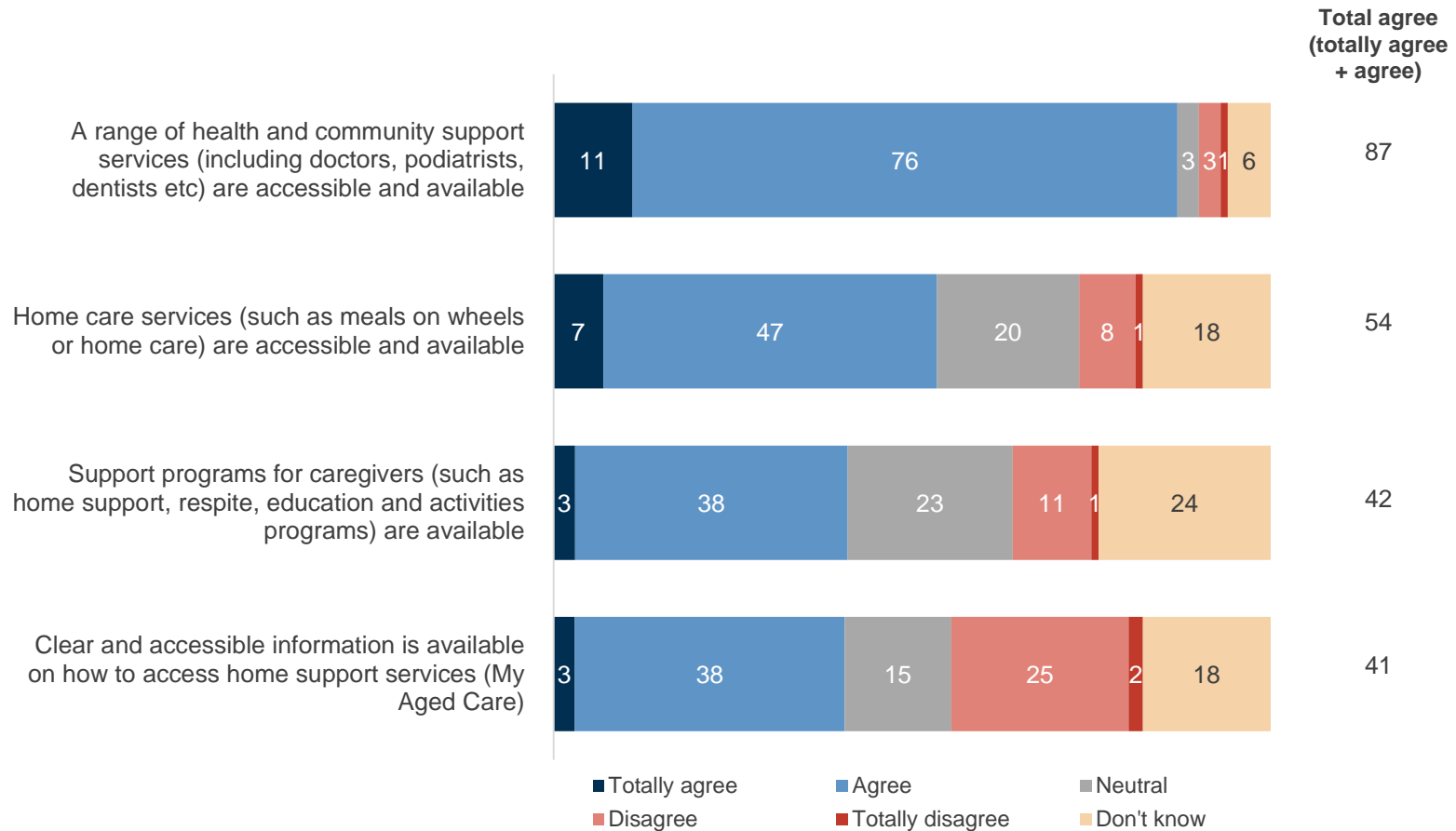
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Community  
support and  
health services

# 9 in 10 residents agree that health and community support services are accessible and available



## Agreement with statements about community support and health services (%)



# Higher agreement among over 80s on the accessibility and availability of home care services and caregiver support



## Agreement with statements about community support and health services (%) (Total agree)

	Total	<70 years	70-79 years	80+ years
A range of health and community support services (including doctors, podiatrists, dentists etc) are accessible and available	87	88	82	88
Home care services (such as meals on wheels or home care) are accessible and available	54	47	54	71
Support programs for caregivers (such as home support, respite, education and activities programs) are available	42	36	42	54
Clear and accessible information is available on how to access home support services (My Aged Care)	41	32	49	51

Significantly different at the 95% confidence interval.

Significantly **higher** than the total at the 95% confidence interval.

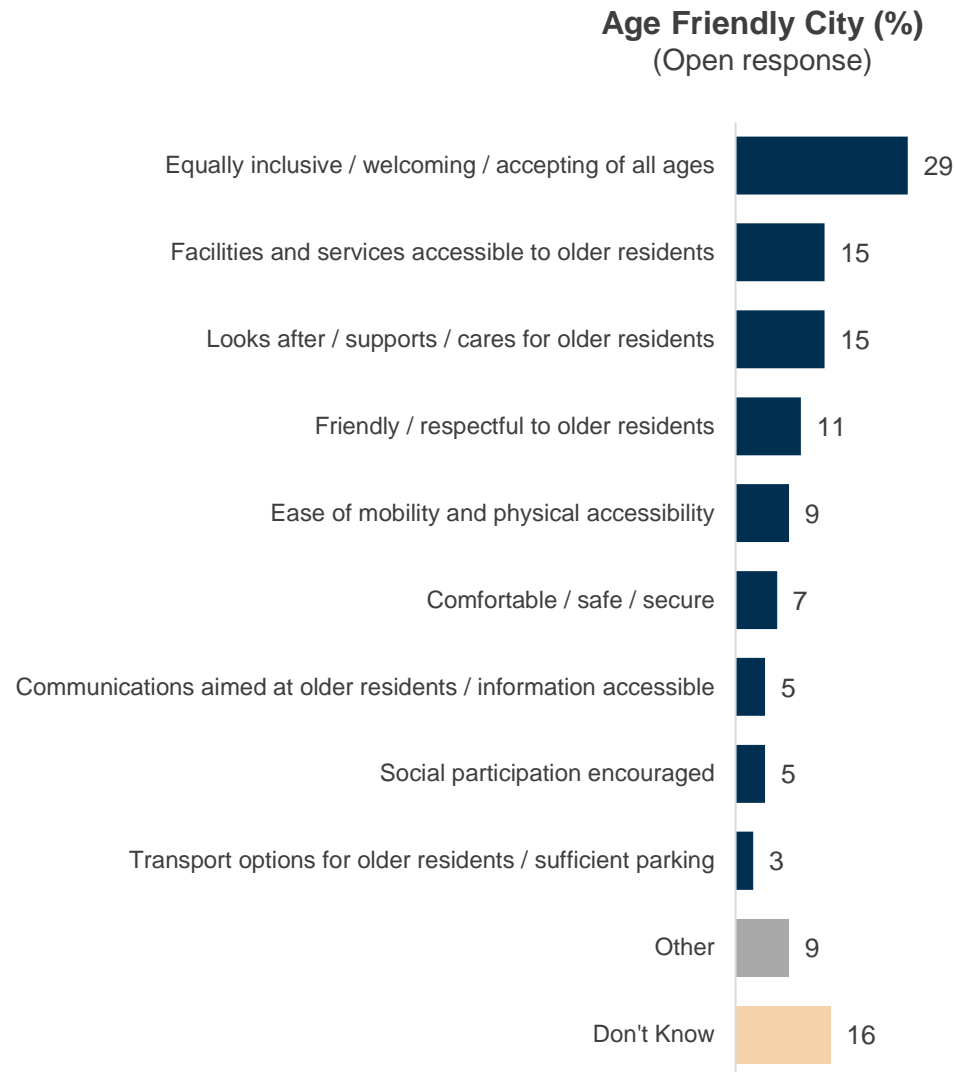
Q8. Please tell us how much you agree or disagree with these statements:

Base: All respondents (n=300)



# Meaning of 'Age Friendly City'

# 'Age Friendly City' means inclusive and accepting of all ages, with accessible support and care for older residents







# Appendix: Demographics



# Demographics

Gender	%
Female	54
Male	46

Age	%
59 or under	19
60-69 years	34
70-79 years	27
80-89 years	16
90+ years	4

Suburb	%
Ashwood	4
Burwood	1
Chadstone	1
Clayton	4
Glen Waverley	28
Hughesdale	4
Huntingdale	1
Mount Waverley	30
Mulgrave	8
Notting Hill	1
Oakleigh	1
Oakleigh East	2
Oakleigh South	3
Wheelers Hill	12



## Demographics (cont'd)

Languages spoken at home (multiple response)	%	Other languages spoken at home
English	96	Arabic
Mandarin	3	Armenian
Cantonese	3	Auslan
Greek	1	Bengali
Italian	1	Dutch
Sinhalese	1	French
Hindi	1	German
Vietnamese	1	Gujarati
Tamil	1	Hebrew
Other	9	Japanese
		Macedonian
		Maltese
		Portuguese
		Punjabi
		Spanish
		Turkish

THERE ARE  
OVER 200,000  
PEOPLE IN THE  
CITY OF  
MONASH...

FIND OUT  
WHAT THEY'RE  
THINKING.



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