

Age Friendly City Report 2015-18

The strategies and actions are practical, realistic and reflective of the City's diverse role. The following has been implemented over a three year time period.

Strategic Action Area 1: Social participation	
Provide a range of lifelong learning activities that encourage older people to participate in community life.	
Action: 1.1:	Implement a program of activities and courses at various locations that encourage participation in arts, culture, and music.
Responsible officer	Community Development Officer Positive Ageing Officer
Outcome	<p>Wanjoo Welcome Lounge provides a centrally located space, adjacent to the library, providing:</p> <ul style="list-style-type: none"> • Free activities for 55 + • opportunity to be paid tutors • Volunteer tutors keep their skills relevant Promotion of Lifelong learning • Social inclusion <p>Wanjoo Lounge is staffed by up to 20 volunteers who:</p> <ul style="list-style-type: none"> • Welcome approx. 20 senior visitors per day • provide basic computer tuition • listen and share what the over 55 community are saying • Welcomed close to 50% male:female ratio according to visitor statistics <p>Approximately 40 people attended quarterly Positive ageing forums with topics including:</p> <ul style="list-style-type: none"> • Cyber crime • Secret Women's Business • Senior' Housing Options & Seniors Living today • Mobile Alerts • Financial Counselling and No Interest Loan Scheme • Elder Abuse

Provide a range of lifelong learning activities that encourage older people to participate in community life.	
Action: 1.2:	Investigate options for the provision of community space within the Fremantle LGA for older people and community groups to meet.
Responsible officer	Community Development Officer Positive Ageing
Outcome	<p>Come and Try free activities, for over 55s are scheduled, four programs per year with a variety of options:</p> <ul style="list-style-type: none"> • Short, 4-6 weeks 'taster' courses, providing an opportunity to try something new and meet new people. • Weekly ongoing activities include: 12 – 15 ladies crochet and knit rugs for Kids in Wheelchairs 15-20 walkers meet as the Wednesdays, Social Walking Group Approx. 12 people gather for watching 1-1 computer tuition (volunteers) <p>Snapshot July 2016 to June 2017: 65 activities advertised resulting in: 630 participants, with a variety of topics/activities including 27 wellbeing, 15 recreational, 5 cultural, craft, 5 technologies, 4 positive ageing forums.</p> <p>Locations and venues involved in delivering activities: The Meeting Place, Library, The Fremantle Arts Centre, Walyalup Aboriginal Cultural Centre, Sullivan Hall, Fremantle Town Hall and North Fremantle Hall.</p> <p>Curious Lifelong Learning Program runs quarterly and offers approximately 70 activities and learning opportunities each quarter.</p> <p>Curious adult programs and activities at the Meeting Place, South Fremantle and Fremantle Library include:</p>

	<ul style="list-style-type: none"> • Social groups (10) - language learning, food, creative writing, textiles, music, craft, walking, book clubs. • Courses and workshops (9) provide skill development and learning opportunities in second languages, computing and getting back to work programs. • Community presentations (8), speakers, author talks, film screening and book launches. • Social support activities and groups (6). <p>80% of adult program and activity participants are over 55.</p> <p>The Meeting Place venue is accessible to anyone with a disability as the venue complies with access codes.</p> <p>The Fremantle Arts Centre offers:</p> <ul style="list-style-type: none"> • Four terms per year following the WA school calendar. • Approx. 100 courses on offer each term. <p>Over 55s made up approx. 60% of enrolments.</p> <p>Collaborations, for learning and meeting, with other local service providers include:</p> <ul style="list-style-type: none"> • Fremantle's Women's Health Care House • Tuart Place • Freo Men's Shed • Fremantle Multicultural Centre • Hilton Harvest Community Garden – providing a space for over 55s to connect with kids in an outdoor natural setting.
Provide a range of lifelong learning activities that encourage older people to participate in community life.	
Action: 1.3:	Provide programs that encourage older people to try new and different sports and participate in physical activity.

Responsible officer	Community Development Officer Recreation
Outcome	<p>At least one physical activity provided during each bimonthly Come and Try program. For example:</p> <ul style="list-style-type: none"> • Freo Fit, six week sessions, 50% are attended by over 55 cohort • Chair yoga held weekly, 15 to 20 people attend • Gentle Flow Yoga, weekly session • Walking groups, independently driven • Yoga @ Arthur Head – 2014,2015,2016 – 25% seniors • Yoga at Davis Park – 25% seniors • Exer-gaming sessions

Provide a range of lifelong learning activities that encourage older people to participate in community life.	
Action: 1.4:	Investigate how the Fremantle Library can position the service to meet the needs of an ageing population in respect to resource capacity, program delivery and structural and space limitations.
Responsible officer	Coordinator Lifelong Learning
Outcome	<p>The library has become a community hub where lifelong learning is embraced, it also provides:</p> <p>Homebound – delivery of books to residents on a weekly basis:</p> <ul style="list-style-type: none"> • Individuals visited: 18 • Aged Care facilities visited: 3 • multiple seating arrangements and wide access throughout the library to allow access • a fortnightly therapy dog visit • a copy, on request, of all Curious programs in a Reader Version

	<ul style="list-style-type: none"> • Author talks or community events accessible venues are used where possible and if not provide information on accessible formats. • Multi-Purpose room has allowed people using mobility aides to attend author talks and workshops. <p>Lunch time movies, documentaries showed weekly, sourced by Kanopy (on-demand) streaming service.</p> <p>Makerspace, quarterly events that are collaborative, intergenerational providing hands on learning and skill sharing, helps with critical thinking skills and boosts self-confidence.</p>
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Strategic Action Area 2: Community support and health services	
Assist people in Fremantle to age positively and actively by providing appropriate information and support to maximise health and wellbeing.	
Action: 2.1:	Facilitate the establishment of a network of Fremantle based aged care providers to improve communication.
Responsible officer	Community Development Officer Positive Ageing Officer
Outcome	<p>Positive ageing officer attends service providers' quarterly networking meetings covering the broader local government region.</p> <p>Networking with age care service providers to foster good communications and understanding their core work. Collaborative sharing of projects, for example, Dance Hall Days and the Garden Party Collective.</p>

	<p>Successfully transitioned Fremantle Home and Community Care Clients, in 2018, to Amana Living providing people with support to stay in their home longer.</p> <p>Positive Ageing Liaison Group assists with informing and co-designing programs and activities.</p>
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Assist people in Fremantle to age positively and actively by providing appropriate information and support to maximise health and wellbeing.	
Action: 2.2:	Facilitate an annual over 55s healthy lifestyle forum which provides information to older people to navigate the aged care system.
Responsible officer	Community Development Officer Positive Ageing Officer
Outcome	<p>The expo is a collaboration between three councils – Fremantle, Cockburn and Melville. It provides opportunities for service providers, government organisations, sports and recreation, music, dance and wellbeing activities to be promoted throughout the local region.</p> <ul style="list-style-type: none"> • 2016 Healthy Lifestyles EXPO for 55+ was held at the Fremantle Town Hall attracting 62 stallholders and at least 500 visitors. • 2018 the Expo was hosted by City of Cockburn • 2019 the Expo will be held at Melville Recreational Centre and in partnering with Seniors Recreational Council, an organisation that is recognised as the peak organisation supporting seniors' involvement in sport and recreation.

Assist people in Fremantle to age positively and actively by providing appropriate information and support to maximise health and wellbeing.	
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Action: 2.3:	Investigate how the Fremantle Leisure Centre can position the service to meet the needs of an ageing population in respect to resource capacity, program delivery and structural and space limitations.
Responsible officer	Leisure Centre Manager
Outcome	<p>The Leisure Centre pool is heated between 32 – 34 degrees; this pool is very popular with older people to assist in muscle and arthritic soreness.</p> <p>The Leisure Centre also provides:</p> <ul style="list-style-type: none"> • Discounted rates for the ageing population. • Specialised Fit beyond 50 programs for over 55's including: AquaRom, Seniors' Badminton, EasyMoves, Tai Chi, Liquid Tai Chi, ZumbaGold. • Specialised workshops for over 55's (Stay on your feet / Spinal health / the importance of movement at any age). • Ramps into swimming pool ease of access and egress • Pool program - warm water swimming pool ideal for therapy, water resistant exercises. • Specialised group fitness classes (Fit beyond 50) All of these classes are at a discounted rate \$7.50 per entry. • Free workshops every 2 or 3 months, some of which include: The importance of movement at any age (July) Spinal Health (May) • Currently in progress to have another free workshop in September or October to tie in with 'Stay on your feet' and 'Mental Health Week'

Assist people in Fremantle to age positively and actively by providing appropriate information and support to maximise health and wellbeing.

Action: 2.4:	Support the provision of a range of services for older people in the Fremantle local government area.
Responsible officer	Community Development Officer Positive Ageing Officer
Outcome	<p>In collaboration with Fremantle Library, Lifelong Learning and Community Development teams established <i>My Community Directory</i>. Activities and services for over 55s in Fremantle area are available online.</p> <p>Curious is a quarterly learning for life programme, showcasing courses, workshops, talks and groups that are running in and around Fremantle. Some courses or workshops are run by the community.</p> <p>Memory Café: social gatherings in a local café are held monthly for people with dementia, carers and family members. Alzheimer's WA is a supporting partner.</p> <p>Home Collection Service: Fremantle residents aged 55 and over can have selected unwanted household items collected from their doorstep for free. The City will collect whitegoods like fridges and washing machines, old mattresses, and e-waste like TV's and computers and take them away to be recycled.</p> <p>The City of Fremantle's 2016-2020 Access and Inclusion Plan outlines a strategic approach to improve access and inclusion for people with disability over the next five years. The actions of this plan will also benefit seniors, people with temporary injuries, disabilities and parents with young children in prams.</p> <p>The City has two beach wheelchairs available for free hire throughout the year – one at South Beach, South Fremantle and one at Bathers Beach. Both wheelchairs can currently be booked in advance or at the time if it is available for use.</p> <p>DADAA works through significant local and cross-sector partnerships that bring arts and health together in a way that effectively responds to the needs of communities. DADAA works in</p>

	partnership for disability advocacy, accessible programming, digital inclusion, and research and evaluation.
Assist people in Fremantle to age positively and actively by providing appropriate information and support to maximise health and wellbeing.	
Action: 2.5:	Investigate opportunities for the installation of exercise equipment.
Responsible officer	Community Development Officer Recreation
Outcome	<p>Fitness equipment installed at Booyembarra Park, Bruce Lee and Samson Park as these were identified as the preferred location. South beach has been identified as a preferred area and will be considered within the master plan.</p> <p>New play equipment in Bruce Lee is accessible</p>

Strategic Action Area 3: Housing	
Ensure that there is provision of housing which is diverse and affordable to meet the current and future needs of the older people.	
Action: 3.1:	Facilitate the establishment of a network of Fremantle based aged care providers to improve communication
Responsible officer	Community Development Officer Positive Ageing Officer
Outcome	Attend quarterly meetings as part of the Melville Service Network Meeting as the majority of service providers cover Fremantle and the LGA region.

	<p>The City's Home and Community Care service transitioned, with care and respect, nearly 100 clients to Amana Living so that clients could receive a wider variety of services.</p> <p>Positive Ageing Working Group: Established to support the ongoing Age Friendly Action Plan, service providers (4) sit on this group.</p>
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Ensure that there is provision of housing which is diverse and affordable to meet the current and future needs of the older people.	
Action: 3.3:	Consider statutory changes to the local planning scheme to promote accessible and age appropriate housing
Responsible officer	Manager Strategic Planning
Outcome	<p>Planning Scheme Amendment 49 (applicable to key strategic sites in the City Centre) incorporated a definition of 'affordable housing' in the scheme and made provision of a proportion of affordable housing within new developments a requirement where development bonuses are sought.</p> <p>Planning Scheme Amendment 63 (The Freo Alternative) proposes to allow new small infill housing in select locations within the City's suburbs where they meet a range of criteria. One of the bonus criteria relates to accessible (universal) design. The maximum size of dwellings permitted under this proposal is 120m². The City is awaiting approval from the Western Australian Planning Commission regarding a planning scheme amendment and a planning policy to guide this form of development.</p>

	<p>Development Plan 17 (Leighton) and Development Plan 20 (Sealanes site) incorporate a requirement for the local structure plan to “provide a variety of housing styles to achieve a social mix and affordable housing options”</p> <p>Clause 4.3.4 of the scheme allows for the higher density in a split density coded area to apply where one of four criteria are met, one of which is ‘provision of “low income housing”’.</p>
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Ensure that there is provision of housing which is diverse and affordable to meet the current and future needs of the older people.	
Action: 3.4:	Establish partnerships with local community housing providers to enable the provision of affordable housing in large development projects and sites owned by the City of Fremantle.
Responsible officer	Manager Strategic Planning,
Outcome	Memorandum of understanding entered with Department of Communities in relation to Burt Street development site to include a proportion of affordable housing and a diverse range of accommodation types (including adaptable housing). Discussion occurring in relation to other potential sites.

Strategic Action Area 4: Civic participation and employment
Create opportunities for older people to actively participate in the community through civic involvement and paid and voluntary work.

Action: 4.1:	Develop and implement a range of mechanisms that enable the input of older people into City of Fremantle community engagement processes.
Responsible officer	Community Development Officer Positive Ageing Officer
	<p>The City of Fremantle is currently reviewing its Community Engagement Policy. The draft policy is expected to be released for public comment in late 2018.</p> <p>Further training is also being undertaken September 2018 with regards to inclusivity (Inclusion Solutions) and creating accessible word documents (VisAbility).</p> <p>Volunteers provide a valuable contribution with ideas and forward planning of what's wanted and needed for older people. The Wanjoo Lounge is a 'shop front' with approx. 20 visitors a day. This provides an opportunity for good community engagement. It is staffed by 16 volunteers.</p> <p>Currently 10 volunteer tutors are providing their skills free of charge to run workshop/activities for the Come and Try activities and including 3 volunteers providing computer teaching.</p> <p>Community engagement projects out for comment are advertised through the Wanjoo Lounge communication channels, News Bites in the local paper and My Say website.</p> <p>The City of Fremantle supports community precinct groups, to encourage any community member to participate and take an active role in providing input into the operations of the local government. The meetings are open forums where anyone with an interest in their local area can attend and engage on a range of community issues.</p> <p>Fremantle Visitors Centre engage 60 Volunteer Ambassadors who provide a friendly face and local knowledge to ensure visitors are able to experience the best Fremantle has to offer.</p>

Strategic Action Area 4: Civic participation and employment

Create opportunities for older people to actively participate in the community through civic involvement and paid and voluntary work.	
Action: 4.2:	Support City of Fremantle older employees through flexible work arrangements leading to retirement.
Responsible officer	Director, People and Culture
Outcome	<p>The City has a specific clause in its Workforce Agreement which provides for retirement purchase leave options. This strategy accommodates older employees considering retirement and supports longer-term employment and transition planning.</p> <p>The City's Recruitment Policy demonstrates a commitment to:</p> <ul style="list-style-type: none"> • Ensuring that recruitment, selection and appointment processes are contemporary and flexible. • Establishing a diverse and appropriately skilled workforce to deliver its strategic objectives and business outcomes. • Ensuring that recruitment, selection, appointment and remuneration processes, actions and decisions comply with the minimum principles of merit, equity, interest, transparency and probity and all relevant legislation. • Ensuring recruitment, selection and appointment practices comply with equal opportunity and diversity principles. <p>The objective in relation to diversity is particularly relevant as a diverse workforce includes mature age employees.</p> <p>The City notes a solid representation of employees aged 55 and above. This group represents 21% of the city's workforce.</p> <p>Flexible working arrangements form part of the workforce agreement and gives older employees opportunities to table requests which are considered against business needs.</p>

	<p>A mentoring program for older employees to develop transfer of knowledge framework that forms part of the workforce development plan as they transition to retirement.</p> <p>For best outcomes for all employees the City is working towards the introduction of Activity Base Working.</p>
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Strategic Action Area 4: Civic participation and employment	
Create opportunities for older people to actively participate in the community through civic involvement and paid and voluntary work.	
Action: 4.3:	Support local organisations to recruit and retain volunteers through the Fremantle Volunteer Service.
Responsible officer	Community Development Officer Volunteering
Outcome	<p>The following statistics from 2016 and 2017 reports for the Fremantle Volunteer Service</p> <p>2016</p> <p>Fremantle volunteer Service</p> <ul style="list-style-type: none"> • Face to Face volunteer consultations; • 50-59 years - 130 people • 60 + years - 114 people • Community consultation with organisations servicing seniors (22) <p>2017</p> <p>Fremantle Volunteer Service</p> <ul style="list-style-type: none"> • Face to Face volunteer consultations • 50-59 years – 105 people • 60+ years – 117 people • Community consultation with organisations servicing seniors (31) • Promotion of volunteering in the Senior /Aged Sector • One Stop Shop (Promotion of Volunteering)

	<ul style="list-style-type: none"> • Photographic displays showing seniors volunteering (Fremantle Library and The Meeting place) • National Volunteer Week presentations (i.e. Kay Raymond speaking about volunteering seniors) • Women's Health Day • Seniors Week Promotion <p>2018</p> <p>New Volunteer Development Program</p> <ul style="list-style-type: none"> • Increased marketing of volunteering in the senior sectors/aged care etc • Increased support to Volunteer agencies servicing the aged care sector/utilising volunteers over 50's • Seniors Week/Healthy Lifestyles Expo • National Volunteer Week Social Media blitz profiling volunteers over 50 • 12 photoshoots of volunteers over 50 years – Social media sharing of their volunteering stories • Cycling without Age Project
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Strategic Action Area 4: Civic participation and employment	
Create opportunities for older people to actively participate in the community through civic involvement and paid and voluntary work.	
Action: 4.4:	Implement a health and wellbeing program for all staff at City of Fremantle.
Responsible officer	Organisational Development Senior Project Officer
Outcome	<p>Each year the city runs a health and wellbeing program – the constant events are skin checks and flu shots.</p> <p>This year a more structured program was initiated. Each month we have a new initiative planned and all staff are encouraged to participate. 2018 program included: Leisure Centre discounted</p>

	membership, Global Corporate Challenge, Fitness classes (Pilates & yoga), Mental Health sessions, Blood donation, Skin checks, Flu shots, Nutrition sessions, Fitness classes (boxing).
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Create opportunities for older people to actively participate in the community through civic involvement and paid and voluntary work.	
Action: 4.5:	Improve volunteer opportunities at the City of Fremantle by developing and implementing organisational recruitment, retention and recognition processes.
Responsible officer	Community Development Officer Volunteering
Outcome	Volunteer Ambassador Program, manual, is being rolled out across all business units that have volunteers.

Strategic Action Area 5: Communication and information	
Provide accessible information on aged care services, health, finance, retirement, community groups and clubs in variety of formats.	
Action: 5.1:	Develop and implement a communication strategy promoting the services provided by the City of Fremantle
Responsible officer	Manager Communications and Media

Outcome	<p>Communication strategy developed and implemented. The City continues to promote its services, program and initiatives on a daily basis and alternative formats are available on request at all times.</p> <p>Videos produced by the City now include closed captions to make them more accessible for a broader audience.</p>
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Strategic Action Area 5: Communication and information

Action: 5.2:	Upgrade the City of Fremantle website to ensure it meets accessibility guidelines set out by Vision Australia and the Disability Services Act.
Responsible officer	Manager Communications and Media
Outcome:	<p>The City continues to progress developing a new website which includes:</p> <ul style="list-style-type: none">• Full WCAG compliance.• Resources have been allocated in the 2018/19 budget to provide for project planning and development.• The City continues to monitor the corporate website for accessibility issues and suggested improvements.• Scans are undertaken on a weekly basis to identify and fix broken website and document links and misspellings.• Recent improvements include a more user-friendly search engine to enable residents to quickly and easily find information relating to a rubbish collection and disposal. Scanning tools are also used to identify complex words and suggest simpler alternatives to increase the readability of pages.

	<ul style="list-style-type: none"> • All printed material and our weekly NewsBites ad column include a line that the publication is available in alternative formats on request. • The City also continues to have strict style guides for signs, ads and printed material that guide minimum font sizes. • Staff attended the Web Accessibility workshop and regularly they attend monthly Web accessibility meetups with a Digital Access Specialist.
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Strategic Action Area 5: Communication and information	
Action: 5.3:	Provide Fre-info – a community information service
Responsible officer	Community Development Lifelong Learning Coordinator
Outcome:	https://www.mycommunitydirectory.com.au/Western_Australia/Fremantle This is a comprehensive online directory which provides information about what the community are doing and what is available.

Strategic Action Area 5: Communication and information	
Action: 5.4:	Review the way information is provided by the City of Fremantle and ensure that it is available in a range of formats.
Responsible officer	Manager Customer Service
Outcome:	The library has installed an Easy Move Machine for people with a reading or vision impairment.

	<p>The City continues to provide flexible and accessible means for all people to communicate whether over the phone and TTY, online emails or face to face.</p> <p>Comments and complaints are being recorded and are mostly responded to by the City's Access and Inclusion Officer.</p>
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Strategic Action Area 6: Transportation	
Ensure that older people are able to move around their community easily through public and active transport.	
Action: 6.1:	Advocate to the State Government authorities to improve public transport for older people.
Responsible officer	<p>Various officers have advocated for improved public transport over the last 3 years including working with state government on:</p> <ul style="list-style-type: none"> • Train station access analysis (Fremantle and North Fremantle train stations) • Roll out of bus stop access improvements • Optimum bus route options and improvements (ongoing)
Outcome	<p>Communications are sent to Transperth advocating improved public transport for older people.</p> <p>Transperth representatives attend annual Seniors' Expo</p> <p>Transperth provide up to date information on their website</p> <p>Transperth have an ongoing plan to improve public transport for older people.</p> <p>An annual survey of public transport passengers has revealed:</p> <ul style="list-style-type: none"> • People are very happy with Fremantle's CAT bus services. • Transperth Passenger Satisfaction Monitor for 2017 shows Fremantle's Central Area Transit buses received a 98 per cent overall satisfaction rating. • Fremantle CAT passengers said they felt safe, thought there was plenty of space and information available and liked the friendly drivers.

	<ul style="list-style-type: none"> • Showed the Fremantle CAT was the second most popular way for people to get to work, only just behind the private car.
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Ensure that older people are able to move around their community easily through public and active transport.	
Action: 6.2:	Continue to contribute to the funding of the Central Area Transit (CAT) Service to allow for easy mobility around the Fremantle central business district.
Responsible officer	Infrastructure Traffic and Design Officer
Outcome	<p>An annual survey of public transport passengers has revealed:</p> <ul style="list-style-type: none"> • People are very happy with Fremantle's CAT bus services. • Transperth Passenger Satisfaction Monitor for 2017 shows Fremantle's Central Area Transit buses received a 98 per cent overall satisfaction rating. • Fremantle CAT passengers said they felt safe, thought there was plenty of space and information available and liked the friendly drivers. • Showed the Fremantle CAT was the second most popular way for people to get to work, only just behind the private car. • Some investigations into alternative Fremantle area transport completed with the findings showing that the current CAT service provides an excellent rapid bus service around town. • Current contract with the Perth Transport Authority ends in Oct 1 2022

Ensure that older people are able to move around their community easily through public and active transport.	
Action: 6.3:	Investigate and advocate for a light rail transport system in Fremantle
Responsible officer	Strategic Planning Senior Strategic Projects Officer

Outcome	<p>Undertaken light rail route and options feasibility studies (as part of the South West Group of Councils) to advocate to state government.</p> <p>Preparing further advocacy information and documents for further advocacy works per Integrated Transport Strategy.</p>
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Ensure that older people are able to move around their community easily through public and active transport.	
Action: 6.4:	<p>Extend the network of footpaths around the Fremantle Local Government Area to encourage active transport</p> <p>Improvements to the existing footpath network through additional pram-ramps and wider median refuges where possible.</p>
Responsible officer	Manager Infrastructure Engineering
Outcome	Continue to be reported on under the ongoing Footpath program.

Ensure that older people are able to move around their community easily through public and active transport.	
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Action: 6.5:	Extend the network of bike only and shared use pathways to encourage cycling.
Responsible officer	Manager Infrastructure Engineering
Outcome	Continuous work is being undertaken in conjunction with the BUG and the Bike working group to ensure quality results in regards to improvements within the bike network. Continue to be reported under the Bike Plan.

Ensure that older people are able to move around their community easily through public and active transport.	
Action: 6.6:	Promote walking and cycling trails in the Fremantle local government area to encourage walking and cycling
Responsible officer	Community Development Officer Recreation
Outcome	<p>Bike Week 2018 – 20% seniors</p> <ul style="list-style-type: none"> • Freo Street Art Rides • Freo History Rides • Light Me Up Ride – led by a senior volunteer <p>Bike Week 2016+2017 - winners of 2017 comp were both seniors</p>

	<p>Ride to Work Breakfast - 50% seniors</p> <p>Freo Walkabouts 2016- Group walking sessions held over the 4 weeks in October – 75% seniors</p> <p>CoF joined Your Move Campaign -2018</p> <p>Walking trail maps available online</p> <p>Walking Groups</p> <p>Improved footpaths at Bruce Lee and Davis Park to make the parks more accessible</p> <p>Improved shared use paths along Carrington St</p>
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Strategic Action Area 7: Outdoor spaces and building	
Ensure that older people have the same opportunities as other people to access the City's buildings, facilities, parks, reserves, playgrounds and beaches.	
Action: 7.1:	Identify areas in the Fremantle local government area where better seating and shading are required and develop and implement a schedule of works.
Responsible officer	Manager Parks & Landscapes and Manager Facilities and Environmental Management
Outcome	<p>As part of the age friendly initiative the following have been installed:</p> <ul style="list-style-type: none"> New age friendly seats in various locations including Tuckfield Oval, South Beach, Leighton, Fremantle town centre, Port Beach, Fremantle Park, Griffith Park, Bruce Lee and South Terrace.

	<ul style="list-style-type: none"> • New equitable access ramps and hand rails including South Beach Basketball Court, Tuckfield Oval, Monument Hill, Fremantle Leisure Centre pool and Bathers Beach. • Provision of equitable access parking bays including Tuckfield Oval, Hilton Community Garden, Princess May Park, Cappuccino Strip car park, Fremantle Oval. • Inclusion of pram ramps and tactile paving on all road upgrade projects. • New equitable access footpaths including pram ramps and tactile paving on various public projects. • Provision of lighting in various locations including Tuckfield Oval, Cappuccino Strip car park and South Terrace. • City annually plants trees within Fremantle Town Centre and suburbs for provision of shade. • Provision of electrical charging station for mobility scooter outside the library
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Ensure that older people have the same opportunities as other people to access the City's buildings, facilities, parks, reserves, playgrounds and beaches.	
Action: 7.2:	Upgrade key community facilities to ensure they are accessible to older people.
Responsible officer	Manager Infrastructure Engineering, Manager Parks & Landscape, Manager Sustainable Services & Projects
Outcome	<p>The City provided for over \$8 million of accessible infrastructure works in 2017/2018. Capital works projects include:</p> <ul style="list-style-type: none"> • Footpath replacement program, new single use paths, installation of new street lighting on Fremantle's cappuccino strip, new footpath and pedestrian gate at depot, traffic calming

	<p>and disability ramps between Lefroy road and Carrington and York Streets, Hampton Road widening of the median strips for wheelchairs and prams.</p> <ul style="list-style-type: none"> • Installation of hearing loop in North Fremantle Community Hall for Council Meetings • Restoration and completion of refurbishment of the Fremantle Old Boys School. The heritage-listed building been given a new lease of life following \$2 million worth of renovations by the City of Fremantle. Local arts and health organisation DADAA, the Fremantle Foundation, CircusWA and PianoEasy now call the 163-year-old building home. • New park at Cantonment Hill was constructed with accessible ramps, BBQs and other infrastructure. • Pocket parks at Hilton and White Gum Valley have now been improved with grade ramps. • The refurbishment of Fremantle Oval building as part of the city's relocation project was significant, providing: accessible pathways, the construction of the cappuccino strip carpark with ACROD parking, including new accessible toilets and a lift. • The City also partnered with state government to improve local roads and pathways in the Hilton Townsite.
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Ensure that older people have the same opportunities as other people to access the City's buildings, facilities, parks, reserves, playgrounds and beaches.	
Action: 7.3:	Improve pathways through the City of Fremantle to allow for easy mobility.
Responsible officer	Manager Infrastructure Engineering, Manager Asset Management
Outcome	<p>Continue to be reported under the Footpath program and the Street Visions program.</p> <ul style="list-style-type: none"> • Footpath replacement program, new single use paths, new footpath and pedestrian gate at depot, traffic calming and disability ramps between Lefroy road and Carrington and York Streets, Hampton Road widening of the median strips for wheelchairs and prams.

	<ul style="list-style-type: none"> • Universal access improvements at the new administration building and carpark <p>A detailed footpath replacement and improvement program is being developed for future years</p>
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Ensure that older people have the same opportunities as other people to access the City's buildings, facilities, parks, reserves, playgrounds and beaches.	
Action: 7.4:	Identify night time pedestrian pathways and develop a schedule of works to improve lighting.
Responsible officer	Manager Infrastructure Engineering, Manager Asset Management
Outcome	<p>The City will continue to report under the Footpath program and the Street Visions program.</p> <p>Installation of new street lighting on Fremantle's cappuccino strip</p>

Ensure that older people have the same opportunities as other people to access the City's buildings, facilities, parks, reserves, playgrounds and beaches.	
Action: 7.5:	Investigate the feasibility of a central business district security patrol.
Responsible officer	Manager Community Safety and Parking
Outcome	<p>Community Safety Officers conduct security patrols of the CBD and surrounding suburbs using bicycles and vehicles and are on duty from 7.00 am to 9.00 pm, seven days a week. Particular attention is given to areas where anti-social activity is known to occur and the well-known dog exercise areas within the City's boundaries.</p> <p>The City's officers strive to be the first responders to anti-social or nuisance behaviour and low level criminal activity such as street drinking and shop lifting.</p>

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Strategic Action Area 8: Respect and inclusion	
Provide activities that promote positive images of older people of diverse cultures and increase community participation.	
Action: 8.1:	Celebrate the achievements of older people through a range of events, activities and media
Responsible officer	Community Development Positive Ageing Officer
Outcome	Afternoon tea dances are held in the Fremantle Town Hall annually during Seniors Week

	<p><i>Between Wind and Water</i> theatre production. A collaborative project that started with the collection of stories from people connected to the Fremantle area. The stories were scripted into a theatre production and performed during Heritage Week. Paid actors and local performers. Over 700 people attended.</p> <p>Morning /afternoon teas are held in the Wanjoo Lounge, organised by volunteers for special occasions; Biggest Morning Tea, Remembrance Day, Seniors Week.</p> <p>Library programs and services have been inclusive of Seniors. Sessions have been:</p> <ul style="list-style-type: none"> • Inclusive of the over 55 age group, notably talks by a Vietnam veteran, and a notable former WAFL footballer. • Free hearing tests run during Disability Week. • Collaboration with the Wanjoo Lounge ensures some events held in the library are aimed specifically at seniors. • Tech Help Wednesdays sessions <p>Together with the City of Fremantle, the social enterprise Know Your Nation set up a recording booth in the East Room of Fremantle Town Hall over a four day period in September to immortalise the history of Fremantle. Stories and images were shared on websites. Participants were give a copy of the full audio and the photographs for their families to treasure.</p>
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Provide activities that promote positive images of older people of diverse cultures and increase community participation.	
Action: 8.2:	Implement a range of initiatives that encourage intergenerational and cross cultural relationships.
Responsible officer	Community Development Positive Ageing Officer
Outcome	<p>The Meeting Place initiated the following activities:</p> <ul style="list-style-type: none"> • <i>Pop, Nan and Bub Rock - Come and Play</i>, an afternoon of fun and play in seniors week 2017

	<ul style="list-style-type: none"> • Grandparents Playgroup in collaboration with Playgroup WA <p>The Garden Party Collective – activating micro communities: were trained to be community connectors and younger seniors were encouraged to design and run community, social events in their neighbourhoods. In total 9 themed events reflected each unique location.</p> <p>The City worked collaboratively with community organisations to facilitate Fremantle Women’s Health and Wellbeing Day 2017.</p> <p>Homelessness week: Couch Conversation event was supported by the City working in conjunction with St Patricks.</p> <p>Walyalup Aboriginal Cultural Centre schedules five programs a year, based on the Aboriginal season. Over 55s have the opportunity for cultural changes and join in activities to appreciate the land, the area and history.</p> <p>The City has been on a reconciliation journey since 2000 and is committed to increase respect, foster relationships and develop opportunities for Aboriginal people. Given this commitment and the range of initiatives undertaken, Reconciliation Australia has advised that the format of a Stretch RAP would be most appropriate for the City of Fremantle and this journey started July 2018.</p>
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Provide activities that promote positive images of older people of diverse cultures and increase community participation.	
Action: 8.3:	Provide educational opportunities and workshops for older people that enable access to new technologies
Responsible officer	Community Development Positive Ageing Officer
Outcome	The Wanjoor Lounge has 3 volunteer tutors who provide one-on-one tuition. The Library computers are available for public use.

	All Things Techno is a Come and Try activity where seniors can bring along iPhone, iPad, laptops or camera and senior students from CBC provide individual learning support as an after school activity.
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Provide activities that promote positive images of older people of diverse cultures and increase community participation.	
Action: 8.4:	Provide opportunities for older people to contribute to the delivery of City of Fremantle run services through community reference groups and other community engagement mechanisms.
Responsible officer	Community Development Positive Ageing Officer
Outcome	<p>Presently there are 16 volunteers plus 10 tutors currently providing their skills free of charge to run workshop/activities plus 3 providing computer teaching.</p> <p>Volunteers provide a valuable contribution with ideas and forward planning of what's wanted and needed for older people. Wanjoo lounge has approx. 20 visitors a day. This provides an opportunity for good community engagement.</p> <p>Community engagement projects out for comment are advertised through the Wanjoo Lounge communication channels.</p> <p>The City has established a Terms of Reference for an Age Friendly City working group to establish the next AFC plan.</p> <p>Other working groups being established are: Aboriginal Reconciliation and Access and Inclusion to assist with community engagements.</p> <p>The City implements a Community Satisfaction Survey every two years.</p>

Provide activities that promote positive images of older people of diverse cultures and increase community participation.

Action: 8.5:	Implement customer service charter
Responsible officer	Manager Customer Service
Outcome	Manager of Customer Service and Visitor Information is reviewing the customer service charter to implement improved standards, commitments and quality service for the interaction with our customers.

Provide activities that promote positive images of older people of diverse cultures and increase community participation.	
Action: 8.6:	Implement and monitor customer service management system improvements and upgrades
Responsible officer	Manager Customer Service
Outcome	<p>Improvements and enhancements are continuous and ongoing.</p> <p>All requests for service are created into a work order called CRM, the customer is given a reference number and expected service level for request to be completed. Team allocated the jobs will make contact with customer if the job is not completed within the expected service level.</p> <p>Parking permits are going virtual/online by Jan/Feb 2019 reducing costs and the need for customers to come into the admin building.</p> <p>Call centre operators take requests via phone reducing the need for the customer to write in to the City. All calls are recorded so verbatim details can be retrieved if required.</p> <p>Call centre operators process payments direct over the phone reducing the need for the customer to visit the admin building.</p>

