

What is an Age Friendly Community Walking Audit?

An Age Friendly Community considers the needs of older people and creates a barrier-free environment so that persons of all ages and abilities can participate fully. If an area is comfortable and accessible for older people, it will also be comfortable for others.

The key elements of an Age Friendly Community will provide a sense of amenity, safety and wellbeing for patrons that supports social inclusion.

Our local and state governments have Ageing plans or strategies which can be a good source of information and support to backup any requests to your local precinct that are outside the immediate control of a specific individual or business (eg parking and public toilets).

This tool allows you to identify simple changes that will make your local community more Age Friendly or to highlight spaces that are doing a great job of welcoming older people.

“Age Friendly Illawarra is an alliance that aims to create opportunities for older people to lead active, engaged lives and contribute positively to Illawarra communities.”



The Checklist was developed in consultation with best practice resources from across the globe and is based on the World Health Organisation's Eight Domains of an Age Friendly City.

How to complete the checklist

- 1) Consider your environment with a fresh set of eyes. If possible, you may be able to complete the assessment with an elderly person to view it through an Age Friendly Lens.
- 2) Think about the end to end experience for individuals. Consider the barriers and needs in relation to each of the items you identify.
- 3) Tell your friends and family about what you're doing. Word of mouth is an important way to share information and bring attention to needs that you have identified or solutions that are working well.

Remember: Age Friendly is an environment that also benefits people of all ages and abilities.

We would like to hear from you about your experience and welcome any feedback. Any photos, testimonials or requests would be warmly received.


contact@agefriendlyillawarra.org

Age Friendly Community Walking Audit – things to look for


Date and time _____

Name _____


Email _____

Location	What have you identified? 	Good = 😊 Issue = ! (circle)	Domain	If an issue (!), how could it be resolved?
		😊 !	<input type="radio"/> Outdoor spaces and buildings <input type="radio"/> Transport <input type="radio"/> Social participation <input type="radio"/> Respect and social inclusion <input type="radio"/> Community and health services <input type="radio"/> Communication and information	
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Age Friendly Community Walking Audit – things to look for

Outdoor spaces and buildings

Environment

- Clean, with rules about limiting noise levels and unpleasant or harmful odours in public places.

Green spaces and walkways

- Well-maintained and safe green spaces, with shelter, toilets and accessible seating.
- Pedestrian-friendly walkways are not blocked, smooth, near toilets and can be easily accessible.

Outdoor seating

- Outdoor seating is available, particularly in parks, transport stops and public spaces, and spaced at regular intervals; the seating is well-maintained and patrolled to ensure safe access by all.

Pavements

- Pavements are well-maintained, smooth, level, non-slip and wide enough to accommodate wheelchairs with low curbs that taper off to the road.
- Pavements are clear of any obstructions (e.g. street vendors, parked cars, trees, dog droppings, snow) and pedestrians have priority of use.

Roads

- Roads have adequate non-slip, regularly spaced pedestrian crossings.
- Roads have well-designed structures like traffic islands, overpasses or underpasses, to assist pedestrians to cross busy roads.
- Pedestrian crossing lights give enough time for older people to cross and give visual and audio signals.

Traffic

- Traffic rules are enforced and drivers give way to pedestrians

Cycle paths

- There are separate cycle paths for cyclists.

Safety

- Public safety in all open spaces and buildings is a priority. Good street lighting, police patrols, enforcement of by-laws, and support for community and personal safety initiatives are known.

Services

- Services are clustered, located in close proximity to where older people live and can be easily accessed (e.g. are located on the ground floor of buildings).
- There are special customer service arrangements for older people, such as separate queues or service counters for older people.

Buildings

- Buildings are accessible and have: – elevators – ramps – adequate signage – railings on stairs – stairs that are not too high or steep – non-slip flooring – rest areas with comfortable chairs – sufficient numbers of public toilets.

Public toilets

- Public toilets are clean, well-maintained, easily accessible for people with varying abilities, well-signed and placed in convenient locations.

Age Friendly Community Walking Audit – things to look for

Transportation

Affordability

- Public transportation is affordable to all older people.
- Consistent and well-displayed transportation rates are charged.

Reliability and frequency

- Public transport is reliable and frequent (including services at night and at weekends).

Travel destinations

- Public transport is available for older people to reach key destinations such as hospitals, health centres, public parks, shopping centres, banks and seniors' centres.
- All areas are well-serviced with adequate, well-connected transport routes within the city (including the outer areas) and between neighbouring cities.
- Transport routes are well-connected between the various transport options.

Age-friendly vehicles

- Vehicles are accessible, with floors that lower, low steps, and wide and high seats.
- Vehicles are clean and well-maintained.
- Vehicles have clear signage indicating the vehicle number and destination.

Specialized services

- Sufficient specialised transport services are available for people with disabilities.

Priority seating

- Priority seating for older people is provided and is respected by other passengers.

Transport drivers

- Drivers are courteous, obey traffic rules, stop at designated transport stops, wait for passengers to be seated before driving off, and park near the curb so it is easier for older people to step off the vehicle.

Safety and comfort

- Public transport is safe from crime and is not overcrowded.

Transport stops and stations

- Designated transport stops are located in close proximity to where older people live, are provided with seating and with shelter from the weather, are clean and safe, and are adequately lit.
- Stations are accessible, with ramps, escalators, elevators, appropriate platforms, public toilets, and legible and well-placed signage.
- Transport stops and stations are easy to access and are located conveniently.
- Station staff are courteous and helpful.

Information

- Information for older people on how to use public transport and the range of options is available.
- Timetables are legible and easy to access.
- Timetables clearly indicate the routes of buses accessible to disabled people.

Community transport

- Community transport services, including volunteer drivers and shuttle services, are available to take older people to specific events and places.

Age Friendly Community Walking Audit – things to look for

Taxis

- Taxis are affordable, with discounts or subsidised fares provided for older people with low incomes.
- Taxis are comfortable and accessible, with room for wheelchairs and/or walking frames.
- Taxi drivers are courteous and helpful.

Roads

- Roads are well-maintained, wide and well-lit, have appropriately designed and placed traffic calming devices, have traffic signals and lights at intersections, have intersections that are clearly marked, have covered drains, and have consistent, clearly visible and well-placed signage.
- The traffic flow is well-regulated.
- Roads are free of obstructions that might block a driver's vision.
- The rules of the road are strictly enforced and drivers are educated to follow the rules.

Driving competence

- Refresher driving courses are provided and promoted.

Parking

- Affordable parking is available.
- Priority parking bays are provided for older people close to buildings and transport stops.
- Priority parking bays for disabled people are provided close to buildings and transport stops.
- Drop-off and pick-up bays near buildings and transport stops are available for less mobile people.

Social participation

Accessibility of events and activities

- The location is convenient to older people in their neighbourhoods, with affordable, flexible transportation.
- Older people have the option of participating with a friend or caregiver.
- Times of events are convenient for older people during the day.
- Admission to an event is open (e.g. no membership required) and admission, such as ticket purchasing, is a quick, one-stop process that does not require older people to queue for a long time.

Affordability

- Events and activities and local attractions are affordable for older participants, with no hidden or additional costs (such as transportation costs).
- Voluntary organizations are supported by the public and private sectors to keep the costs of activities for older people affordable.

Range of events and activities

- A wide variety of activities is available to appeal to a diverse population of older people, each of whom has many potential interests.
 - Community activities encourage the participation of people of different ages and cultural backgrounds
- ### Facilities and settings
- Gatherings, including older people, occur in a variety of community locations, such as recreation centres, schools, libraries, community centres in residential neighbourhoods, parks and gardens.
 - Facilities are accessible and equipped to enable participation by people with disabilities or by those who require care. Promotion and awareness of activities
 - Activities and events are well-communicated to older people, including information about the activity, its accessibility and transportation options.

Addressing isolation

- Personal invitations are sent to promote activities and encourage participation.

Age Friendly Community Walking Audit – things to look for

- Events are easy to attend, and no special skills (including literacy) are required.
- A club member who no longer attends activities is kept on the club's mailing and telephone lists unless the member asks to be taken off .
- Organizations make efforts to engage isolated seniors through, for example, personal visits or telephone calls.

Fostering community integration

- Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups.
- Local gathering places and activities promote familiarity and exchange among neighbourhood residents

Respect and social inclusion

Respectful and inclusive services

- Older people are consulted by public, voluntary and commercial services on ways to serve them.
- Public and businesses provide services and products adapted to older people's needs and preferences.
- Services have helpful and courteous staff trained to respond to older people.

Public images of ageing

- The media include older people in public imagery, depicting them positively and without stereotypes.

Intergenerational and family interactions

- Community-wide settings, activities and events attract people of all ages by accommodating age-specific needs and preferences.
- Older people are specifically included in community activities for "families".
- Activities that bring generations together for mutual enjoyment and enrichment are regularly held.

Public education

- Learning about ageing and older people is included in primary and secondary school curricula.
- Older people are actively and regularly involved in local school activities with children and teachers.
- Older people have opportunities to share knowledge, history and expertise with all ages.

Community inclusion

- Older people are included as full partners in community decision-making affecting them.
- Older people are recognized by the community for their past as well as their present contributions.
- Community action to strengthen neighbourhood ties and support include older residents as key informants, advisers, actors and beneficiaries.

Economic inclusion

- Financially disadvantaged older people can access public, voluntary and private services and events.

Communication and information

Information offer

- A basic, universal communications system of written and broadcast media reaches every resident.
- Regular and reliable distribution of information is assured by government or voluntary organizations.
- Information reaches older people close to their homes and their usual activities of daily life.
- Information sharing is coordinated in an accessible community service that is well-publicised – a "one-stop" information centre.
- Regular information of interest to older people is offered in both regular and targeted media.

Age Friendly Community Walking Audit – things to look for

Oral communication

- Oral communication accessible to older people is preferred, for instance through public meetings, community centres, clubs and the broadcast media, and by spreading the word one-to-one.
- People at risk of social isolation get information from trusted individuals with whom they may interact, such as volunteer callers and visitors, home support workers, hairdressers, doormen or caretakers.
- Individuals in public offices and businesses provide friendly, person-to-person service on request.

Printed information

- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.

Plain language

- Print and spoken communication uses simple, familiar words in short, straightforward sentences.

Automated communication and equipment

- Phone answering services give slow and clear instructions with options to repeat the message again.
- Users can speak to a real person or leave a message for someone to call back.
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
- Display panels on of bank and other service machines are well-lit accessible by different heights.

Computers and the Internet

- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.
- Tailored instructions and individual assistance for users are readily available.

Community and health services

Service accessibility

- Health and social services are well-distributed throughout the city, are conveniently co-located, and can be reached readily by all means of transportation.
- Residential care facilities, such as retirement homes and nursing homes, are located close to services and residential areas so that residents remain integrated in the larger community.
- Service facilities are safely constructed and are fully accessible for people with disabilities.
- Clear and accessible information is provided about the health and social services for older people.
- Delivery of individual services is coordinated and with a minimum of bureaucracy.
- Administrative and service personnel treat older people with respect and sensitivity.
- Economic barriers impeding access to health and community support services are minimal.
- There is adequate access to designated burial sites.

Offer of services

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health.
- Home care services are offered that include health services, personal care and housekeeping.
- Health and social services offered address the needs and concerns of older people.
- Service professionals are skilled and trained to communicate with and serve older people well

Voluntary support

- Volunteers of all ages are supported to assist older people in a range of health and community settings.

Emergency planning and care

- Emergency planning includes older people, considering their needs and capacity to prepare for and respond to emergencies.

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Housing, Civic participation and employment domains were not described. Please feel free to give feedback.

An Age Friendly Community considers the needs of older people and creates a barrier-free environment so that persons of all ages and abilities can participate fully. If an area is comfortable and accessible for older people, it will also be comfortable for others.

Give your feedback through our digital platform:

<https://tinyurl.com/AFlAudit>

Questions?

contact@agefriendlyillawarra.org

Notes and personal actions
