



Age-friendly Manningham Framework 2026-2029

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Acknowledgments

Acknowledgment of Country

Manningham Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the land and waterways now known as Manningham. Council pays respect to Elders past, present and emerging and values the ongoing contribution to enrich and appreciate the cultural heritage of Manningham. Council acknowledges and respects Australia's First Peoples as Traditional Owners of lands and waterways across Country and encourages reconciliation between all.

Statement of recognition of diverse cultures (statement of diversity)

Manningham Council also values the contribution made to Manningham over the years by people of diverse backgrounds and cultures.

Our commitment to gender equality

We are committed to ensuring that everyone in our community is treated with dignity, respect and fairness. We consider the gender, equality and diversity of all people in our community as we develop our plans, strategies and services. We will uphold our requirements in the Victorian Government's Gender Equality Act 2020 and will continue to seek ways to improve all that we do to make Manningham a safe, respectful, and inclusive community.



Message from the Mayor and Chief Executive Officer

We're proud to present our Age-friendly Manningham Framework (the Framework), which sets out our community's shared vision and priorities for creating a city where older people are valued, celebrated and supported to age well. Manningham is home to a vibrant and diverse population, and this framework reflects our ongoing commitment to supporting connection and healthy ageing.

The Framework has been developed through a collaborative process, guided by best-practice expertise from La Trobe University, shaped by engagement with our community, and strengthened through consultation across our organisation. Through this collective approach, the framework is grounded in both evidence and the lived experience of our community.

By embedding age-friendly priorities into our planning, programs, services and community initiatives, we aim to build a city that supports wellbeing at every stage of life. This includes creating inclusive outdoor spaces and buildings, strengthening social connection, supporting healthy and active ageing, and providing access to services and information. The framework highlights our shared responsibility to foster an age-friendly Manningham and positions these priorities at the heart of our work.

This commitment is embedded across the organisation, supported by our executive leadership's strong focus on age-friendliness and highlighting the importance of a unified approach to fostering a community where wellbeing is central.

We look forward to progressing these priorities and working alongside our community in creating a better and more age-friendly Manningham.



Cr Jim Grivas
Manningham Mayor



Andrew Day
Chief Executive Officer

Executive summary



Manningham Council is committed to supporting older adults through a holistic and coordinated approach to planning, infrastructure, and services. An age-friendly framework is a plan that helps make a community a better place for older adults to live. It guides councils, organisations and the community to:

- make it easier for older adults to get around
- create welcoming places and activities
- support healthy ageing and social connection
- include older adults in decisions that affect them.

In simple terms, our Age-friendly Manningham Framework guides us in building a community where older people can live well, while creating a place where people of all ages can thrive at every stage. Our approach prioritises meeting people where they are at, creating connections and opportunities that are accessible, inclusive and responsive to the diverse needs of older adults in our community.

Our work is guided by the World Health Organization's Age-friendly Cities Framework, which recognises the many factors that influence healthy ageing and highlights the role of local government in creating environments where people can age well.

According to the World Health Organization, age-friendly communities remove barriers and create policies, systems and services that foster healthy ageing. This means recognising the diversity of older adults, respecting individual preferences, supporting equitable access and protecting the most vulnerable members of our community^[1].

Our Framework represents a renewed commitment to fostering an age-friendly community and reinforcing the role we play in shaping a safe, inclusive and healthy community for older residents. Our Framework outlines key priorities such as loneliness, dementia and falls prevention, while also promoting active and engaged ageing.

Recognising that older people have diverse identities, experiences and circumstances, we will take an intersectional approach to advocacy, engagement, communications and partnerships. Through this approach, we will consider cultural and social identities across the 8 domains, recognising the diverse ways people access, experience and participate in community life.

An age-friendly city benefits everyone. It strengthens social cohesion, improves health outcomes and builds a more inclusive Manningham for people of all ages.



Background

Community context

Manningham Council partnered with LaTrobe University in 2024 to understand the needs of older adults in our community. The *Manningham State of the City Report 2025* provides a snapshot of our community and identifies key trends.

Insights from these reports show:

- Manningham has an ageing population, with 17% of residents aged over 70, and many choosing to age in place.
- Manningham's older population is culturally diverse, and not all older residents are confident in spoken English.
- Over half of older residents have incomes below the national median personal income.
- Manningham's falls rate is 3.06% higher than the Victorian average, which could suggest potential gaps in infrastructure and support for residents with varied abilities.
- Traffic accident data shows driver behaviour and road safety planning must better consider older pedestrians.
- Increasing ageing population rates will impact future service needs.
- Many older residents live with multiple long-term health conditions, including rising rates of mental health conditions, increasing the need for accessible and affordable support services into the future.

Our healthy ageing history

Since 2006, we have demonstrated a sustained commitment to fostering an age-friendly community, through the development of age-friendly practices.

Key milestones

2006	Endorsement of the first <i>Ageing Well in Manningham Strategy</i>
2012	Review and update of <i>Ageing Well in Manningham Strategy 2012-2018</i>
2015	Memorandum of Understanding with Alzheimer's Australia Victoria
2019	Establishment of Manningham Local Dementia Alliance (concluded in 2023)
2020	Development of the <i>Inclusive Manningham: A Dementia-Friendly City Local Dementia Alliance Group Action Plan 2020-2022</i>
2023	<i>Manningham Healthy Ageing Engagement Summary Report 2023</i> and Community Voices (2024)
2023	Commencement of the Healthy Ageing Advisory Committee
2023	Establishment of the Healthy Ageing Unit
2024	La Trobe University engagement for World Health Organization (WHO) consultation
2025	Dementia Australia's <i>Working Towards Dementia-Friendly Community</i> certification



Strategic alignment

The Framework outlines our role across Manningham Council's 3 key functions:

- We **advocate** for policies and practices that promote inclusion, safety, accessibility and respect for older adults.
- We **deliver** key programs and initiatives that directly support older adults to live active, connected and healthy lives in the community.

- We **partner** with local community groups, organisations and service providers to develop age-friendly initiatives through collaboration and community development.

Our Council Plan 2025-29 guides our work and prioritises the themes and needs that we heard are important to Manningham.

The Age-friendly Manningham Framework directly contributes to the Council Plan theme of a Safe and Healthy Community as set out below.

Theme 1 | Safe and healthy community

Strategic objective 2

Our community is active and healthy with improved wellbeing

Major initiative 2.1

Improve the mental health and wellbeing of our community in all life stages, to enable connection and reduce loneliness



- The Framework promotes a safe and healthy community for older adults by focusing on:
- Outdoor spaces and buildings that are safe, accessible and welcoming, such as inclusive parks, age-friendly footpaths, safe pedestrian crossings, connected walking paths and sufficient public toilets.
 - Transport systems that are affordable, connected and support social participation, access to services and civic engagement.
 - Respect and social inclusion, including initiatives that foster community connection, reduce loneliness, and support opportunities for volunteering and civic participation.
 - Health and wellbeing, through health information sessions, assisting older community members to navigate local health services, and promoting age-inclusive emergency planning.
 - Ageing in place, through improved access to services, transport, support networks and advocacy for appropriate housing options, design standards, maintenance and community integration.

The Age-friendly Manningham Framework complements the following strategic documents:

	Council Plan 2025-2029
	Liveable City Strategy 2040
	Manningham Economic Development Strategy 2023–2028
	Manningham Transport Action Plan 2021
	Road Safety Strategy and Action Plan 2025–2034.

Adopting an age-friendly approach will support us to deliver on our Council Plan 2025-2029 priorities and advance our development as an age-friendly community.



World Health Organization (WHO) Age-friendly Cities Framework

The Age-friendly Cities Framework, developed by the World Health Organization (WHO), is a global initiative designed to guide communities in creating environments that support the wellbeing of older adults through active and healthy ageing. Comprising of 8 interconnected domains, the Framework encourages a holistic approach, where each domain works in synergy to foster connection and inclusion.

The WHO Age-Friendly Cities Framework's significance provides a globally recognised, evidence-based structure. It helps local governments like Manningham Council to systematically assess and improve the physical, social and service environments for older adults across 8 key domains.

By adopting the WHO's Age-friendly Cities Framework, we can support policies and programs that are inclusive, equitable and responsive to the needs of a growing older population. The WHO's Age-friendly Cities Framework also facilitates international benchmarking, encourages cross-sector collaboration and supports continuous improvement through monitoring and evaluation.

Importantly, it positions us to join a global network of cities committed to age-friendliness, enabling access to shared knowledge, innovation and advocacy opportunities. Membership to the WHO Global Network for Age-friendly Cities and Communities carries a commitment to actively share age-friendly initiatives and practices, including maintaining a network profile that accurately reflects progress.

Monitoring and evaluation

To enable effective monitoring and evaluation, age-friendly priorities will be embedded into existing corporate reporting systems, including operational service plans and systems. Quarterly and annual reporting will demonstrate our progress towards an age-friendly city.

The Healthy Ageing team will continue to work across Council to strengthen outcomes-based approaches, support continuous improvement and share best practice.



Community engagement

A successful age-friendly city relies on strong collaborations across local government, community organisations, businesses and other key stakeholders.

The Age-friendly Manningham Framework 2026-2029 has been developed through engagement with older residents, carers, service providers and stakeholders, as outlined in the *Healthy Ageing Engagement Summary Report (July 2023)*.

Key themes emerging from consultation included:

- Barriers to social connection; particularly housing insecurity, digital exclusion and limited transport options.
- Enablers of participation; such as affordable activities, inclusive services and accessible infrastructure.

These insights directly shaped the Healthy Ageing strategic priorities, aligning with the WHO Age-friendly Cities Framework and reflect the lived experiences of older adults in Manningham.

The *Community Voices Survey 2024* further highlighted the following priorities:

- clearer communication
- improved service access
- safety
- inclusive activities, particularly for multicultural communities.

It also reinforced the importance of ageing in place, accessible transport, diverse housing options and safe, well-maintained public spaces.

The Manningham Council Healthy Ageing Advisory Committee (HAAC) provided critical strategic input throughout the development of the Framework and will continue to guide its implementation and monitoring.

The Framework informs our practices and reflects a collaborative effort and joint ownership across Manningham Council. The Framework provides an age-friendly lens and practice applied across our organisation. Many teams from across Manningham Council contributed to the development of the Framework.

Our approach

Domain 1: Outdoor spaces and buildings

Maintaining and improving health and wellbeing requires walkable neighbourhoods, open spaces that are easy to visit, links to the natural environment, accessible local shops, and public buildings that are supportive in all weather and emergencies.



Priorities

1.1	Promote inclusive outdoor spaces and buildings by continuing consultation with older adults, sharing of age-friendly and dementia-friendly resources, considering ageing health impact assessments of proposed planning scheme amendments and sensory design principles to urban projects.	
1.2	Applying sensory design principles which could be incorporated into all projects in Manningham. In addition, considerations around the activation of spaces, lighting and Crime Prevention Through Environmental Design (CPTED) principles.	
1.3	Review the Public Toilet Plan and progress priority actions, including considerations around safety, accessibility and well-maintained toilet facilities.	
1.4	Develop and implement a footpath policy to guide new footpath construction and renewals.	

➔ What this means

Age-friendly outdoor environments are essential for inclusive and healthy communities.

Accessible parks, footpaths, public buildings and amenities support mobility, safety and social connection for people of all ages and abilities. These elements enable independence, dignity and participation, aligning with our commitment to enable connection and wellbeing across the lifespan.

Our Framework in action

We are delivering on the Framework by improving outdoor spaces and public buildings to support healthy ageing.

Initiatives like ageing health impact assessments, sensory design and community consultation are guiding upgrades to parks, footpaths, lighting and public toilets, advocating for spaces that are inclusive, safe and accessible for all.

Domain 2: Transport

Mobility is essential for social participation, health and wellbeing. Access to local services, participating in community activities and developing social networks all require accessible and affordable transport options.



Priorities

2.1	Promote and partner with key stakeholders regarding approved road safety and pedestrian safety education programs.	
2.2	Advocate for public transport stops that are safe, inviting and provide greater amenity.	
2.3	Advocate for improvements to public transport networks, which will benefit older adults.	
2.4	Promote age-friendly transport information sessions and resources.	
2.5	Identify, assess and promote community transport solutions through best - practice research, which will assist older adults to remain connected to their community.	

➔ What this means

Age-friendly transport supports connection, independence and community engagement for older adults. Accessible travel is enabled through safe pedestrian routes, well-designed bus stops and clear, age-friendly transport information.

Promoting equitable access and participation through flexible community transport allows for options that meet diverse needs, particularly for those who no longer drive.

Our Framework in action

We advocate for accessible and affordable transport, which is essential for older people to stay connected, independent and engaged in community life.

We are exploring community transport options that support mobility and reduce isolation, especially for those who no longer drive or experience transport disadvantage.

Domain 3: Housing



Housing is central to people living a productive, meaningful and healthy life. Housing needs, sizes and types can change as people age. Age-friendly communities provide a range of safe, accessible housing options.



Priorities

3.1	Support ageing in place, multigenerational and diverse housing options for older adults as part of the development of the new Manningham Residential Strategy.	
3.2	Promote information about housing options for older adults in partnership with stakeholders.	

What this means

Safe, accessible and appropriate housing enables older adults to live independently and stay connected.

We plan to support ageing in place through education and planning to allow for diverse housing options that are near services and transport, fostering security, dignity and wellbeing.

Our Framework in action

We apply the Framework to advocate for housing that supports older adults to live safely and independently.

We advocate for a diverse range of housing options that consider affordability, size and accessibility to support greater housing choice close to services and transport.

We also promote information sessions to help older residents plan for ageing in place and stay connected to their community.

Domain 4: Social participation

Meaningful social relationships and participation are essential for good health. To feel connected, to belong, to be needed are central to human flourishing.



Priorities

4.1	Support connection and belonging through age-friendly programs and events.	
4.2	Promote healthy ageing initiatives through inclusive and accessible communications.	
4.3	Support social inclusion through outreach, grants and collaborative partnerships with local agencies, neighbourhood houses, groups, clubs and youth services.	

➔ What this means

Social participation is essential for wellbeing and inclusion.

Inclusive programs, events and partnerships that reflect older adults' interests foster connection and belonging. Accessible information and outreach enables older residents to engage, contribute and feel valued in their community.

Our Framework in action

We are fostering social participation by promoting age-friendly programs, events, and partnerships that support connection and inclusion.

We are creating opportunities for older adults to engage meaningfully in community life through outreach to clubs, community services, and culturally diverse communities.

Our Healthy Ageing team also supports accessible information sharing and low-cost activities to reduce barriers and strengthen social ties.

Domain 5: Respect and social inclusion

Opportunities for relevant and inclusive activities are the foundation for community respect and help prevent the negative health impacts of age discrimination.



Priorities

5.1	Support respect and inclusion through age-friendly advocacy, consultation and communications.	
5.2	Advocate for a dementia-friendly community through awareness, dementia-friendly initiatives, training and information sharing.	
5.3	Partner with local and state organisations to deliver education and programs that support awareness of financial literacy, legal support services and prevent violence, including elder abuse.	
5.4	Address ageism through the celebration of the valuable contributions older adults make to the community.	

➔ What this means

Respect and social inclusion foster belonging and value for older adults. Education can shift perceptions of ageing and raise awareness, while social engagement helps older adults feel valued and connected.

Creating opportunities for meaningful participation, representation in decision-making, education and support services, and inclusive initiatives strengthens community connection.

Promoting positive language and dementia-friendly practices supports a culture of respect across Manningham.

Our Framework in action

We are advancing respect and social inclusion by promoting age-friendly campaigns, celebrating older adults through community awards, visibility through employment and volunteerism, and embedding positive language and imagery in our communications.

We are working towards a dementia-friendly community by implementing training, distributing resources, and creating inclusive spaces and activities for people living with dementia and their care partners.

These actions help foster a culture where older residents feel recognised, respected and actively included.

Domain 6: Participation and employment

Continuing to contribute to one's community is vital to a person's health and the viability of communities. Age-friendly communities provide a range of options for people to continue to contribute.



Priorities

6.1	Expand civic engagement opportunities by fostering representation and building inclusive networks for older adults.	
6.2	Strengthen volunteerism through resources, programs and support for community-led groups.	
6.3	Enable opportunities for employment by partnering on and promoting initiatives that support older adults to enhance workforce participation.	

➔ What this means

Civic participation and employment supports purpose and connection for older adults.

Inclusive opportunities for volunteering, leadership and community engagement, along with flexible pathways to stay active in local groups and decision-making, enable older adults the opportunity to continue contributing meaningfully to their community.

Our Framework in action

We are supporting older adults to stay active and engaged by developing the Healthy Ageing Senior Clubs Network and promoting inclusive volunteering pathways including the Healthy Ageing Advisory Committee.

We celebrate and recognise community members whose work strengthens social connection, enhances safety, and supports active ageing.

We are working with local groups to encourage flexible roles that value the skills and experience of older adults, while also fostering cultural exchange and social connection.

These actions help enable older residents to continue to contribute meaningfully to community life.

Domain 7: Communication and information

Access to timely information is vital for older adults. Staying connected relies on accessible local information through a variety of channels, as well as access to the internet and accessible digital technologies.



Priorities

7.1	Promote age-friendly programs and events through clear, accessible information that supports older adults across our diverse community to stay connected and informed.	
7.2	Support healthy ageing by meeting people where they are, through accessible communication and in-person community engagement, in line with our customer promise.	
7.3	Collaborate with local providers to offer education on effective and safe use of digital technology, including accessible technology and digital literacy for older adults.	
7.4	Enhance communication to promote healthy ageing and positive language about older adults.	

➔ What this means

Inclusive communication empowers older adults to stay informed and engaged.

We recognise that while many older adults are connected through clubs and community groups, others may have limited social networks or access to information, highlighting the need for communication approaches that continue to evolve in accessibility and inclusivity.

Providing information in accessible formats, across digital and non-digital channels, and ensuring clarity and cultural relevance supports confidence and connection. Promoting digital literacy further enables older residents to navigate services and participate fully in community life.

Our Framework in action

We are improving communication and access to healthy ageing initiatives through both digital and non-digital channels.

By partnering with libraries and local organisations, we are supporting digital literacy and helping older residents navigate online platforms.

To extend this support, we are delivering community-facing pop-ups that offer in-person navigation and information about local programs.

Combined with age-friendly messaging and dedicated space in our communications, these efforts help older adults stay informed, connected, and engaged.

Through visibility and recognition, we honour the significant contributions older adults bring to life in Manningham.

Domain 8: Community support and health services

Primary health care and community services that are conveniently located, affordable and accessible are essential and necessary to maximise the health and wellbeing of older adults.



Priorities

8.1	Partner to promote information sessions on diverse health topics, including falls prevention education and related programs.	
8.2	Assist community members in navigating local health services through information sharing.	
8.3	Support age-friendly emergency planning through older person's representation and age-inclusive approaches, and distribution of extreme weather information from authorised agencies.	

➔ What this means

Accessible, affordable and well-connected services support older adults' health and independence.

Clear information about local health services, resources and emergency preparedness, enables older residents to feel safe, supported and confident in managing their wellbeing.

Our Framework in action

We are strengthening community support by promoting accessible information on local health services.

We are partnering with agencies to deliver health-focused initiatives.

We are improving navigation of services through promotion. We are embedding age-inclusive approaches into emergency planning.

These actions enable older residents feel informed, prepared and supported in managing their health and wellbeing.

Healthy, Happy and Wise

Forum for older adults

19 June 2023



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Contributors

We extend our gratitude to La Trobe University for the partnership in developing this framework.

- Dr Rachel Winterton
- Dr Kathleen Brasher
- Dr Carmela Leone

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- City Design
- City Planning
- Emergency Management
- Engaged Communities
- Healthy Ageing
- Infrastructure and Sustainable Operations
- Integrated Transport
- Parks and Natural Environment
- Social Planning and Community Strengthening



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