PARTNERING TO BUILD AN AGE FRIENDLY ENVIRONMENT AND COMMUNITY

REGIONAL STRATEGY AND ACTION PLANS FOR THE CITIES OF HOLDFAST BAY, MARION AND MITCHAM

Partnering to Build an Age Friendly Environment and Community Regional Strategy and Action Plans

May 2016

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2	28/01/16	AH	28/01/16	Draft for distribution to attendees at joint Council workshop
3	04/02/16	MA	25/02/16	Updated draft following joint Council workshop
4	22/03/16	AH	04/04/16	Document updated following project team meeting
5	17/05/16	Ah	17/05/16	Updated minor data anomalies in section 3.

2.4.3   City of Mitcham

Planning for tomorrow's community today is the City of Mitcham Strategic Plan which was adopted in 2013. Of particular relevance to the Regional Age Friendly Environments and Communities strategy are objectives around providing greater housing choice in locations close to public transport, parks, local shops and educational institutions, noting that smaller and well located properties may suit "our older residents and retirees who are hoping to downsize into smaller properties".

In the area of community connection is the objective of "High quality, well serviced and accessible public places and community facilities where people can meet, learn and connect with one another". There is also an objective about safety, seeking that "People feel safe in their homes, on local streets, in parks and when dining and travelling throughout the City".

The City of Mitcham has recently endorsed *A connected community for all: Access and Inclusion Plan 2015-2020.* Responding to Council's requirements under the Disability Discrimination Act, this plan seeks to both position access (removal or reduction of barriers to participation) in the broader context of inclusion. The Access and Inclusion Plan contains goals in the areas of:

- Inclusive and accessible communities
- Economic security
- Personal and community support
- Learning and skills
- Health and wellbeing
- Rights protection, justice and legislation.

There is a natural connection between some of these areas and age friendly environments and communities. The age friendly action plan for the City of Mitcham has been developed cognisant of the goals and actions contained in the Access and Inclusion Plan, highlighting natural synergies and avoiding duplication.

URPS

Regional Strategy and Action Plans   Who are our Older People?

3.4   Mitcham

The City of Mitcham is home to more than 11,000 people over the age of 65, accounting for nearly 18% of the total population. By 2026, Mitcham is projected to be home to more than 16,000 people over the age of 65, with the percentage share of the age group increasing to more than 23%.

Within the Council area, the North East SLA has a slightly larger proportion of older residents than the other two SLAs, but the difference is small.

The City of Mitcham is home to proportionally more owner-occupiers and households with a mortgage, and proportionally fewer renters when comparted with the inner southern region and rest of Adelaide. Rates of mortgage stress in Mitcham are well below rates elsewhere, while rates of rental stress mirror percentages across Greater Adelaide.

The housing stock is not particularly diverse in the City of Mitcham, with most homes being separate dwellings and only small percentages of semi-detached and flats and units. This is particularly true in the Hills SLA where nearly 85% of homes are separate houses.

The region has fewer residential age care places per head of population than the rest of Adelaide, at 87 per 1000 population, compared with 97. This is particularly true in the City of Mitcham, which contains 73 places per 1000 population. The rate is lowest in the Mitcham West SLA (57 places/1000 population)

33% of people over the age of 65 in the region are living alone, which is above the metropolitan figure of 30%. Within the City of Mitcham, the percentage ranges from 22% in the Hills SLA to 33% in the North East SLA.

Rates of self-assessed health are above average in the region and the City of Mitcham, with proportionally fewer people reporting their own health as fair or poor compared with metropolitan Adelaide.

Mitcham has high rates of volunteering amongst its population aged over 65, 26% compared with 19% for Greater Adelaide. Rates are particularly high in the Hills SLA. Mitcham also has the highest rates of older people providing unpaid childcare in the region (16% compared with 13% for the region and 12% for Greater Adelaide).

When compared with both the inner southern region and Greater Adelaide, the City of Mitcham is home to proportionally fewer households with no access to a motor vehicle, and proportionally more households with an internet connection at home.

In the City of Mitcham, less than 15% of the population aged over 65 require assistance with core activities. This percentage is lower than the rate for the inner southern region (17%) or Greater Adelaide (19%).

The region, in 2012/13, was home to 4,737 HACC clients living alone, and 3,147 living with a carer. 37% of HACC clients in the City of Mitcham live alone, which is lower than the percentage for the region or metropolitan Adelaide. 26% of Mitcham's HACC clients live with a carer, comparable to the percentages for the region or Adelaide as a whole.

6.4   Mitcham

Areas where the City of Mitcham is performing well

- Provision of information and services to assist older people to modify their homes to continue to live independently

- Footpaths are in renewal phase and all new paths meet standards

- Community bus

- Home support, maintenance and mobility assistance

- Volunteer management, support and recognition

- Cross generational and multicultural interaction through libraries.

Areas for improvement

- Provision of community centres that support older people to remain socially connected, active and facilitate lifelong learning

- Understanding what contributes to age-friendly communities and environments

- Developing a collective/holistic focus on activities that deliver age-friendly outcomes across the organisation

- Concentration of housing for older people into "gated lifestyle villages" where dwellings all look the same

- Providing suitable housing for older people in the hilly parts of the Council area

- Consideration of motorised transport (e.g. gophers) in paths, parking and within Council facilities.

10.0   Action Plan for Mitcham

These recommendations are additional to those for the region (section 7) and relate specifically to actions for which the City of Mitcham has responsibility. The actions were developed through a consultation workshop attended by over 40 staff from across all operational areas of the three councils. Links to the regional strategy are provided for each action.

Action	Rationale	Link to regional strategy	Links to Council plans, policies and projects	Timeframe	Responsibility
MIT 1: Develop community centres into vibrant community hubs for the entire community **(Unfunded)**	Council's community centres are important community assets that will become increasingly important as baby boomers grow older. To ensure these centres remain relevant assets for the current and future population, changes are needed in terms of the physical spaces available, atmosphere and the diversity of uses and activities. This action directly aligns with an action from Council's Access and Inclusion Plan "to explore ways Council can increase opportunities for people to connect with their local community".	Strategy Three	Strategic Management Plan Health and Wellbeing Plan Access and Inclusion Plan	2017-18	Community Development/Wellbeing

Action	Rationale	Link to regional strategy	Links to Council plans, policies and projects	Timeframe	Responsibility
MIT2: Encourage housing diversity in the hills portion of Mitcham to support the transition to more appropriate housing. **(Unfunded)**	There is a lack of housing diversity in the hills portion of Mitcham, and the topography of the area means that some areas are not suitable for people to age in place. Action is needed to identity those locations in the hills that are suitable for older people and support the provision of housing that is attractive to older people in those places (housing diversity – not necessarily aged care facilities)	Strategy Four	Residential Strategy Resilient South District Centres Review (Cumberland Park, Mitcham & Blackwood)	2017-18	Planning
MIT3: Develop an open space strategy that ensures design criteria for parks and open space is age friendly, as well as based on the principles of access and inclusion. **(Unfunded)**	Council has existing design criteria for parks and open space, but there is no overarching open space strategy. An open space strategy will be an important tool that sets the direction for the design and maintenance of open space. It can help to ensure that open space is age friendly, for example, through providing age friendly seating that meets location, design and socialisation objectives and by ensuring adult exercise equipment can be used by older people. This action directly aligns with actions from Council's Access and Inclusion Plan- with a single action able to satisfy both age friendly and access and inclusion goals.	Strategy Four	Access and Inclusion plan Sport and Facilities Strategy Resilient South	2018-20	Natural Environments, Engineering, Planning (support and input)

Action	Rationale	Link to regional strategy	Links to Council plans, policies and projects	Timeframe	Responsibility
MIT4: Encourage and support older people to apply for Council's Community Development Grants. **(Funded)**	Council will include information that encourages people to apply for grants that support age friendly environments and communities.	Strategy Three	Health and Wellbeing Plan Access and Inclusion Plan	2016/2017	Community Development/Wellbeing
MIT 5: Support the Access and Inclusion Plan's action to review communication methods and consider opportunities such as information kiosks and improved website **(Unfunded)**	Improving access to information requires Council to provide information in a range of different formats and platforms. Information kiosks are an inexpensive way to improve access to information, and a strategy to ensure that the Civic Centre and Libraries both provide relevant information to the community. Council website is increasingly the 'first port of call' for all community members, including older people, when looking for information from Council. This action directly aligns with actions from Council's Access and Inclusion Plan, providing the opportunity to satisfy both age friendly and access and inclusion goals.	Strategy Three		2018-20	Marketing and Communication

Appendix A

Demographic Profiles

Partnering to Build an Age Friendly Environment and Community
DEMOGRAPHIC PROFILE

City of Mitcham

Demographic Profile

City of Mitcham

15 September 2015

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Contents

1.0 Introduction

The Cities of Holdfast Bay, Marion, Mitcham are working together to develop a regional Age Friendly Environment and Community Strategy, which will be supported by individual Council Action Plans.

The Councils are working with planning consultants URPS, and drawing upon the *Age Friendly Neighbourhoods Guidelines and Toolkit for Local Government* prepared by SA Health/ Office for the Ageing.

The first stage in the self-assessment tool is the preparation of a targeted demographic profile that provides understanding of the age structure of the population and key indicators around housing, health, wealth and participation.

The Toolkit provides a template for the population profile. In some instances, the data reported here is subtly different from the Toolkit because of changes in data availability/relevance. For example, some of the datasets from the Social Health Atlas have not been updated since 2007, and have been replaced with more recent data on similar topics.

This report contains the regional population profile, as well as data for the City of Mitcham and the Hills, North East and West Statistical Local Areas (SLAs), and a short summary highlighting key findings.

2.0 Data Tables

2.1 Demography

Indicator	Inner Southern Region	City of Mitcham	Mitcham Hills SLA	Mitcham North East SLA	Mitcham West SLA	Greater Adelaide
Total Population	180,494	**62898**	24395	15616	22892	1,225,235
Total Population 55 years+	55,741	**19139**	7735	5019	6382	337,078
% of population 55 years+	30.9	**30.4**	31.7	32.1	27.9	27.5
Total population 65 years+	32,378	**11050**	4299	2832	3921	189,675
% of population 65 years+	17.9	**17.6**	17.6	18.1	17.1	15.5
Total Population 85 years+	6,097	**1954**	573	591	795	29,663
% of population 85 years+	3.4	**3.1**	2.3	3.8	3.5	2.4

Data Source: ABS 2011 Census.

Note: ASD refers to the Adelaide Statistical Division.

2.2 2026 Population Projections

Indicator	Inner Southern Region	City of Mitcham	Mitcham Hills SLA	Mitcham North East SLA	Mitcham West SLA	ASD
Total Population	206,835	**68771**	28144	16653	23974	1,420,869
Total Population 55 years+	67,577	**24503**	9694	6698	8111	452,552
% of population 55 years+	32.7	**35.6**	34.4	40.2	33.8	31.9
Total population 65 years+	48,282	**16112**	6411	4655	5046	289,580
% of population 65 years+	23.3	**23.4**	22.8	28.0	21.0	20.4
Total Population 85 years+	7,716	**2681**	1002	811	868	44,546
% of population 85 years+	3.7	**3.9**	3.6	4.9	3.6	3.1

Data Source: Department of Planning, Transport and Infrastructure Population Projections.

2.3 Housing

Indicator	Data Source	Inner Southern Region	City of Mitcham	Mitcham Hills SLA	Mitcham North East SLA	Mitcham West SLA	ASD/ Greater Adelaide
% of households experiencing rental stress (2011)	Social Health Atlas	25.3	**26.8**	26.9	26.2	27.1	26.9

Indicator	Data Source	Inner Southern Region	City of Mitcham	Mitcham Hills SLA	Mitcham North East SLA	Mitcham West SLA	ASD/ Greater Adelaide
% of households experiencing mortgage stress (2011)	Social Health Atlas	6.4	**5.6**	5.3	4.4	6.8	8.4
Separate House - % of dwellings (2011)	ABS Census	66.2	**76.6**	84.5	71.9	71.9	70.9
Semi-detached house - % of all dwellings (2011)	ABS Census	13.1	**6.6**	4.2	11.3	7.9	11.2
Flat/unit - % of all dwellings (2011)	ABS Census	12.3	**9.5**	4.0	12.2	13.1	9.6
Fully owned home -% of all dwellings (2011)	ABS Census	34.9	**39.5**	40.4	42.6	36.4	31.5
Purchasing home - % of all dwellings (2011)	ABS Census	34.9	**38.1**	43.3	35.2	34.7	36.4
Renting home - % of all dwellings (2011)	ABS Census	26.0	**18.2**	12.6	18.9	23.4	28.1
Lone person households % of persons aged over 65 living alone (2011)	ABS Census	33.0	**28.5**	21.8	32.9	32.6	30.1
Residential aged care - places per 1000 population over 70 (2011)	Social Health Atlas	87.0	**72.6**	67.4	102.6	57.1	97.0

2.4   Health

Indicator	Data Source	Value	ASD
Fair or poor self assessed health (2011-13) (rate per 100) – City of Holdfast Bay	Social Health Atlas	12.5	15.3
Fair or poor self assessed health (2011-13) (rate per 100) – City of Mitcham	**Social Health Atlas**	**11.2**	**15.3**
Fair or poor self assessed health (2011-13) (rate per 100) – City of Marion	Social Health Atlas	14.7	15.3

2.5   Community Strength and Participation

Indicator	Data Source	Inner southern region	City of Mitcham	Mitcham Hills SLA	Mitcham North East SLA	Mitcham West SLA	ASD/ Greater Adelaide
Support in times of crisis from persons outside the household (rate per 100) (2010)	Social Health Atlas	n/a	**93.5**	93.2	94.2	93.2	91.9
Volunteer regularly for organisation or group - % of population over 65 (2011)	ABS Census	21.7	**26.2**	30.4	26.7	21.2	18.5
Labour force participation % of population over 65 (2011)	ABS Census	9.1	**11.5**	13.2	13.9	7.8	8.9
Provider of unpaid childcare - % of population over 65 (2011)	ABS Census	13.1	**16.4**	19.0	16.0	13.1	12.1

2.6   Maintaining Independence

Indicator	Data Source	Inner southern region	City of Mitcham	Mitcham Hills SLA	Mitcham North East SLA	Mitcham West SLA	ASD/ Greater Adelaide
No access to private motor vehicle -% of total dwellings (2011)	ABS Census	9.2	**6.9**	4.1	7.1	9.5	9.3
Need assistance with core activities - % population over 65 (2011)	ABS Census	16.8	**14.7**	9.9	14.1	13.9	19.1
Proficiency in spoken English - speaks English not well or not at all - % of overseas born population (2011)	ABS Census	6.2	**5.8**	3.1	5.2	9.4	9.6
Internet connection at home - % of total dwellings (2011)	ABS Census	76.1	**80.4**	84.7	81.0	75.8	75.0
Total instance of HACC assistance (2012/13) rate per 1000	Social Health Atlas	n/a	**85**	72.9	83.6	97.3	107
HACC clients living alone (2012/13) - number	Social Health Atlas	4,737	**1332**	362	371	599	26,238
HACC clients living alone (2012/13) - % of clients	Social Health Atlas	39.3	**37.0**	32.4	38.1	39.8	35.8
HACC clients with a carer (2012/13) - number	Social Health Atlas	3,147	**952**	312	238	403	20,411
HACC clients with a carer (2012/13) - % of clients	Social Health Atlas	26.1	**26.5**	27.8	24.4	26.7	27.9

3.0 Summary

The inner southern metropolitan region is home to around 32,000 people over 65, and this is projected to increase to more than 48,000 by 2026, with the age group increasing from 18 to 23% of the total population. The City of Mitcham is home to more than 11,000 people over the age of 65, accounting for nearly 18% of the total population. By 2026, Mitcham is projected to be home to more than 16,000 people over the age of 65, with the percentage share of the age group increasing to more than 23%.

Within the Council area, the North East SLA has a slightly larger proportion of older residents than the other two SLAs, but the difference is small.

The City of Mitcham is home to proportionally more owner-occupiers and households with a mortgage, and proportionally fewer renters when comparted with the inner southern region and rest of Adelaide. Rates of mortgage stress in Mitcham are well below rates elsewhere, while rates of rental stress mirror percentages across Greater Adelaide.

The housing stock is not particularly diverse in the City of Mitcham, with most homes separate homes and small percentages of semi-detached and flat/unit dwelling. This is particularly true in the Hills SLA where nearly 85% of homes are separate houses.

The region has fewer residential age care places per head of population than the rest of Adelaide, at 87 per 1000 population, compared with 97. This is particularly true in the City of Mitcham, which contains 73 places per 1000 population. The rate is lowest in the Mitcham West SLA (57 places/1000 population)

33% of people over the age of 65 in the region are living alone, which is above the metropolitan figure of 30%. Within the City of Mitcham, the percentage ranges from 22% in the Hills SLA to 33% in the North East SLA.

Rates of self-assessed health are above average in the region and the City of Mitcham, with proportionally fewer people reporting their own health as fair or poor compared with metropolitan Adelaide.

Rates of volunteering and labour force participation amongst people over the age of 65 were slightly higher in the inner southern region, compared with Greater Adelaide. Mitcham has the highest rates of volunteering amongst its population aged over 65, 26% compared with 19% for Greater Adelaide. Rates are particularly high in the Hills SLA. Mitcham also has the highest rates of older people providing unpaid childcare in the region (16% compared with 13% for the region and 12% for Greater Adelaide).

When compared with both the inner southern region and Greater Adelaide, the City of Mitcham is home to proportionally fewer households with no access to a motor vehicle, and proportionally more households with an internet connection at home.

In the City of Mitcham, less than 15% of the population aged over 65 require assistance with core activities. This percentage is lower than the rate for the inner southern region (17%) or Greater Adelaide (19%).

The region, in 2012/13, was home to 4,737 HACC clients living alone, and 3,147 living with a carer. 37% of HACC clients in the City of Mitcham live alone, which is lower than the percentage for the region or

metropolitan Adelaide. 26% of Mitcham's HACC clients live with a carer, comparable to the percentages for the region or Adelaide as a whole.

Appendix B

Questionnaire form for community conversations

Conversations about Age-Friendly Environments and Communities

Good morning/afternoon, I am doing some research for the Marion, Mitcham and Holdfast Bay Councils about what you think would make your neighbourhood an even better place for people to grow older.

Do you mind giving me some information about you that will help the Councils to analyse the research.

Name: _____

Gender:
Male ☐
Female ☐

Suburb of residence: _____

How long have you lived in the area? _____

What do you like most about the area you live in?

_____

_____

Is there anything you would like to change about your area?

_____

_____

I am going to ask you some questions about four key areas that the World Health Organisation has identified as important for supporting people as they grow older. These are:

- Housing and services

- Physical environment

- Health and wellbeing

- Participation.

A. Housing and Services
(Housing includes house/unit and the garden & surrounds)

1. Is your home suitable for people with mobility impairments or other forms of disability?

   ☐ Yes   ☐ No

   Comments:

   _____

   _____

2. Would it be easy to modify your home if needed, eg to provide an accessible bathroom, remove steps and trip hazards etc?

   ☐ Yes   ☐ No

   Comments:

   _____

   _____

3. (a) If you need to, do you know how to access in-home support services?

☐ Yes   ☐ No   ☐ Not sure

(b) If you are not sure, how would you find out about these services?

_____

_____

4. Have you used any in-home support services?

☐ Yes   ☐ No

(a) If yes, what kind of services have you used?

_____

_____

(b) Have any of these been provided through your Council?

☐ Yes   ☐ No

(c) If yes, how satisfied were you with these services?

☐ Very satisfied

☐ Satisfied

☐ Not satisfied

☐ Very dissatisfied

(d) What contributed to your satisfaction or dissatisfaction?

_____

_____

5. If you wanted to move to a more accessible home in your area, would you be able to find a dwelling that met your needs?

☐ Yes   ☐ No   ☐ Unsure

(a) If no or unsure, what are likely to be the main barriers?

☐ Price

☐ Availability of suitable property

☐ Current area not suited to housing for older people, eg steep slopes, too far to shops, transport

☐ Other, please describe

_____

B. Physical Environment

1. Do you walk around your local area?

☐ Yes   ☐ No

(a) If yes, how often do you walk?

☐ Most days

☐ Once or twice a week

☐ Less often

Comments: _____

2. Are you able to walk to:

*   a local shop   ☐ Yes ☐ No

*   public transport   ☐ Yes ☐ No

*   a park, garden or reserve   ☐ Yes ☐ No

*   visit friends   ☐ Yes ☐ No

Comments:

_____

_____

3. Imagine yourself walking a path you use regularly. Does this walking path have:

	Yes	No
seats at regular intervals		
seats with backs		
seats with backs and arm rests		
shade		
even surfaces free from trip hazards		
signs to help you find your way		
room for a wheelchair or gopher to pass you		
kerb ramps where they are needed		

4. Do you feel safe when walking in your neighbourhood?

	Yes	No
with a companion		
alone during the day		
alone at night		

(a) What is it that makes you feel less safe?

_____

_____

5. Does your neighbourhood have:

	Yes	No
safe pedestrian crossings where you need to cross the road		
well-maintained roads		
well-maintained footpaths on at least one side of the road		
interesting streets with attractive things to look at, eg gardens, trees, public art		
sufficient car parking for:		
- residents		
- visitors		
- people with disabled parking permits		

Comments: _____

_____

6. Are there recreation facilities suitable for adults to use in any of the parks in your area such as fitness equipment, adult-sized swings etc?

☐ Yes   ☐ No

If yes, where are these facilities located?

_____

7. Do Council facilities provide easy access for people of all ages and abilities?

Please complete the following table

Facility	Which one do you visit?	Is it accessible?	
		Yes	No
Libraries			
Council office			
Community Centre			
Parks			
Other, please describe			

At these facilities, are there safe spaces for parking your bicycle, tricycle or other personal travel equipment?

☐ Yes   ☐ No

C. Health and Wellbeing

1. Are you able to access information about health issues and programs that support physical activity and social connection?

☐ Yes ☐ No Comments: _____

(a) Where are you most likely to look for this information?

Please tick all that apply.

☐ Doctors

☐ Chemists

☐ Local newspaper

☐ Library

☐ Community Centre

☐ Council offices

☐ Council Newsletter

☐ Internet

☐ Council website

☐ Other places, please describe

_____

_____

(b) Which of these information sources do you find most useful?

2. Do you know if Council has an Information Directory (either hard copy or online)?

☐ Yes ☐ No ☐ Unsure

3. Do you have access to free public computers with internet access?

☐ Yes ☐ No ☐ Unsure

(a) If yes, where are these located?

_____

4. Are you able to participate in learning opportunities in your local area?

Please tick all that apply and give a **double tick** to any that you have taken part in.

☐ Yes ☐ No

If *no*, please discuss:

_____

_____

If *yes*, which of the following are you aware of:

☐ Courses, programs and sessions at libraries

☐ Courses, programs and sessions at community centres

☐ Courses at other venues, please describe_____

_____

☐ University of 3rd Age

☐ WEA

☐ Online learning, please describe

☐ Other, please describe

_____

Are there any particular learning opportunities that you would be interested in?

_____

_____

5. Do you have access to regular public transport services, ie at least every 30 minutes during the day and at least once an hour at night and on weekends?

☐ Yes   ☐ No   ☐ Unsure

If you use public transport, please comment on the safety and convenience of the service.

_____

6. Is there a community transport service in your area?

☐ Yes   ☐ No   ☐ Unsure

(a) If yes, have you used this service?

☐ Yes   ☐ No

(b) What other forms of transport do you use (pleases tick all that apply).

☐ Taxi

☐ Access cab

☐ Friends or family take me

☐ Gopher

☐ Cycle

☐ Walk

☐ Drive myself

D. Participation

1. When Council provides general community events:

   - are the venues easily accessible?   ☐ Yes   ☐ No

   - are the times suitable for you?   ☐ Yes   ☐ No

   - do you feel able to attend on your own?   ☐ Yes   ☐ No

   - are they affordable?   ☐ Yes   ☐ No

   Please comment on any Council events that you have attended.

   _____

   _____

   (a) Are there particular events that you would be interested in? Please describe.

   _____

   _____

2. Do you participate in any activities that involve people of all ages, including children and young people?

   ☐ Yes   ☐ No

   (a)   What kinds of activities do you think could bring the generations together?

   _____

3. Are you involved in paid work?

☐ Yes   ☐ No

(a) If yes, how many hours do you work in an average week?

_____

4. Are you involved in caring for another person?

☐ Yes   ☐ No

(a) If yes, how many hours per week do you spend in this caring role?

_____

5. Are there opportunities to volunteer in your local community?

☐ Yes   ☐ No. Please explain

_____

_____

6. Do you participate in any volunteer activities?

☐ Yes   ☐ No

(a) If yes, how many hours do you volunteer for in:

- a week _____

- a month: _____

(b) What areas do you volunteer in?

_____

_____

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(c) Are there any areas you would be interested in volunteering in?

_____

_____

7. Has Council asked your opinion about any activities it undertakes in the past three years?

☐ Yes   ☐ No

(a) If yes, how would you rate the experience?

   ☐ Very good   ☐ Good   ☐ Poor   ☐ Very poor

(b) If no, what prevents you from participating:

   ☐ Time

   ☐ Not interested, doesn't affect me

   ☐ Venue not accessible

   ☐ Other, please describe_____

(c) If you have participated, did Council provide any of the following?

	Yes	No	Unsure
transport			
daytime meetings			
venues accessible by public transport			
child care			

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8. When you use Council customer services and libraries, do you consider that they are sensitive to the needs of older people?

☐ Yes ☐ No ☐ Unsure

(a) Are there places to sit while completing forms/talking to staff?

☐ Yes ☐ No ☐ Unsure

(b) Are the toilets clean and accessible?

☐ Yes ☐ No ☐ Unsure

(c) Is there assistance available to:

- people with hearing impairments

☐ Yes ☐ No ☐ Unsure

- people with visual impairments

☐ Yes ☐ No ☐ Unsure

- people who don't speak English

☐ Yes ☐ No ☐ Unsure

E. Planning to support Positive Ageing

Your contribution to this conversation will help the participating Councils to prepare Age Friendly Action Plans.

Do you have any other suggestions for making your Council area to become an even better place to grow older? OR Which of the things you have talked about do you think is most important?

_____

_____

_____

Do you mind indicating which of the age groups applies to you?

Show chart and enter their response.

_____

Thank you so much for your time today. We really appreciate this.

The Age Friendly Strategy and Action Plans will be available on Council's websites and libraries, and Customer Service Centres from April 2016. Feel free to contact Council and ask for a copy to be sent to you.

Card handout

Thank you

For further information Council websites

Age Group Card

☐ 80 plus

☐ 70 – 79

☐ 60 – 69

☐ 50 – 59

☐ 30 – 49

☐ 20 – 29

☐ Under 20

Appendix C

Summary of self assessment workshops

Partnering for Age Friendly Environments and Communities

City of Mitcham Self- Assessment Workshop

August 19th 2015

Workshop Summary

1. Project background

The Cites of Holdfast Bay, Marion and Mitcham have formed an inner southern metro partnership to develop a Regional Age Friendly Environments and Communities Strategy. The regional strategy will provide a consistent direction for planning for older people across the region supported by Council specific actions plans.

The project is drawing upon the Age Friendly Environments and Communities Guidelines and Toolkit prepared by the State Government. Planning consultants URPS have been engaged to assist with the preparation of the Strategy.

2. Background to the self- assessment

The Age Friendly Neighbourhoods Toolkit for Local Government includes a self assessment tool based upon the World Health Organisation's Age-friendly Cities Checklist. The self-assessment tool is structured around the following areas that best reflect the areas in which local government is involved in ageing:

- Planning to support active ageing
- Housing and services
- Physical environment
- Health and wellbeing
- Participation.

A self - assessment workshop was held at the City of Mitcham on August 19th 2015. The purpose of the workshop was to document areas where the City of Mitcham is performing well, where improvements are needed and ideas for the action plan for each of the five topics in the Toolkit.

3. Planning to support positive ageing

Improvements needed

- Understanding what contributes to age-friendly communities and environments

- Developing a collective/holistic focus to activities that deliver age-friendly outcomes across the organisation

- Use of demographic information to inform policy and practice.

4. Housing and services

Doing well

- Provision of information and services to assist older people to modify their homes to continue to live independently

- Provision of home care services

- Availability of burial and cremation options

- Emergency management – work-in-progress with Red Cross *RediPlan* is making significant progress

Improvements needed

- Range of improvements needed to Council's Development Plan, but these are being progressed with the Residential DPA and BDP Conversion

- Concentration of housing for older people into gated lifestyle villages where dwellings all look the same – alternatives are needed

- Providing suitable housing for older people in the hilly parts of the Council area

Ideas for the action plan

- Engage in conversation with Centennial Park about alternative funerary practice.

5. Physical environment

Doing well

- Footpaths are in renewal phase and all new paths meet standards

- Although there are limited off road pedestrian and cycle paths, where they exist, they are designed to ensure safety and reduce conflict between users

Improvements needed

- Some areas, especially hills part of Council area, lack footpaths

- Consideration of motorised transport (e.g. gophers) in paths, parking and within Council facilities

- Wayfinding signs (noting that direction and road signs are good)

- Seating (need more along paths and at reserves, need for backs and arms instead of usual picnic benches)

- Promotion of adult recreation facilities

Ideas for the action plan

- Update design criteria for parks and open space to consider seating for older people – both locations and design of seats

- Update design criteria for adult exercise equipment to ensure it is suitable for older people

6. Health and wellbeing

Doing well

- Access to information and internet/computers at libraries

- Community bus is highly valued by the community

- Community wellbeing programs run through libraries and our Community Wellbeing Team

- Home support, maintenance and mobility assistance

Improvements needed

- Providing information in ways that are accessible to older people (including languages spoken by older people)

- Community centre needed in western area of Council

- Grants for programs that support older people's health and wellbeing

Ideas for the action plan

- Information kiosk (i.e. computer) at Civic Centre and community centres for accessing information.

7. Participation.

Doing well

- Volunteer management, support and recognition

- Consideration of the needs of older people in the planning of community events and activities

- Cross generational and multicultural interaction through libraries and community centres

- Social inclusion (various programs/activities).

Improvements needed

- Recognition of the contribution of older people
- Social inclusion through shops/services being within walking distance and urban design that fosters social interaction.

Ideas for the action plan

- More specific actions regarding the way older people are consulted on decisions that affect their lives

- Initiative around ensuring that customer service and frontline servicer demonstrate sensitivity to the needs of older people.

8. Next Steps

The next stage of the project is to engage the community in conversations about how "age-friendly" people find their neighbourhoods now and what would help to make them even better places to live, work and visit. This will involve face-to-face conversations by trained volunteers with people of all ages, to be held at libraries and community centres in the region.

Following this, there will be further engagement with stakeholders, Council staff and Elected Members to develop the Strategy and Actions Plans.