



South Australia's Communities for All: Our Age-friendly Future

# Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government



Government  
of South Australia

SA Health

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**This document is a guideline only. It provides advice and assistance to councils seeking to create an age-friendly city as envisaged by the World Health Organisation. Adherence to these guidelines is not mandatory under the Public Health Act SA or any other legislation.**

The information in this publication can be provided in an alternative format or another language upon request.

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South Australia is undergoing significant demographic changes to its population.

South Australia has a faster ageing population than other mainland states and by 2031, there will be more than 440,000 people aged over 65, making up more than 1 in 5 of South Australia's total population.



# 1. Introduction

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In 2002, the World Health Organisation defined active ageing as “the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age.”

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Global trends in urbanisation and population ageing require the development of strategies to ensure our communities and environments remain accessible for people at every stage of their lives and especially as they grow older.

South Australia is undergoing significant demographic changes to its population. South Australia has a faster ageing population than other mainland states and by 2031, there will be more than 440,000 people aged over 65, making up more than 1 in 5 of South Australia’s total population.

People are living longer and more people want to continue living in the community of their choice for as long as possible. This has significant policy and planning implications, and presents great opportunities for our state.

The South Australian Government’s vision is to ensure that all people can lead active lives and access their community, easily and safely. Part of this vision is to plan and build physical and social environments that will optimise health and wellbeing and opportunities to participate in the workforce, civic and community life, as South Australians age.

*South Australia’s Communities for All: Our Age-friendly Future* responds to changing demographics and a growing awareness that the environments and communities in which we live significantly influences our health, wellbeing and happiness.

The initiative strengthens the state’s vision that all South Australians, including older people, are socially included and participate in active and independent lives.

*South Australia’s Communities for All: Our Age-friendly Future* will optimise efforts toward a sustainable and prosperous future where older people are at the forefront of our thinking, planning and design, policies and programs. In this way, the initiative will build on existing innovative and collaborative approaches to active ageing that have been developed across various areas of local and state governments.

The World Health Organisation (WHO) has been working with communities and governments around the world for over ten years in developing and promoting the concept of ‘active ageing’.

At the Second United Nations World Assembly on Ageing in 2002, the WHO defined active ageing as “the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age.” More recently, active ageing has been framed by the four pillars of security (dealing with vulnerability), activity (participation), health, and continuity of education. These definitions are underpinned by the UN Principles for Older People, and the Determinants of Active Ageing.

The WHO has developed a checklist of the essential features of age-friendly cities that make a community more liveable and manageable for citizens, providing practical guidance about how the pillars of active ageing can be achieved. The checklist was developed on the basis of consultation with older people in 33 cities in 22 countries.

The Age-friendly guidelines represent an innovative application of the WHO age-friendly checklist to the South Australian context, where local strategies will meet local needs.

The guidelines also have broader application and considerations for people with disabilities and people of culturally and linguistically diverse and Aboriginal and Torres Strait Islander backgrounds.

More recently, active ageing has been framed by the four pillars of security (dealing with vulnerability), activity (participation), health, and continuity of education.

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The WHO has established a Global Network of Age-friendly Cities and Communities to foster the exchange of experience and mutual learning between cities and communities worldwide. The 'Vancouver Protocol' outlines what a city must do in order to become a member of the network.

*South Australia's Communities for All: Our Age-friendly Future* therefore provides an opportunity for South Australian communities to connect with the Global Network of Age-friendly Cities and Communities.



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## 2. South Australia's Communities for All Our Age-friendly Future

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There are three age-friendly guidelines booklets in South Australia. Each guidelines booklet is targeted to the agency with primary responsibility for delivering age-friendly outcomes, while recognising the roles of other key stakeholders in each case. Across all three guidelines booklets, the not-for-profit and private sectors and academic institutions have key roles to play in achieving age-friendly communities and environments.

*Age-friendly Living: Guidelines for Residential Development* are focused on the physical environment and communities created in new Greenfield and Brownfield projects. These guidelines utilise and build on examples of existing best practice such as the Housing SA House Design Guide, Design Criteria for Adaptable Housing and Design Guidelines for Site Layouts. The guidelines are aligned to relevant WHO criteria for the provision of age-friendly housing, such as those relating to the design of outdoor spaces and provisions of safe access.

*Age-friendly Neighbourhoods: Guidelines and Toolkit for Local Governments* are designed to contribute to age-friendly communities – our urban and suburban areas and rural townships where we live, work and recreate. These guidelines are targeted to those areas for which local government has a primary responsibility, either as a direct provider, partner or facilitator of the outcomes associated with age-friendly environments and communities. This document addresses a variety of social services and programs provided by local government in addition to guidelines relating to the physical environment. The Toolkit aspect of this booklet provides some practical tools to assist local governments in taking the next steps in the implementation of the guidelines.

*Age-friendly South Australia: Guidelines for State Government* are designed to inform age-friendly policies, plans, programs and services. A mechanism is being established to integrate the age-friendly principles across various state government departments, to achieve age-friendly cities and regions.





Each of these guidelines booklets supports the implementation of the following WHO age-friendly principles:

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1. design and maintenance of public spaces and buildings
2. transportation
3. housing
4. social participation
5. respect and social inclusion
6. civic participation and employment
7. communication and information
8. community support and health service.

Each section in each guidelines document contains South Australia's age-friendly guidelines and practice measures, along with links to the WHO Age-friendly Cities Checklist. Each section also identifies sources of further information and technical specifications.

It is envisaged that *South Australia's Communities for All: Our Age-friendly Future* will contribute to the achievement of the following three outcomes:

Provide comprehensive and practical ways to develop and implement the eight age-friendly principles across residential developments and local and state government.

Strengthen and integrate an active ageing focus that influences design and planning of built environments, and enhances the value and contributions of seniors to the economic vitality and greater social cohesion of our state.

Build communities for independence, health and wellbeing through planning and designing both accessible and inclusive social and physical environments that enable opportunities for active citizenship, regardless of age and ability.

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### 3. Relationship with existing guidelines, plans, standards and requirements

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	Housing SA Housing Design Guidelines	FAHCSIA Liveable Housing Standards	Australian Standards
Design and maintenance of public spaces and buildings			✓ AS1428.1, 1428.2, 1428.4 and 4586
Transportation			✓ AS1158, 1428.1, 1428.2, 1742.1, 1742.2
Housing	✓	✓	✓ AS1428.1
Social participation			✓ AS1428.1
Respect and social inclusion			
Civic participation and employment			✓ AS1428.5
Communication and information			✓ AS1428.5
Community support and health services			

It is recognised that many of the attributes of age-friendly environments and communities are also the attributes of great places for children and young people, people with disabilities, and the broader population.

There are many synergies between the age-friendly guidelines and other guidelines, initiatives, standards and legislative requirements. The following table demonstrates the way in which an age-friendly approach to state government policies, plans, programs and services will contribute to the achievement of other guidelines, initiatives, standards and requirements.

One tick (✓) indicates that the initiative/guidelines/standards/requirements are aligned with the age-friendly guidelines to some extent, while two ticks (✓) indicates that the age-friendly guidelines are addressed. Alignment does not necessarily indicate the complete fulfilment of outcomes sought by the age-friendly guidelines, and detailed reference to the guidelines is encouraged.

Building Code of Australia	Disability Discrimination Act	Healthy Spaces and Places	Green Star Communities <small>(note that this initiative is under development)</small>	UDIA EnviroDevelopment
✓	✓	✓	✓	✓
✓	✓	✓		
✓		✓	✓	✓
✓	✓	✓		
		✓	✓	
✓	✓			

## 4. About this Booklet

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This booklet has two key parts:

The Age-friendly Guidelines for Local Government  
(Section 5)

The toolkit – a self assessment tool and descriptions  
about how to use the tool (Sections 6–10)

## 5. Age-friendly Neighbourhoods Guidelines for Local Government

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## 5.1. Design and maintenance of public spaces and buildings

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### Discussion

The way that the physical environment and public buildings are designed and maintained has a major impact on the mobility, independence and quality of life of older people and the extent to which they can 'age in place'. In the WHO consultations for age-friendly cities, having access to 'green spaces' was one of the most commonly mentioned age-friendly features. Well designed and maintained pedestrian paths that support safe walking make an important contribution to health and wellbeing.

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### WHO Criteria

Public areas, green spaces and outdoor seating are sufficient in number, well maintained and safe.

Buildings are well signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs and non-slip floors.

Public toilets outdoors and indoors are sufficient in number, clean, well maintained and accessible.

Public areas are clean and pleasant.

### Guidelines

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The urban design of places incorporates a street and path layout that is easily understood by pedestrians, drivers and cyclists, and assists with their orientation.

Pedestrians can easily walk around the neighbourhood along footpaths, designated pedestrian paths, shared-use paths and shared use zones.

Pedestrian systems are designed in integrated networks linked to the wider public realm, and appropriate signage is provided.

Pedestrian systems are designed to be safe and appropriate for people using mobility aids, such as gophers and wheelchairs.

Open spaces are designated to minimise potential conflict between user groups while promoting intergenerational interaction and catering for all ages and abilities.

## Practice

Large and clear signage is provided in predictable locations.

Signage should include information in tactile and Braille forms.

The road layout and pedestrian systems take people where they need to go and minimises backtracking.

Footpaths, ramps and walkways are constructed to be usable by people of all ages.

Footpaths and connecting pairs of kerb ramps are provided to at least one side of residential streets at the same time as road construction.

Shared use paths are wide enough to allow different users to safely use the path at different speeds, and contain kerb ramps of similar width. Local access shared paths should be 2000-2500mm wide, while arterial shared paths should be 2500-3500mm wide.

Pedestrian safety and 'way finding' is supported through:

- > pedestrian activated lights with longer crossing times
- > tactile and audio indicators
- > changes in pavement texture and luminance contrast
- > island refuges with tactile indicators
- > signage.

Public and private spaces, such as parks and local shopping centres, are designed to be attractive, safe and convenient. Infrastructure, such as seating, shade, bins, water fountains and toilets, is provided to encourage people to utilise such spaces.

Rest areas and seating do not interfere with flow of pedestrian or cycle traffic and should be set back at least 1800mm from the building or property line (where a straight building line provides guidance for pedestrians with low vision).

All outdoor seats in public areas include backrests and armrests.

Areas designed for intensive active recreation such as ball sports are separated from less intensive uses, such as playgrounds and sheltered areas.

Children's play areas include seating and shelter that allows older people to supervise and/or enjoy watching children play.

Adult recreation facilities such as fitness circuits and age-friendly play equipment are provided.

BBQs, seating and tables that accommodate people in wheelchairs are provided in public open space.

Public and commercial buildings comply with the Disability Discrimination Act 1992.

## Further Information and Technical Specifications

Disability Discrimination Act 1992

Building Code of Australia's Access Code (this is consistent with the DDA's access to premises standards)

Australian Standard 1428.1 and 2 for signage

Australian Standards 1428.1, 1428.4 and 4586 for footpaths, ramps and walkways

AS/NZS 1428.4 Appendix C[4] and AS1428.1 Appendix D for tactile and audio indicators and pavement texture and luminance

Healthy Spaces and Places

Green Star Communities

EnviroDevelopment – Communities

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## 5.2. Transportation

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### Discussion

The primary responsibility for the provision of public transport including buses, trains, trams and taxis rests with the South Australian Government. Access to regular, safe, affordable and ability appropriate transport is a critical element in supporting older people to remain physically active and socially connected. It is essential to support people's ability to continue to live independently through accessing shops, medical and health facilities, other essential services and recreation and leisure opportunities.

Local government and the non-government sector makes an important contribution through the provision and/or co-ordination of community transport. State and local government both have responsibilities for traffic management. Councils are responsible for the local road network including signage and devices to reduce speed and assist safer pedestrian movements. The South Australian Government is responsible for the arterial road network and associated infrastructure, such as signage.

Councils also set the guidelines for the provision of car parking including parking specifically for people with special needs.



## 5.2.1 Traffic management and parking

### WHO Criteria

Roads are well maintained with covered drains and good lighting.

Traffic flow is well regulated.

Roadways are free of obstructions that block drivers' vision.

Traffic signs and intersections are visible and well placed.

Parking and drop-off areas are safe, sufficient in number and conveniently located.

Priority parking and drop-off spots for people with special needs are available and respected.

#### Guidelines

Road intersections are predictably located and clearly identifiable from an appropriate distance.

Landscaping is provided and maintained in accordance with vehicle sight lines.

Local area traffic management techniques are used to reduce vehicle speeds.

All public roads and off-street public parking areas are appropriately lit at the time of construction.

Appropriate and well-located on and off-street parking is provided to meet the needs of the entire community, including visitors and alternative forms of mobility (e.g. gophers).

Buildings and streets provide good passive surveillance of off-street car parking areas.

#### Practice

Public movement and parking areas are well lit with public lighting.

Local area traffic management devices are installed to reduce vehicle speeds.

Large and clear signage is provided in predictable locations.

Parking controls and signage are in place to ensure priority parking can be accessed by those who require it.

The needs of users of motorised transport such as gophers have been provided for in pathways and in covered parking at key facilities.

Development Plan provisions provide clear guidance on:

- > vehicular access
- > parking (including priority parking spaces for people with a disability)
- > crime prevention through environmental design (CPTED)
- > landscape design for safety and amenity

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## 5.2.1 Traffic management and parking (continued)

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### **Further Information and Technical Specifications**

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Disability Discrimination Act 1992

Australian Standards 1158 for public lighting

Australian Standards 1428.1 and 2 for local area  
traffic management

Australian Standards 1742.1 and 2 for signage

AS/NZS 2890.6 and BCA Access Code D3.5 for  
parking for people with disabilities

Healthy Spaces and Places

## 5.2.2 Community transport

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### WHO Criteria

A voluntary transport service is available where public transportation is too limited.

Specialised transportation is available for people with disability.

#### Guidelines

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Public and community transport services are integrated and complementary.

A community transport service is available where public transportation is limited or not suitable for residents special needs, such as mobility restrictions or sensory impairments.

#### Practice

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The neighbourhood is serviced by council or community based community transport service.

There is a range of transport options available for people with special needs such as:

- > access cabs
- > medical transport
- > accessible buses (where required, complying with the Disability Standards for Accessible Public Transport 2002)
- > transport services supported by a care worker and/or trained volunteer drivers.

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## 5.3. Housing

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### Discussion

Housing is essential to safety and wellbeing.

The WHO consultation with older people reinforced the link between access to appropriate housing as well as community and social services on people's quality of life and level of independence. Older people strongly value housing and support that allows them to age comfortably and safely within the community to which they belong.

Local government can play a key role in influencing the location and design of housing through their planning and development policies and building regulations, which are guided by and approved by the South Australian Government.

Planning policies also support energy efficient design measures that reduce living costs and contribute to lower greenhouse gas emissions.

Many councils provide, broker or provide referral to home assist services funded by the Commonwealth Government. These services can also be accessed by eligible older people or people with disabilities to obtain home modifications that enable them to remain in their own homes as their abilities and needs change.

Adaptable Housing Design (AHD) prevents costly modifications later by incorporating features at the building stage that enable ease of movement in all areas of the dwelling and facilitate adding mobility and stability aids at a later stage.

## WHO Criteria

Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.

Sufficient and affordable home maintenance and support services are available.

Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

Home modification options and supplies are available and affordable and providers understand the needs of older people.

Interior spaces and level surfaces allow freedom of movement in all rooms.

Residential care facilities and designated older people's housing are located close to services and the rest of the community.

### Guidelines

The community's housing stock facilitates 'ageing in place' whereby older people can grow older in a familiar community.

New housing is constructed to be adaptable in order to minimise the cost of modifications.

Older people can access affordable housing in their community.

The location of housing makes it easier for older people to access transport, shops, services and open space on foot.

Housing specifically designed for older people is integrated into the surrounding community and appropriately designed.

Financial and practical support for home modifications is available.

Housing is energy efficient.

- > Diversity of dwelling types.
- > Fence heights that allow the surveillance of non-private areas.
- > Active energy efficient technologies, including solar electricity and hot water generation, and lighting and appliance efficiency.
- > Passive energy efficient techniques, such as passive solar building orientation, insulation, window glazing, and appropriate shading and construction materials.
- > Housing specifically for older people being located on flat sites within 400 metres level walk of developed open space, local shops and services and 200 metres of a regular public transport service.
- > Housing specifically designed for older people is not concentrated in one location in the community and does not look physically different from other forms of housing.

### Practice

Adaptable or Liveable Housing Standards are applied in new residential developments.

Information is provided to residents by local government to support access to affordable and timely home modifications.

Council's Development Plan and Building Regulations contain provisions to encourage the provision of the following in residential development:

- > 15% affordable housing.
- > Adaptable housing.

### Further Information and Technical Specifications

Housing SA Design Criteria for Adaptable Housing

FaHCSIA Liveable Housing Guidelines

Australian Standard 1428.1

Building Code of Australia

Healthy Spaces and Places

Green Star Communities

UDIA EnviroDevelopment.

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## 5.4. Social participation

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### Discussion

Social participation and social support are strongly connected to good health and wellbeing throughout life and especially as people grow older. Ensuring the effective participation of older people in formal social activities requires a considered and thoughtful approach.

Activities and events need to be provided in locations that are accessible by public transport and at a range of times. Venues need to be physically accessible as well as being able to provide comfortable seating, toilets and water.

Information is a key factor in people's ability to participate in their communities. Knowing what is available, how to access it and how much it will cost lets older people make choices about the ways they will connect with their community.

Events that provide activities that appeal to a diverse community will assist in bringing together people of all ages, cultures and levels of ability.

Members of migrant communities who are 'ageing in a foreign land' need additional support to participate in local programs. The use of their own language is critical.

Specific measures will be needed to reach people who don't readily participate or who are socially isolated. Workers providing in home services and social support groups can help make connections with these people.

## WHO Criteria

There is consistent outreach to include people at risk of social isolation.

### Guidelines

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Participation in events and activities is supported by ensuring the needs and desires of older participants are carefully considered.

Community facilities promote shared and multipurpose use by people of different ages and interests. They foster interaction between different user groups.

There is consistent outreach to include people at risk of social isolation.

### Practice

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A wide variety of events and activities is offered to appeal to a diverse population of different ages, cultures and interests.

Good information about activities and events is provided, including details about accessibility of facilities and transportation options. Information is provided in languages other than English to meet the needs of particular groups of older people.

Venues for events and activities are conveniently located, accessible, well lit and easily reached by public or community transport.

Gatherings including older people are held in a range of community venues including libraries, civic centres, recreation centres, community centres, cultural centres and parks.

Events and activities are held at times convenient for older people.

Activities and events can be attended alone or with a companion.

Activities and attractions are affordable, with no hidden or additional participation costs.

Community facilities, such as community centres, libraries and recreation centres, provide a diverse range of opportunities and foster multiple uses and compatible commercial activities.

Council works with other service providers and community organisations to provide services and support to people who are at risk of becoming socially isolated.

Peer support programs, including opportunities for mentoring, are available to people experiencing a loss of hearing and/or vision.

### Further Information and Technical Specifications

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Healthy Spaces and Places

Disability Discrimination Act 1992

Building Code of Australia

Australian Standard 1428.1

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## 5.5. Respect and social inclusion

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### Discussion

In some cultures older people report feeling respected, recognised and included while in others they experience disrespectful behaviour and can feel overlooked and ignored. In societies where youth is highly valued, older people can be subject to negative stereotyping and media that portrays them as demanding and a drain on public resources. This is especially true of older people who are in poor health or who have disabilities.

Older people consulted by the WHO considered that much of this ageism and disrespect is based on ignorance and a lack of appreciation of older people.

Social and economic exclusion also affects many older people.

Changes to family structures mean that children move away from their parents or have less time to spend with them.

As they age people can feel excluded from decisions that affect their lives. Many organisations fail to consult appropriately, or at all with older people, particularly those who are not part of organised community groups.

In the WHO consultation, community education, intergenerational activities and age-friendly advertising were identified as strategies that could contribute to increasing respect for older people.

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### WHO Criteria

**Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.**

**Service staff are courteous and helpful.**

**Older people are visible in the media, and are depicted positively and without stereotyping.**

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**Older people are recognised by the community for their past as well as their present contributions.**

**Economically disadvantaged older people enjoy access to public, voluntary and private services and events.**

### **Guidelines**

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Older people are recognised by the community for their past as well as their present contributions.

Older people are consulted on decisions that affect their lives and about the way the services they need are provided.

Older people are included in public images and are depicted positively and without stereotypes.

Economically disadvantaged older people enjoy access to public, voluntary and private services and events.

Those providing information and services to older people are helpful, courteous and understand the specific needs of older people.

Activities and events are held regularly that bring generations together for mutual enjoyment and enrichment.

Community activities and events, accessibility to shops and services, volunteering opportunities and the urban design of the neighbourhood promote social inclusion.

Older people are enabled to choose from a range of activities that meet their needs.

### **Practice**

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Older people are provided with opportunities to share their knowledge, history and experience through formal programs and events, such as in schools and libraries.

Funding and personnel are provided to run regular activities that bring generations together, such as a Grandparents Day at the library, History Week, Anzac Day, Family Days for all generations, concerts and other performances, Life Be In It and other recreational programs.

Older people's contributions are recognised through Every Generation and Australia Day Awards, media articles and council publications.

Volunteer contributions are formally acknowledged and celebrated.

Council develops an Active Ageing Strategy or Plan in consultation with older people.

Consultation around service provision for older people occurs at every stage of policy development.

Concessions for economically disadvantaged older people are offered by all service and event providers.

A culture of sensitivity to the needs of older people is evident amongst those providing information and services to older people and is reinforced by specific training.

Translation services are available at council offices and libraries.

Negative depictions of older people are challenged by community leaders, who instead present a more balanced image of older people.

Council publications and advertising images portray older people as valued contributors to all aspects of community life.

Social inclusion is promoted by:

- > regular and accessible community activities and events
- > services and shops located within walking distance of most homes
- > urban design that supports social interaction
- > in-home services and support
- > volunteer participation
- > information and face-to-face contact in the older person's first language.

### **Further Information and Technical Specifications**

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Healthy Spaces and Places

Green Star Communities.

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## 5.6. Civic participation and employment

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### Discussion

An age-friendly community provides options for older people to continue to contribute to their communities, through paid employment or voluntary work. It also supports their engagement in the political process.

Volunteering provides many benefits to those who choose to participate. Volunteers consulted by the WHO, report a strong sense of self worth, feeling active and maintaining their health and social connections.

Many older people need or would like paid employment but experience a variety of barriers including mandatory retirement ages and financial disincentives, such as loss of pension or entitlements. Sometimes grandparents take on the role of caring for grandchildren to enable younger family members to remain in the workforce. Caring responsibilities, which also include the care of a frail partner or an adult child with disabilities, can restrict people's ability to participate in volunteering or paid work.

It is important for older people to participate in paid work to the greatest extent that they are able and sustain their participation for as long as they want.

As a significant employer in the community, local government can support training that assists older people transition to other career options, recognising that different people have different work roles over their lifetime.

Allowing older people a meaningful voice in their communities also requires a focus on improving civic engagement by removing barriers to participation.

## WHO Criteria

A range of flexible and appropriately paid opportunities for older people to work is promoted.

A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.

Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

### Guidelines

A culture of volunteering is encouraged and volunteers' contributions are regularly acknowledged and celebrated.

The contribution that the skills and experiences of mature workers make to successful and effective workplaces is recognised and valued.

Participation in the workforce is supported by flexible arrangements, age-friendly recruitment practices and buildings which meet the needs of people with disability.

Older people are invited, and able to participate in boards, management committees and advisory groups.

Planning for civic events and consultation processes considers the needs of older people.

Older workers are supported with skills development and career advice that enables pathways to workforce participation.

Public and commercial buildings comply with the Disability Discrimination Act 1992.

Level access to meeting halls, reserved seating in chairs with armrests, audio-loop and subtitles for presentations are available for public events.

Older people are invited to participate in the development of council plans and policies.

Boards, management committees and advisory groups include older people.

Boards, management committees and advisory groups can be easily accessed by older people in terms of the location and times of their meetings.

Community development initiatives include older residents as key informants, advisers and participants.

### Practice

A volunteer management service exists which links capable and willing volunteers with appropriate volunteering opportunities and ensures that they receive appropriate training, support, recognition and compensation for personal costs.

Local government sets an example for all workplaces in being an age-friendly employer.

Retraining opportunities are made available to older workers to ensure they meet changing requirements (such as technology).

### Further Information and Technical Specifications

Disability Discrimination Act 1992

Building Code of Australia (Access Code)

AS/NZS 1428:5 for communicating with people who are hearing impaired.

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## 5.7. Communication and information

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### Discussion

Access to timely, practical information is very important in assisting older people to get the support and services they need for themselves and those they care for.

Information is also a key factor which bears on people's ability to maintain their health, remain independent and stay connected to their communities.

Sometimes people are overwhelmed by the amount of information provided by service providers. Providing information in ways that meet people's needs requires a multi-faceted approach including face-to-face conversations, written information in simple, jargon-free language that is able to be understood by the target audience and group presentations such as seminars, training courses and health management programs.

Community wide media such as newspapers, radio and television are useful for providing general information; however they do not assist people to directly connect with their community. Increasing internet access and a rapid uptake of computer technology by older people means that those with the necessary skills and access can take charge of their search for specific information. However, many older people prefer a personal approach that enables them to ask questions and build a relationship. Automated phone systems can be extremely frustrating and pose challenges for older people.

## WHO Criteria

**A basic, effective communication system reaches community residents of all ages.**

**Regular and widespread distribution of information is assured and a coordinated, centralised access is provided.**

### Guidelines

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A basic, effective communication system reaches community members of all ages.

Information is provided in ways that respond to the needs of older people.

Information is available in languages other than English and in verbal as well as written formats.

Printed information has large lettering and the main ideas are shown by clear headings and bold face type.

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

### Further Information and Technical Specifications

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AS/NZS 1428.5 for communicating with people who are hearing impaired.

### Practice

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Information relevant to older people is jargon-free, widely accessible and provided through a range of mechanisms including face-to-face, print and online.

Information is provided in an appropriate form for people with a hearing impairment including counter hearing systems where appropriate for face to face communication.

Local government, libraries, community centres and medical facilities are key access points for relevant information.

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.

Public and commercial services provide friendly person-to-person services, on request. Where telephone answering services are used these give instructions slowly and clearly and tell callers how to repeat the message at any time.

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## 5.8. Community support and health services

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### Discussion

The supply, organisation and funding of many health and social services is determined by the commonwealth and state governments rather than by local government. Similarly local government has limited ability to control the supply and professional training of health and social workers including those specifically involved in the provision of residential aged care and support services.

Many of these services are provided by not-for-profit community organisations and the private sector through partnerships with government.

Nonetheless councils can influence the number, range and location of services within their communities and they do play an important role in the delivery of some programs and services for older people. These include health, wellbeing, learning and lifestyle programs provided in council libraries, recreation and community centres and community based day activity centres.

Local government is a key partner in brokering and directly providing services to support older people to remain in their own homes including a range of community aged care packages, respite care, day therapy and home assist services. While these services are funded through a range of government funded programs, many councils contribute substantial resources from their budgets to enhance service delivery.

## WHO Criteria

An adequate range of health and community support services is offered for promoting, maintaining and restoring health.

Health and social services are conveniently located and accessible by all means of transport.

Clear and accessible information is provided about health and social services for older people.

Delivery of services is coordinated and administratively simple.

All staff are respectful, helpful and trained to serve older people.

There are sufficient and accessible burial sites.

Community emergency planning takes into account the vulnerabilities and capacities of older people.

### Guidelines

An adequate range of health and community support services is offered in the community for promoting, maintaining and restoring health.

Older people are able to remain in their homes because they can easily access appropriate home care services.

Residential care facilities and designated older people's housing are located close to services and the rest of the community.

Older people are able to choose from a range of burial or cremation options.

Emergency planning and response situations take into account the vulnerabilities and capacities of older people.

The role of voluntary organisations in providing support to older people is recognised, resourced and celebrated.

### Practice

Delivery of services is coordinated across service providers with clear entry points and good information about eligibility, cost and waiting periods.

Home care services including personal care, housekeeping and garden maintenance are available, safe and affordable.

Development plan policies support the location of housing for older people within 400 metres of shops and services or 200 metres of a regular public transport service.

There are sufficient accessible and affordable burial sites.

Alternatives to traditional burials are available for those who seek these.

Councils provide information that supports older people in understanding the actions they need to take to be safe in an emergency.

Voluntary organisations that provide support through community programs, peer education and mentoring to enable older people to better manage their health and wellbeing are able to access funding and assistance.





## 6. Purpose of the Toolkit

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This toolkit has been prepared to assist councils in developing an age-friendly action plan in consultation with their key partners and community stakeholders.

It establishes a framework through which councils can undertake a self assessment of their existing age-friendly policies, programs, practices, asset provision and maintenance, planning, community and civic engagement.

Based on this self assessment, councils will be able to undertake a baseline assessment that will become the starting point for benchmarking future performance. These performance measures will be directly linked to council's age-friendly action plan that will reinforce positive initiatives and introduce new initiatives to address gaps or shortfalls.

**It is acknowledged that each council has its own particular characteristics and as such there is no intention to use this process to compare councils**

**and/or rank them against each other. Each council's self assessment is intended to assist in its continuous improvement towards excellence in the area of age-friendly environments and communities.**

Communities that are age-friendly will also be good places for other age groups and people with special needs. Applying an age-friendly lens to planning, design and participation will contribute to developing communities for all.

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## 7.1. Self assessment tool

### Introduction: about the tool

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Self assessment is a well recognised way for councils and their partners to assess their achievements and plan to address areas needing improvement.

This self assessment tool has been developed to help councils and their partners consider and take steps to address the needs of their communities and build age-friendly environments and communities that are communities for all.

It is simple, quick and easy to use, and has been designed so that communities can get involved.

South Australian councils work effectively with a range of partners in meeting the needs of older people. However, every partnership is different and undertaking the self assessment in a constructive and collaborative manner, can identify opportunities for continued improvement and better outcomes for older people.

Conducting the self assessment processes following the Vancouver Protocol (or similar methodology as outlined in this toolkit) will enable local governments to be eligible to join the WHO's Global Network of Age-friendly Cities and Communities, if they so desire.

### The self assessment tool provides:

a process to be used across all areas of council operations

a framework for developing a prioritised action plan that is integrated with Council's Community Plan/Strategic Plan

councils with specific performance

measures that assist with annual reviews to chart progress.

## 7.2. Focus areas in the self assessment tool

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The self assessment tool is based upon the WHO's Age-friendly Cities Checklist and the Age-friendly Neighbourhoods: Guidelines for Local Government (Section 5). The self assessment tool is divided into the five focus areas below that best reflect the areas in which local government is involved in ageing.

### **A: Planning to support active ageing**

There is an agreed understanding about the challenges and opportunities involved in meeting the needs of older people. This is reflected in council wide strategies and policies as well as in sector specific programs. There are clear plans for action including a framework for monitoring and reporting progress.

### **B: Housing and services**

Local government influences the location and design of housing through their planning and development policies, enabling older people to live in the accommodation of their choice, in the community of their choice. Councils broker or provide services that assist older people to live independently with targeted support.

### **C: Physical environment**

The design, provision and maintenance of public spaces and buildings makes a positive contribution to older people's ability to independently access and enjoy these places. Councils provide and maintain a safe walking environment which supports physical activity and enhances health and wellbeing.

### **D: Health and wellbeing**

Councils' facilities and programs provide opportunities for lifelong learning, health promotion and support, physical activity and social connection. Families and carers are assisted to maintain their own health and support networks.

### **E: Participation**

There are opportunities for older people to continue to contribute to their communities through paid employment or voluntary work.

Older people are supported to engage in the political process and in a wide range of formal and informal social activities.

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## 7.3. Preparing for the self assessment

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### 7.3.1. Understanding your community

The first step is to ensure that you have a sound understanding of the age structure of your community, including the distribution of health and wealth and likely trends for the future.

To inform the self assessment workshop, we have included a population profile data sheet which you can complete using your own and/or the suggested data sources.

This will assist you to clearly identify the particular characteristics of your community that will impact on the type of responses that will be needed to ensure better outcomes for older people now and in the future.

### 7.3.2. Identifying internal and external stakeholders

Promoting the independence and wellbeing of older people requires collaborative efforts of staff from all areas of council's operations and your key partners.

You will need to identify the key personnel in your council who should be involved. The following list is a suggested guide only. Operational areas to be involved should include:

- > corporate planning
- > finance
- > human resources
- > engineering
- > planning (including statutory, strategic, social, economic, environmental)
- > customer service
- > libraries
- > parks and gardens
- > asset management
- > community engagement
- > communications and marketing

- > community services (including ageing, youth, disability, multicultural, families and children, community development)
- > community/neighbourhood centres
- > building (including Disability Discrimination Act) 1992.

It will be important that council's senior management are committed to this process and willing to support the involvement of staff from across council.

Most importantly, council's senior management will be required to establish their level of commitment to making changes as a result of the findings. The engagement of the mayor and elected members of council will be critical to achieve endorsement of the action plan.

External stakeholders also need to be identified at this stage and a process developed for engaging with them. A face to face multi-agency workshop facilitated by an independent facilitator is the preferred approach.

If this is not practical, an electronic survey tool could be utilised.

The following list of external stakeholders is a suggested guide only:

- > neighbouring councils
- > regional bodies
- > Office for the Ageing
- > community organisations, such as Meals on Wheels, Australian Red Cross, University of the Third Age
- > non-government organisations, such as Anglicare, Centacare, UnitingCare Wesley, Salvation Army, Elderly Citizens Homes, Aged Care Housing Group, Helping Hand, Resthaven, Life Without Barriers
- > peak bodies

- > Division of General Practitioners
- > residential property developers (including retirement villages)
- > Department of Planning, Transport and Infrastructure
- > SA Health
- > Office for Sport and Recreation
- > Heart Foundation
- > Centrelink and job network providers
- > private health and aged care support providers.

#### 7.4. Undertaking the assessment

It is critical that the assessment and development of the Active Ageing Action Plan is undertaken collaboratively across all Council departments.

The most effective way that the self assessment can be completed is through a series of workshops. It is suggested that there be an initial council staff workshop to introduce the process and undertake the self assessment for Criteria A: planning to support active ageing. Working groups could then be tasked with undertaking preliminary work on the other four criteria based on their skills and expertise.

These working groups should then present back to another council staff workshop and undertake the self assessment process. It is suggested that the self assessment tool be loaded onto a computer to enable 'live' scoring.

At this stage of the project it would be useful to involve elected members in a workshop to explore how council is meeting the needs of its older community.

External stakeholders could also be engaged at this stage to build a broader picture of how well council is working with them to improve outcomes for older people. (This can be done through an independently facilitated workshop or an interactive survey).

#### Community consultation

Council may be able to draw on the findings of previous consultation processes or be able to integrate questions about age-friendly criteria into another planned engagement processes.

It is not intended that this self assessment process add a potentially costly and resource intensive consultation exercise to council's program.

It is suggested that councils work with a skilled community engagement practitioner and/or their own staff with skills in designing effective processes to engage their community.

It is also important to find ways to understand what young people believe about how environments and communities can be made age-friendly.

The World Health Organisation's 'Vancouver Protocol<sup>1</sup>' provides practical guidance about undertaking an age-friendly assessment, especially regarding community and stakeholder engagement. The consultation processes described in the protocol are very similar to those undertaken by local government in South Australia.

#### 7.5. Analysing the assessment

You can use the scores to illustrate areas of strength and for improvement arising from discussion.

All participants at the internal staff workshop should be provided with a copy of the completed self assessment tool and asked to identify areas for action for each of the five criteria. They will be asked to bring these to cross-council workshop three which will be designed to develop a concise, achievable action plan for the next 12 months using the action plan template provided in Section 10.

This action plan can then be workshopped as a draft with elected members to obtain their perspectives on the priorities for action given the outcomes of the analysis.

External stakeholders need to be given an opportunity to comment on the action plan, particularly where it impacts on their partnerships with council.

Depending on the way you have consulted with your community you will need to communicate the action plan and the way that this reflects their input and your analysis.

**Diagram 1 on page 34 shows the steps involved in undertaking the self assessment and developing an action plan that reflects council's priorities as these have been informed by internal and external stakeholders**

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## Diagram 1

### Self assessment, analysis and planning

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#### Step one

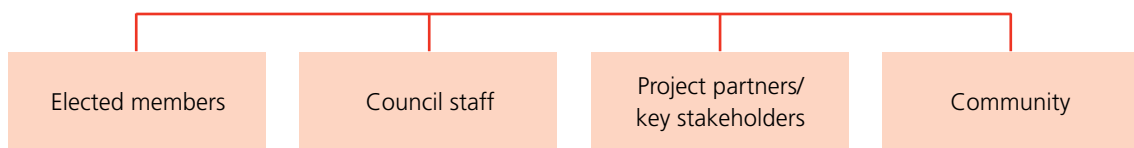
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Develop population profile

#### Step two

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Identify stakeholders and how you will engage them



#### Step three

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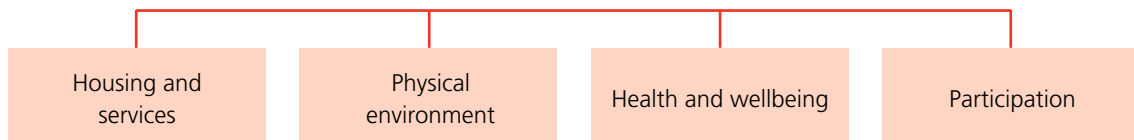
Undertaking the assessment

##### 1. Council staff workshop one

Assessment of Criteria A: Planning to support positive ageing

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##### 2. Council work groups to prepare responses to other criteria



##### 3. Council staff workshop two to complete self assessment

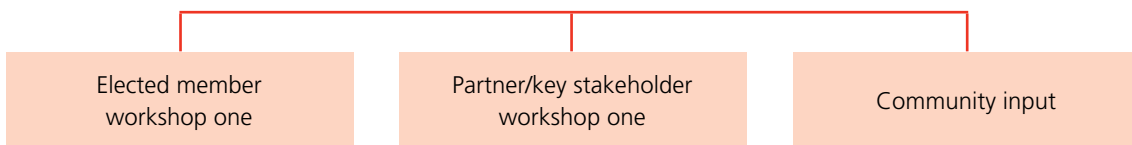
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### Step three (continued)

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#### 4. Stakeholder input to assessment



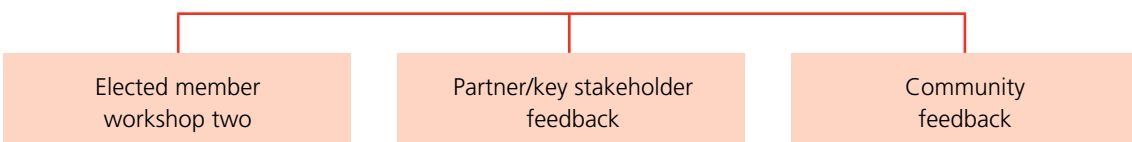
#### 5. Analysis through cross council workshop three

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#### 6. Action plan preparation

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#### Input to draft action plan



#### 7. Final action plan with measurable outcomes and a clear monitoring and reporting framework

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A council that is building communities for life through its commitment to age-friendly practices

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## 8. Understanding your community: preparation of a population profile of older people\*

### Demography and Projections

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Indicator	Data Source	2011 Census Value
<b>Total population</b>	SA Government projections <sup>1</sup> ABS 2011 Census <sup>2</sup>	
<b>Total population 55 years+</b>	SA Government projections <sup>1</sup> ABS 2011 Census <sup>2</sup>	
<b>% of population 55 years+</b>	SA Government projections <sup>1</sup> ABS 2011 Census <sup>2</sup>	
<b>Total population 65 years+</b>	SA Government projections <sup>1</sup> ABS 2011 Census <sup>2</sup>	
<b>% of population 65 years+</b>	SA Government projections <sup>1</sup> ABS 2011 Census <sup>2</sup>	
<b>Total population 85 years+</b>	SA Government projections <sup>1</sup> ABS 2011 Census <sup>2</sup>	
<b>% of population 85 years+</b>	SA Government projections <sup>1</sup> ABS 2011 Census <sup>2</sup>	

\*If your council already has a community profile or other demographic data, please feel free to use this instead of the profile provided.

Please note, however, that the profile provided contains some data sources that are not included in some traditional profiles that may be useful to council, such as data from the Social Health Atlas.



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**Comparative Data**


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2026 Projection	Greater Adelaide 2011	ASD 2026	SA 2011	SA 2026
	1,225,235	1,420,869	1,596,572	1,935,161
	337,078	452,552	457,160	633,589
	27.5	31.9	28.6	32.7
	189,675	289,580	257,551	405,454
	15.5	20.4	16.1	21.0
	29,663	44,546	38,156	60,700
	2.4	3.1	2.4	3.1

<sup>1</sup> SA Government Projections, Local Government Area Projections 2006-2026.

Prepared by Department of Planning and Local Government in 2011.

Downloadable from <http://www.sa.gov.au/subject/Housing%2C+property+and+land/Building+and+development/South+Australia%27s+land+supply+and+planning+system/Planning+data+for+research+and+mapping/Population+and+demographics/Population+projections>

<sup>2</sup> ABS 2011 Census Data.

Downloadable from <http://www.abs.gov.au/websitedbs/censushome.nsf/home/data?opendocument#from-banner=LN>

## Housing

Indicator	Data Source	Value	Comparative Data	
			ASD / Greater Adelaide	SA
<b>% of households experiencing rental stress (2006)</b>	Social Health Atlas <sup>3</sup>		26.3	25.1
<b>% of households experiencing mortgage stress (2006)</b>	Social Health Atlas <sup>3</sup>		6.7	7.1
<b>Separate house-- % of all dwellings (2011)</b>	ABS Census <sup>2</sup>		70.9	70.4
<b>Semi-detached house – % of all dwellings (2011)</b>	ABS Census <sup>2</sup>		11.2	9.5
<b>Flat/unit – % of all dwelling (2011)</b>	ABS Census <sup>2</sup>		9.2	7.8
<b>Fully owned home – % of all dwellings (2011)</b>	ABS Census <sup>2</sup>		31.5	32.8
<b>Purchasing home – % of all dwellings (2011)</b>	ABS Census <sup>2</sup>		36.4	35.3
<b>Renting home – % of all dwellings (2011)</b>	ABS Census <sup>2</sup>		28.1	27.9
<b>Lone person households – persons aged over 65 (2006)</b>	Online Ageing Atlas <sup>4</sup>		n.a.	n.a
<b>Residential aged care – places per 1000 population over 70 (2010)</b>	Social Health Atlas <sup>3</sup>		96.3	92.9

## Health

Indicator	Data Source	Value	Comparative Data	
			ASD	SA
<b>'Very good' or 'excellent' health self assessment (2007-08)</b>	Social Health Atlas <sup>3</sup>		69.2	66.2
<b>People with one of 4 'health risk factors' (2007-08)</b>	Social Health Atlas <sup>3</sup>		56.1	57.6
<b>Annual health assessments by GPs – rate per 100,000 population over 75 (2007-08)</b>	Social Health Atlas <sup>3</sup>		567,691.9	555,795.7

<sup>1</sup> SA Government Projections, Local Government Area Projections 2006-2026. Prepared by Department of Planning and Local Government in 2011, downloadable from <http://www.sa.gov.au/subject/Housing%2C+property+and+land/Building+and+development/South+Australia%27s+land+supply+and+planning+system/Planning+data+for+research+and+mapping/Population+and+demographics/Population+projections>

<sup>2</sup> ABS 2011 Census Data. Downloadable from <http://www.abs.gov.au/websitedbs/censushome.nsf/home/data?opendocument#from-banner=LN>

<sup>3</sup> Social Health Atlas – A Social Health Atlas of Australia 2010 > LGA Data > SA. Prepared by the Public Health Information Development Unit, downloadable from <http://www.publichealth.gov.au/data/>

<sup>4</sup> Online Ageing Atlas – Ageing Atlas of South Australia. Prepared by the Department of Planning and Local Government, downloadable from <http://www.planning.sa.gov.au/index.cfm?objectid=5AB5F832-F203-0D46-AD6EBB27338C5A43>

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## Community Strength and Participation

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Indicator	Data Source	Value	Comparative Data	
			ASD	SA
<b>Ability to obtain support from family, friends and neighbours % of population (mid to late 2000s)</b>	Social Health Atlas <sup>3</sup>		n/a	93.4
<b>Member of organised group % of population (mid to late 2000s)</b>	Social Health Atlas <sup>3</sup>		n/a	39.1
<b>Volunteer regularly for organisation or group % population over 65 (2011)</b>	ABS Census <sup>2</sup>		18.5	20.8
<b>Labour force participation % of population over 65 (2006)</b>	Online Ageing Atlas <sup>4</sup>		6.6	7.7
<b>Provider of unpaid childcare % of population over 65 (2011)</b>	ABS Census <sup>2</sup>		12.1	10.9

## Maintaining Independence

Indicator	Data Source	Value	Comparative Data	
			ASD	SA
<b>No access to private motor vehicle – % population over 65 (2006)</b>	Online Ageing Atlas <sup>4</sup>		18.4	16.1
<b>Need assistance with core activities – % population over 65 (2011)</b>	ABS Census <sup>2</sup>		19.1	18.4
<b>Proficiency in spoken English - speaks English not well or not at all – % of population over 65 (2006)</b>	Online Ageing Atlas <sup>4</sup>		34.0	32.6
<b>Internet connection at home – % of population over 65 (2006)</b>	Online Ageing Atlas <sup>4</sup>		32.0	30.6

<sup>1</sup> SA Government Projections, Local Government Area Projections 2006-2026. Prepared by Department of Planning and Local Government in 2011, downloadable from <http://www.sa.gov.au/subject/Housing%2C+property+and+land/Building+and+development/South+Australia%27s+land+supply+and+planning+system/Planning+data+for+research+and+mapping/Population+and+demographics/Population+projections>

<sup>2</sup> ABS 2011 Census Data. Downloadable from <http://www.abs.gov.au/websitedbs/censushome.nsf/home/data?opendocument#from-banner=LN>

<sup>3</sup> Social Health Atlas – A Social Health Atlas of Australia 2010 > LGA Data > SA. Prepared by the Public Health Information Development Unit, downloadable from <http://www.publichealth.gov.au/data/>

<sup>4</sup> Online Ageing Atlas – Ageing Atlas of South Australia. Prepared by the Department of Planning and Local Government, downloadable from <http://www.planning.sa.gov.au/index.cfm?objectid=5AB5F832-F203-0D46-AD6EBB27338C5A43>

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## 9. The self assessment tool

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Each of the five theme areas contains a number of outcomes based on the Guidelines documents under the heading “description of outcomes”. The discussion box contains examples of questions or comments to help council staff to respond to the topic.

**The scoring for each outcome identified as a number is based on the following contribution:**

0 points: no/not at all

1 point: limited/some contribution

2 points: adequate contribution/satisfactory/included/  
meets requirements

3 points: significant contribution/  
exceeds expectations or requirements

**For each of the topic areas this would result in the following range of scores:**

The last column on the proforma headed notes for action plans is blank to enable you to note any actions or ideas you want to see included in your action plan.

It may be that an area you have a low score on, is in fact, not a priority for council and therefore not a priority for inclusion in your action plan. Conversely an area where you have achieved a high score may be a continuing high priority for council. In this case it should be included in your action plan (see Section 6.0).

## Are you making a contribution to South Australia's Communities for All: Our Age-friendly Future?

	No contribution/ not addressed at all	Some contribution/ limited contribution	Satisfactory/ meets requirements	Significant/exceeds requirements	Range of scores	Your score
<b>Planning to Support Active Ageing</b>	0	6	12	18	0-18	
<b>Housing and Services</b>	0	13	26	39	0-39	
<b>Physical Environment</b>	0	8	16	24	0-24	
<b>Health and Wellbeing</b>	0	10	20	30	0-30	
<b>Participation</b>	0	16	32	48	0-48	

## 9.1. Planning to support active ageing

There is an agreed understanding about the challenges and opportunities involved in meeting the needs of older people. This is reflected in council wide strategies and policies as well as in sector specific programs. There are clear plans for action including strategies for monitoring and reporting progress.

Description of Outcomes	Links to the guidelines
<p><b>1.1 There is an agreed understanding of what contributes to age-friendly communities.</b></p>	
<p>Discussion point</p>	<p>To what extent does this exist for elected members, senior managers, specific business areas?</p>
<p><b>1.2 We have good information about the nature of our ageing community. This information is able to be easily accessed by all council staff. It directly informs our operations.</b></p>	
<p>Discussion points</p>	<p>How extensive is your demographic analysis? To what extent does this inform and influence policy and practice?</p>
<p><b>1.3 The needs of older people are reflected in council wide strategic documents.</b></p>	
<p>Discussion point</p>	<p>Does your strategic plan, community plan or city plan specifically recognise older people?</p>
<p><b>1.4 Meeting the needs of older people is a shared responsibility across council.</b></p>	
<p>Discussion point</p>	<p>Who has responsibility for delivering age-friendly outcomes?</p>
<p><b>1.5 Council has a specific ageing strategy or is a partner in a regional strategy.</b></p>	
<p>Discussion point</p>	<p>Does council have any ageing plans and policies?</p>
<p><b>1.6 Council monitors this strategy and reports at least annually on progress.</b></p>	
<p>Discussion points</p>	<p>How often are these reviewed and updated? What kind of reporting occurs?</p>



Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	

## 9.2. Housing and services

Councils can play a key role in influencing the location and design of housing through their planning and development policies. Councils broker or provide services that assist older people to live independently with targeted support.

Description of Outcomes	Links to the guidelines
<b>Council's development plan and building regulations contain provisions to encourage:</b>	<b>Section 3</b>
2.1 15% affordable housing	
2.2 Adaptable housing (refer to Commonwealth Government Liveable Housing Design Guidelines in attachment two).	
2.3 Diversity of housing types	
2.4 Fence heights that allow surveillance and social interaction	
2.5 Active energy efficient technologies	
2.6 Passive energy efficient design techniques	
<div data-bbox="145 1272 256 1350" style="background-color: black; color: white; padding: 2px; font-weight: bold;">Discussion points</div> <p>To what extent are these outcomes addressed in council's development plan?</p> <p>Has council converted its development plan to the South Australian Planning Policy Library (SAPPL) format?</p> <p>What are the barriers to achieving these outcomes through policy and regulations?</p> <p>Does council use other methods such as community education, rebates or developer incentives to support better development outcomes?</p>	
<b>2.7 Housing designed specifically for older people is located on flat sites within 400 metres level walk of developed open space, local shops and services and 200 metres of regular public transport services.</b>	<b>Section 8</b>
<div data-bbox="145 1720 256 1776" style="background-color: black; color: white; padding: 2px; font-weight: bold;">Discussion points</div> <p>How does the geography, topography and settlement pattern of your residential areas influence this?</p> <p>What would be a workable guideline for you?</p>	

Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	

## 9.2. Housing and services (continued)

Description of Outcomes	Links to the guidelines
<p><b>2.8 Housing designed specifically for older people is not concentrated in one location and does not look physically different from other forms of housing.</b></p>	Section 3
<p>Discussion points</p>	<p>Do your development plan policies promote the social integration of housing for older people? What do developers and older people say about what kind of housing they want?</p>
<p><b>2.9 Council is involved in providing support to older people needing to modify their homes to maintain independent living.</b></p>	Section 3
<p>Discussion point</p>	<p>Does council: provide information, broker services, provide services?</p>
<p><b>2.10 Home care services including personal care, domestic assistance and garden maintenance are available and affordable.</b></p>	Section 8
<p>Discussion points</p>	<p>Is council involved in the provision of any of these services? What relationship do you have with agencies who provide these services? How much influence does council have?</p>
<p><b>2.11 A range of burial or cremation options are available and affordable.</b></p>	Section 8
<p>Discussion points</p>	<p>What involvement/influence does council have in cemeteries? Are these easily accessible and affordable?</p>
<p><b>2.12 Alternatives to traditional burials are available to those who seek them.</b></p>	Section 8
<p>Discussion point</p>	<p>Is council supportive of alternative forms of burial and culturally appropriate funerary practice?</p>
<p><b>2.13 Councils provide information that supports older people in understanding the actions they need to take to be safe in an emergency.</b></p>	Section 8
<p>Discussion point</p>	<p>Council has processes in place to assist older people in the event of bushfire, flood or extreme weather events.</p>

Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	

## 9.3. Physical environment

The design, provision and maintenance of public spaces and buildings makes a positive contribution to older people's ability to independently access and enjoy these places. Pedestrians are able to walk easily and safely around their neighbourhood. A safe walking environment supports physical activity and enhances health and wellbeing.

Description of Outcomes	Links to the guidelines
<b>3.1 Footpaths, ramps and walkways are constructed to comply with DDA requirements and Australian Standards 1428.1, 1428.4 and 4586.</b>	Section 1
Discussion point	How has council implemented DDA requirements, especially in the public realm?
<b>3.2 In new developments either rollover kerbs or footpaths with connecting pairs of kerb ramps are provided at the same time as roads are constructed.</b>	Section 1
Discussion point	Does council have processes in place to negotiate with developers to achieve safe pedestrian environments?
<b>3.3 Pedestrian and cycle paths are either separate or sufficiently wide and clearly marked to reduce conflict between users.</b>	Section 1
Discussion point	What measures does council include in path design to enhance user safety?
<b>3.4 The needs of users of motorised transport such as gophers have been provided for in pathways and in covered parking at key facilities.</b>	Section 2
Discussion point	How has council responded to the increasing use of gophers in their communities and especially in major centres?
<b>3.5 Large clear signage for easy orientation.</b>	Section 1
Discussion points	To what extent does council's signage policy consider the needs of older people?
	What provisions exist to require private developers to provide appropriate signage?

Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	

## 9.3. Physical environment (continued)

Description of Outcomes	Links to the guidelines
<p><b>3.6 Outdoor seats in public areas have backrests and arms. At least some seating is provided in a way that supports social interaction.</b></p>	<p><b>Section 1</b></p>
<p><b>Discussion points</b></p>	<p>What proportion of seats provided by council have backrests and arms?</p> <p>What proportion of seating allows face to face conversation or flexible rearrangements?</p> <p>What specifications does council apply to seating provided by others eg shopping centres, bus stops and rail stations?</p>
<p><b>3.7 Adult recreation facilities such as fitness circuits and age-friendly play equipment are available and promoted.</b></p>	<p><b>Section 1</b></p>
<p><b>Discussion points</b></p>	<p>Are these facilities available in any council parks and reserves?</p> <p>Do council's recreation policies and practices specifically acknowledge the requirements of older people?</p>
<p><b>3.8 Council's buildings especially community facilities are readily accessible to people of all ages and abilities and provide space for mobility aids including gophers.</b></p>	<p><b>Section 1</b></p>
<p><b>Discussion point</b></p>	<p>To what extent does council ensure compliance with this code by commercial developers and government agencies?</p>



Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan	
0	1	2	3		

## 9.4. Health and wellbeing

Council's facilities and programs provide lifelong learning and health promotion; and support, physical activity and social connection. Families and carers are assisted to maintain their own health and support networks.

Description of Outcomes	Links to the guidelines
<p><b>4.1 Information about services and programs is provided in ways that respond to needs of older people ie: font size, hearing assistance, face to face/person to person.</b></p>	<p><b>Section 7</b></p>
<p>Discussion point</p>	<p>What steps does council take to make information accessible to older people?</p>
<p><b>4.2 Information is available in languages spoken by older people in your community.</b></p>	
<p>Discussion points</p>	<p>What other languages are relevant to your council area?</p> <p>How do people who don't speak English well and/or can't read their own language obtain information?</p>
<p><b>4.3 There is wide free or low cost public access to computers and the internet at libraries and community centres.</b></p>	<p><b>Section 7</b></p>
<p>Discussion points</p>	<p>What level of computer and internet access is available in council managed or funded facilities?</p> <p>What support is available to enable older people to use this technology?</p>
<p><b>4.4 Libraries and community centres provide a range of information and programs that support health and wellbeing.</b></p>	<p><b>Section 4</b> <b>Section 7</b></p>
<p>Discussion points</p>	<p>What kinds of information is available?</p> <p>How is this kept up to date and relevant? What programs are offered that support health and wellbeing?</p>
<p><b>4.5 Opportunities for lifelong learning are provided in the community including through council managed or funded programs.</b></p>	<p><b>Section 4</b></p>
<p>Discussion points</p>	<p>What kinds of adult learning opportunities are available in the council area?</p> <p>To what extent is council an initiator or partner in these programs?</p>

Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	

## 9.4. Health and wellbeing (continued)

Description of Outcomes	Links to the guidelines
<b>4.6 Delivery of services is coordinated across service providers with clear entry points and pathways.</b>	<b>Section 8</b>
<b>Discussion points</b>	<p>To what extent does council participate in aged care/health and social support networks?</p> <p>What role does council play in coordinating service delivery?</p>
<b>4.7 Council provides funding and assistance to voluntary organisations that support older people's health and wellbeing.</b>	<b>Section 8</b>
<b>Discussion points</b>	<p>Are there council grants programs for this purpose?</p> <p>What proportion of grants funding is allocated to support older people?</p>
<b>4.8 Council is involved in providing services that support the carers and families of older people.</b>	
<b>Discussion points</b>	<p>Does council participate in funding or brokering of respite care or day care programs?</p> <p>Does council provide information to carers to support them in their role?</p>
<b>4.9 The neighbourhood is served by a voluntary transport service that complements public transport.</b>	<b>Section 2</b>
<b>4.10 Specialised transport is available for people with disabilities.</b>	
<b>Discussion points</b>	<p>Does council provide or contribute to community transport?</p> <p>Are these services available for people with physical or intellectual disabilities or those with a diagnosed mental illness?</p> <p>Are there other ways council contributes to access for older people?</p>

Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	

## 9.5. Participation

There are opportunities for older people to continue to contribute to their communities through paid employment or voluntary work. Older people are supported to engage in the political process and in a wide range of formal and informal social activities.

Description of Outcomes	Links to the guidelines
<p><b>5.1 Participation in events and community activities is supported through the careful consideration of the needs of older people.</b></p>	Section 4
<p>Discussion point</p>	<p>To what extent does council consider the following: venue location and accessibility, timing, cost, hearing assistance?</p>
<p><b>5.2 Community facilities including libraries foster interaction between different user groups. Shared and multipurpose use by people of different ages, cultures and interests is actively promoted.</b></p>	Section 4
<p>Discussion points</p>	<p>What programs and activities supported by council encourage cross generational and multicultural interaction?</p> <p>To what extent does this outcome influence council funded/supported initiatives?</p>
<p><b>5.3 Council works with other service providers and community organisations to provide services and support to people who are at risk of becoming socially isolated.</b></p>	Section 4
<p>Discussion point</p>	<p>How does council contribute to outreach initiatives for people at risk of social isolation?</p>
<p><b>5.4 Older people are consulted on decisions that affect their lives and about the way the services they need are provided.</b></p>	Section 5
<p>Discussion points</p>	<p>What kinds of consultation does council do with older people who use their services and facilities?</p> <p>To what extent are older people represented in broader community engagement processes?</p> <p>Have older people been consulted in the development of council's ageing strategy?</p>
<p><b>5.5 Older people are recognised by the community for their past as well as their present contributions.</b></p>	Section 5
<p>Discussion points</p>	<p>What kind of awards/formal recognition does council provide to older people?</p> <p>Are there opportunities for older people to share their knowledge with others – formally and/or informally?</p>

Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	

## 9.5. Participation (continued)

Description of Outcomes	Links to the guidelines
<b>5.6 Council publications and advertising images portray older people as valued contributors to all aspects of community life.</b>	Section 5
<b>Discussion points</b>	To what extent do council publications contribute to this outcome? Does council challenge negative stereotypes of older people in other media?
<b>Social inclusion is promoted by:</b>	Section 5
<b>5.7</b> Regular and accessible community activities and events	
<b>5.8</b> Services and shops located within walking distance of most homes	
<b>5.9</b> Urban design that supports social interaction	
<b>5.10</b> In-home services and support	
<b>5.11</b> Volunteer participation	
<b>Discussion point</b>	To what extent does council actively promote social inclusion through: community development, planning policy, design of the public realm, social support services, volunteering opportunities?
<b>5.12 Those providing information and services to older people are helpful, courteous and understand the specific needs of older people.</b>	Section 5 Section 7
<b>Discussion points</b>	To what extent do council's customer service staff and frontline (eg inspectorial, service delivery) staff demonstrate sensitivity to the needs of older people? Is there any specific training? Does council have procedures in place to assist people with vision or hearing impairment to access services?
<b>5.13 Local government sets an example for all workplaces in being an age-friendly employer.</b>	Section 6
<b>Discussion point</b>	To what extent does council recognise the needs of older employees: through flexible working arrangements, age-friendly recruitment practices, accessible and appropriate work places, retraining and skill development opportunities?





## 9.5. Participation (continued)

Description of Outcomes	Links to the guidelines
<p><b>5.14 Older people are invited and encouraged to participate in boards, management committees, advisory groups and other governance and consultative structures.</b></p>	Section 6
<p>Discussion points</p>	<p>To what extent does council seek to achieve a balanced mix of ages in the recruitment of members for the representative and consultative bodies it uses to inform its policies and programs?</p> <p>How are barriers to the participation of older people addressed?</p>
<p><b>5.15 A culture of volunteering is encouraged and volunteers' contributions are regularly acknowledged and celebrated.</b></p>	Section 6
<p>Discussion point</p>	<p>In what ways does council: recognise volunteer contributions to the wider community, reward individual volunteers for their commitment, encourage recruitment of new volunteers</p>
<p><b>5.16 A volunteer management service exists which links capable and willing volunteers with appropriate volunteering opportunities and provides: relevant training, support, recognition, compensation for personal costs.</b></p>	Section 6
<p>Discussion point</p>	<p>Does council have: an internal resourced process for volunteer management, a partnership with another organisation to coordinate, support and manage volunteer programs, another arrangement?</p>

Not at all	Limited	Satisfied / addressed	Addressed to high level	Notes for action plan
0	1	2	3	



Collate the ideas you have recorded in the notes for action plan column in the self assessment tool and any input from stakeholder workshops and community members.

Use the template on the next page to complete your action plan for the next five years. Focus on an achievable number of actions, preferably involving a number of different areas within council and identify those you plan to undertake in the first 12 months.

Identify one person or position with primary responsibility for driving the action and set a realistic timeframe for commencing the action if it is a new initiative.

For each action consider and include a performance measurement that describes the way you will know that the action has contributed to the desired outcomes.

Resources will need to be identified for all actions. Record the nature of the resources required and the most likely source of these.

**Review mechanism**

How will we measure our outcomes?

**Resources required and likely sources**