

Age-Friendly Plan 2018/19 – 2022/23

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Communities in-focus March 2019 Committees Unpacked! workshop.

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The Community Transport Program takes residents who are unable to drive or access public transport to seniors clubs and shopping centres as well as community group excursions. The program also supports Platinum Adventure.

Acronyms

JVRC	Joondalup Volunteer Resource Centre
PTA	Public Transport Authority
COTA	Council on The Ageing
WA	Western Australia
UK	United Kingdom
WHO	World Health Organisation





Communities *in-focus* program 2018 participants of the Asset Based Community Development Workshop with WA Senior of the Year Peter Kenyon. Communities *in-focus* supports community groups and agency leaders.



Mayor's Message

The City of Joondalup boasts significant natural areas, quality infrastructure, vibrant community groups, strong transport networks, opportunities for lifelong learning and high general liveability, making it an attractive place for older adults to live and visit.

The City of Joondalup is committed to fostering an age-friendly community that supports the inclusion, diversity and contributions of older adults in all aspects of life. The *City of Joondalup Age-Friendly Plan 2018/19 – 2022/23* serves as a guide for the City to make further improvements that increase age-friendly features and, by doing so, enable good health, strong social connectivity and active participation.

The City has a growing proportion of older residents, with this trend expected to continue. This plan is intended to provide an effective localised approach for responding to the ageing demographic.

The *City of Joondalup Age-Friendly Plan 2018/19 – 2022/23* was informed by an extensive consultation process with older residents, not-for-profit service providers, business sector community groups and City employees.

The World Health Organisation's Age-Friendly Cities Policy Framework underpins the City's plan, a holistic approach that optimises opportunities for quality of life.

I look forward to the implementation of this plan and encourage your ongoing feedback and involvement in advancing our vision to be "A Global City: Bold, Creative and Prosperous".

Hon. Albert Jacob JP
Mayor



Duncraig Edible Garden committee member Kath Moller. The City has a Memorandum of Understanding (MOU) with the volunteer run community group Duncraig Edible Garden. The MOU includes the provision of land surrounding the Duncraig Library and storage space.

Purpose

The purpose of the *Joondalup Age-Friendly Plan 2018/19 – 2022/23* is to articulate the City's commitment toward fostering active-ageing environments, where opportunities for health, wellbeing, security and participation are maximised to achieve optimal quality of life.



What is an age-friendly community?

An age-friendly community is one that anticipates and responds to the needs of its ageing population in a respectful and inclusive way. This understanding is shared by the community who value the contributions of older adults and encourage meaningful connections in everyday life. When a community is designed with older residents in mind, it becomes more accessible for everyone.

The World Health Organisation (WHO) has taken an active leadership role in researching, creating and promoting age-friendly cities. WHO is widely recognised and accepted for setting the international benchmark for age-friendly communities. WHO facilitates a global network of practitioners to make advances in creating “a world where you want to grow older” through continued learning and sharing of knowledge.

The World Health Organisation states:

“Age-friendly environments (such as in the home, community) foster healthy and active ageing by building and maintaining intrinsic capacity across the life course and enabling greater functional ability in someone with a given level of capacity.”

“Age-friendly environments foster healthy and active ageing. They enable older people to: age safely in a place that is right for them; be free from poverty; continue to develop personally; and to contribute to their communities while retaining autonomy, health and dignity. Because older people know best what they need, they are at the centre of any effort to create a more age-friendly world.”

In practical terms, age-friendly environments are free from physical and social barriers and are supported by policies, systems, services, products, programs and technologies that promote wellbeing over the course of one's life. Age-friendly communities strive to support people who may be facing individual challenges to continue to do the things they value.

Age-friendly communities:

- Recognise the wide range of capacities and resources among older people.
- Anticipate and respond flexibly to ageing-related needs and preferences.
- Respect older people's decisions and lifestyle choices.
- Reduce inequities.
- Protect those who are vulnerable.
- Promote older people's inclusion in and contribution to all areas of community life.

The WHO has established eight 'domains' that are interconnected and combine to create an age-friendly community where older adults can thrive. The WHO's eight domains, with key themes identified through worldwide research, are:

1. Outdoor spaces and buildings

Suitable outside environments and public buildings support the mobility, independence and quality of life of older people.

2. Transportation

A variety of transport options that are accessible, affordable and available to support older adults maintain independence and travel to destinations of choice safely and reliably.

3. Housing

Suitable, adequate and affordable housing located near services and social networks that supports older people to age in place.

4. Respect and inclusion

A healthy community includes programs, services and events that maximise the participation and involvement of older people with dignity and understanding.

5. Social participation

Strong and regular social connections are vital to fostering positive relationships, wellbeing, physical health and a sense of belonging.

6. Civic participation and employment

Enabling older people to continue making valuable contributions to their communities in any way, including through paid employment or voluntary work if they so choose.

7. Communication and information

Effective access to timely, accurate communication in a variety of formats is vital for older people to feel included and continue to make informed choices about their life.

8. Community support and health services

Age-friendly communities meet the desire of older adults to have health support and care that is of good quality, available, accessible and affordable.

The *City of Joondalup Age-Friendly Plan 2018/19 – 2022/23* is based on the eight domains above, with community feedback influencing the strategies and actions in each domain.

What is an Age-Friendly Plan?

An age-friendly plan is a strategic document outlining specific actions to create an age-friendly community for a specific region. The plan sets the direction to identify and address localised needs of an ageing population through the development of effective strategies and actions related to the physical and social environment.

Background to an Age-Friendly Joondalup

The City's natural beauty, amenities, programs, services and cultural activities provide an age-friendly environment across all generations. In 2011, Joondalup was named 'most liveable City' in the International Awards for Liveable Communities (Livcom).

In 2008 the City of Joondalup consulted with older residents and community stakeholders under the Guidelines of the State Government Age-Friendly Communities Toolkit. This toolkit was based on the WHO Age-Friendly Cities Guide with a local context. Following the community engagement, the City developed the *Positive Ageing Plan 2009 – 2012*. The Plan had 82 strategies under the WHO Age-Friendly Cities domains, 62 of which have been imbedded into ongoing City practices.

In 2013 the City commissioned a report: *Planning for and Accommodating an Ageing Population* which has provided guidance to foster an age-friendly community and plan for the changes in demographics.



The City of Joondalup received funding in 2016 from the State Government, Department for Communities, to develop an age-friendly plan for Joondalup. Concurrently, the Department supported the Cities of Stirling and Wanneroo to collaborate as part of a tri-cities partnership with Joondalup to ensure the needs of older adults were addressed in a regional context. It is intended that this regional approach will provide an opportunity for collaboration and resource-sharing between the Local Governments into the future.

The three tiers of government in Australia take on different responsibilities in relation to an ageing population. In a local government context, the City of Joondalup's role in creating an age-friendly community is one of advocacy, facilitation, coordination and referral. The City of Joondalup is not a direct service provider of aged care, a responsibility held mainly within State Government, community organisations and commercial sector. The City takes on the implementation of policy as directed by State or Federal Government and develops its own policy, practice and projects at a local level.

The *City of Joondalup Age-Friendly Plan 2018/19 – 2022/23* is based on robust research and consultation with key stakeholders to ensure a strong foundation for positive change.



Ageing in place

The Council on the Ageing (COTA) in WA defines ageing in place as “remaining living in the community, with some level of independence, rather than in residential care”. This generally means continuing to live comfortably in one’s own home by choice as an individual gets older, rather than moving into a care facility.

The factors most likely to influence the desire for adults to age in place or move include: ease of access to community and services, financial suitability, comfort, preferred location, sense of belonging and proximity to family and friends. Ageing in place enables people to maintain independence and confidence for longer which is of benefit to both older people and their families. It also reduces stress on aged care accommodation providers and public infrastructure.

Ageing in place can take considerable planning, home modification and adaptive technologies to enable older adults to live independently and safely in their own home. It also requires an individual to be aware of self-capabilities if needs change which may necessitate moving into a higher level of support.

Who are the City’s older adults?

Like any demographic cohort, the characteristics and attributes of older adults in the City of Joondalup vary greatly which, in turn, shapes the nature of services and lifestyle opportunities that would be most meaningful for an individual.

Age is one way of defining the target group for this Age-Friendly Plan and, for the purposes of this plan, the City has proposed the age bracket of 65 years plus because it aligns with the current age pension eligibility in Australia.

Using age alone to define older adults has limitations, because lifestyle and other factors can impact significantly on day to day activities for older people. Some of the differences experienced by older adults include, for example:

- vocation – working full-time, working part-time, retired, volunteering
- mobility – fully mobile, partially mobile, mobile with aids (such as walker or gopher), immobile

Participants in the intergenerational Noongar Cultural Heritage Tour at Whitfords Nodes.



- health – healthy and active, poor health, diagnosed ill-health, palliative care
- care for others – dependent children, grandchildren, providing childcare, providing care to a partner, needing assistance, needing full-time care
- connectivity – active and social, involvement in community, involvement in family, being housebound, social isolation
- financial – wealth and continued financial growth, financial stability, low financial stability or financial disadvantage.

The City acknowledges that every older adult has a unique set of personal circumstances that combine to create different challenges and opportunities in everyday life. The City is committed to fostering a local community that supports every older adult to thrive.

Community demographic profile – ageing population

The City of Joondalup has a population of 160,995 (2016 Census). The age and character composition of the community provides key insights into the level of demand for age-based services and facilities. The profile of the City's older adults such as age, ancestry, education, community and need for assistance can help the City and service providers understand the current need for services and how that demand is changing.

Joondalup Health Campus is the largest health care facility in the northern suburbs of Perth including rehabilitation and acute aged care medicine who works closely with patients, carers and family. Services for older people include Falls, Balance and Mobility, Memory Clinic, Osteoporosis Clinic, and a Parkinson's Support Group.



Ageing in context

The City of Joondalup reports that older workers and retirees (aged 50-59 years) account for 14.7% of the population, which is slightly higher than the Greater Perth average of 12.2%. Similarly, the empty nesters and retirees group for Joondalup is also slightly higher, representing 11.9% of the population compared to 9.7% across Greater Perth. Residents over 70 years constitute seniors (7%) and elderly (1.6%) and are both lower than Greater Perth which are 7.5% and 1.8% respectively.

From 2011 to 2016, the City of Joondalup's population increased by 2,039 (1.3%) with the largest change in age structure being empty nesters and retirees (an additional 3,078) and seniors (an additional 2,121).

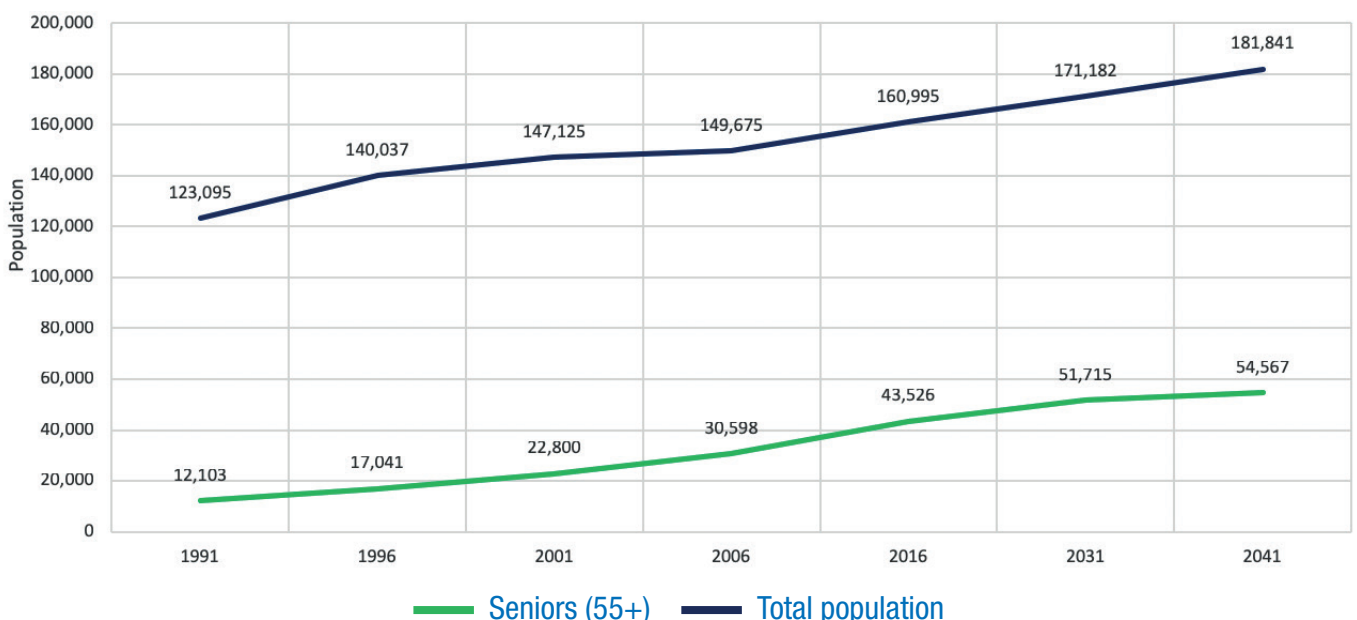
The census reports that net population growth has plateaued in recent years, with more births than deaths, but more emigration than immigration. Older residents are currently more likely to live in the southern and coastal suburbs of the City. It is likely that this may change over time, with the northern suburbs likely to report increasing numbers of older adults in coming years due to the existing young families ageing in place.

Future ageing population

The City's population is likely to grow moderately in the future from 160,995 in 2016 to approximately 178,000 by 2036. The number of older residents is likely to increase significantly, and the proportion of older residents is likely to increase moderately. The proportion of seniors and pensioners (65-84 years) is likely to increase significantly while the proportion of older workers and retirees is likely to decrease.

An additional 10,000 residents are predicted to reach the age of 65 every five years for the next 25 years. Many older residents are involved in the City's community groups and play an important role in their families and the broader community.

Ageing population (future): Joondalup population growth 1991 – 2041



Ancestry

Ancestry defines the cultural association and ethnic background of an individual going back three generations. Ancestry is a good measure of the total size of cultural groups in the City of Joondalup, regardless of where they were born or what language they speak.

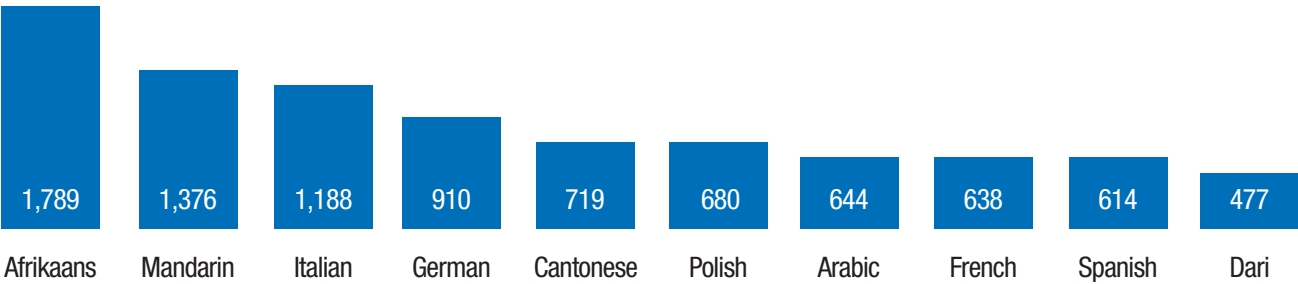
The three largest ancestries reported in the 2016 Census in the City of Joondalup were English, Australian and Irish.

Some of the key ethnicity information for older adults in the City of Joondalup is listed below:

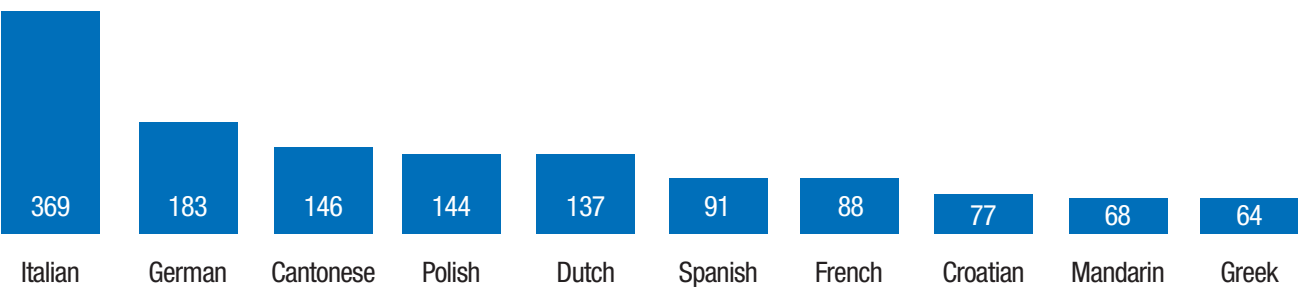
- Half of the City’s older residents were born overseas.
 - Of those who were born overseas, over half moved to Australia between 1966 and 1985 (30-50 years ago).
 - Over 85% of older people in the City speak only English.
 - Of those who speak another language at home (2,048), few (less than 300) speak English “not well” or “not at all”.
- Although Afrikaans (followed by Mandarin) is the highest reported language other than English spoken at home across the whole City, for residents over 65 the most common language after English is Italian (followed by German).
 - Older residents are more likely to have been born in the United Kingdom (UK) than younger residents.
 - Older residents from the UK primarily live in the northern and central suburbs (Connolly, Edgewater and Iluka).
 - Older residents from South Africa primarily live the northernmost suburbs (Burns Beach and Kinross).
 - Almost three-quarters of older residents are Christian.

Cultural diversity of older people: Languages spoken at home 2016 (Top 10)

City of Joondalup (total population)



City of Joondalup (65+ years)



Education, employment and volunteering

Tertiary education qualifications are one of the most important indicators of socio-economic status. In 2016, 23.5% of the City's population (43,099) held a tertiary qualification, which is slightly higher when compared to Greater Perth at 22.9% of the population.

The 2016 Census reports the following for the City of Joondalup:

- Older residents have less formal education and are less likely to have completed high school than those under 65 years.
- Older residents have higher levels of education attainment than the Australian average.
- Older residents are slightly less likely to do volunteer work than the Australian average.
- Older residents spend longer doing housework than the Australian average.
- Older residents are more likely to provide unpaid childcare for grandchildren than the Australian average.
- More than half of older residents earn less than \$500.00 per week.
- Over 60% of older residents receive the age pension.

Information sourced from Volunteering WA suggests that people aged 45-54 years were the most likely to be volunteers (44%), followed by those aged 55-64 years (43%). The City is aware that it has many older volunteers who support the delivery of City and community services, proving to be an essential part of creating overall community well-being.

Need for assistance

Of the whole City of Joondalup population 5,054 (or 3.3%) reported needing help in their day-to-day lives due to disability. In relation to older residents specifically, it was identified that the need for assistance increases with age, with the census reporting that:

- 13% of older residents require assistance with core activities.
- 12% of older residents provide unpaid care to a person with disability.
- The provision of unpaid care decreases with age.

This information can help State Government and support agencies determine the need for service provision in the City of Joondalup to cater for people in need of assistance.



Methodology - consultation and engagement

With the uptake of age-friendly practices globally, the City of Joondalup recognises the importance of this Plan to reflect the specific needs and aspirations of the local community. This requires giving older adults a voice to express their desires for ageing in place, identifying challenges that affect their daily quality of life, and nurturing the positive aspects of community that already exist. The City acknowledges that creating an age-friendly community is the responsibility of a wide variety of different key agencies and stakeholders who together can make a big difference to the quality of life for older adults.

In 2016 the City undertook a rigorous, community-led consultation that was consistent with the publication *Age-Friendly Communities: A Western Australian Approach and the Global Age-Friendly Cities: A Guide*. The consultation was structured to reflect the eight age-friendly domains established by WHO.

The community engagement and consultation process included the following:

- Distribution of print and online surveys to participants.
- Group discussions and interviews at community centres, aged care facilities, senior centres and a Community Home Support Program day centre.
- Interviews and discussions with service providers, representatives of government and non-government agencies, businesses and City of Joondalup employees.
- Prioritisation workshops where participants considered the most important areas of focus, with workshops involving older adults, carers and family members, city employees, and representatives of business, government and non-government agencies.

Overall, the consultation methods above involved 534 participants contributing their views and ideas about how to create an age-friendly City, including 383 survey responses, 67 older adults participating in workshops and the remainder being other stakeholders. This included City employees, representatives from government and non-government agencies, community groups and individuals.

Of the older adults who completed the survey, 33% were male and 67% were female. The age breakdown of respondents was 18% aged 50-59 years, 40% aged 60-69 years, 26% aged 70-79 years and 16% were 80 years plus.

The City drew from the community consultation findings and relevant research to guide the City's commitments included in the *City of Joondalup Age-Friendly Plan 2018/19 – 2022/23*.



The Keystrokes program provides one-to-one tutoring with a volunteer for technology including smartphones, tablets and computers with an average of 11 participants a week.

Community Wellbeing Survey

In 2016, the City of Joondalup delivered its first Community Wellbeing Survey with the aim to better understand the overall level of wellbeing experienced by people living and working within the City. Hard-copy questionnaires were sent to a random sample of 3,000 ratepayers. There were also online questionnaires available to the whole community.

The Community Wellbeing Survey collected 1,180 completed surveys (39% response rate). A total of 435 residents who responded to the survey were over 60 years of age.

The survey results noted that older residents:

- Are more likely to perceive their lifestyle as more affordable and healthy than other residents.
- Value living close to health services, retail, public transport, parks, and hospitality and entertainment.
- Perceive their community to be less safe than other residents, particularly at train stations, bus stops and entertainment precincts, especially at night.

The City can use this information to help allocate resources in a way that brings most meaningful improvement.

Community feedback: City of Joondalup age-friendly consultation outcomes

Strengths and areas for improvement regarding living in the City of Joondalup were highlighted in the consultation as:

Strengths

- An abundance of open spaces that are well maintained and safe in the community.
- A broad range of accessible public amenities providing opportunities for community connections and leisure activities.
- An array of active community groups, organisations and clubs.
- A wide range of low cost or free leisure and lifelong learning programs, events and activities.
- Extensive volunteering opportunities available with support from the Joondalup Volunteer Resource Centre.
- Provision of transport through the Community Transport Program for those who are unable to drive or access public transport.
- A wealth of knowledge and experience within the senior population.
- Ability to live independently in the community with affordable assistance.

Challenges

- Social participation barriers experienced with many contributing factors cited including lack of access to transport, the digital divide and isolation.
- Insufficient availability of information to help make informed choices around ageing.
- Reported lack of shelter, seating and timetable information at some bus stops.
- Reported lack of public toilets, seating, and shade near seating in some outdoor spaces.
- Cost of parking and limited number of ACROD and senior bays at public facilities.

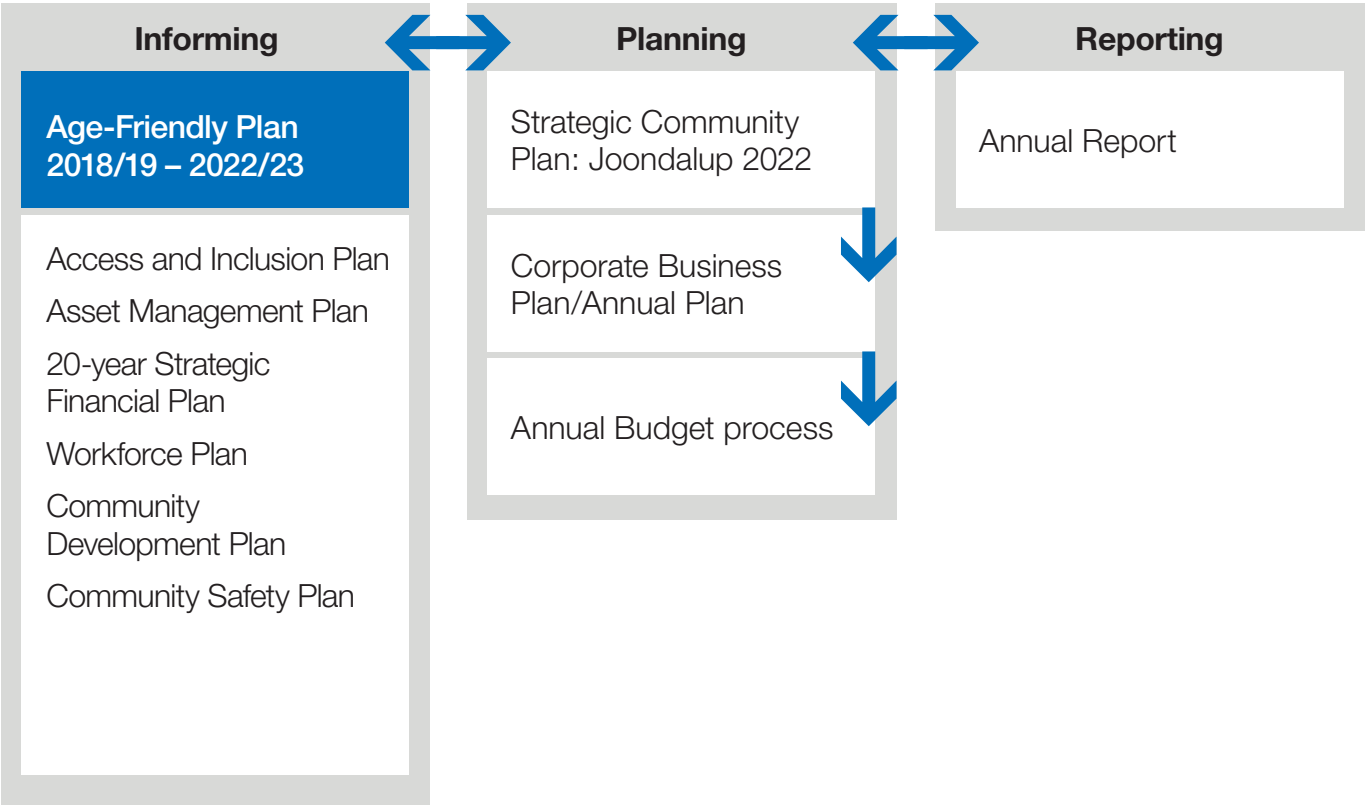
The Age-Friendly Plan is informed by a wide range of research including contributions from the community and stakeholders. The information was analysed and assessed to form priorities consistent with community need and expressed desire.

Strategic alignment

Planning and collaboration is required to support residents to age with dignity, maintain their independence, play active and valued roles in the community and have their rights respected and upheld.

The City of Joondalup has several existing documents which have strong links to the Age-Friendly Plan:

- *Joondalup 2022 – Strategic Community Plan*
- *Corporate Business Plan*
- *Asset Management Plan*
- *20 Year Strategic Financial Plan*
- *Workforce Plan*
- *Access and Inclusion Plan 2018 – 2021*
- *Community Development Plan 2015 – 2020*



Current Age-Friendly Practices

The City of Joondalup was a finalist in the 2018 Seniors Awards, organised by COTA, in recognition of its commitment to implementing strategies that support positive ageing.

The City has made significant contributions in support of its ageing population, which will continue through the life of this Plan. Some of the City's recent highlights that support age friendly communities include:

- Delivering events and activities at City of Joondalup Libraries that target participation by older adults, including Live and Learn Sessions, Discovery Sessions and opportunities for social interaction with groups such as knitting, Game On and Mah-Jong.
- Ensuring City of Joondalup Libraries remain relevant for older adults, including large print material and audiobooks, provision of a door-to-door Books on Wheels Service and free internet to access online services.
- Supporting older adults to improve their digital literacy with programs including Keystrokes, ECU Enactus Net-Uni and Digital Drop-in.
- Implementing initiatives such as Get on Board to assist older adults to use public transport, and age-friendly training with shopping centres and businesses.
- Maintaining the Local History and Reference Library that encourages lifelong learning, researching family history and celebrating heritage.
- Implementing Platinum Fitness, offering a range of Pump, Aqua, Circuit and Pilates classes specifically for those over the age of 50 years.
- Implementing Platinum Adventure, offering a wide range of activities and excursions to people aged over 50 years who are residents of the City of Joondalup or a member of the City of Joondalup Leisure Centres.
- Supporting active ageing by enabling residents and ratepayers who are older adults or have a pension card to a discount on health and fitness memberships at the City of Joondalup Leisure Centres.
- Establishing the Community Choral Project, which is a highly successful community choir that is open to all, attracting mainly adults aged 50 years and older.
- Continuing to stage the popular Sunday Serenades, a monthly music performance tailored for older adults, including free transport for eligible participants.
- Partnering with the Joondalup Volunteer Resource Centre (JVRC), promoting the benefits of volunteering by older adults to share their skills and promote active ageing.
- Strong representation of older adults in the City's consultation and engagement activities.
- Participating in professional industry networks to better understand sector needs, share resources and advance age-friendly practices.
- Promoting social connections through the Act Belong Commit campaign, 55+ Activity Guide, online Community Directory, Community Information Line and City Showcase which includes services, programs and events.
- Embedding Universal Design Principles into the planning and construction of upgraded facilities, new public buildings and public open space which has improved access for older adults (and all people) to these amenities.

- Continuing operations of the Community Transport Program, a door to door service run by volunteers that helps older residents with transport barriers to visit nominated shopping centres, the City of Joondalup Library or senior citizens centres in the City.
- Equal Opportunity and Employment Protocol outlines the City's commitment to providing equal employment opportunities for all including older people.
- Implementation of a *Walkability Plan* that increases and improves networks and infrastructure for walkways.
- Provision of free or subsidised community facilities to clubs and groups for older people.
- Provision and maintenance of public open space grounds and accessible infrastructure.
- Provision of an art gallery for the Joondalup Community Arts Association, with a high proportion of senior membership.
- Facilitation of the Seniors Club Network which fosters relationships, information sharing and capacity building for 30 local groups.
- Delivery of *Communities in-focus*, a capacity building program for community clubs and organisations, many of whom support seniors.
- Support for the re-location and establishment of the Joondalup Men's Shed at Winton Road, Joondalup.
- Commitment to ensure contractors are made aware of their responsibilities to comply with the access and inclusion requirements as part of engagement.
- Demographic profiling and research undertaken to support effective social and facility planning.
- Financial contribution to the delivery of the CAT bus service, which offers free accessible transport from the Joondalup Train Station to key amenities in the City centre.
- Local Planning Scheme No. 3 allows the subdivision of blocks in specified areas close to shops, train stations and high frequency bus routes. This provides residents within these areas the option to age in place within their existing community and in close proximity to existing services. It also provides an opportunity to release equity from their property and contribute to their retirement funds.
- The change to allow ancillary dwellings to be rented to tenants other than relatives provides affordable small dwellings for older people or the opportunity for a passive income stream.





The Community Transport Program takes residents who are unable to drive or access public transport to seniors clubs and shopping centres as well as community group excursions. This image is of a program participant and the City's Community Transport Officer at the Joondalup Library.

Age-Friendly Plan

The *City of Joondalup Age-Friendly Plan 2018/19 – 2022/23* below outlines the City's commitments and measures across the WHO's eight age-friendly community domains. These will be reviewed, updated and reported on annually until 2023.



Image of the Befriend walking group is from *A World of Change: An Exhibition of Volunteer Stories*, held at Joondalup Library during National Volunteer Week 2019. There are six walking groups in the City of Joondalup.

Age-Friendly Plan – Eight Domains

1 Outdoor Spaces and Buildings Suitable outside environments and public buildings support the mobility, independence and quality of life of older people.						
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
1.1	Continue to ensure the City's public buildings and open spaces are safe, functional, accessible and welcoming for older adults.	<p>Identify and address access barriers to City buildings, facilities and built environments.</p> <p>Ensure that implementation of the City's five-year Capital Works Program takes into consideration the needs of older adults.</p> <p>As a part of new or refurbished park facilities, include age-friendly outdoor features.</p> <p>Promote the availability of public toilets.</p>	Continue	Ongoing	Asset Management; Operation Services; and Infrastructure Management Services	<p>The principles of Crime Prevention through Environmental Design (CPTED) and Universal Design are utilised when planning for upgraded spaces (<i>Community Safety and Crime Prevention Plan</i>).</p> <p>Number of places and spaces improved (Capital Works Program and the Active Reserve and Community Facilities Review).</p> <p>Promotion of public toilets on the National Public Toilet Map.</p>
1.2	Advocate for shopping centres and other businesses to create and maintain environments that are age-friendly.	<p>Connect shopping centres and other businesses to information and training opportunities</p> <p>Encourage the modification of environments and customer service to accommodate the needs of older adults.</p>	New	Ongoing	Community Development (with external training partners)	<p>Number of connections and advocacy efforts.</p> <p>Number of businesses connected to training opportunities.</p>

2	Transport A variety of transport options that are accessible, affordable and available to support older adults maintain independence and travel to destinations of choice safely and reliably.					
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
2.1	Encourage journey independence of older adults by supporting accessible, affordable and relevant transport options.	Promote the availability and use of the free CAT Bus service in the Joondalup City Centre.	New	Annually	Community Development; and Marketing and Communications	Number of times transport options are promoted.
		Maintain the City's door-to-door Community Transport Program for people with transport barriers.	Continue	Ongoing		Number of participants in the Community Transport Program.
2.2	Continue to improve suitability of bus stops for older adults.	Advocate to Public Transport Authority (PTA) for improved bus stops in locations with expressed need, including seating, lighting, shelter and suitability of boarding platforms.	New	Ongoing	Infrastructure Management Services	Number of bus stops improved.
2.3	Encourage suitable parking options for older adults.	Investigate suitability of senior parking and ACROD bays upon request or upgrade.	Ongoing	Annually	Infrastructure Management Services	Number of senior parking bays installed.

3	Housing Suitable, adequate and affordable housing located near services and social networks supports older people to age in place.					
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
3.1	Enable older adults to plan effectively and make informed choices about housing as their needs change.	Connect older adults to relevant, timely and accurate information on housing supplied by State Government and relevant agencies.	New	Ongoing	Community Development	Minimum of two promotions annually that highlight housing information for older adults.
		Raise awareness about the types of housing options available to support people to make informed choices (such as residential care, nursing homes, retirement villages, etc).	New	Biennially		Number of awareness initiatives delivered.
		Raise awareness about adaptive technology or home modifications to help people age in place.	New	Biennially	Building and Planning Services	Number of awareness initiatives delivered.
		Investigate opportunities to increase and encourage the uptake of universal design principles in new residential developments to assist people to age-in-place.	New	2020	Planning Services and City Projects	Outcome of investigation reported.
3.2	Support an effective affordable housing approach.	Review existing housing, and identify new opportunities, to optimise affordable housing approaches.	New and continuing	Ongoing	Planning Services and City Projects	Affordable housing investigations progressed.

4	Respect and Inclusion A healthy community includes programs, services and events that maximise the participation and involvement of older people with dignity and understanding.					
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
4.1	Support older adults to feel understood, respected, valued and confident.	Provide respectful, age-friendly customer service at all City centres.	Continue	Ongoing	Community Development	Number of staff attending age-friendly training.
		Connect local businesses to training opportunities about the benefits of, and how to improve, their age-friendliness.		Annually		Number of businesses connected to training opportunities.
		Promote nominations of older adults in the City's Australia Day Awards.		Annually	Marketing and Communications	Number of nominations received for older adults for Australia Day Awards.
		Enter the City into relevant awards to showcase worthy initiatives.		Annually	Community Development	Number of awards entered for City initiatives.
4.2	Capture and celebrate the City's rich social history.	Identify older residents who have lived in the City of Joondalup for an extended time and record the stories of their life to preserve for future generations.	Continue	Annually	Joondalup Libraries	Number of oral histories captured and made available to the public (<i>Reference and Local History Action Plan</i>).
4.3	Ensure that the City portrays the diversity of different ageing cohorts.	Utilise positive images of older adults of different generations and backgrounds.	Continue	Ongoing	Marketing and Communications	Positive images used.
4.4	Increase awareness between different age groups about the valuable contributions of older people.	Advocate, facilitate and encourage intergenerational initiatives to occur within the City.	New	Ongoing	Community Development and Library Services	Number of intergenerational initiatives supported.

5	Social Participation Strong and regular social connections are vital to fostering positive relationships, wellbeing, physical health and a sense of belonging.					
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
5.1	Foster a community that supports older adults to be healthy, socially connected, involved and embracing opportunities for lifelong learning.	Ensure the needs of older adults are catered for with a variety of sport, recreation, leisure, arts, culture and library options on offer by the City.	Continue	Ongoing	Libraries, Leisure, Recreation and Cultural Services	Number and nature of events, programs and initiatives for older adults.
		Promote the Meet Your Neighbour Program to the City's Seniors Club Network and resident's associations.				
		Deliver the 'Live and Learn' program and annual showcase.		Annually	Community Development	Increasing trend for uptake of Meet Your Neighbour program.
5.2	Encourage older adults to get involved with their local community and have regular social connections.	Implement a Seniors' Expo showcasing local service providers and opportunities for older adults.	New	Annually	Community Development and Library Services	Customer satisfaction rating over 85% on surveys undertaken.
		Update and promote availability of the 55+ Seniors Activity Guide, Community Directory, and Community Information Line.				
		Link with the 'Act-Belong-Commit' message.		Ongoing		Number of stalls and attendees at the 55+ Seniors Expo.
5.3	Empower the community to identify and address matters affecting older adults in the City.	Maintain the Community Funding Program with 'Age-Friendly' projects as a key objective, and older adults as a priority target group.	Continue	Annually	Community Development, Strategic and Organisational Development, Cultural Services	Number of promotions of information availability.
						Number of initiatives linked to the Act Belong Commit campaign (<i>Community Development Plan</i>).
						Number of age-friendly projects supported by the Community Funding Program (<i>Community Development Plan</i>).

6	Civic Participation and Employment An age-friendly community provides options for older people to continue to contribute to their communities in many ways, including through paid employment or voluntary work if they so choose.					
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
6.1	Promote volunteering as a way for older adults to share their skills, improve self-confidence and contribute meaningfully to the community.	Actively encourage the benefits of volunteering by older adults and promote how to get involved.	Continue	Ongoing	Community Development	Number of initiatives that encourage volunteering. Activities are reported in the City's Annual Report.
6.2	The views of older adults are sought and valued in helping to shape the strategic directions for the City of Joondalup.	The views of older adults are sought through consultation and engagement opportunities.	Continue	Ongoing	Strategic and Organisational Development	Percentage of older adults who respond to community consultation activities.
6.3	Show civic leadership by participating in collaborative efforts to foster age-friendly communities.	Participate in the Local Government Professionals Age-Friendly Network.	Continue	Ongoing	Community Development	Number of network meetings and initiatives attended. Membership to the WHO Global Network.
		Join the WHO Global Network for Age-friendly Cities and Communities.	New	2019/2020		
		Actively participate in the Regional Age-Friendly Regional Partnership with the Cities of Stirling and Wanneroo.	Continue	Ongoing		

Communication and Information Effective access to timely, accurate communication in a variety of formats is vital for older people to feel included and continue to make informed choices about their life.						
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
7.1	Ensure that traditional print media continues to be utilised where suitable, especially for City information that would impact older adults.	Review and update the City's 'Guidelines for accessibility of printed material'.	Continue	2019/2020	Communications and Marketing	Marketing material produced by or for the City meets the City's Guidelines for accessibility of printed material. (refer <i>Access and Inclusion Plan</i>).
		Information where the target audience is older adults includes a print format.				
7.2	Empower older adults to participate fully in everyday activities by improving digital literacy.	Provision and promotion of free digital literacy training through the City of Joondalup Libraries on how to use new technology, smart devices, computers, online platforms and social media.	Continue	Ongoing	Joondalup Libraries	Number of participants in digital training.
		Delivery of the Be Connected program.		2018/2019 and 2019/2020		

7	Communication and Information Effective access to timely, accurate communication in a variety of formats is vital for older people to feel included and continue to make informed choices about their life.					
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
7.3	Support older adults to be informed and feel confident making choices relevant to their individual circumstances as they age.	Deliver Live and Learn lifelong learning program, provide guest speakers and services information on a range of topics that affect older adults.	Continue	Ongoing	Community Development	Number and satisfaction of attendees
		Foster relationships with age-friendly organisations to improve the level of information promoted and made available to older adults.				Number of Community Directory updates and new entries. Continue facilitation of Seniors Club Network. Continue facilitation of Seniors Club Network and investigate the development of an Age-Friendly Joondalup network.

8	Community Support and Health Services Age-Friendly communities meet the desire of older adults to have health support and care that is of good quality, available, accessible and affordable.					
	Strategy	Action	New or Continue	Timeline	Lead Responsibility	Measure
8.1	Increase the knowledge of available community support and health services.	Raise awareness of health and wellbeing options.	New	Ongoing	Community Development	Delivery of the Community Information Service.
		Enhance promotion and referral pathways for the development of community support and health initiatives.				Investigate the development of local Age-Friendly Joondalup network.
8.2	Support and recognise carers as a vital group who assist older adults as they age.	Participate in recognising and valuing the importance of carers.	New	2019/2020 then ongoing	Community Development	Carers Week initiative (October)
		Ensure information about support services for carers is available on the City's website and reviewed annually.				Community Directory listing.
8.3	Support the community in a greater understanding of dementia and Alzheimer's.	Investigate training options for City employees, community and business sector.	Continue	2019/2020 then ongoing	Community Development	Number of staff attending training.
		Investigate the establishment of a memory café/s in the City of Joondalup.	New			Number of Memory cafés progressed in the City of Joondalup.
8.4	Prevent elder abuse.	Raise community awareness about the growing problem of elder abuse and how to address it.	New	Ongoing	Community Development and Marketing and Communications	Involvement in World Elder Abuse Awareness Day.

Sources

- Age-Friendly Joondalup 2016 - community consultation findings.
- Community Wellbeing Survey 2015 – community consultation findings
- Australian Bureau of Statistics 2016, Census of Population and Housing, Australian Government, Canberra.
- City of Joondalup 2015, Community Wellbeing Survey, City of Joondalup, Perth.
- The desire to age in place by older Australians Australian Government, Australian Institute of Health and Welfare – Bulletin 14.
- Age-Friendly Communities: A Western Australian Approach and the Global Age-Friendly Cities: A Guide Department of Communities.
- Global Age-Friendly Cities Guide - World Health Organisation 2007.

Contact Details

For further information about this *City of Joondalup Age-Friendly Plan 2018/19 – 2022/23*, please call Community Development on **9400 4315** or email **community.development@joondalup.wa.gov.au**



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