

A woman with short grey hair is sitting on the grass in a park, performing a yoga pose with her arms raised and hands clasped. She is wearing a light blue t-shirt and dark blue pants. The background is a blurred green park with trees. Several semi-transparent circles in shades of brown and orange are overlaid on the image.

# Active Ageing

STRATEGY

THE CITY of

Unley



The background features several overlapping circles of various sizes and colors (shades of brown, orange, and green). Each circle contains a white, abstract, textured pattern that resembles a close-up of a natural surface like wood or stone.

# Active Ageing

STRATEGY

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#### **DR ALEXANDRE KALACHE'S FOREWORD**

Australians born today can expect to live some 35 years more than those born 100 years ago. Instead of expecting to live less than 50 years we now expect to live to more than 80. Australia, like many other countries, is experiencing what I call the *Longevity Revolution*.

The City of Unley is experiencing this Revolution in full. Indeed, South Australia as a whole, the second-fastest ageing state in the country, is braced with a profound demographic change with implications to all aspects of society. And the City of Unley is responding with determination and drive to the challenges and opportunities brought by the Longevity Revolution. As life expectancy increases so do the opportunities to move into old age and redefine this phase of life. After all, we are talking of 40 years, from 60 to 100 or beyond – a phase of life as long as adulthood.

We are going to age differently. We are starting to see role-models who are active, demanding, who want to work longer, want more leisure time, or will want to take part in society and expect that people will listen to their voices. Above all, older persons today are much more aware of their rights than those from previous generations. There is no way I will continue to age like my parents – let alone my grandparents. We are re-inventing the social construct of what is “ageing” and “old age”. And we know we can do it. Baby-boomers like me created what we know as “adolescence” – a transition from childhood into adulthood, a time to rebel, to experiment, to challenge because we were big in numbers with higher levels of formal education and health than any previous generation and with some money in our pockets: we did not need to work fulltime from age twelve in order to survive. Now we are creating a transition from adulthood into age – again a time to rebel, to experiment, to turn the table, to age loudly – and proudly. We are, after all, gerontolescents.

It's exciting because it's a new stage of human development. It's going to be a very vibrant transformational period that is going to have lasting influences.

One response to this exciting new reality is the World Health Organisation's Active Ageing Policy Framework which was launched when I was the director of the WHO's Ageing and Life Course Department. This Framework is strongly represented in my Adelaide Thinker in Residence report, *The Longevity Revolution*.

The City of Unley has been the first local government authority in South Australia to embrace the reality of this Revolution, which will require decision makers at all levels of government to develop bold, imaginative and inclusive policies and actions – what I call “Active Ageing in all Policies”.

Congratulations to the City of Unley! I commend you for taking a leadership role in developing an Active Ageing Strategy for your City. This is a significant step in the right direction. A step that will anticipate change and provide a road map for Council to plan against, unquestionably providing great benefit to all residents, both young and old. And my thanks for responding so positively to my provocations during my Residence. I have made lasting friendships here – and I will be forever available to carry on collaborating with you all.



#### **MAYOR LACHLAN CLYNE'S FOREWORD**

It is with great pleasure that I present the City of Unley Active Ageing Strategy.

Central to this Strategy is the premise that ageing is a celebration. Everyone is ageing. We are living longer and healthier and everyone always has a meaningful contribution. Through an ever maturing understanding of "ageing" and how this process changes both individual's lives and affects the community, we believe we can have higher aspirations in creating the best possible community.

So, we need to ensure that our City is accessible for everyone, promotes health and wellbeing and provides opportunities for connection, inclusion and participation. We want our residents to live fulfilled lives, establishing deep roots within this community and in so doing being confident in claiming a lifelong connection with the community of Unley.

In 2012 the City of Unley became the first Council in South Australia and is now one of thirteen in Australia to gain membership of the WHO Global Network of Age-friendly Cities. Membership signified that the City of Unley is a place where people are able to contribute and flourish whatever their age, and a tangible demonstration that we are committed to improving the quality of life for our older residents.

Prior to this, the City of Unley actively participated in the 2011/12 Thinker In Residence program with Dr Alexandre Kalache, a global expert on ageing who pioneered the concept of "active ageing".

A key principle in Dr Kalache's work is to move on from a 'learn-work-retire' model for life to recognise that the various phases of our lives are much more intertwined, and that people have a contribution to make throughout the full course of their lives.

His work also emphasises the rights of older people and the importance of working with them to develop an Age Friendly community. At the core of our Strategy is a forum of older people called the Active Ageing Alliance, established to advise on our development as an Age Friendly City.

This Strategy, having been developed in recognition of opportunities and challenges of our community's ageing population, is now ready to be rolled out. Its aim is to ensure a thoughtful, sincere and committed response as an organisation in planning, developing and implementing policies, programs and services that address the changing needs within the community.

This Strategy will guide Council's approach in all of its activities as an Age Friendly City and ensures that we meet the changing needs of our population throughout their lifetimes. I commend this Strategy to you and most sincerely thank Dr Alexander Kalache, University of South Australia (UniSA) and our team at the City of Unley for their groundbreaking efforts and commitment towards developing this exciting Strategy for our City and benchmark Strategy for Ageing in South Australia.



# Part A

## Introduction and Context



# INTRODUCTION

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## SUMMARY

Ageing is a cause for celebration in the City of Unley - our people are living longer and healthier. The City of Unley has a key role to play to help our people to get the most out of their lives. We need to ensure that our City is accessible for everyone, promotes health and wellbeing and provides opportunities for connection, inclusion and contribution. We want our residents to live fulfilled lives throughout their lifetime and feel like they never need to leave the City of Unley.

## PURPOSE

The purpose of this Strategy is to guide Council's approach in all of its activities to promote Active Ageing by becoming an Age Friendly City and to ensure that we meet the changing needs of our population throughout their lifetimes.

## WHAT IS 'ACTIVE AGEING'?

The Active Ageing approach aims to extend a healthy ageing and quality of life agenda to all people as they age to enable continuing participation in social, economic, cultural and spiritual affairs and the labour force, as well as being physically active.<sup>1</sup>

## WHAT IS AN 'AGE FRIENDLY CITY'?

An 'Age Friendly City' encourages active ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people age.<sup>2</sup> People are living longer and many aspects of our cities are not equipped to meet the full range of people's needs as they age. An Age Friendly City is one where people of all ages can live healthy and independent lives for as long as possible, and remain in a secure and supportive environment that enables them to participate in the community as they grow older.

The Active Ageing Strategy incorporates the values, principles and definitions of Age Friendly Cities and Communities as outlined by the World Health Organisation (WHO). This initiative is being taken

up by communities around the world to ensure that practical measures are put in place to assist people as they age.

An Age Friendly City benefits people of all ages. By viewing a community through an Age Friendly lens. City planners, residents, businesses, service providers and visitors can help create a City that meets its resident's needs throughout their lifetimes.

The concept of Active Ageing is shifting the way we think about getting older. Instead of thinking of ageing as a problem, our Strategy proposes that it is a celebration. Everybody is ageing and it is the quality of this experience that is important.

## THE CITY OF UNLEY AS AN AGE FRIENDLY CITY AND COMMUNITY

### *Profile/Demographics – Impact*

Based on the latest census data, 22.2% of the City of Unley population is currently aged 60 and above. This trend is likely to increase, with the South Australian population ageing faster than that of other mainland states. By 2031, there will be more than 440,000 people in South Australia aged over 65, making up more than 1 in 5 of South Australia's total population. Additionally, based on the City of Unley profile, over 30% of our residents reside in lone person households.

This social shift affects all areas of our community including our workforce, economy, city design, planning, infrastructure, transport, housing, health systems, social structures and services and governance.

To address these changing needs, it is clear that we need to rethink and redesign our services, our City and our approach to ensure a greater quality of life for our community as they age. We need to promote Ageing in Place where people can comfortably remain living independently in their own homes and communities as they age.



## STRATEGIC CONTEXT

### *WHO Framework (including GNAFCC)*

In 2012 the City of Unley was formally recognised as a member of the World Health Organisation's Global Network of Age Friendly Cities and Communities (GNAFCC). The GNAFCC initiative is aimed at developing urban centres around the world which are better places to live for the ageing population. This includes addressing both the environmental and social factors that contribute to positive, active and healthy ageing. The City of Unley is currently the only South Australian Council to receive this membership and only 1 of 8 within Australia. Involvement in the GNAFCC initiative has enabled us to learn from the experiences of other cities in the development of this Strategy.

The City of Unley is recognised as a local government leader in the development of Age Friendly Cities. We are committed to continuing to develop our community to enhance the quality of life of people of all ages.

### *Thinker in Residence Program*

The City of Unley actively participated in the 2011/12 Thinker In Residence program, featuring Dr Alexandre Kalache who, as director of the WHO Department of Ageing and Life Course, conceived and developed the Age Friendly initiative. Through his residency and subsequent report, *The Longevity Revolution*, Dr Kalache reiterates the concept of Life Course, acknowledging ageing is intergenerational, rather than a specific trait of the elderly.

A key principle in Dr Kalache's work is to move on from a 'learn-work-retire' model for life to recognise that the various phases of our lives are much more

intertwined, and that people have a contribution to make throughout the full course of their lives.

His work also emphasises the rights of older people and the importance of working with older people to develop an Age Friendly Community. At the core of this Strategy is the establishment an ongoing forum of older people in the City of Unley to advise our development as an Age Friendly City.



### *State Government*

The South Australian Government sponsored the work of Dr Kalache and will have a key role in implementing many of his recommendations. The State Government will be a key partner with the City of Unley in implementation of actions in areas that are beyond Council's direct influence such as housing affordability, public transport provision and safety of main roads.

Following Dr Kalache's residency, the State Government published a number of strategic documents on the topic of Active Ageing. In particular *Prosperity Through Longevity: South Australia's Ageing Plan 2014-2019* presents the State Government's vision, priorities and action plan to support an ageing population. Additionally, a series of guides were developed and, in particular *Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government* is a useful reference which has informed this Strategy.

### *Council*

The City of Unley 20 Year Plan states our Vision as "Our City is recognised for its vibrant community spirit, quality lifestyle choices, diversity, business strength and innovative leadership."



The City of Unley has many roles to play in its development as an Age Friendly City. We have a significant role in the provision of infrastructure, community services and information. We also have a partnership role, for example with the State Government in the provision of public transport and improving major roads. In addition, Council has a broader influencing role, for example in promoting greater respect within the community for older people.

The City of Unley has primary responsibility for the following areas of active ageing:

- Primary role for delivery and maintenance of services that have direct impact on the quality of life for people as they age.
- Lead and partner implementation of the Strategy in the City of Unley with older people, service providers and other levels of government.
- Information provision to our residents and advocacy of their needs to other tiers of government and relevant agencies.
- Referral service to other ageing and service providers.

We also play the leadership role in developing the City of Unley as an Age Friendly City. However, to achieve our vision will require understanding and commitment from all members of our community. We invite our community to actively work with us to reach the objectives set out in this Strategy.

## APPROACH

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### PROJECT OVERVIEW

This new City of Unley Active Ageing Strategy has been developed in partnership with the University of South Australia. It replaces the existing Ageing Strategy which expired in 2014. The new Strategy is focused on creating an Age Friendly City by

supporting and encouraging Positive and Active Ageing, and aligning with the principles set out by the World Health Organisation.

### LITERATURE REVIEW

A comprehensive literature review was undertaken in 2014 to inform the creation of this Strategy. The review provided a summary of current literature on the development of Ageing Strategies around the world. Included are examples of best practice, challenges encountered and suggestions for how the City of Unley can work towards being more Age Friendly.

### ENGAGEMENT AND KEY FINDINGS

An extensive community engagement initiative was undertaken in late 2014 to inform the key priorities within the Active Ageing Strategy. Over 200 people provided valuable feedback and insight that was used to develop this Strategy.

Overall, those who participated were positive about growing older within the City of Unley, with key areas of strength being relationships and support of their neighbours, services and support provided by Council and other providers, opportunities to participate in civic and social activities and engagement, quality of community information and parks and gardens.

Key areas for improvement included footpath quality and maintenance, road safety, city planning and development and volunteer support models to improve the experience of volunteering offered by the City of Unley.

The engagement also highlighted areas where increased awareness would be of benefit, especially around services available, opportunities to participate in civic and social activities, downsizing of housing and taxi/public transport options.





# Part B The Strategy



## VISION

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Our vision is for the City of Unley to be celebrated by our community as a great place to grow older. We provide meaningful opportunities for access, inclusion, wellbeing and participation for all.

## AIM

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Our aim is to adapt our City's structures and services to be accessible to, and inclusive of, older people with varying needs and capacities. We will promote health and wellbeing, participation, respect and dignity as well as providing a sense of belonging and community connection.

## GUIDING PRINCIPLES

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In further developing the City of Unley as an Age Friendly City, we will be guided by the following principles:

### **1. AGE IS A CELEBRATION**

We celebrate the fact that our people are living longer and healthier. This Strategy aims to ensure that we keep thinking of ways to meet the needs of all of our citizens.

### **2. A RIGHTS-BASED APPROACH**

Older persons have fundamental rights and freedoms, which include the right to be treated with dignity and respect and the right to make their own choices about how they adapt their lives to changing opportunities and needs.

### **3. WHOLE OF LIFE**

Strategies that benefit our older people benefit all of our people. We will recognise and accommodate the different needs of our people throughout their entire life.

### **4. AGEING IN PLACE**

We want to provide for the needs of our people so that they are able to remain in the City of Unley for as long as they wish.

### **5. BUILDING ON OUR STRENGTHS**

The City of Unley provides an enviable quality of life and its people have a wealth of skills and experiences to contribute to the community. Boosting the participation of our people of all ages will benefit the whole City.

### **6. CO-DESIGN AND PARTNERSHIP**

The City of Unley is committed to an ongoing partnership with our community and partners to achieve our vision and implement initiatives that have real and lasting benefits. In particular, older people will be fully involved in the policy planning, development and evaluation process.

## ALLIANCE MODEL

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A fundamental component of this Strategy is to establish alliances with older people and service providers in the City of Unley. This will ensure that we are continuing to deliver the commitments contained in this Strategy. We will regularly seek the views of older people and service providers on how we are achieving our objectives and how we could be doing better.

### ACTIVE AGEING ALLIANCE

We will build on the engagement we undertook during the development of this Strategy by establishing the 'Active Ageing Alliance' – a forum of active citizens who will be working in partnership with the City of Unley to oversee implementation of the Strategy. Members of this forum will advise on how the Strategy is improving the experience of living in the City of Unley and help us to prioritise activities to further improve what we do.

### SERVICE ALLIANCE

We will also strengthen the network of key health and support service providers to partner with the City of Unley in implementing the actions in this Strategy and identifying challenges and opportunities to better meet the needs of our residents as they age.

## KEY FOCUS AREAS OVERVIEW

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Our Active Ageing Strategy is based on the WHO Age Friendly Cities Guidelines which features 8 Key Focus Areas. We have included a 9th Focus Area within our Strategy to highlight our role in leading the development of Age Friendly Cities within this State and Australia.

### FOCUS AREA 1: OUTDOOR SPACES AND BUILDINGS

#### KEY CONSIDERATIONS:

- Pleasant, clean environments
- Importance of green spaces
- Places to rest
- Age Friendly pavements
- Safe pedestrian crossings
- Accessibility
- A secure environment
- Walkways and cycle paths
- Age Friendly buildings
- Adequate public toilets
- Service to older customers

### FOCUS AREA 2: TRANSPORTATION

#### KEY CONSIDERATIONS:

- Availability
- Affordability
- Reliability and frequency
- Travel destinations
- Age Friendly vehicles
- Specialised services for older people
- Priority seating and passenger courtesy
- Transport drivers
- Safety and comfort
- Stops and stations
- Taxis and Community Transport
- Information
- Driving conditions
- Courtesy towards older drivers
- Parking



### **FOCUS AREA 3: HOUSING**

#### **KEY CONSIDERATIONS:**

- Affordability
- Essential services
- Design
- Modifications
- Maintenance
- Access to services to support independent living
- Community and family connections
- Housing options
- Living environment

### **FOCUS AREA 4: SOCIAL PARTICIPATION**

#### **KEY CONSIDERATIONS:**

- Accessible opportunities
- Affordable activities
- Range of opportunities
- Integrating generations, cultures and communities
- Awareness of activities and events
- Encouraging participation and addressing isolation

### **FOCUS AREA 5: RESPECT AND INCLUSION**

#### **KEY CONSIDERATIONS:**

- Respectful and disrespectful behaviour
- Ageism and ignorance
- Intergenerational interactions and public education
- Place within the community
- Helpfulness of the community
- Place in the family
- Economic exclusion
- Celebrating ageing and valuing contribution

### **FOCUS AREA 6: CIVIC PARTICIPATION AND EMPLOYMENT**

#### **KEY CONSIDERATIONS:**

- Better employment options and more opportunities
- Volunteering options for older people
- Flexibility to accommodate older workers and volunteers
- Encouraging civic participation
- Training
- Entrepreneurial opportunities
- Valuing older people's contribution

### **FOCUS AREA 7: COMMUNICATION AND INFORMATION**

#### **KEY CONSIDERATIONS:**

- Widespread distribution
- The right information at the right time
- Responsive and caring service
- Age Friendly formats and design
- Information Technology
- A personal and collective responsibility

### **FOCUS AREA 8: COMMUNITY SUPPORT AND HEALTH SERVICES**

#### **KEY CONSIDERATIONS:**

- Accessible care
- A wider range of health services
- Ageing well services
- Home care
- Residential facilities for people unable to live at home

### **FOCUS AREA 9: ACTIVE AGEING LEADERSHIP**

#### **KEY CONSIDERATIONS:**

- Leadership initiatives
- Partnering
- Networking
- Innovation and prototyping
- Influence and advocacy
- Community safety

## ACTIVE AGEING ACTION PLAN

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An Active Ageing Action Plan has been developed to complement the delivery of this Strategy. The Action Plan outlines specific actions that will enable us to achieve our objectives, along with providing indicative timeframes for delivery and identifying Council's role in delivery.

The Action Plan is indicative and it is envisaged that it be considered on an annual basis as part of the Council's annual budget process to prioritise the key actions to be undertaken in the year ahead.

The City of Unley Active Ageing Alliance will oversee the implementation of the Strategy and Action Plan and provide guidance on the development of annual project plans.

## MEASURING OUR PROGRESS

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In conjunction with the development of our Active Ageing Strategy we have developed key indicators of our performance across the Focus Areas. These indicators are attached to this document.

We will report directly on our progress against these indicators to our Active Ageing Alliance and Service Alliance partners, as well as to the wider community.

Additionally specific targets will be developed against the indicators to measure the achievement of the Strategy.



### **FACILITATION:**

It is intended that this strategy will be coordinated by a Council Project Manager who will work with our Active Ageing Alliance stakeholders and internal staff to incorporate actions into Council's Annual Business Plan and Budget.

### **FUNDING:**

Actions will be funded by applying Age Friendly focus to existing resources and through grants and partnering with our alliance partners.







# Part C

## Focus Area Objectives

THE FOLLOWING PLAN  
OUTLINES EACH FOCUS  
AREA AND GOAL. IT  
OUTLINES THE ACTIONS  
THAT ARE HAPPENING  
NOW, SHORTER TERM  
'QUICK WINS' AS WELL  
AS OBJECTIVES FOR THE  
FUTURE.

## FOCUS AREA 1

# Outdoor Spaces & Buildings

### Goal

To create an environment that is pleasant, safe and accessible.

### STRATEGY 1: FOOTPATHS AND WALKWAYS

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#### HAPPENING NOW

- A footpath audit and condition rating is being undertaken.
- Wombat crossings and pedestrian refuges have been installed in high traffic areas.
- Trial walking trails have been developed on Charles Walk and Glen Osmond Creek.

#### FUTURE OBJECTIVES

- Pedestrian access and safety is improved through a City wide footpath upgrade program with a focus on Age Friendly Pathways, specifically focused on main streets, near schools and aged care facilities and highly pedestrianised pathways.
- Road crossing will be made easier with more pedestrian crossings and the use of pedestrian countdown timers.
- The Living Streets program will continue to enhance streetscaping, access and usability.
- Walking is encouraged through an increased number and quality of walking paths and trails.

#### QUICK WINS

- Incorporating Age Friendly principles within the streetscape upgrade of Goodwood Road.

#### WHAT OUR COMMUNITY TOLD US:

##### POSITIVES

- Flat and walkable city
- Parks and gardens

##### AREAS FOR IMPROVEMENT

- Footpath quality—access for reduced mobility/trips/hazards
- Navigating busy roads

## STRATEGY 2: SEATING

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### **HAPPENING NOW**

Outdoor seating is currently installed in local parks, gardens, and bus shelters.

### **FUTURE OBJECTIVES**

Ample seating and resting points are provided alongside highly pedestrianised areas including parks, public transport stops, popular walkways and near shopping precincts.

Outdoor and indoor furniture and seating is designed and selected with the requirements of older people in mind.

### **QUICK WINS**

Improved seating installed in the Goodwood Road Mainstreet precinct that meets Active Ageing requirements.

## STRATEGY 3: BUILDING AND DEVELOPMENT

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### **HAPPENING NOW**

Access to key civic buildings meets appropriate standards.

Entry standards are in place for retailers, outlining access requirements including ramps and handrails.

Location and accessibility are considered in the design of new installations and renewal projects.

### **FUTURE OBJECTIVES**

Age Friendly design principles incorporated into Council's Development Plan requirements are included as part of the design of residential, commercial and community development.

The Unley Central precinct serves as an Age Friendly demonstration initiative.

Public toilets are sufficiently available, safe, clean and accessible.

## STRATEGY 4: LIGHTING

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### **HAPPENING NOW**

An audit of the City's street lighting standards and condition has been undertaken.

### **FUTURE OBJECTIVES**

Improved lighting in car parks, parks, entry points, near play equipment, public toilets and civic and community spaces maximises City safety and accessibility.

## STRATEGY 5: SIGNAGE

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### **HAPPENING NOW**

Cross street banner event infrastructure is in place.

### **FUTURE OBJECTIVES**

Signage is enhanced to make it easier to navigate and locate community facilities, events and places of interest.

### **QUICK WINS**

LED signage to be installed at the Unley Council Chambers to better promote events and civic activities.

## STRATEGY 6: PARKS, GARDENS AND OPEN SPACE

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### **HAPPENING NOW**

Popular parks are maintained with equipment and amenities installed to enhance their use.

Pocket parks and a trial of a parklet program have been established to provide greening, traffic calming and improve local amenity.

### **FUTURE OBJECTIVES**

Consider an Active Ageing focus to upgrades of park and event facilities and amenities.

Parklet program continued in Mainstreet precincts to provide further opportunities for rest and relaxation.



## FOCUS AREA 2

# Transportation

### Goal

Our residents are able to easily move about the City to participate in the community and have access to services.

#### WHAT OUR COMMUNITY TOLD US:

##### POSITIVES

- Community bus
- Number of transport options
- Go Zone frequency/reliability

##### AREAS FOR IMPROVEMENT

- Traffic safety
- Limited options when people can no longer drive

### STRATEGY 1: PUBLIC TRANSPORT

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#### HAPPENING NOW

Strong networks are established with Public Transport Services partners to ensure necessary metropolitan bus services, and support infrastructure is in place.

#### FUTURE OBJECTIVES

Increased advocacy to improve bus transport services, shelters and stops.

Increased recognition of priority seating and assistance for frail and older people.

#### FUTURE OBJECTIVES

The Community Transport services continues to evolve to be responsive and relevant to our community to support social connections, independence and ageing in place.

#### QUICK WINS

Review the Community Bus service to ensure we meet community needs and demand and consider opportunities for expansion.

### STRATEGY 2: COMMUNITY TRANSPORT

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#### HAPPENING NOW

The Eastern Region Community Passenger Network provides information and assistance in transporting people to appointments within and beyond Council boundaries.

Community Bus and Community Transport services are available to assist older people to get to shops and appointments.

#### HAPPENING NOW

Taxi ranks are available in key locations in collaboration with shopping centres, main streets and the Taxi Association.

Access Cabs are available for people with disabilities—this links to the Eastern Region CPN service.

Temporary taxi ranks are implemented for major community events.



## **FUTURE OBJECTIVES**

Increased reliability, courtesy and availability of taxi services for local residents.

Opportunities to utilise alternative taxi services for their utility to older people in the City of Unley are realised.

## **STRATEGY 4: DRIVING AND PARKING**

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### **HAPPENING NOW**

A program of Local Area Traffic Management studies has been established to identify and implement improvements in road safety and traffic management including lower speed zones.

Disability parking is available at civic buildings and provided for in development applications.

Parking controls are reviewed to assist parking turnover.

There is regular enforcement of disability and other public parking zones.

### **FUTURE OBJECTIVES**

Drivers are more confident and feel safer when travelling throughout the City of Unley.

Car parking is maximised to improve availability, accessibility and support people with disabilities.

Encouragement of carpooling initiatives to lead to fewer cars on the road, with more transport options available for local drivers.

Inclusion of 'senior friendly parking' in private car parks.

### **QUICK WINS**

Explore a partnership with the RAA to provide advice and support regarding vehicle modifications, adjustments and driver training for older residents.

Expansion of our enforcement service to patrol agreed private car parks.

## **STRATEGY 5: MOBILITY DEVICES**

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### **HAPPENING NOW**

A mobility scooter study has been undertaken with Flinders University to identify issues for drivers such as difficult areas for mobility scooters to manoeuvre.

### **FUTURE OBJECTIVES**

Support for mobility device users is improved with increased engagement, information and education programs available.

### **QUICK WINS**

Membership in the RECHARGE scheme to set up and promote recharge points for mobility scooters.

Establishment of a mobility device user's forum to advise Council on issues and suggested improvements. Through the forum, consider access, parking requirements and charging stations in community hubs.

## **STRATEGY 6: CYCLING**

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### **HAPPENING NOW**

Bicycle racks and repair stations have been installed at key locations.

Line marking and kerbing has been undertaken to assist cyclist travel on bikeways.

### **FUTURE OBJECTIVES**

Opportunities for cycling throughout the City are optimised through the expansion of Council's bicycle network, support and infrastructure.

Review the City of Unley bike plan with a view to establishing a network of safe streets for cycling and walking.

### **QUICK WIN**

Establishment of a bicycle user group within the City of Unley to guide discussions on improvements to cycle access and safety.

## FOCUS AREA 3

# Housing

### Goal

Affordable and accessible housing is available to meet the needs of residents throughout their lives.



### STRATEGY 1: DEVELOPMENT

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#### **HAPPENING NOW**

Planning policy facilitates and encourages the provision of housing options suitable for older people in new developments.

Existing policies support housing diversity and development across the City.

#### **FUTURE OBJECTIVES**

Age Friendly principles are available and adopted within the State Government Development Plan Library.

Building Code variations provide for Active Ageing and mobility access standards.

High level of interest and uptake in laneway/accessory houses (small granny flats) that aid diversity and affordability.

Information available about the options to provide granny flats/dual occupancies in large single dwelling house areas.

Age Friendly principles are demonstrated in the development of the Unley Central precinct.

#### **QUICK WIN**

Submission to the State Government to include an Age Friendly module as part of the South Australian Planning Policy Library to use as part of Development Planning.

#### **WHAT OUR COMMUNITY TOLD US**

##### **POSITIVES**

- Neighbours/ Neighbourhood spirit
- Ageing in place – as long as possible

##### **AREAS FOR IMPROVEMENT**

- Planning and development (heights; high density; loss of character)
- Lack of housing alternatives to downsize in the area other than an aged care facility

## STRATEGY 2: AFFORDABLE HOUSING

---

### **HAPPENING NOW**

Policy and planning of DPAs and templates are aligned to State Government targets on affordable housing.

### **FUTURE OBJECTIVES**

An increased level of affordable housing available throughout the City through clear planning requirements and active attraction and encouragement of housing providers and developers.

## STRATEGY 3: RESIDENTIAL AGED CARE

---

### **HAPPENING NOW**

New apartments are encouraged to be designed to attract a mix of age groups.

Council promotes and advocates for the provision of modern models of residential aged care in Unley.

### **FUTURE OBJECTIVES**

Housing needs of older residents are better understood and incorporated in the development of aged care housing within the City of Unley.

## STRATEGY 4: RETIREMENT LIVING/DOWNSIZING

---

### **HAPPENING NOW**

Home Maintenance Services are available for people aged over 65 years as needed.

Participation in a UniSA Study on downsizing for people as they age.

### **FUTURE OBJECTIVES**

Residents are supported to age in place by the provision of clear and accessible information regarding options for downsizing and advice available to assist them to consider home modifications and planning requirements.

### **QUICK WIN**

Development of a Fact Sheet providing advice and information about making existing housing adaptable as people age.

## FOCUS AREA 4:

# Social Participation

### Goal

Our residents are encouraged and have opportunities to participate in the community throughout their lives.

### STRATEGY 1: EVENTS AND ACTIVITIES

---

#### HAPPENING NOW

An extensive annual program of community events is coordinated across the City, focused on social inclusion, cultural expression, community and neighbourhood development, city vibrancy and place making.

A number of Active Ageing events and activities are available at the Libraries, Swim Centre, Community Centres and key outdoor venues.

Social Participation programs are offered through the Community Division of Council.

What's On information is available in Unley Life and on Council's website.

Exploration of partnership projects with Active Ageing partners.

Partnership with Sturt Football Club and local aged care providers to support attendance at home matches at Unley Oval.

#### FUTURE OBJECTIVES

Celebration and promotion of benefits of Positive and Active Ageing is realised through the development of new programs and activities centred on optimising longevity, health and wellbeing.

Access to community events and cultural facilities is improved for older people through the provision of additional transportation options and partnerships.

#### QUICK WINS

Improved promotion of social activities on offer, for example by a possible intergenerational 'Active Ageing' section in Unley Life and enhanced 'What's On Calendar'.



#### WHAT OUR COMMUNITY TOLD US

##### POSITIVES

- Range and quality of social activities
- Involvement with local faith groups

##### AREAS FOR IMPROVEMENT

- Promotion of social activities – finding out about what's on
- Support to attend social activities



## STRATEGY 2: FACILITIES AND VENUES

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### **HAPPENING NOW**

Active Ageing modifications have been made to the Unley Swim Centre including a disability lifter to the pool, upgraded change rooms, access and automated gates.

Support is provided for Community and sports clubs, groups and associations and services through subsidised leases and licences to use Council facilities.

Companion card is available at Community Centres and the Unley Swim Centre enabling access for carers to activities.

### **FUTURE OBJECTIVES**

Improved ambience, atmosphere and access to Council's key buildings through an upgrade program positioning them as destinations to visit, play and stay.

## STRATEGY 3: TECHNOLOGY

---

### **HAPPENING NOW**

WiFi hotspots are available via our Libraries and Unley Community Centre.

Community computing program offered through our Library Centres assisting people to improve their computer and online literacy.

### **FUTURE OBJECTIVES**

Improved City wide online access is available by extending WiFi hotspots throughout main streets, cultural hubs, public transport shelters/platforms and parks.

City of Unley Libraries are known as Centres for Digital Literacy within the community, showcasing and supporting the latest and future technologies.

### **QUICK WIN**

A new format Digital Literacy program to be developed and promoted via our Libraries and Community Centres to provide opportunities for people to be exposed to and learn about new technologies.

## STRATEGY 4: REDUCE ISOLATION

---

### **HAPPENING NOW**

A number of Community Services and Community Centre Programs are available aimed specifically at reducing social isolation and loneliness.

### **FUTURE OBJECTIVES**

Loneliness and isolation are reduced through community programs and initiatives that encourage neighbourhood development, community support and connection.

Pet ownership is embraced as an effective method of mitigating loneliness, with 'Pets as Companions' partnership programs focused on pet care explored.

## FOCUS AREA 5

# Respect and Social Inclusion

### WHAT OUR COMMUNITY TOLD US

#### POSITIVES

- Support for activities to bring generations together
- City of Unley considered inclusive

#### AREAS FOR IMPROVEMENT

- Seats offered on public transport
- Visibility of older people
- More support and help for more isolated members of the community to access social services

## Goal

Our residents of all ages are valued and the community benefits from their contribution.

### STRATEGY 1: RESPECT FOR OLDER PEOPLE

#### **HAPPENING NOW**

Council core values of diversity and respect for all are displayed at all community facilities.

Unley Life magazine includes positive articles celebrating older people in the community.

A Grandparent school holiday program was trialled at the Unley Community Centre.

#### **FUTURE OBJECTIVES**

Tolerance and understanding are fostered through programs aimed at connecting generations, shared wisdom and learning and reducing ageism.

An Age Friendly Cities and Communities theme is encouraged within local schools, fostering intergenerational understanding, appreciation and interaction.

#### **QUICK WIN**

Introduction of a City of Unley 'Active Ageing Initiative of the Year' category in the Australia Day awards.

### STRATEGY 2: SOCIAL INCLUSION

#### **HAPPENING NOW**

A number of initiatives are in place to visit older people at home and assist older people's participation in community activities.

#### **FUTURE OBJECTIVES**

An improved appreciation and understanding of cultural diversity opportunities is achieved through a research project considering integration and support of older Greek, Italian and Chinese people in our community.

Recognition that the ageing process for migrants can require special attention for those who are unable to draw on family and familiar culture to address their needs as they age.

A strengthened sense of belonging and relation realised through increased opportunities for our residents to interact and connect.

Local businesses are recognised and celebrated for demonstrating good design practice focused on inclusivity and access.

Increased opportunities to strengthen inclusivity and community spirit is achieved through boosting the offering and support for Harmony Day and Every Generation Festival, Neighbour Day, RUOK day and Happiness Day initiatives.

#### **QUICK WINS**

Ensure the fees and charges for Council venues support affordability for Seniors Groups and Programs.

Further enhance the Every Generation and Neighbour Day initiatives to foster inclusiveness and encourage our Age Friendly community.

## FOCUS AREA 6

# Civic Participation and Employment

### Goal

Our residents are actively involved in the community throughout their lives.



### WHAT OUR COMMUNITY TOLD US


#### POSITIVES

- Variety of volunteer activities
- Ability to undertake paid work if wanted
- Improved connection and ability to have a say in community consultation

#### AREAS FOR IMPROVEMENT

- Support for volunteers – not appreciated/treated well
- Volunteers treated differently than paid staff
- Council doesn't really listen to feedback as part of engagement
- Times for engagement often unsuitable for older people





## STRATEGY 1: ENGAGEMENT

---

### **HAPPENING NOW**

A Community Engagement Toolkit has been developed giving special consideration to an Age Friendly approach in consulting older people.

We actively promote community engagement initiatives supported by both online and hard copy feedback forms.

### **FUTURE OBJECTIVES**

All Council led community engagement initiatives adopt an Age Friendly approach ensuring all materials are accessible and easy to read and participation is convenient and easy.

Increased community involvement and participation shapes the future direction and operation of our community and cultural facilities.

### **QUICK WINS**

An Active Ageing Alliance is activated to provide input and advice to all areas of Council operation on enhancing our Age Friendly approach.

Community advisory groups are established to guide the operations of the Unley and Fullarton Park Community Centres.

## STRATEGY 2: PAID EMPLOYMENT

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### **HAPPENING NOW**

City of Unley employment programs enable flexibility to assist and support our staff to remain in the workforce and transition to retirement.

### **FUTURE OBJECTIVES**

Residents have access to information and opportunities to discuss retirement transition talks about the challenges and opportunities of post-career life.

### **QUICK WIN**

Trial retirement transition talks providing an informal panel discussion about the challenges and opportunities of post career life.



## STRATEGY 3: VOLUNTEERING

---

### **HAPPENING NOW**

Volunteer opportunities are available across Council services with over 480 people in our volunteer program.

Training is provided for volunteers and police checks of volunteers are in place to ensure safety and security of patrons.

### **FUTURE OBJECTIVES**

New volunteering opportunities for people as they age in community services, economic development and events are identified and available.

High level of awareness of new models of community volunteering with opportunities incorporated as part of the City of Unley volunteer program.

Centralised information is available regarding City wide volunteer vacancies and extensively promoted via the City of Unley website.

Local clubs and community groups are supported to manage and recruit volunteers to support their activities.



## FOCUS AREA 7

# Communication and Information

### Goal

Our community is able to easily access information about their community and services.

#### STRATEGY 1: CUSTOMER SERVICE

---

##### **HAPPENING NOW**

A Customer Service Charter has been developed that outlines our promise to our customers in assisting them with their enquiries and requests.

##### **FUTURE OBJECTIVES**

The City of Unley customer service standards and approach consider the needs of older people and our staff are skilled to assist older people, those with disabilities and/or dementia in accessing Council services.

Technology solutions are adopted to optimise accessibility within Council's Customer Service Centre.

##### **QUICK WINS**

Customer Service Strategy is developed to include principles regarding Age Friendly Cities and Communities.

#### STRATEGY 2: COUNCIL COMMUNICATIONS

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##### **HAPPENING NOW**

Unley Life Magazine is published seasonally and available online and hard copy to all households in Unley.

##### **FUTURE OBJECTIVES**

City of Unley Age Friendly branding is developed and is recognised as promoting the City of Unley as an Age Friendly leader.

##### **WHAT OUR COMMUNITY TOLD US**

###### **POSITIVES**

- Support for digital literacy/technology
- Well informed about what is happening locally
- Library services (noted supportive staff)
- Messenger newspaper a good source of info

###### **AREAS FOR IMPROVEMENT**

- Technology support when things go wrong (ie help desk)
- Too much emphasis on the internet/online for information
- Difficulty finding information on the website
- Overwhelmed by sheer volume of information
- Messenger newspaper not always delivered



### STRATEGY 3: INFORMATION FOR OLDER PEOPLE

---

#### **HAPPENING NOW**

An access and mobility map is available outlining transport options and key public conveniences/ services.

The Browse Aloud application available on City of Unley website enables sight impaired people to access information in audio format.

The City of Unley has a strong online presence in place with website, online tools and social media platforms. This is supported by a Digital Literacy Program providing training and support via Library Services.

#### **FUTURE OBJECTIVES**

Older people in our community know where they can source relevant and suitable information to support Active Ageing.

Council publications are presented in a format suitable for vision impaired wherever possible: large font, audio formats and jargon free and in multiple languages as relevant.

Boost promotion of Council's Active Ageing initiatives.

Development of a City of Unley Age Friendly Guide to promote services available to support the ageing community across the City of Unley.

#### **QUICK WIN**

Introduction of an Age Friendly column included within Council's Unley Life publication, along with a new Active Ageing section on Council's website.

## FOCUS AREA 8

# Community Support and Health Services

### Goal

To ensure that appropriate community support and health services are available to assist residents throughout their lives.

#### WHAT OUR COMMUNITY TOLD US

##### POSITIVES

- Community services offered by Council
- Variety of health services in the area

##### AREAS FOR IMPROVEMENT

- Provide a consistent level of good service
- Low awareness of services offered by Council



### STRATEGY 1: SUPPORTING INDEPENDENCE

#### HAPPENING NOW

A wide range of home care assistance services are available such as home maintenance, gardening, shopping and cleaning.

Unley Community Centre works in partnership with SAPOL to deliver free information on community safety.

#### FUTURE OBJECTIVES

Our residents are encouraged and supported to remain healthy and independent through the provision of community services, programs, information and initiatives.

Instances of hoarding and squalor are effectively resolved through the establishment of a whole of Council approach and guideline.

#### QUICK WINS

Activate promotion of falls prevention programs and information offered by Council.

## STRATEGY 2: SUPPORT SERVICES

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### **HAPPENING NOW**

There is online e-resource access for the City of Unley library audio collection. The Home Library service is available for house-bound residents.

Library resources are provided in easy access formats such as audio books, e-readers and Books in the Sky.

A daily meals service offered by Unley Community Centre including take-away meals.

Weekly social programs for the Greek Pensioners group hosted at the Goodwood Community Centre.

A wide range of home support services are available to assist people to age in place.

### **FUTURE OBJECTIVES**

Partnerships with local residential aged care homes enable further outreach opportunities for library and community services.

Food support services are enhanced for residents in need through partnerships with external service providers.

Mechanisms for identifying and reporting older people at risk are confirmed to assist the elimination of instances of elder abuse.

### **QUICK WINS**

Explore the feasibility of the establishment of a Casserole Club program through our Community Centres to promote meal sharing and community support.

## STRATEGY 3: HEALTH AND WELLBEING

---

### **HAPPENING NOW**

Physical and mental health improvement programs are offered at Community Centres.

Unley Swim Centre offers Active Ageing classes and hosts age specific events.

The 'Active Unley' database provides information on all health and wellbeing industries in Unley including sport and recreation clubs, fitness, exercise therapy, medical and allied health.

A Residents at Risk workgroup established to monitor those who may need extra support and care.

The Living Well Regional Health and Wellbeing Plan includes a health atlas for the area, noting key considerations against Public Health Information Development Unit datasets.

### **FUTURE OBJECTIVES**

Support for people with Dementia and Alzheimer's is optimised through partnership education initiatives.

Older residents are actively encouraged to join and participate in healthy lifestyle, fitness and wellbeing activities, which are fun and easy.

A strong network of health and allied health partners results in collaborative community outreach and support programs.

### **QUICK WINS**

Launch the Healthy Community Program to include a number of opportunities to come and try fitness and health activities to support positive and active ageing.

Undertake Dementia/Alzheimers research initiative exploring leading practice local government interventions to support people with dementia.

Active participation in the pilot 'Music for Life' program, partnering with VolunteerSA.

Education sessions to be run for all staff and open to the community.



## FOCUS AREA 9

# Active Ageing Leadership

### Goal

Provide leadership by showcasing the City of Unley as an Age Friendly City.

#### **HAPPENING NOW**

The City of Unley actively participated in the Thinkers in Residence program featuring Dr Kalache which has led to a partnership with University of SA to develop a new City of Unley Active Ageing Strategy.

In partnership with UniSA we have undertaken a Literature Review of leading practice in Age Friendly Cities and Communities, consulted with the Community and developed Age Friendly indicators.

We have updated our Community Profile against the 2011 Census data, noting local demographics and social implications.

#### **FUTURE OBJECTIVES**

City of Unley is recognised as a local government leader in Age Friendly Cities and Communities

The continued partnership with the University of SA, results in a UniSA outreach hub for Age Friendly Cities within the Unley Central precinct.

Alliances and partnerships are established with community, service providers, and other sectors of government from which collaborative initiatives and projects can be realised by pooling resources and leveraging investment.

Active Ageing Principles and strategies are incorporated into all of Council's activities.

#### **QUICK WINS**

Active Ageing case studies and learning are shared across the industry through the establishment of an annual Active Ageing Conference and Expo hosted by the City of Unley.

A Service Alliance is established across the 8 Key Focus Areas.

Development of specific targets to measure the achievement of each Age Friendly indicator.

Explore the opportunity to establish a knowledge sharing collaborative network with other accredited Age Friendly Cities in Australia.

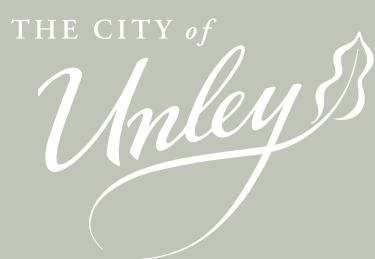
## CONCLUSION

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This Strategy brings together the latest global thinking, the City of Unley's experience and, most importantly, the experiences of our older people in the community to guide all of our activities towards making the City of Unley an Age Friendly City.

The Strategy recognises that we are doing well in many areas, but there is room for improvement. It also recognises that people's needs and the tools to address them are changing and we need to keep up with those developments.

In releasing this Strategy, Council is committing to work with the community to make the City of Unley an even better place to grow old in.



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## AGE FRIENDLY CITY INDICATORS FOR THE CITY OF UNLEY

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# INDICATIVE ACTIVE AGEING ACTION PLAN

The following Action Plan outlines actions for each Focus Area and Strategy. It lists a timeframe for action: ongoing; short term (1-2 years), medium term (3-5 years) and long term (5-10 years).

The Action Plan is indicative because it identifies actions that can begin now, however Council will review and refine the Plan with our Active Ageing Alliance on an annual basis.

The Action Plan highlights Council's Role for each action, noting Provider for functions we are directly responsible for implementing; Partner where we will be working with other organisations to deliver relevant initiatives; Advocate where Council is not directly able to effect change, and instead takes an influencing role; and Informer in the instances where Council is communicating information, educational material and referrals.

## FOCUS AREA 1

# Outdoor Spaces & Buildings

## Strategy 1: Footpaths and Walkways

| No.    | Action   | Council's Role | Time Frame     |
|--------|--|----------------|----------------|
| 1.1.1  | Inclusion of Active Ageing focus within the new Integrated Transport Strategy.   | Provider       | Short          |
| 1.1.2  | Define Age Friendly standards and criteria for footpaths and walkways, including navigable by wheeled mobility aids. Map and prioritise the streets to which to apply these standards. | Provider       | Short - Medium |
| 1.1.3  | Implement Goodwood Road streetscaping with a focus on Age Friendly pathways  | Provider       | Short          |
| 1.1.4  | Implement a partnership initiative with Lutheran Homes to trial Age Friendly shared street program   | Partner        | Short          |
| 1.1.5  | Continue to install pedestrian crossings at busy neighbourhood centres and meeting places  | Partner        | Ongoing        |
| 1.1.6  | Implement pedestrian countdown timers at busy intersections  | Advocate       | Ongoing        |
| 1.1.7  | Implement the City wide Footpath Upgrade Program with a focus on priority Age Friendly pathways  | Provider       | Ongoing        |
| 1.1.8  | Continue the Living Streets program to enhance streetscaping, access and usability   | Provider       | Ongoing        |
| 1.1.9  | Continue program for inspecting and pruning overhanging foliage on main walkways with a focus on Age Friendliness  | Provider       | Ongoing        |
| 1.1.10 | Establish walking trails and walk-about maps across the City   | Provider       | Medium         |

## Strategy 2: Seating

| No.   | Action   | Council's Role | Time Frame     |
|-------|--|----------------|----------------|
| 1.2.1 | Increase the number of resting points along highly pedestrianised areas including parks, public transport stops, walkways and areas near our main streets to ensure they provide protection from sun and inclement weather | Provider       | Short - Medium |
| 1.2.2 | Review and increase the amount of quality seating along highly pedestrianised routes to enable ageing residents to make best use of all City of Unley facilities   | Provider       | Medium         |


## Strategy 3: Building and Development

| No.   | Action   | Council's Role | Time Frame |
|-------|--|----------------|------------|
| 1.3.1 | Continue to ensure all community and civic facilities are accessible for people of all ages and abilities                      | Provider       | Ongoing    |
| 1.3.2 | Work with developers to include Age Friendly design principles as part of the design of residential and commercial development | Advocate       | Ongoing    |
| 1.3.3 | Liaise with shopping centres and local retailers to improve access and safety  | Advocate       | Medium     |
| 1.3.4 | Promote the development of the Unley Central precinct as an Age Friendly demonstration initiative                              | Provider       | Long       |

## Strategy 4: Lighting

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 1.4.1 | Improve lighting where appropriate in car parks, parks, entry points, near play equipment, public toilets and civic and community spaces. | Provider       | Ongoing    |





## Strategy 5: Signage


| No.   | Action  | Council's Role | Time Frame  |
|-------|---|----------------|-------------|
| 1.5.1 | Explore options to install easy-to-read way finding and information signage around key locations        | Provider       | Medium      |
| 1.5.2 | Improve signposting of public toilets and other regularly used facilities                               | Provider       | Medium      |
| 1.5.3 | Develop event signage, gateway signage and community display boards at popular parks and city locations | Provider       | Medium-Long |

## Strategy 6: Parks, Gardens and Open Space

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 1.6.1 | Ensure relevant open spaces and play spaces are Age Friendly                        | Provider       | Ongoing    |
| 1.6.2 | Increase the number of exercise points suitable for older people in parks           | Provider       | Ongoing    |
| 1.6.3 | Explore upgrades to parks and event facilities/amenities with an Age Friendly focus | Provider       | Medium     |

## Strategy 7: Public Toilets are safe, clean and accessible

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 1.7.1 | Undertake improvement works on toilets to improve access, amenity and safety      | Provider       | Short      |
| 1.7.2 | Consider increasing the number of public toilets in key locations across the City | Provider       | Medium     |



## FOCUS AREA 2

# Transportation

### Strategy 1: Public Transport

| No.   | Action  | Council's Role | Time Frame   |
|-------|---|----------------|--------------|
| 2.1.1 | Work with Department of Planning, Transport and Infrastructure to improve the amenity, comfort and access to transport shelters and stops   | Partner        | Short-Medium |
| 2.1.2 | Advocate Adelaide Metro for improved bus transport services such as reliability, Sunday and public holiday services, east west bus route, courtesy and assistance to older passengers | Advocate       | Medium       |
| 2.1.3 | Advocate Adelaide Metro for increased promotion of the recognition of priority seating for frail and older people   | Advocate       | Medium       |
| 2.1.4 | Advocate Adelaide Metro to provide driver training in liaising with and assisting older passengers  | Advocate       | Medium       |

### Strategy 2: Community Transport

| No.   | Action  | Council's Role | Time Frame     |
|-------|---|----------------|----------------|
| 2.2.1 | Review the Community Bus service to ensure it meets community needs and provides cross-City accessibility to key community locations, and implement key actions | Provider       | Short - Medium |
| 2.2.2 | Continue active involvement in the South Australia Community Transport Association  | Partner        | Ongoing        |

## Strategy 3: Taxis

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 2.3.1 | Investigate alternative taxi systems for their utility to older people in Unley   | Advocate       | Short      |
| 2.3.2 | Advocate to the Taxi Council through the Council on the Ageing for: <ul style="list-style-type: none"><li>◦ Taxi drivers to take older passengers short distances during off peak times</li><li>◦ Better training of drivers to show courtesy and provide assistance to older passengers</li><li>◦ Improved access to disability taxis as a designated (priority) use</li><li>◦ Increased reliability</li></ul> | Advocate       | Medium     |

## Strategy 4: Driving and Parking

| No.   | Action  | Council's Role | Time Frame    |
|-------|---|----------------|---------------|
| 2.4.1 | Partner with RAA to provide advice and support regarding vehicle modifications, adjustments and driver training for older residents | Partner        | Short         |
| 2.4.2 | Expand the enforcement service to patrol agreed private car parks   | Partner        | Short-Medium  |
| 2.4.3 | Advocate for sufficient disability parking in popular locations   | Advocate       | Medium        |
| 2.4.4 | Partner with local shopping centres and precincts to establish a 'Seniors Parks' trial, similar concept to pram parking             | Partner        | Medium        |
| 2.4.5 | Investigate partnerships and other options to support carpooling initiatives  | Advocate       | Medium        |
| 2.4.6 | Improve street signage, numbering and identification car park availability  | Provider       | Medium - Long |

## Strategy 5: Mobility Devices

| No.   | Action   | Council's Role | Time Frame |
|-------|--|----------------|------------|
| 2.5.1 | Join the RECHARGE Scheme to set up and promote recharge points for mobility scooters   | Provider       | Short      |
| 2.5.2 | Facilitate a mobility devices users forum to advise Council on issues and suggested improvements   | Provider       | Short      |
| 2.5.3 | Partner with the RAA to provide an education program for the use of mobility devices and develop a map of suitable routes for mobility devices | Partner        | Medium     |
| 2.5.4 | Consider access, parking requirements and charging stations in community hubs  | Provider       | Medium     |

## Strategy 6: Cycling

| No.   | Action   | Council's Role | Time Frame   |
|-------|--|----------------|--------------|
| 2.6.1 | Support the establishment of a bicycle user group within the City of Unley to guide discussions on improvements to cycle access and safety | Advocate       | Short        |
| 2.6.2 | Increase availability of bike racks and repairs stations   | Provider       | Short-Medium |
| 2.6.3 | Review Council's bicycle plan with a view to improving and expanding the network of bikeways and walkways in the City of Unley             | Provider       | Short-Medium |
| 2.6.4 | Establish bicycle path/route maps assisting people to safely navigate the City of Unley by bike  | Provider       | Medium       |



# FOCUS AREA 3

## Housing

### Strategy 1: Development

| No.   | Action   | Council's Role | Time Frame     |
|-------|--|----------------|----------------|
| 3.1.1 | Advocate the incorporation of Age Friendly design guidelines into the DPTI Better Development Plan policy library for inclusion within Council's Development Plans | Advocate       | Short - Medium |
| 3.1.2 | Provide information about the options to provide granny flats/ dual occupancies in large single dwelling house areas   | Informer       | Short - Medium |
| 3.1.3 | Influence Building Code variations to provide for Age Friendly and mobility access standards   | Advocate       | Medium         |
| 3.1.4 | Promotion of laneway/accessory houses (small granny flats) to aid diversity and affordability  | Informer       | Medium         |
| 3.1.5 | Amend the Council's Development Plan to ensure that retirement villages can be constructed in appropriate locations.   | Provider       | Medium         |

### Strategy 2: Affordable Housing

| No.   | Action   | Council's Role | Time Frame |
|-------|--|----------------|------------|
| 3.2.1 | Encourage the inclusion of a proportion of affordable housing in large developments  | Advocate       | Ongoing    |
| 3.2.2 | Investigate the potential for increased social housing by housing companies or charitable organisations                        | Advocate       | Medium     |
| 3.2.3 | Consider charitable housing providers as partners in providing low cost housing for older people in major Council developments | Partner        | Medium     |

## Strategy 3: Residential Aged Care

| No.   | Action   | Council's role | Time Frame |
|-------|--|----------------|------------|
| 3.3.1 | Advocate with service providers to enable residents to remain in facilities as long as they want | Advocate       | Ongoing    |

## Strategy 4: Retirement Living/Downsizing

| No.   | Action  | Council's Role | Time Frame     |
|-------|---|----------------|----------------|
| 3.4.1 | Conduct research into downsizing options available for elderly residents within the City of Unley   | Partner        | Short          |
| 3.4.2 | Develop a brochure or fact sheet to provide advice and information about making existing housing adaptable to support elderly residents           | Informer       | Short          |
| 3.4.3 | Partner with the RAA to trial a new 'Care at Home' smart homes system   | Partner        | Short - Medium |
| 3.4.4 | Participate in UniSA planning study regarding home modification for character dwellings   | Partner        | Short          |
| 3.4.5 | Investigate a partnership opportunity to develop an Advisory Service helping people to think through home modifications and planning requirements | Partner        | Medium         |

## FOCUS AREA 4

# Social Participation

## Strategy 1: Events and Activities

| No.   | Action  | Council's Role | Time Frame   |
|-------|---|----------------|--------------|
| 4.1.1 | Improve promotion of social opportunities (Council run and non-Council run activities) – e.g. Intergenerational 'Active Ageing' section in Unley Life and enhanced 'What's On Calendar' | Informer       | Short        |
| 4.1.2 | Consider transportation options to assist older people accessing community events and to cultural facilities  | Provider       | Short-Medium |
| 4.1.3 | Develop new programs and activities to celebrate and promote Positive and Active Ageing   | Provider       | Medium       |

## Strategy 2: Facilities and Venues

| No.   | Action   | Council's Role | Time Frame  |
|-------|--|----------------|-------------|
| 4.2.1 | Explore a program to install hearing loops and similar assistance devices at Community Centres, Libraries and Civic Centre                                     | Provider       | Medium      |
| 4.2.2 | Consider the program for upgrade of Community Centres, Libraries and the Civic Centre to improve the ambience and atmosphere as places to visit, play and stay | Provider       | Medium-Long |

## Strategy 3: Technology

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 4.3.1 | Provide opportunities for people to be exposed to new technologies via our Libraries and Community Centres  | Provider       | Short      |
| 4.3.2 | Explore opportunities with partners to extend WiFi hotspots across the City including Mainstreet, cultural hubs, public transport shelters/platforms, parks | Partner        | Medium     |

## Strategy 4: Reduce Isolation

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 4.4.1 | Encourage social entrepreneurship by older people to initiate participation in community activities   | Advocate       | Ongoing    |
| 4.4.2 | Include interaction with animals (dogs, rabbits, birds, fish) as part of the Community Visitor Scheme program   | Partner        | Short      |
| 4.4.3 | Explore the establishment of a Pets as Companions program, partnering with the RSPCA and local vets to promote the benefits of pet ownership in mitigating loneliness and providing support | Partner        | Medium     |
| 4.4.4 | Scope programs to assist residents to walk dogs, when they are unable to do so themselves   | Provider       | Medium     |
| 4.4.5 | Consider the feasibility of establishing a 'verge veggie garden' program  | Provider       | Medium     |
| 4.4.6 | Consider the feasibility of establishing a scheme to match older residents and international students for home sharing.   | Partner        | Medium     |



## FOCUS AREA 5

# Respect and Social Inclusion



## Strategy 1: Respect for Older People

| No.   | Action   | Council's Role | Time Frame   |
|-------|--|----------------|--------------|
| 5.1.1 | Introduce an 'Active Ageing Initiative of the Year' category in the Australia Day awards   | Provider       | Short        |
| 5.1.2 | Strengthen support, offering and profile for Harmony Day and Every Generation Festival, Neighbour Day, RUOK Day and Happiness Day initiatives  | Provider       | Short-Medium |
| 5.1.3 | Develop a training program for customer service staff that encompasses improved awareness of the needs of older people and skill to assist older people in accessing Council services  | Provider       | Short        |
| 5.1.4 | Explore the feasibility of an 'Archie' style program to introduce older person's stories to pre-school children.   | Provider       | Short-Medium |
| 5.1.5 | Introduce a schools connection with Age Friendly Cities and Communities and encourage opportunities for intergenerational understanding, appreciation and interaction including older person visits to schools and school visits to aged care facilities | Partner        | Medium       |

## Strategy 2: Social Inclusion

| No.    | Action   | Council's Role       | Time Frame |
|--------|--|----------------------|------------|
| 5.2.1  | Expand the range of activities available through Libraries and Community Centres focused on Age Friendly Communities                         | Provider             | Ongoing    |
| 5.2.2  | Foster and support social groups to bring together older citizens within Culturally and Linguistically Diverse groups                        | Provider             | Ongoing    |
| 5.2.3  | Explore the feasibility of establishing a Casserole Club program through our Community Centres to promote meal sharing and community support | Provider             | Short      |
| 5.2.4  | Undertake a cultural research project to consider integration and support of older Greek, Italian and Chinese people in our community        | Provider             | Medium     |
| 5.2.5  | Encourage local restaurants and cafés to establish Active Ageing eating programs providing for smaller portions and earlier meal times       | Provider             | Medium     |
| 5.2.6  | Ensure the fees and charges for Council venues in relation to affordability for Seniors Groups and Programs                                  | Provider             | Medium     |
| 5.2.7  | Establish an 'Age Friendly Business Awards' for local businesses who demonstrate good design practice focused on inclusivity and access      | Provider             | Medium     |
| 5.2.8  | Offer a dementia training program for staff, local business and the community  | Partner/<br>Advocate | Medium     |
| 5.2.9  | Collaborate with the State Government on a pilot to support Age Friendly retail in Unley   | Partner              | Medium     |
| 5.2.10 | Enhance programs to foster intergenerational connection between young and older people   | Partner              | Medium     |

## FOCUS AREA 6

# Civic Participation and Employment



### Strategy 1: Engagement

| No.   | Action   | Council's Role | Time Frame |
|-------|--|----------------|------------|
| 6.1.1 | Form an Active Ageing Alliance to give advice to all areas of Council operation  | Provider       | Short      |
| 6.1.2 | Incorporate an Age Friendly approach to community engagement including that all materials are accessible and easy to read                          | Provider       | Short      |
| 6.1.3 | Establish Community Advisory Groups to guide and support the direction and operation of Unley Community Centre and Fullarton Park Community Centre | Provider       | Short      |

## Strategy 2: Paid Employment

| No.   | Action  | Council's Role | Time Frame     |
|-------|---|----------------|----------------|
| 6.2.1 | Host retirement transition talks at the Library providing informal panel discussions about the challenges and opportunities of post career life | Informer       | Short - Medium |
| 6.2.2 | Explore opportunities to establish the City of Unley as an Age Friendly employer  | Provider       | Short          |
| 6.2.3 | Develop programs to provide information on 'Encore Careers'   | Provider       | Medium         |
| 6.2.4 | Explore opportunities to further support and embed Active Ageing principles for City of Unley staff   | Provider       | Medium         |

## Strategy 3: Volunteering

| No.   | Action  | Council's Role | Time Frame   |
|-------|---|----------------|--------------|
| 6.3.1 | Offer training and support programs to local community clubs and groups on managing and recruiting volunteers                               | Provider       | Short        |
| 6.3.2 | Consider new volunteering opportunities for people as they age in community services, economic development and events                       | Provider       | Short-Medium |
| 6.3.3 | Explore new models of community volunteering that may be facilitated or advocated by the City of Unley                                      | Provider       | Medium       |
| 6.3.4 | Establish a City wide database of volunteering opportunities available through external agencies and promote via the City of Unley website. | Informer       | Medium       |



## FOCUS AREA 7

# Communication and Information

## Strategy 1: Customer Service

| No.   | Action  | Council's Role | Time Frame   |
|-------|---|----------------|--------------|
| 7.1.1 | Build principles regarding Age Friendly Cities (i.e. accessibility, diversity, etc) into the Customer Service Strategy  | Provider       | Short        |
| 7.1.2 | Customer Service standards and training to be developed to assist staff in meeting the needs of older people, different cultures and those with disabilities and dementia | Provider       | Short-Medium |
| 7.1.3 | Explore the inclusion of equipment to assist hearing impaired people within the Customer Service Centre   | Provider       | Medium       |

## Strategy 2: Council Communications

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 7.2.1 | Develop Age Friendly branding and promotion materials to promote the City of Unley as an Age Friendly leader (includes posters, banners, etc) | Provider       | Short      |
| 7.2.2 | Review Council communication formats and sources to reach all people in our community   | Provider       | Medium     |

## Strategy 3: Information for Older People

| No.   | Action  | Council's Role | Time Frame   |
|-------|---|----------------|--------------|
| 7.3.1 | Establish and promote a special 'Ageing Well' Library collection including resources that focus on topics such as positive ageing, retirement and financial management  | Provider       | Short        |
| 7.3.2 | Introduction of an Age Friendly column included within the Council's Unley life publication and on Council's website  | Provider       | Short        |
| 7.3.3 | Improve all Council publications to support vision impairment where possible: large font, audio formats and jargon free   | Provider       | Short-Medium |
| 7.3.4 | Consider older cultural and linguistically diverse communities within the City of Unley in order to provide relevant publications in key languages  | Provider       | Short-Medium |
| 7.3.5 | Consider an Active Ageing Advisor role within the City of Unley to provide information on services and advocacy for older people  | Provider       | Medium       |
| 7.3.6 | Explore the development of a 'Seniors Guide' to promote what services are available to support an ageing community across the City of Unley, possibly with a regional focus. To be published in a variety of formats. | Provider       | Medium       |



## FOCUS AREA 8

# Community Support and Health Services

## Strategy 1: Supporting Independence

| No.   | Action  | Council's Role | Time Frame |
|-------|---|----------------|------------|
| 8.1.1 | Development of a guideline for a whole of Council approach for dealing with hoarding and squalor  | Provider       | Short      |
| 8.1.2 | Actively promote falls prevention programs offered by Council and relevant local providers  | Provider       | Short      |
| 8.1.3 | Consider rebrand/rename of support programs to make it clearer what is available, including all Home and Community Care (HACC) publications | Provider       | Short      |
| 8.1.4 | Further explore Personal Alert System services for City of Unley residents  | Partner        | Medium     |
| 8.1.5 | Continue programs offered by community centres to support people living alone, such as 'cooking for one'                                    | Provider       | Ongoing    |

## Strategy 2: Support Services

| No.   | Action  | Council's Role | Time Frame   |
|-------|---|----------------|--------------|
| 8.2.1 | Obtain e-smart Library accreditation that enables the provision of classes and information to support online safety, security and awareness | Provider       | Short        |
| 8.2.2 | Actively apply the UK Good Practice Guide on Library Services for Older People to our library service                                       | Provider       | Short-Medium |

|       |   |          |        |
|-------|---|----------|--------|
| 8.2.3 | Explore opportunities to partner with residential aged care homes to provide outreach library services                                | Partner  | Medium |
| 8.2.4 | Work with Council and Service Alliance Partners providers to expand and enhance food support services                                 | Partner  | Medium |
| 8.2.5 | Confirm mechanisms for identifying and reporting older people at risk of abuse and provide training for City of Unley staff to assist | Provider | Medium |

## Strategy 3: Health and Wellbeing

| No.   | Action  | Council's Role | Time Frame   |
|-------|---|----------------|--------------|
| 8.3.1 | Implement a Healthy Community program offering a number of opportunities to come and try fitness and health activities  | Provider       | Short        |
| 8.3.2 | Active participation in the pilot 'Music for Life' program  | Partner        | Short        |
| 8.3.3 | Work with health and allied health partners to enhance health based community outreach and support programs   | Partner        | Short-Medium |
| 8.3.4 | Develop a 'Health Guide' based on the Vitality Institute model, assisting people to manage their health during the various stages of their lives.   | Provider       | Short-Medium |
| 8.3.5 | Involvement in the Dementia Friendly Cities initiative in partnership with Alzheimer's SA – leading practice regarding local government interventions to prevent and support people with dementia. Explore opportunities to incorporate Dementia Friendly principles and actions. | Partner        | Medium       |



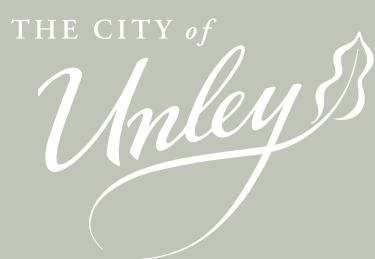
## FOCUS AREA 9

# Active Ageing Leadership

| No.    | Action  | Council's Role | Time Frame |
|--------|---|----------------|------------|
| 9.1.1  | Establish an Active Ageing Service Alliance across the 8 Key Focus Areas  | Partner        | Short      |
| 9.1.2  | Rework City of Unley Active Ageing presentation material to support conference talks and discussions  | Provider       | Short      |
| 9.1.3  | Development of specific targets to measure the achievement of each Age Friendly indicator   | Provider       | Short      |
| 9.1.4  | Explore the establishment of the Age Friendly Cities network within Australia with relevant participating Cities                                      | Partner        | Short      |
| 9.1.5  | Attract and participate in retirement and ageing expos and events   | Provider       | Ongoing    |
| 9.1.6  | Explore partnerships with service providers and government departments to secure external funding and support for prototype Active Ageing initiatives | Partner        | Ongoing    |
| 9.1.7  | Apply Active Ageing principles and thinking to all future strategies, projects and initiatives  | Provider       | Ongoing    |
| 9.1.8  | Continue community profile and review of demographics for suburbs   | Provider       | Ongoing    |
| 9.1.9  | Actively participate in research initiatives relating to Age Friendly Cities and Communities  | Partner        | Ongoing    |
| 9.1.10 | Establish an annual Unley Active Ageing Conference  | Provider       | Medium     |
| 9.1.11 | Position the City of Unley as a local government leader as an Age Friendly City and Community   | Provider       | Long       |

# AGE FRIENDLY CITY INDICATORS FOR THE CITY OF UNLEY

| <b>DOMAIN (NUMBER<br/>OF INDICATORS)</b>         | <b>INDICATOR</b>  |
|--|---|
| <b>Outdoor Spaces<br/>and Buildings (4)</b>      | <ol style="list-style-type: none"> <li>1. Local public areas are clean, pleasant and well-maintained.</li> <li>2. Local recreational facilities cater for older people.</li> <li>3. There are sufficient local open green spaces, with adequate seating and suitable pathways, for people to access and enjoy being with nature.</li> <li>4. Footpaths are free from obstructions and hazards and wide enough to accommodate wheelchairs/mobility scooters.</li> </ol>  |
| <b>Transportation<br/>(4)</b>                    | <ol style="list-style-type: none"> <li>1. Road signs are easy to read and understand.</li> <li>2. Adequate and convenient parking, including priority/disabled, spaces are available.</li> <li>3. Adequate local community transport services, including specialized services for people with disabilities, are available.</li> <li>4. Driver education and refresher courses are promoted for all citizens.</li> </ol>   |
| <b>Housing (4)</b>                               | <ol style="list-style-type: none"> <li>1. Older people know where and how to obtain assistance with routine home maintenance (gardening, cleaning) and home modification (installing hand rails, ramps etc.).</li> <li>2. Residential building regulations allow homes to be easily downsized if necessary and information about how to do so is available.</li> <li>3. Older people feel safe, secure and comfortable in their homes.</li> <li>4. Housing designed to suit older people (i.e. step-free access, wheelchair accessible etc.) is locally available.</li> </ol> |
| <b>Social<br/>Participation (2)</b>              | <ol style="list-style-type: none"> <li>1. Older people can easily access local social venues, such as the cinema, theatre, etc.</li> <li>2. Local events are inclusive of older people.</li> </ol>  |
| <b>Respect and Social<br/>Inclusion (2)</b>      | <ol style="list-style-type: none"> <li>1. Older people are consulted about local issues.</li> <li>2. Older people feel supported to make decisions about issues that affect them.</li> </ol>  |
| <b>Civic<br/>Participation (4)</b>               | <ol style="list-style-type: none"> <li>1. Information about local volunteering opportunities for older people is available.</li> <li>2. Information about local paid employment opportunities for older people is available.</li> <li>3. Older people have access to training and educational opportunities in their local community.</li> <li>4. Older people are involved in local decision-making (i.e. local council) and represented in public affairs.</li> </ol>   |
| <b>Communication<br/>and Information<br/>(3)</b> | <ol style="list-style-type: none"> <li>1. Information about local services and amenities is provided in easy-to-understand formats.</li> <li>2. Council customer service systems (such as automated systems) are easy to use.</li> <li>3. Local libraries provide older people with access to and assistance in understanding important information.</li> </ol>   |
| <b>Community and<br/>Health Services<br/>(2)</b> | <ol style="list-style-type: none"> <li>1. Older people know how to access in-home care and support services.</li> <li>2. Council staff and those employed in delivering council services are trained to work respectfully with older people.</li> </ol>   |



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