



Age Friendly Salisbury Strategy 2022-2027





Acknowledgement of Country

The City of Salisbury acknowledges that we are on the traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past, present and emerging. We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kaurna people living today.

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Mayor's Foreword

Ageing well in the City of Salisbury

The City of Salisbury is committed to ensuring that people of all ages and stages of life can age well within our City. This Age Friendly Strategy 2022-2027 sets the framework for Salisbury to deliver physical and social services that are accessible for people of all ages, and builds upon what has already been achieved by the Age Friendly Strategy 2015-2020.

The Age Friendly Strategy 2022-2027 is based on the World Health Organisation's (WHO) 8 domains of an age friendly city: Open Spaces and Buildings, Transport, Housing, Social and Civic Participation, Employment and Volunteering, Respect and Social Inclusion, Communication and Information and Community Support and Health Services. It is reflective of extensive and meaningful local community consultation.

The World Health Organisation recognised City of Salisbury as an Age Friendly City in 2016. In a world where life expectancy is increasing and communities are ageing, local governments play a critical role in ensuring the accessibility of a city for its residents so that there are opportunities and facilities for people of all ages to live well.

An Age Friendly world as described by WHO is one that is 'adding life to years.'

It is our vision to ensure Salisbury is a place that enables people of all ages to actively participate. It is a place that treats people of all ages, cultures and backgrounds with respect. It is a place that makes it easy to stay connected to those around



you and those you love. It is a place that helps people stay healthy and active at all ages. And it is a place that helps those who require support and care to live with dignity and enjoyment.

This strategy has been developed with extensive input from older people in Salisbury.

A handwritten signature in black ink that reads "Gillian Aldridge". The signature is fluid and cursive.

Gillian Aldridge, OAM
Mayor City of Salisbury





Why do we need an Age Friendly Strategy?

The *City Plan 2035* contains the vision for Salisbury to be ‘a progressive, sustainable and connected community’.

The Age Friendly Strategy 2022-2027 plays a key role in facilitating Salisbury as a place where people of all ages can feel connected to their community. In 2015, the City of Salisbury developed its first Age Friendly Strategy and in 2016 was formally recognised by the World Health Organisation as an Age Friendly City. This strategy sets the framework for Salisbury to continue to improve as an Age Friendly City that enables its residents of all ages to live a good life.

To continue to fulfil this commitment, the City of Salisbury has updated its Age Friendly Strategy to guide us for the next five years (2022-2027). It continues to support and encourage active ageing, which is defined by the World Health Organisation as the ‘process of optimising opportunities for health, participation, security and life-long learning in order to enhance the quality of life as people age’.

What is Active Ageing?

Active ageing allows people to realise their potential for physical, social, and mental wellbeing throughout their life course and to participate in society, while providing them with adequate protection, security and care when they need it.

The word “active” refers to participation in social, economic, cultural, spiritual and civic affairs, not just the ability to be physically active or to participate in the labour force. Older people, for example those who retire from work, can remain active contributors to their families, peers, communities and nations. Active ageing aims to extend healthy life expectancy and quality of life for all people as they age.

“Health” refers to physical, mental, social and spiritual wellbeing and it means maintaining autonomy and independence for older people.

Ageing takes place within the context of friends, work associates, neighbours and family members. This is why interdependence as well as intergenerational solidarity are important components of active ageing.

Context

The Longevity Revolution

We are living longer and healthier lives. This development in the recent history of our society is sometimes referred to as the *Longevity Revolution*. Population ageing is across all continents and is particularly evident in developed countries.

The life expectancy in Australia in 2018 was 81 years for men and 85 years for women. This compares with the average life expectancy in 1910 of 55 years for men and 58 years for women. Thus people can expect an additional 26 plus years of life on average. This is the longevity revolution and for many people traditional retirement at 65 years could include another 20+ years, many of which is now lived in good health.

Our society needs to adapt to this revolution to ensure we make the most of the opportunity it presents. We need to enable participation throughout life so that people can feel confident as they age and can remain active within their family, friendship circles and the wider community.

World Health Organisation response to Longevity

The World Health Organisation's Global Network of Age Friendly Cities project worked with older people throughout the world to identify the features of cities that make them good to grow old in. This project was able to identify 8 domains that are universal to creating an Age Friendly City. These domains provide the framework for the goals and strategies outlined in this document.



South Australian Government Response

SA Health has recently renewed its age friendly strategy with 'South Australia's Plan for Ageing Well 2020-2025'. This plan is reflective of the World Health Organisation Age Friendly City movement. It covers key themes such as tackling ageism, supporting accessibility and diversity, collaboration and community.

City of Salisbury Strategic Context

The City of Salisbury City Plan 2035 is the framework for the City of Salisbury moving forward and achieving the vision: *Salisbury - a progressive, sustainable and connected community*. One of the key directions to guide Salisbury in achieving this vision is to be 'a welcoming and liveable City'.

This Age Friendly Strategy 2022-2027 plays a key role in achieving this direction by enabling people to live well at any and all ages, and is relevant to every resident and visitor in the City of Salisbury.



Our Community

Our Community

South Australia's population is ageing faster than any other Australian mainland state. The 2016 Census reported that the City of Salisbury had a population of 137,979 people with a median age of 35. Although the City of Salisbury's population is younger than that of other metropolitan Councils, it is still ageing. In the 2016 Census, 31.8% of residents were aged over 50, compared to 29.8% in 2011.

This Age Friendly Strategy 2022-2027 has been designed in consultation with local residents and considers the demographic data of the Salisbury area. The population of the City of Salisbury is culturally and linguistically diverse; with 36% of the City of Salisbury's population born outside of Australia and 27% speaking a language other than English at home. The top countries of birth include England, India, Vietnam, Afghanistan and the Philippines. This data is continually changing. Over half of new refugee and migrants entering South Australia are settling in the Salisbury region, with many new arrivals coming from Myanmar, Africa and Afghanistan. Approximately 2% of the population identify as Aboriginal and/or Torres Strait Islander peoples.

Demographic and lifestyle trends are seeing household composition and lifestyle changes which reinforce the need for inclusive and age friendly cities. In the City of Salisbury, 25% of people live alone, 17% of homes do not have internet connection, and 30% of residents rent their homes, so well connected communities, appropriately sized housing options and accessible services are important to enable people to happily age in place.

Age Friendly Achievements

In 2016, the World Health Organisation recognised the City of Salisbury as an Age Friendly City due to its successful and ongoing implementation of its Age Friendly Strategy 2015-2020. This means the City of Salisbury is a member of a network of 1114 Age Friendly Cities from 44 countries, enabling information sharing, access to advice and the opportunity to showcase and recognise our achievements on a global scale.

A major achievement of the 2015-2020 Strategy was the establishment of the Salisbury Seniors Alliance, which continues to operate and enhance the City of Salisbury as an age friendly city. The Alliance is an important platform for older residents to work with Council and provide a resident perspective. The Salisbury Seniors Alliance has approximately 10 members who meet bi-monthly with Council staff to discuss age friendly priorities, opportunities and to have their say on Council projects and decisions.

Achievements of the Salisbury Seniors Alliance include:

- *Influencing the design of the Salisbury Community Hub ensuring an age friendly design, signage, furniture, customer service model and function*
- *Raising awareness of single use plastic consumption by leading an intergenerational exhibition with local primary school students*
- *Providing advice to the Office of Ageing Well to inform the Age Friendly Customer Service Guidelines*
- *Collaborating with Council to improve wayfinding and signage within the City*
- *Advocating for safer footpaths and education around mobility scooters.*

City of Salisbury Ageing Snapshot

50+ Population Past and Future

% age above 50

2011 **30%**

2016 **31%**

2026 **33%**

2036 **35%**



Single Person Households 55 years and over

Current population:

146,551

Population forecast 2036:

153,520



Forecast Retirement Age

Between 2011 and 2026 it is predicted that there will be a **43% increase in population of retirement age.**



Median Age of Persons: **35**

Average household size: **2.6 persons**

Aboriginal people **0.7%** of people aged 50+

20% of people aged over 55 need assistance in their daily activities

Recipients of the Age Pension

9 in 10 people in the eligible population were receiving an Age Pension, 14% over the metropolitan average



Born Overseas from Non-English Speaking Countries

15% Metropolitan Adelaide

Current Population and Future Population

2026

2036



Older workers and pre-retirees (50 to 59) 17,352 **17,970**



Empty nesters and retirees (60 to 69) 15,381 **15,528**



Seniors (70 to 84) 14,170 **16,665**



Elderly aged (85 and over) 2,334 **3,060**

Medium Age at Death

Men

75 years Salisbury

78 years Metropolitan Adelaide

Women

80 years Salisbury

83 years Metropolitan Adelaide

Developing the Strategy

This strategy is based on the World Health Organisation's (WHO) Global Network of Age Friendly Cities initiative, a partnership with the University of South Australia and ongoing consultation with City of Salisbury residents. It is a plan developed *with* older people, not *for* older people.

A fundamental principle to develop an Age Friendly City is the importance of going directly to the source to understand how to improve our City. In 2020 and 2021, we conducted community consultations to update the Age Friendly Strategy 2015-2020 to ensure it was representative of today's priorities. Over 50 people were consulted during the strategy update and approximately 350 people were consulted in the development of the original strategy.

Consultation Process

Given the World Health Organisation's domains of an Age Friendly City have not changed and over 350 people were consulted in the original plan, the purpose of the 2020/2021 consultation was to review and update the existing strategy rather than create a new plan. The consultation process targeted key stakeholders and the general public.

Information and the invitation to participate in the consultation was promoted via Council's website, Council's social media, articles in Discover Salisbury magazine, Salisbury Seniors magazine, flyers in hard and soft copy, and via targeted promotion to key stakeholders including the Salisbury Seniors Alliance, the Salisbury Intercultural Community Alliance, SA Northern Collaborative Network and Youth Council.

A variety of consultation methods and levels of engagement were used, including targeted focus groups, one on one interviews, community meetings and an online public survey.

The consultation questions were structured around the WHO 8 domains of an age friendly city. Participants were asked what the most important aspect of each domain was in relation to growing older in the City of Salisbury. Participants were given ample background information to enable them to contribute informed and meaningful feedback.

Consultation Snapshot

Overall, the consultation participants agreed that the domains and themes of the Age Friendly Strategic Plan 2015-2020 remain largely relevant moving forward into its next iteration. The consultation findings were collated and thematically analysed, highlighting the key priorities as well as new areas of priority moving forward.

As a result of the consultation and review, some actions were able to be consolidated. Other existing actions were amended to reflect new and emerging trends, for example emphasising the importance of access to technology. Three new actions were developed to respond to consultation findings which showed that cultural safety, LGBTIQ+ inclusion and gender inclusivity were important to our population:

- 4.11 *Provide a range of social activities that are appealing and inclusive of diverse gender, culture, language and interests. Improve inclusivity of formerly 'Men's Shed' activities to people of all genders.*
- 5.6 *Provide a culturally safe environment for social programs and services to encourage inclusion and integration of people of diverse cultures, e.g. accommodating dietary, cultural and religious requirements.*
- 5.7 *Advocate for LGBTIQ+ inclusion e.g. training for staff and volunteers, inclusive language and forms and consideration of Rainbow Tick accreditation standards.*

Domain	Key themes from 2020/2021 consultation
Outdoor spaces and buildings	Safety, accessibility, amenity, greenery, comfort
Transport	Walkability, safety, age friendly parking, accessibility, affordability
Housing	Accessibility, right sizing, affordability, proximity to greenery and services, safety
Community support and health services	Accessibility, transport, communication
Communication and information	Choice in communication mediums, technology, language, ease of access
Civic participation and employment	Volunteering opportunities, participation, inclusion, involvement
Respect and social inclusion	Inclusion, communication, cultural safety
Social participation	Variety and opportunity, inclusion, social media

Review and Update

Following the consultation and desktop review of the strategy, the plan was revised and updated. A total of 20 actions were updated and 16 actions were removed as they had been completed, consolidated, or captured in other organisational strategic plans.

Further details about the consultation and results are available in the Age Friendly Strategy Consultation Report 2021.

Strategy

Vision

Salisbury is a great place to grow old in, where people of all ages are valued and have a strong sense of belonging.

The Age Friendly Strategy is guided by the following principles:

- **Rights based** – we believe all older people have the right to enjoy a safe, fulfilling and enjoyable life free from all forms of harm at home and in the community.
- **Inclusion** – we support and promote a culture of accessibility and inclusion so every older person has the opportunity to participate and be engaged in life.
- **Partnership approach** – we will partner with Salisbury Seniors Alliance, community members, government, not for profit organisations, learning institutions and businesses to work together to create age friendly environments.
- **Intergenerational** – we will value and encourage intergenerational connections as an important part of everyday life.
- **Innovation** – we will foster and embrace innovative approaches and solutions to maximise the quality of life for older people.
- **Strengths based approach** – we will focus on the wisdom, capacities, knowledge, interests, networks and passions of older people to enhance their quality of life and to strengthen our community.
- **Population health approach** – we will enhance the communities' health and wellbeing by delivering initiatives that prevent illness, promote health and prolong life.



Age Friendly Salisbury – Who is Responsible?

Achieving an Age Friendly Salisbury requires a partnership approach. These partnerships include with older people themselves, State and Commonwealth levels of government, the business community and the non-profit sector, to create an environment and provide services that will support residents to live well and grow old in Salisbury.

This includes many areas that the City of Salisbury can lead, such as in the provision and maintenance of roads, footpaths, public places and parks.

In other areas, such as the provision of health services or improving respect for older people, the role of Council will be more as a facilitator or advocate. In implementing this strategy, Council aims to be a conduit and central focus for bringing these partners together to enhance our city.

The Age Friendly Strategy 2022-2027 is closely aligned to the City of Salisbury's vision – a *progressive, sustainable and connected community*, and in particular the key direction of being 'a welcoming and liveable City'.

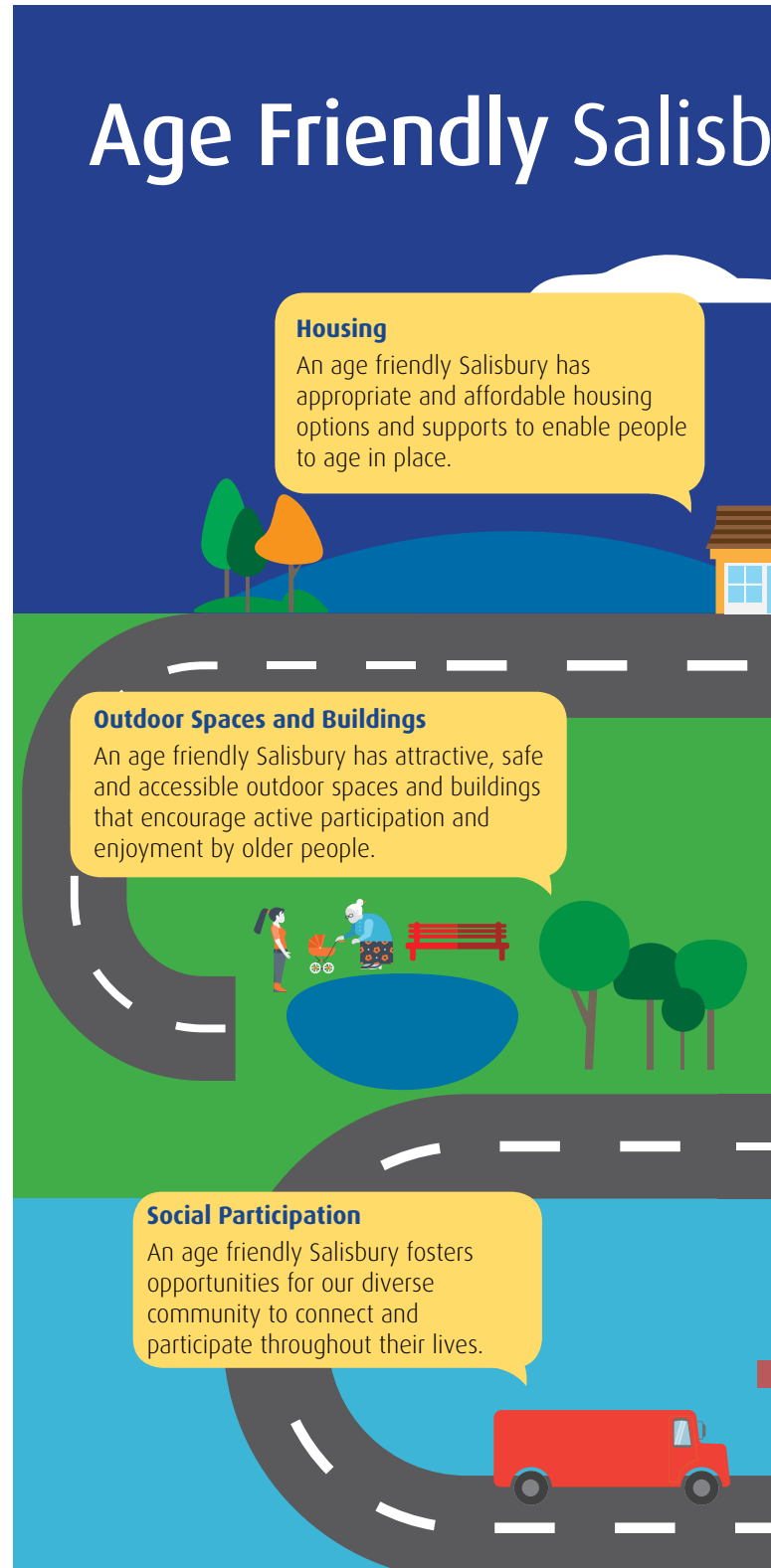


Domains

The eight domains of an Age Friendly City have been identified by the World Health Organisation and supported by the local community. These are:

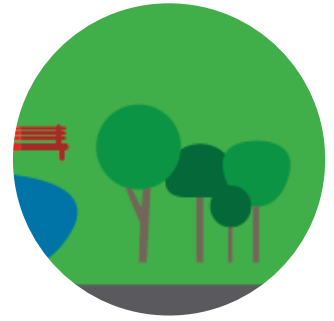
- **Outdoor Spaces and Buildings**
- **Transportation**
- **Housing**
- **Social Participation**
- **Respect and Social Inclusion**
- **Civic Participation and Employment**
- **Communication and Information**
- **Community Support and Health Services**

These domains exist interdependently and are important individually as well as for each other. Council can lead and advocate for actions under each domain.





Outdoor Spaces and Buildings



The design of outdoor spaces and buildings is a major determinant of how age friendly a city is. Design shapes how accessible and comfortable our environment is, which has a major impact on the ability of one to ‘age in place’ and remain independent. The World Health Organisation highlights access to greenery and nature as one of the most valued age friendly city features, as well as well-designed and connected pedestrian networks with shade, seating and safe walking surfaces. Age friendly designs significantly contribute to Community Health & Wellbeing and enable people to live active lives.

Council’s role

Council develops and maintains the physical environment and public buildings.

What we do well

- Regular footpath audits quantify the overall condition of footpaths and identify priorities for action
- Ensure Disability Discrimination Act compliance of new and existing buildings
- Provide attractive open and public spaces

What you told us was important

- Smooth wide footpaths on logical pedestrian routes
- Attractive, well-lit and maintained public spaces
- Adequate and shaded Age Friendly seating at regular intervals
- Traffic calming measures

Goal

An age friendly Salisbury has attractive, safe and accessible outdoor spaces and buildings that encourage active participation and enjoyment by older people.

We will do this by

- Improving and creating inclusive and inviting outdoor spaces and buildings across the City of Salisbury

Transport



Access to regular, safe, affordable and accessible transport is a critical element in supporting older people to remain physically active and socially connected. It is essential to support people's ability to continue to live independently through accessing shops, medical and health facilities, and recreation and leisure opportunities.

Council's role

In this domain Council has a role in advocating for appropriate transport services with public and private transport service providers; provision and coordination of community transport; responsible traffic management, local road networks, and car parking including accessible parking.

What we do well

- A range of public and private transport options are available
- Mini buses provide door-to-door transport to enable older people to attend activities

What you told us was important

- Ability to get around the city
- Safe and walkable neighbourhoods
- Availability of designated seniors/disability parking
- Access to a range of suitable public and private transport options

Goal

An age friendly Salisbury has regular, affordable and accessible transport options that support older people to actively participate, connect and enhance quality of life.

We will do this by

- Supporting initiatives that create effective, safe and accessible transport options for older people
- Providing community education initiatives to enable greater access by older people to transport

Housing



Housing is essential to safety and wellbeing. The WHO consultation with older people reinforced the link between access to appropriate housing on quality of life and independence. Appropriate housing and support services provide a critical foundation for older people to live well and age in place.

Council's role

In this domain, Council has a role to influence and advocate for the development of age friendly housing options and in delivering services to enable people to remain in their homes as they age through the Commonwealth Home Support Programs, funded by the Commonwealth Government.

What we do well

- A range of housing options are available
- Support service to assist people to remain in their homes as long as possible are available

What you told us was important

- A range of affordable and right sized housing options that remain appropriate as you age
- Information on what is available and accessible to all
- Support options to remain in your own home as long as possible

Goal

An age friendly Salisbury has appropriate and affordable housing options and supports to enable people to age in place.

We will do this by

- Contributing to support people to remain living independently and well in their community
- Contributing to the accessibility of appropriate and affordable housing options across the City

Social Participation



Social participation is critical to good health and wellbeing throughout all stages of life. Participation in leisure, social, cultural and/or spiritual activities in the community enables people to exercise their competence, create and maintain meaningful relationships, and enjoy respect and esteem. Older people who were consulted by WHO highlighted that for older people to have the capacity to participate, not only is the offering of activities required, but also the appropriate support, information and transport means to access the services.

Council's role

In this domain Council has a role in the provision of accessible facilities, activities, events and initiatives to social and cultural groups.

Goal

An age friendly Salisbury fosters opportunities for the diversity of the community to connect and participate throughout their lives.

What we do well

- A wide range of clubs and social activities are available
- Cultural and Linguistically Diverse (CaLD) social groups provide a valuable community support and information sharing function

We will do this by

- Strengthening the connections and participation of individuals and groups who previously have not accessed community activities and services
- Providing a range of affordable and accessible programs and activities
- Improving or creating accessible and supportive environments that encourage engagement, connectedness and participation
- Providing long life learning opportunities to build knowledge and capacity

What you told us was important

- Local clubs and community groups are valued as a way of being involved in the community
- A great range of groups, activities and opportunities for volunteering and working in Salisbury
- Organised social trips which provide enjoyable and affordable outings
- Libraries, community and seniors centres such as Jack Young Centre are a valuable resource

Respect and Social Inclusion



Respect and social inclusion was identified as one of the most important domains by older people. Many reported experiencing conflicting behaviour and attitudes towards them; some felt they are often respected, recognised and included, whilst at other times, they experienced a lack of consideration in the community, in services and in their families. This clash can be explained by changing societal norms, a decrease in contact between generations and widespread misunderstanding about ageing. Respect and social inclusion depends on more than just age, but intersections of culture, gender, health and economic status, religion and sexuality.

Council's role

In this domain Council will role model and promote respect and inclusion. It has a service provision role in reaching out to isolated members of the community.

What we do well

- Older people are consulted through clubs, libraries and community centres
- Council actively seeks the input of its residents in planning and decision-making

What you told us was important

- Older people want to be recognised and valued as a member of the community
- Respect and social inclusion for diverse communities, including but not limited to LGBTIQ+ persons, people from culturally and linguistically diverse communities, people with disability and people with health or dietary requirements
- Safety is a key concern for inclusion and participation in the community

Goal

An age friendly Salisbury actively engages, recognises and celebrates the valuable contribution of older people to community life.

We will do this by

- Providing a range of opportunities for older people to be involved in decision making
- Challenging any ageist stereotypes, attitudes and practices
- Celebrating the valuable contribution of Salisbury's diverse older people
- Proactively creating inclusive environments

Civic Participation and Employment



An age friendly community provides ample and meaningful opportunities for people of all ages to contribute to their communities through involvement in decision making processes, employment or volunteering. This provides valuable benefits, including a strong sense of self-worth and purpose and the ability to maintain social connections, health and wellbeing. WHO consultation found that older people would like to have more work opportunities and would like to see existing opportunities tailored to meet their needs. As well as the provision of opportunities, age friendly local governments also need to focus on removing barriers to participation.

Council's role

In this domain Council has a role in providing volunteer roles and actively involving the community in its decision-making.

What we do well

- Provide opportunities for volunteering and civic participation

What you told us was important

- A range of groups, activities and opportunities for volunteering and working in Salisbury
- Feeling part of the community
- Opportunities for older people to undertake paid work or self-employment

Goal

An age friendly Salisbury will enable older people to participate in employment, volunteering and to actively contribute to decision making processes.

We will do this by

- Supporting, promoting and developing opportunities for older people to access volunteering and employment opportunities
- Recognising the contributions of older people
- Promoting and supporting the rights and abilities of older people to participate in civic life

Communication and Information



Communication of information is an increasingly important domain for age friendly cities. As technology and communication mediums develop rapidly, it is critical that information is communicated in a variety of ways to suit people with diverse communication needs. Access to timely and practical information enables people to access the support and services they require to live well. Access to information is also essential for people to maintain their health, independence and sense of connection to community. A multifaceted approach to information sharing is required to reach people with varying capacities and resources.

Council's role

In this domain Council's role is the provision and dissemination of quality information in an accessible manner. Information mediums should consider cultural and language diversity, English literacy levels and that 17% of households are not connected to the internet.

What we do well

- Information is provided through networks, communities and seminars
- Information is translated in different languages
- Information is provided in hardcopy (newsletters, pamphlets etc) and online
- Assistance to access information through Libraries, Community and Seniors Centres

What you told us was important

- Information should be available in a variety of formats including in person, hardcopy and online
- That information is available to all people in the community, particularly those that may be isolated
- Personal face to face communication is valued
- Residents should be supported to learn about and access information on the internet

Goal

An age friendly Salisbury provides high quality, timely and accessible information to enhance older people's quality of life.

We will do this by

- Providing timely and appropriate information in a range of accessible formats

Community Support and Health Services



Community support and health services are vital for people to maintain their health, independence and participation in civic life. These services need to be respectful, affordable and valuable. The funding and organisation of many of these services is determined by other levels of government, so local government has limited scope within this domain. However, Council can play an important role in the delivery of some of these services and can advocate for quality services in other areas.

Council's role

In this domain Council directly provides some community support programs and services for older people and is a facilitator and partner with other service providers to ensure services are delivered appropriately within the community.

What we do well

- Extensive health services are available within the City
- Council provides a wide range of support services

What you told us was important

- Council has a range of tailored services available for older adults
- Ability to access council services near to home
- Consistent quality customer service is experienced in local shops and services
- Central and accessible location of local health services
- Availability of timely free health services

Goal

An age friendly Salisbury provides appropriate and accessible services to enable older people to maintain active and independent living.

We will do this by

- Actively collaborating at regional, state and national levels of government to ensure appropriate provision of community support and health services
- Providing accessible community support and health services for older people
- Responding actively to climate change

Translating into Action

These strategies and objectives provide a framework for continuing to build an age friendly approach to all of Council's policies, planning and services. Specific actions for each domain area are captured in the attached Action Plan.

Annual reporting to Council will help monitor and measure the success of the plan.

The Salisbury Seniors Alliance will continue to assist Council in implementing the strategy through identifying priorities and opportunities and their role as community leaders.



Conclusion

Overall, City of Salisbury residents have told us that Salisbury is a great place to live well and grow older in. In particular, residents appreciate the access to nature, local services, opportunities to participate in civic life and the sense of community in Salisbury. We have listened to what is important to our residents as they age and renewed this Age Friendly Strategy 2022-2027 to reflect current priorities. We will regularly evaluate the implementation of this strategy and seek feedback from the community, in particular through the Salisbury Seniors Alliance.

An age friendly Salisbury is one where people of all ages can live well and age in place. This strategy supports Salisbury in achieving its overarching 2035 vision, which is *'Salisbury – a progressive, sustainable and connected community'*.



Age Friendly Salisbury Action Plan

1. Outdoor Spaces and Buildings

Goal: An age friendly Salisbury has attractive, safe and accessible outdoor spaces and buildings that encourage active participation and enjoyment by older people.

Strategy		Action	Responsibility
Planning, creating and improving inclusive and inviting outdoor spaces and buildings across the City of Salisbury where possible.	1.1	Embed age friendly criteria into routine conditions and asset assessments of Council buildings, footpaths, parks and open space.	Infrastructure Management
	1.2	Include age friendly standards in the design and functionality of new Council infrastructure.	Strategic Development Projects Infrastructure Management Property & Buildings Community Health & Wellbeing
	1.3	Include adult fitness equipment within the scope of the reserve upgrade and play space renewal programs.	Infrastructure Management
	1.4	Ensure adequate and appropriate age friendly seating is available in high use and connecting areas, including sheltered seating in reserve upgrades and playspace renewal projects.	Infrastructure Management
	1.5	Enhance council's commitment to a safe, maintained and interconnected footpath and kerb ramp network ensuring low gradient footpaths where possible.	Infrastructure Management
	1.6	Ensure that lighting is provided in public areas and the connections between them.	Infrastructure Management
	1.7	Install wayfinding signage across the City to encourage walking and cycling. Consider incorporating symbols in signage where feasible.	Infrastructure Management
	1.8	Provide public toilets at regional level reserves where feasible and provide signage to existing neighbouring facilities at other locations where possible.	Infrastructure Management Property & Buildings

2. Transportation

Goal: An age friendly Salisbury has regular, affordable and accessible transport options that support older people to actively participate, connect and enhance quality of life.

Strategy		Action	Responsibility
Supporting initiatives that create effective, safe and accessible transport options for older people.	2.1	Advocate that public transport adequately services the changing needs of the community. This includes advocating to the Department of Infrastructure and Transport to change bus routes to where clusters of older people live.	Infrastructure Management Community Health & Wellbeing
	2.2	Improve accessibility and knowledge of community buses and specialised transport services and endeavour to provide public transport timetables in print at community centres and libraries.	Community Health & Wellbeing
	2.3	Explore the possibility of allocating senior parking spaces in partnership with Seniors Card.	Community Health & Wellbeing
	2.4	Delivery of forums and workshops for older people to ensure driving skills are maintained. RAA forums for people considering giving up their drivers license.	Community Health & Wellbeing

Age Friendly Salisbury Action Plan *cont.*

3. Housing

Goal: An age friendly Salisbury has appropriate and affordable housing options and supports to enable people to age well in place.

Strategy		Action	Responsibility
Contributing to support people to remain living independently and well in their community.	3.1	Deliver Council's Commonwealth Home Support Program at the current service levels which includes: home maintenance, home modifications, gardening and domestic assistance.	Community Health & Wellbeing
	3.2	Maintain Council's commitment to assistance with care and housing for older people in the northern metropolitan area who are homeless or at risk of becoming homeless through the ACHA program.	Community Health & Wellbeing
Contributing to the accessibility of appropriate and affordable housing options across the City.	3.3	Offer products in Council developments that suit the older age bracket including accessibility and affordability and advocate for a variety of dwelling types and sizes that are within proximity to services, nature and amenity.	Strategic Development Projects
	3.4	Inform the community about grants and products available to older people to increase their opportunity to secure appropriate and affordable housing.	Strategic Development Projects Community Health & Wellbeing

4. Social Participation

Goal: An age friendly Salisbury fosters opportunities for the diversity of the community to connect and participate throughout their lives.

Strategy		Action	Responsibility
Strengthening the connections and participation of individuals and groups who previously have not accessed community activities and services.	4.1	Expand and maintain the Salisbury Social Participation Cultural Programs to be inclusive of new and emerging communities.	Community Health & Wellbeing
	4.2	Through the Northern Collaborative Project: <ul style="list-style-type: none"> Investigate models of connectivity for older Australians who have limited social connections Supporting older Australians, their families and carers to engage with the aged care system through independent information sharing, provision and networking Supporting and building community care sector capability by delivering training and education aimed at enhancing the delivery of services that are responsive to client needs, including clients with diverse needs. 	Northern Collaborative Project
	4.3	Investigate ways of strengthening, empowering and celebrating the community by using the Asset Based Community Development (ABCD) approach in key places across the City.	Community Health & Wellbeing
Provide a range of affordable and accessible programs and initiatives.	4.4	Maintain a wellness approach into programs, services and activities offered in seniors centres and across the broader Salisbury community.	Community Health & Wellbeing

Age Friendly Salisbury Action Plan *cont.***4. Social Participation** *cont.*

Strategy		Action	Responsibility
	4.5	Deliver information, communication and technology initiatives to increase the access and use of technology amongst older people. Provide technology classes for older people.	Community Capacity & Learning Community Health & Wellbeing
	4.6	Establish and facilitate social media opportunities for older residents and support residents to engage online i.e. Jack Young Centre Facebook Group.	Community Health & Wellbeing
	4.7	Deliver regular forums on topics of interest as identified by the Salisbury Seniors Alliance.	Community Health & Wellbeing
	4.8	Increase the availability of books, magazines and papers online and continue to provide in accessible formats including large print and audio and in other languages.	Community Capacity & Learning
		Encourage the use of e-readers to facilitate access to large fonts, audio and translated materials.	Community Capacity & Learning
	4.9	Enhance the home library service by attracting new customers.	Community Capacity & Learning
Improving or creating accessible and supportive environments that encourage engagement, connectedness and participation.	4.10	Ensure that every new or refurbished Council facility meets age friendly requirements.	Community Capacity & Learning Property & Buildings

4. Social Participation cont.

Strategy		Action	Responsibility
	4.11	Provide a range of social activities that are appealing and inclusive of diverse gender, culture, language and interests. Improve inclusivity of formerly 'Men's Shed' activities to people of all genders.	Community Health & Wellbeing
Facilitating opportunities for lifelong participation in sport, recreation and other leisure activities.	4.12	Raise the profile of opportunities for older adults for lifelong engagement in sport, recreation and other leisure activities.	Community Health & Wellbeing
	4.13	Consult diverse age groups when planning sport and recreation infrastructure.	Community Planning
	4.14	Support community recreation clubs to engage with older adults, to promote opportunities for meaningful intergenerational exchanges including mentoring younger participants.	Community Health & Wellbeing
	4.15	Hold social participation programs at community recreation facilities to profile facilities and provide opportunities for engagement with physical activity.	Community Health & Wellbeing

Age Friendly Salisbury Action Plan *cont.*

5. Respect and Social Inclusion

Goal: An age friendly Salisbury actively engages, recognises and celebrates the valuable contribution of older people to community life.

Strategy		Action	Responsibility
Providing a range of opportunities for older people to be involved in decision-making.	5.1	Maintain the Salisbury Seniors Alliance to ensure that older citizens have a voice in the issues that affect their lives.	Community Health & Wellbeing
	5.2	Maintain support for the various consumer advisory groups e.g. Jack Young Centre, and seek advice from other groups as relevant e.g. RAP Working Group.	Community Development
	5.3	Continue Council's support for the Northern Collaborative Project (NCP).	Community Health & Wellbeing
Challenging any ageist, stereotypes, attitudes and practices.	5.4	Deliver positive stories through various media and promotional initiatives.	Community Health & Wellbeing
	5.5	Raise awareness of elder abuse by: <ul style="list-style-type: none"> Working in partnership with other agencies in the north Develop and implement protocols for Council staff involved in delivery of the CHSP to identify any older person at risk of, or suffering abuse of any kind, including emotional and financial abuse Promote safeguarding to older people to ensure that they can identify occasions of abuse. 	Community Health & Wellbeing
	5.6	Provide a culturally safe environment for social programs and services to encourage inclusion and integration of people of diverse cultures, e.g. accommodating dietary, cultural and religious requirements.	Community Health & Wellbeing Community Capacity & Learning

5. Respect and Social Inclusion cont

Strategy		Action	Responsibility
	5.7	Advocate for LGBTIQ+ inclusion e.g. training for staff and volunteers, inclusive language and forms and consideration of Rainbow Tick accreditation standards.	Community Health & Wellbeing
Celebrating the valuable contributions of Salisbury's diverse older people.	5.8	Continue to provide opportunities for seniors to participate in creative arts.	Community Health & Wellbeing Community Experience & Relationships
	5.9	Celebrate and showcase the valuable contributions of older people in various media.	Community Health & Wellbeing Community Capacity & Learning
	5.10	Ensure training is available to support staff and volunteers to work with older people and deliver quality services.	People & Culture Community Health & Wellbeing

Age Friendly Salisbury Action Plan *cont.***6. Civic Participation and Employment**

Goal: An age friendly Salisbury will enable older people to participate in employment, volunteering and actively contribute to decision making processes (civic life).

Strategy		Action	Responsibility
Supporting, promoting and developing opportunities for older people to access volunteering and employment opportunities.	6.1	Identify career transition needs through Council's performance and development process and incorporate talent management and succession planning to retain knowledge and ensure well-planned transition to retirement.	People & Culture
	6.2	Provide a wide range of meaningful volunteering opportunities that appeal to people of all ages and across council to encourage participation and active engagement.	Community Development Volunteer Services
	6.3	Promote and develop connections to the Polaris Centre to raise awareness of self-employment opportunities and support.	Polaris Business & Innovation Centre
	6.4	Staff training to encourage age friendly recruitment.	Community Health & Wellbeing People & Culture
Promoting and supporting the rights and abilities of older people to participate in civic life.	6.5	Provide a range of opportunities for older people to have a voice including: <ul style="list-style-type: none"> · Salisbury Seniors Alliance · Regional Community Ambassadors (NCP) · Jack Young Centre Advisory Group 	Community Health & Wellbeing

7. Communication and Information

Goal: An age friendly Salisbury provides high quality, timely and accessible information to enhance older people's quality of life.

Strategy		Action	Responsibility
Providing timely and appropriate information in a range of accessible formats.	7.1	Continue to publish Salisbury Seniors Magazine to include information on areas of interest and to be distributed in a range of formats.	Community Health & Wellbeing
	7.2	Work with Communications & Community Experience to increase the accessibility of Council's communication and information. Ensure Council publications meet the South Australian Accessibility Guidelines where possible and appropriate.	Community Health & Wellbeing Community Experience & Relationships Community Capacity & Learning
	7.3	Ensure communications are provided in a range of accessible and suitable formats so that residents can access information on Council services and broader community activities. <ul style="list-style-type: none"> • Ensure options for sharing information with older people and their families from Aboriginal and Torres Strait Islander communities and culturally and linguistically diverse communities are available. • Ensure a range of information methods be used, including print. • Encourage use of symbols and images to convey information. • Encourage use of Easy English 	Community Health & Wellbeing Community Experience & Relationships Community Capacity & Learning
	7.4	Increase knowledge across the organisation on the City's ageing population, future needs, impacts and opportunities and the age friendly cities framework.	Community Health & Wellbeing Community Experience & Relationships

Age Friendly Salisbury Action Plan *cont.*

8. Community Support and Health Services

Goal: An age friendly Salisbury provides appropriate and accessible services to enable older people to maintain active and independent living.

Strategy		Action	Responsibility
Actively collaborating at regional state and national level to ensure appropriate provision of community support and health services.	8.1	Development of strategic partnerships to further improve the health and wellbeing of older people, including the Northern Collaborative Project, Northern Health Network, Northern Local Health Network, COTA, the Office of the Ageing, Northern Connections (nc-21), Community Safety Committee, Active Ageing Australia and NGO's.	Community Health & Wellbeing
	8.2	Develop partnerships to ensure squalor and hoarding issues are addressed with sensitivity.	Community Health & Wellbeing
Provide accessible community support and health services to older people.	8.3	Continue to deliver and improve Council's Commonwealth Home Support Program in accordance with funding requirements.	Community Health & Wellbeing
	8.4	Promote the availability of safety support through the Commonwealth Home Support Programme including the installation of security equipment in resident's homes and advice i.e. SAPOL.	Community Health & Wellbeing
	8.5	Deliver health and wellbeing, learning and lifestyle programs and forums from Council facilities.	Community Development
	8.6	Promote Heart Foundation walking groups for people with varying levels of fitness with a focus on increasing endurance and strength.	Community Health & Wellbeing
	8.7	Support the Council's seniors centres to provide nutritional and affordable meals that endeavour to accommodate dietary, cultural or religious requirements.	Community Health & Wellbeing

8. Community Support and Health Services cont

Strategy		Action	Responsibility
	8.8	Through targeted training and leadership develop a culture where staff, volunteers and contractors are respectful, helpful and trained to support older people to maintain their independence and maximise their wellbeing.	Community Health & Wellbeing
	8.9	Identify initiatives and work with relevant stakeholders to improve the accessibility of programs, information and facilities for older people.	Community Health & Wellbeing
	8.10	Identify and collaborate with relevant stakeholders to address the needs of older people in the planning and response to community emergencies.	Governance Community Health and Wellbeing
	8.11	Provide information through a range of avenues to assist older people to understand how to respond to an emergency.	Community Health & Wellbeing Governance
Responding actively to climate change.	8.12	Support vulnerable older people within the parameters of the Commonwealth Home Support Program in extreme weather events.	Community Health & Wellbeing Governance



Age Friendly Salisbury Strategy 2022-2027
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