

2015 - 2020

Age-Friendly Salisbury Strategy





MAYOR'S INTRODUCTION

The City of Salisbury is committed to ensuring that older residents can age well within Salisbury and the development of a new ageing strategy will be an important document to guide this work for the next five years.

The focus of our strategy is to create an age-friendly city that will support seniors to achieve an active and engaged life. I am pleased to say that this strategy has been developed with extensive input from older people in Salisbury.

In the development of the strategy we examined the components or domains of life that contribute to an environment that supports older people including open spaces and buildings, transport, housing, social and civic participation, employment and volunteering, respect and social inclusion, communication and information plus community support and health services.

Work around these domains has been undertaken over many years by the World Health Organisation (WHO) and there are now more than 250 global cities that are working to build an age-friendly world. We have chosen to use this framework to develop an Age-Friendly Salisbury Strategy.

Our intent is that Salisbury becomes a partner in the global network giving us the opportunity to share some of our home-grown successes and to learn from others' experience.

An age-friendly world as described by WHO is one that is 'adding life to years'.



It is our vision to make Salisbury a place that enables people of all ages to actively participate in community activities. It is a place that treats everyone with respect, regardless of their age, culture or background. 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 even at their oldest age. And it is a place that helps those who can no longer look after themselves to live with dignity and enjoyment.

I trust you will find this document both informative and beneficial in identifying ways to live a happy and healthy life in the City of Salisbury and become more familiar with the programs and initiatives occurring in our city.

Yours Sincerely,

A handwritten signature in dark ink, reading 'Gillian Aldridge'.

Gillian Aldridge
Mayor of Salisbury

THE NEED FOR A STRATEGY

‘The City of Salisbury is committed to excellence in building a community of opportunity and spirit in a quality environment’ (Salisbury City Plan 2020).

To ensure that older residents can experience the community as one of ‘opportunity and spirit’, Council has pledged to develop an age-friendly city that will ensure a safe and supportive community that is accessible for all. Salisbury will be a community where a full range of services are available within an environment that supports active ageing and where senior residents have the opportunity to be full citizens in the life of the city and have a voice in issues that affect their lives.

In order to fulfil this commitment, the City of Salisbury is developing a new age-friendly strategy to replace the existing Priority Actions for an Ageing Community. This strategy will focus on creating a city that supports and encourages active ageing, which is the ‘process of optimising opportunities for health, participation, security and life-long learning in order to enhance the quality of life as people age’ (World Health Organisation – Active Ageing Framework 2002).

What is Active Ageing?

Active ageing allows people to realize their potential for physical, social and mental well-being throughout their life course and to participate in society with adequate protection, security and care when needed.

The word ‘active’ refers to continuing 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 who retire from work, are frail or living with disability 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 and social 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 (World Health Organisation – Active Ageing Framework 2002).



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 2011 was 80 years for men and 84 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 25 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 as they age can feel confident and able to 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 initiative worked with older people in cities throughout the world to identify the features of cities that make them good to grow old in. While there are features that may be specific to the characteristics of a particular city, the project was able to identify eight 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

The South Australian Government has also been developing ways to respond to the ageing

population of the state. Integral to the South Australian Government's response has been Dr Alexandre Kalache's visit and work as part of the 'Thinker in Residence' programme from 2003 to 2013.

Dr Kalache was an architect of the WHO Age-Friendly initiative and during his residency applied this work to the SA environment resulting in the production of 'The Longevity Revolution – Creating a Society for All Ages'. This then led to the development of the Age-Friendly Neighbourhood Guidelines & Toolkit for Local Government that we have further applied to developing the Age-Friendly Salisbury Strategy.

Dr Kalache visited Salisbury during 2012 and held meetings with older people at the Jack Young Centre and met with older members of the Bhutanese community.



OUR COMMUNITY

South Australia has a faster ageing population than any other Australian state or territory.

Population projections for the City of Salisbury show an ageing population over the next 30 years which is consistent with state-wide trends. The City of Salisbury has a younger population on average than the rest of Greater Adelaide, with 38,414 residents or 29.8% of Salisbury's total population of 129,111 identifying as aged 50+ years in the 2011 census.

Based on the latest census data (2011), 12.2% of the City of Salisbury population was aged 65 or older. Between 2006 and 2011 the number of Salisbury residents over 65 years of age increased at an annual average growth rate of 4.1% which is above the South Australian rate of 2.1%.

During this period Salisbury experienced the second highest net growth in the 65+ age group of all metropolitan South Australian councils with a growth of 2,771 people, taking the total number of residents 65 years or older to 15,801 individuals. This large growth reflects both Salisbury being the second largest council area as well as an annual growth rate above the state average.

The City of Salisbury has a culturally diverse population with 27.8% of the population born overseas and of this number 18% from countries where English was not their first language. This is higher in the 65+ year age bracket with 51% of the population born overseas and 24.1% of the group coming from non-English speaking countries. The top five countries of birth in 2011 were the United Kingdom, Philippines, Vietnam, India and Italy.

The population has further diversified over the past 10 years as Salisbury has become home to a large number of humanitarian entrants including people from Afghanistan, Bhutan, Burma and Africa (a number of countries of birth were not identified in the 2011 Census but are expected to emerge in future census collections).



City of Salisbury Ageing Snapshot

50+ Population Past and Future

Actual & % population

2001 27,958 people 25%

2011 38,414 people 30%

2026 47,526 people 33%

2031 48,989 people 33%

Single Person Households 55 years and over

% of population

26% of females

16% of males

Forecast Retirement Age

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





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

18% Salisbury
15% Metropolitan Adelaide

Current Population and Future Population Predictions

		2011	2031
	Older workers and pre-retirees (50 to 59)	15,925	17,101
	Empty nesters and retirees (60 to 69)	12,372	14,977
	Seniors (70 to 84)	8,986	14,586
	Elderly aged (85 and over)	1,745	2,323

Medium Age at Death

Men

75 years Salisbury

78 years Metropolitan Adelaide

Women

80 years Salisbury

83 years Metropolitan Adelaide

DEVELOPING THE STRATEGY

The Age-Friendly Salisbury Strategy has been developed in partnership with the University of South Australia.

We began by examining the City of Salisbury's previous work in this area through its Priority Actions for an Ageing Community. We then applied the latest ideas and practices emerging from the World Health Organisation (WHO) Global Network of Age-Friendly Cities initiative and the work of Dr Alexandre Kalache during his Thinker in Residence tenure. Finally, and most importantly, we asked the people of the City of Salisbury for their views on how to develop an age-friendly city.

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 Salisbury as an age-friendly city. In early 2015 we conducted community consultation to get the views of the people who live, work and play in the City of Salisbury around two fundamental questions:

- 1 What is good about growing old in Salisbury?*
- 2 How could the experience of growing old in Salisbury be improved?*

Consultation Process

The consultation was designed to gauge the views of older people and other interested community members, using both quantitative (survey) and qualitative (focus groups) methods. Feedback from 350 people contributed to the development of this Strategy.

Information about the consultation was disseminated to community members through a variety of means including emails, postcards in council buildings and community centres, shopping centre stalls, online and hardcopy promotion.

Specific focus group meetings and community meetings were undertaken to get direct feedback for the consultation.

Participants were provided with questions that asked them to explore their positive and negative experiences of growing older in the City of Salisbury.

We particularly put effort into hearing from members of cultural communities who call Salisbury home. We understand that for some ageing well in Australia holds some challenges, particularly around language and cultural norms and we have endeavoured to listen to and understand their experience and aspirations.

Consultation Snapshot

Overall people reported they were happy living in Salisbury and feel they have access to services and activities that support them to age well. Some of the respondents were complimentary about the outdoor spaces in the city, or the available transport, both public transport and Council's provision of individual door-to-door transport for eligible older people to attend activities.

The older people we consulted said that they feel safe walking around Salisbury in the day, but were fearful at night. They voiced their appreciation of the efforts of Council to provide good services. They mentioned in particular the libraries and Jack Young Centre as vitally important in their lives.

They also gave information about the things that are important to enrich their lives noting these as opportunities for improvement in their environment and the broader community.

Underlying the above is the desire to be respected, both for their experience and their continued contribution to Salisbury. There is a desire to grow old in Salisbury with housing, shops and services that meet their needs.

The full results of our consultation are available in City of Salisbury Age-Friendly City Consultation Report. Key issues are listed and addressed in this Strategy.

A graphic titled 'CONSULTATION SNAPSHOT' featuring a yellow circle with the title and five blue speech bubbles containing feedback. The background is a light grey textured surface.

CONSULTATION SNAPSHOT

// ...we consider the state of outdoor spaces and buildings in our community are very well looked after

// Nice clean environment, close to wetlands with green open spaces

// More seating along side streets rather than just down main shopping areas

// Public toilets are good in shopping centres but in other areas few and far between

// Cutting verges often leave leaf litter and grass behind which blocks drains

VISION AND PRINCIPLES

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

The Age-Friendly Salisbury 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 diversity and accessibility so every older person has the opportunity to participate and be engaged.
- > **Partnership approach** – we will partner with community members, government, not-for-profit sector, 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 community's health and wellbeing by supporting and delivering initiatives that prevent illness, promote health and prolong life.



DOMAINS

Our goals are set out under eight domains identified by the World Health Organisation as being essential to the development of an age-friendly city.

These domains are not isolated; many activities will cut across a number of them. The role and influence of Council also varies across activities and is discussed under each domain below (see Appendix I).

Outdoor Spaces and Buildings

The way that the physical environment and public buildings are designed and maintained has a major impact on the mobility independence and quality of life of older people and the extent to which they can 'age in place'. In the WHO consultations for age-friendly cities, having access to 'greenspaces' was one of the most commonly mentioned age-friendly features. Well designed and maintained pedestrian paths that support safe walking make an important contribution to health and wellbeing¹.

Council's Role

In this domain Council has a significant role in the way that the physical environment and public buildings are developed and maintained.

What We Will Do Well

- > Regular footpath audits quantify the overall condition of footpaths and identify priorities for action
- > Retrofit of buildings to be Disability Discrimination Act compliant

- > Provide attractive open and public spaces

What You Told Us Was Important

- > Smooth wide footpaths on logical pedestrian routes
- > Well maintained public spaces, including nature strips
- > Adequate age-friendly seating
- > Accessible outdoor and indoor public toilets

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:

- > Planning, creating and improving inclusive and inviting outdoor spaces and buildings across the City of Salisbury.

Transportation

Access to regular, safe, affordable and ability appropriate transport is a critical element in supporting older people to remain physically active and socially connected. It is essential to support people's ability to continue to live independently by accessing shops, medical and health facilities, essential services and recreation and leisure opportunities².

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, responsibilities for traffic management, local road networks, and car parking including parking for people with special needs.

¹ Guidelines: South Australia's Communities for All: Our Age-Friendly Future: Age-Friendly Neighbourhoods Guidelines and Toolkit for Local Government, Government of South Australia, 2012

² Guidelines: South Australia's Communities for All: Our Age-Friendly Future: Age-Friendly Neighbourhoods Guidelines and Toolkit for Local Government, Government of South Australia, 2012

What We Will Do Well

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

What You Told Us Was Important

- > Ability to get around the city
- > Bus/transport service that is regular and accessible
- > Availability of seniors/disabled parking

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 as well as community and social service on people's quality of life and level of independence. Older people strongly value housing and support that allows them to age comfortably and safely within the community to which they belong³.

Council's Role

In this domain Council's role is the provision of services to enable people to remain in their homes through the Commonwealth Home Support Program funded by the

Commonwealth Government, as an influencer and advocate to promote the development of age-friendly housing options and as an influencer in the location of age-friendly housing.

What We Will Do Well

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

What You Told Us Was Important

- > 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 support 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 and social support are strongly connected to good health and well being throughout life. Participating in leisure, social, cultural and spiritual activities in the community, as well as with family, allows older people to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships. It fosters social integration and is the key to staying informed⁴.

³ Guidelines: South Australia's Communities for All: Our Age-friendly Future: Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government, Government of South Australia, 2012

⁴ Global Age-Friendly Cities: A Guide: World Health Organisation, 2007

Older people consulted by WHO indicate that the capacity to participate in formal and informal social life depends not only on the offer of activities, but also on having adequate access to transportation and facilities and on getting information about activities⁴.

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.

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

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
- > Senior centres such as Jack Young Centre are a valuable resource

Goal

An age-friendly Salisbury fosters opportunities for our diverse community to connect and participate throughout their lives.

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 initiatives

- > Improving or creating accessible and supportive environments that encourage engagement, connectedness and participation
- > Facilitating opportunities for lifelong participation in sport, recreation and other leisure activities.

Respect and Social Inclusion

Older people report experiencing conflicting types of behaviour and attitudes towards them. On the one hand, many feel they are often respected, recognised and included, while on the other, they experience lack of consideration in the community, in services and in the family. This clash is explained in terms of a changing society and behavioural norms, lack of contact between generations, and widespread ignorance about ageing and older people.

It is clear from the WHO consultation that the respect and social inclusion of older people depend on more than societal change: factors such as culture, gender, health status and economic status play a large role. The extent to which older people participate in the social, civic and economic life of the City is also closely linked to their experience of inclusion⁵.

Council's Role

In this domain Council has an influencer role as a role model and promoter of respect. It has a service provision role in engaging isolated members of the community.

What We Do Well

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

⁴ Global Age-Friendly Cities: A Guide: World Health Organisation, 2007

⁵ Global Age-Friendly Cities: A Guide: World Health Organisation, 2007

What You Told Us Was Important

- > Older people want to be recognised and valued as a member of the community
- > 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

Civic Participation and Employment

An age-friendly community provides options for older people to continue to contribute to their communities through paid employment or voluntary work and to actively contribute to the decision making processes.

Volunteering provides many benefits to those who choose to participate including a strong sense of self-worth, feeling active and maintaining their health and social connections. WHO found that older people would like to have more opportunities for employment and would like to see current employment and volunteer opportunities tailored to their needs.

Allowing older people a meaningful voice in their communities also requires a focus on improving civic engagement by removing barriers to participation^{6,7}.

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 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
- > Promoting and supporting the rights and abilities of older people to participate in civic life

Communication and Information

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

Information is also a key factor which bears on people's ability to maintain their health, remain independent and stay connected to their communities⁸. Information needs to be provided in ways that meets older people's needs requires a multi-faceted approach.

⁶ Global Age-Friendly Cities: A Guide: World Health Organisation, 2007

^{7,8} Guidelines: South Australia's Communities for All: Our Age-Friendly Future: Age-Friendly Neighbourhoods Guidelines and Toolkit for Local Government, Government of South Australia, 2012

Relevant information needs and to be readily accessible to older people with varying capacities and resources¹⁰.

Council's Role

In this domain Council's role is in the provision and dissemination of quality information in an accessible manner.

What We Do Well

- > Information is provided through networks, communities and seminars
- > Information is provided in nine specific cultural languages
- > Information is provided in hardcopy (newsletters, pamphlets, etc.) and online

What You Told Us Was Important

- > Information should be available in a variety of formats including in person, hardcopy and online
- > Information should be available to all people in the community, particularly those that may be isolated
- > Personal face-to-face communication is valued

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

Having access to health and support services that are affordable, good quality and appropriate is vital for older people to maintain health and independence in the community¹⁰.

The supply organisation and funding of many health and social services is determined by the commonwealth and state governments so local government has limited ability to control the supply within their community. However, Council can play an important role in the delivery of some services and programs¹¹.

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
- > 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 level 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

^{9,10} Global Age-Friendly Cities: A Guide: World Health Organisation, 2007

¹¹ Guidelines: South Australia's Communities for All: Our Age-Friendly Future: Age-Friendly Neighbourhoods Guidelines and Toolkit for Local Government, Government of South Australia, 2012

Age Friendly Salisbury

Housing

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

Outdoor Spaces and Buildings

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

Social Participation

An age-friendly Salisbury fosters opportunities for our diverse community to connect and participate throughout their lives.





Community Support and Health Service

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

Transportation

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



AGED CARE

Communication and Information

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



Civic Participation and Employment

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

Respect and Social Inclusion

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



TRANSLATING INTO ACTION

These strategies and objectives provide a focus for continuing to build an age-friendly approach to all of Council's policies, planning and activities.

Specific actions for each domain area are captured in the attached Action Plan.

Salisbury Seniors Alliance and Aged Services Alliance will have a role in the evaluation through an annual survey and focus groups.

Individual actions will be monitored to determine if successful outcomes are achieved.

Progress on the actions will be reviewed and reported to Salisbury Seniors Alliance annually where any additional actions will be identified.

The commitment to an Age-Friendly Salisbury will be undertaken with a whole of city approach. Council has committed that the key elements of being age-friendly as referenced in the Age-friendly South Australian Guidelines and Toolkit for Local Government are considered in all Council business.



WHO IS RESPONSIBLE?

To achieve an age-friendly Salisbury, a partnership approach is required.

These partnerships include older people themselves, State and Commonwealth governments, the business community and not-for-profit sector coming together to create an environment and provide services that will support older residents to live well and grow old in Salisbury.

The City of Salisbury has direct control and can take the lead on many areas that will improve the process of ageing in Salisbury, such as the provision and maintenance of roads, footpaths and parks.

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

The concepts and actions outlined in this strategy are not new to the City of Salisbury. The Strategy is closely aligned with the concepts outlined in Council's commitment to community development articulated in the Living City strategy. The Age-Friendly Salisbury Strategy builds on those concepts with a particular focus on considering how we go about our planning and service delivery through the eyes of our older residents.

Our most urgent task in the implementation of the Age-Friendly Salisbury Strategy is the establishment of an ongoing advisory group, the [Salisbury Seniors Alliance](#).

This Alliance will be made up of older residents, who will advise Council on the implementation of the Strategy and work together with Council to evaluate our work through an annual survey and focus groups.

In addition we will establish an [Aged Services Alliance](#) consisting of key industry partners representing various interest and specialist groups within the area of ageing. This group will have a primary role in the implementation of the new Strategy.

The group will include key social, health, aged care, education and transport agencies as well as research partners, all of whom have a key stake in age-friendly outcomes within the City of Salisbury.

The selected partners will have a primary role in providing services to support positive and active ageing and implementing the actions developed as part of the Strategy.



CONCLUSION

We believe that Salisbury is a great place to live, work, play and grow old.

The consultation we undertook in developing this strategy confirmed that we have a passionate and enthusiastic community who love living in Salisbury and want to ensure it gets even better.

Council has focussed on the development of an environment that can support the existing and future older members of our community over many years.

We heard from the community that there are things we do well which can be further enhanced, and we heard there are a number of opportunities for improvement.



Age-Friendly Salisbury Action Plan 2015-2016

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	Council Roles	Timeframes
Planning, creating and improving inclusive and inviting outdoor spaces and buildings across the City of Salisbury	> Embed age-friendly criteria into routine conditions and asset assessments of Council buildings, footpaths, parks and open space to ensure accessibility, safety and independence of older people	Owner	Ongoing
	> Include age-friendly standards in the design and functionality of new Council infrastructure, including the Community Hub	Owner	Ongoing
	> Include adult fitness equipment within the scope of the reserve upgrade and play space renewal programs	Owner	Ongoing
	> Ensure adequate and appropriate age-friendly seating is available in high use and connecting areas	Owner	Ongoing
	> Include the provision of sheltered seating in the scope of scheduled reserve upgrades and play space renewal projects	Owner	Ongoing
	> Enhance Council's commitment to a safe, maintained and interconnected footpath and kerb ramp network	Owner	Ongoing

	> Ensure lighting is provided in public areas and the connections between them	Owner	Ongoing
	> Install wayfinding signage across the City to encourage walking and cycling	Owner	Ongoing
	> Incorporate outward facing public accessible toilets where feasible in the upgrade of community recreation facilities to provide service provision to district reserves	Owner	Ongoing
	> Provide public toilets at regional level reserves where feasible and provide signage to existing neighbouring facilities at other locations where possible	Owner	Ongoing

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	Council Roles	Timeframes
Supporting initiatives that create effective, safe and accessible transport options for older people	> Advocate that public transport adequately services the changing needs of the community. This includes partnering with the Department of Planning Transport and Infrastructure to change bus routes to where clusters of older people live	Partner	Within current budget
	> Continue to install senior appropriate bus shelters in high need areas	Owner	Ongoing

	> Support for partnership with Northern Community Passenger Network and Salisbury's Commonwealth Home Support Program to deliver Council's transport services	Partner Service Provider	Ongoing
	> Improve accessibility and knowledge of community buses and specialised transport services	Service Provider	Ongoing
	> Explore the possibility of allocating senior parking spaces in partnership with Seniors Card	Service Provider Facilitator	June 2016
Providing community education initiatives to enable greater access by older people to transport	> Deliver driver training to older people to ensure driving skills are maintained	Service Provider Partner	Annual Program
	> Partner with RAA to provide forums for older people who are considering giving up their driving licence	Partner	Annual Program

Housing

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

Strategy	Action	Council Roles	Timerames
Contributing to support people to remain living independently and well in their community	> Deliver Council's Commonwealth Home Support Program at the current service levels which includes: home maintenance, home modifications, gardening and domestic assistance	Service Provider	Ongoing
	> Develop marketing to promote the programs available through the Commonwealth Home Support Program	Service Provider	March 2016

	> Provide an annual housing information forum in partnership with COTA SA on the variety of housing options and support available	Partner	Annual Program
	> 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	Service Provider	Ongoing
Contributing to the accessibility of appropriate and affordable housing options across the City	> Offer products in Council developments that suit the older age bracket including accessibility and affordability	Partner	Ongoing
	> Inform the community about grants and products available to older people to increase their opportunity to secure appropriate and affordable housing	Information Provider	Ongoing

Social Participation

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

Strategy	Action	Council Roles	Timeframes
Strengthening the connections and participation of individuals and groups who previously have not accessed community activities and services	> Maintain commitment to the Aboriginal Yarning Circle and work with older Aboriginal residents to ensure that services are tailored to their needs	Service Provider Partner	Ongoing
	> Expand the Salisbury Seniors Cultural Program to be inclusive of new and emerging communities	Service Provider Partner	Ongoing

	> Investigate models of connectivity for frail older people who have limited social connections	Partner	Ongoing
	> Investigate ways of strengthening and empowering the community by using the Asset Based Community Development (ABCD) approach in key places across the City	Service Provider Facilitator	Ongoing
Provide a range of affordable and accessible programs and initiatives	> Incorporate a wellness approach into programs, service and activities offered in seniors centres and the across the broader Salisbury community	Service Provider Partner	Ongoing
	> Work in partnership with a consortium of age care providers and Volunteering SA and NT Inc. to deliver innovative programs that support seniors to live well, e.g. the music project	Partner	Dependent on Funding
	> Deliver information, communication and technology initiatives to increase the access and use of technology amongst older people	Service Provider	Tailored Responses to Needs
	> Deliver regular forums on topics of interest as identified by the Salisbury Seniors Alliance	Service Provider Partner	Ongoing
	> Increase the availability of books and magazines online and in accessible formats including large print and audio in other languages	Service Provider	Ongoing

	> Encourage the use of e-readers to facilitate access to large fonts, audio and translated materials	Service Provider	Ongoing
	> Expand the range and quality of adult programs in community centres and libraries based on community interests in areas including home improvements, travel, retirement planning, downsizing, healthy lifestyles, choosing health care providers, navigating nursing homes, decluttering, power of attorney, wills and bills.	Service Provider	Ongoing
	> Enhance the home library service by attracting new customers	Service Provider	Ongoing
	> Promote Friends of the Library and advocate to increase the activities they offer their members	Facilitator	July 2016
Improving or creating accessible and supportive environments that encourage engagement, connectedness and participation	> Capitalise on the economic opportunity provided by an ageing population through delivery of an age-friendly retail project in partnership with the South Australian Government and Office for the Ageing	Service Provider Partner	2015/16
	> Ensure that every new or refurbished Council facility meets age-friendly requirements	Owner Service Provider	Ongoing
	> Create spaces within the libraries for the baby boomers, with information and material to plan safe travelling	Owner Service Provider	July 2016

Facilitating opportunities for lifelong participation in sport, recreation and other leisure activities	> Raise the profile of opportunities for older adults for lifelong engagement in sport, recreation and other leisure activities	Facilitator	Ongoing
	> Support sporting clubs and recreation service providers to implement modified versions of sport to support new and ongoing participation opportunities for older adults	Facilitator	Ongoing
	> Support community recreation clubs to engage with older adults, to promote opportunities for meaningful intergenerational exchanges including mentoring younger participants	Facilitator	Ongoing
	> Seek funding to research opportunities and demand for older adults to apply their professional skills to support the administration and operation of community recreation associations	Owner	Dependent on Successfully Securing Funding
	> Hold social participation programs at community recreation facilities to profile facilities and provide opportunities for engagement with physical activity	Owner	Ongoing

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	Council Roles	Timeframes
Providing a range of opportunities for older people to be involved in decision-making	> Establish the Salisbury Seniors Alliance to ensure that older citizens have a voice in issues that affect their lives	Facilitator	First Meeting March 2016 then Ongoing
	> Maintain support for the various consumer advisory groups e.g. Jack Young Centre, cultural and Aboriginal advisory groups	Facilitator	Ongoing
	> Continue Council's support for the Northern Collaborative Project (NCP)	Auspice Agency	Ongoing
Challenging any ageist stereotypes, attitudes and practices	> Deliver positive stories through various media and promotional initiatives	Service Provider	Ongoing
	> Raise awareness of Elder Abuse by: <ul style="list-style-type: none"> • Working in partnership with other agencies in the North • Developing and implementing protocols for Council staff and volunteers involved in delivery of the CHSP to identify any older person as risk of, or suffering abuse, including emotional and financial abuse • Promoting 'safeguarding' to older people to ensure that they can identify abuse 	Service Provider Partner	Ongoing
Celebrating the valuable contributions of Salisbury's diverse older people	> Celebrate and showcase the valuable contributions of older people in various media	Information Provider	Ongoing

	> Continue to provide opportunities for seniors to participate in creative arts, e.g. City's Exhibition Program, Northern Writers Connect	Service Provider	Ongoing
	> Ensure training is available to support staff and volunteers to work with older people and deliver quality services	Service Provider	Ongoing

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.

Strategy	Action	Council Roles	Timeframes
Supporting, promoting and developing opportunities for older people to access volunteering and employment opportunities	> Ensure the leading practice of engaging and supporting older people, including baby boomers, in volunteering are reflected within Council's Volunteer Strategy	Service Provider	2016/2017
	> Research older people's views on volunteerism including interests and challenges to inform future engagement and management of older people in volunteering	Service Provider	2016/2017
	> 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	Service Provider	Ongoing

	> Investigate broader opportunities for volunteers to participate and be more actively engaged within the library and community centres	Service Provider	Ongoing
	> Deliver transition to employment programs in the libraries and community centres	Service Provider Partner	2016
	> Promote and develop connections to the Polaris Centre to raise awareness of self-employment opportunities and support	Service Provider	Ongoing
Promoting and supporting the rights and abilities of older people to participate in civic life	> 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) • CHSP Consumer Advisory Group • Jack Young Centre Advisory Group • Para Hills Advisory Group • Yarning Circle 	Service Provider	Ongoing

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	Council Roles	Timeframes
Providing timely and appropriate information in a range of accessible formats	> Develop Salisbury Seniors Magazine to include information on areas of interest and to be distributed in a range of formats	Service Provider	Ongoing

	<ul style="list-style-type: none"> > Work with Communications and Customer Relations to increase the accessibility of Council's communication and information including taking into consideration the diversity of languages and hearing and visual impairments 	Service Provider	Ongoing
	<ul style="list-style-type: none"> > Develop a communication strategy to ensure that older people in Salisbury have access to information about Council services and broader community support programs • Ensure that the above has options for sharing this information with older people and their families from Aboriginal and Torres Strait Islander and culturally diverse communities • A range of information methods to be utilised to ensure wide coverage of messages 	Service Provider	Ongoing
	<ul style="list-style-type: none"> > Increase knowledge across the organisation on the City's ageing population, future needs, impacts and opportunities and the Age-Friendly Cities Framework 	Service Provider	Ongoing

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	Council Roles	Timeframes
Actively collaborating at regional, state and national level to ensure appropriate provision of community support and health services	> Develop an Aged Services Alliance consisting of key industry partners representing various interest and specialist groups within the area of ageing. The partners will have a role in providing services to support positive and active ageing and implementing the actions developed as part of the strategy	Facilitator	First Meeting by March 2016 Then Ongoing
	> Develop 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 SA, the Office of the Ageing, Northern Futures, Northern Connections (nc-21), Community Safety Committee and Active Ageing Australia	Facilitator Partner	Ongoing
	> Develop partnerships to ensure squalor and hoarding issues are addressed with sensitivity	Facilitator Service Provider	Ongoing
Providing accessible community support and health services for older people	> Continue to deliver and improve Council's Commonwealth Home Support Program in accordance with funding requirements	Service Provider	Ongoing

	> Promote the availability of safety support through the Commonwealth Home Support Program including the installation of security equipment in residents' homes and advice through specialist bodies, i.e. SAPOL	Service Provider	Ongoing
	> Deliver health and wellbeing, learning and lifestyle programs from Council facilities	Service Provider	Ongoing
	> Promote Heart Foundation walking groups for people with varying levels of fitness with a focus on increasing endurance and strength	Partner	Ongoing
	> Promote forums for the dissemination of health information and support for older people	Partner Service Provider	Ongoing
	> Support Council's seniors centres to provide nutritional and affordable meals	Service Provider	Ongoing
	> Incorporate and deliver resilience training in programs offered within the Social Participation and Diversity Team	Service Provider Facilitator	Ongoing
	> Through targeted training and leadership develop a culture where staff, volunteers and contractors are respectful, helpful and trained to support older people maintain their independence and maximise their wellbeing	Service Provider	Ongoing

	<ul style="list-style-type: none"> > Identify initiatives and work with relevant stakeholders to improve the accessibility of programs, information and facilities for older people 	Service Provider Facilitator	Ongoing
	<ul style="list-style-type: none"> > Identify and collaborate with relevant stakeholders to address the needs of older people in the planning and response to community emergencies 	Service Provider Facilitator	Ongoing
	<ul style="list-style-type: none"> > Provide information through a range of avenues to assist older people to understand how to respond to an emergency 	Service Provider Facilitator	Ongoing
Responding actively to climate change	<ul style="list-style-type: none"> > Incorporate the needs and vulnerabilities of the ageing community into the regional community climate change action plan Adapting Northern Adelaide. > The outcomes of this plan will inform actions to be included in the next iteration of the Age-Friendly Salisbury Strategy action plan to be developed by March 2017 	Partner Service Provider	<p>April 2016</p> <p>March 2017</p>
	<ul style="list-style-type: none"> > Support vulnerable older people within the parameters of the Commonwealth Home Support Program in extreme weather events 	Service Provider	Ongoing



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