



— City of —
Melville

AGE-FRIENDLY MELVILLE STRATEGY

directions for seniors

2007-2008

An Age-Friendly
environment benefits
all the community for
current and future
generations.

MESSAGE FROM THE MAYOR

Katherine Jackson JP

Welcome to the Age-Friendly Melville Strategy: Directions for Seniors.



Like many municipalities in Australia and around the world, the City of Melville has an ageing population. We are taking a leading role in developing and implementing initiatives such as Directions for Seniors, to make sure we are a city that is well prepared and positioned for the impact of an ageing population.

At the City of Melville, we have actively researched seniors' issues since 1993, demonstrating our commitment to responding to the changing demographics of our community.

This strategy not only provides a snapshot of what we have done and what we are doing to make the municipality accessible to, and inclusive of, older people but outlines the direction and specific actions we plan to take to guide the City in the development of a more Age-Friendly Melville.

The strategy has been developed over the past two years with extensive community consultation. The City of Melville partnered with the State Government through the Office for Seniors Interests and Carers, Department for Communities to conduct the research as part of the World Health Organisation Age-Friendly Cities project. We were one of only two cities in Australia to participate in this project.

On behalf of the City of Melville, I would like to thank all the focus group participants that took part in the World Health Organisation Age-Friendly Cities Project through the focus groups and workshops. Everything you have told us will be considered over the next four years. We appreciate the time you have taken to share your knowledge and experiences so generously.

Katherine Jackson JP

**Mayor
City of Melville**

OUR VISION

The community vision for the City of Melville is: 'A safe, attractive City where the consequences of our actions for future generations are taken into account; natural and built facilities are accessible to everyone and a sense of place and community spirit is generated with our voices being heard through opportunities to participate in decisions that affect our lives'.



'People, Places, Participation' a Community Plan for the City of Melville 2007 – 2017 has identified several initial priorities to work towards fulfilling the community's

aspirations. The focus of this particular strategy links with the priority to 'Create an Age-Friendly City'.

Our vision for an Age-Friendly City is one that:

- Promotes "active ageing" where seniors are able to live safely, enjoy good health and participate fully in their communities
- Helps to remove the barriers that people encounter as they grow older
- Ensures policies, services and structures are designed to support and enable seniors to age actively
- Creates an age-friendly environment that benefits all the community for current and future generations.

WHAT'S IMPORTANT

From the analysis of the Community Plan, the World Health Organisation Age-Friendly Cities project, international, national, state and local research and other consultative processes, the following areas have been identified as priorities for action for the future:



- Communication between community support and health service providers with seniors.
- Sustainable transport.
- Social participation.
- Sustainable housing options.

WHAT WE ARE DOING

Community Support and Health Services Communication and Information

Strategy

Facilitate and advocate for improved communication between community support and health service providers with seniors to ensure information provided is up to date, easily accessible and understood.



Actions

- Ensure the City's Customer Service Team and other relevant staff are trained to provide accurate, up-to-date information regarding seniors' services in various communications and language formats.
- Inform the Melville Aged Services Network of results of seniors' research with reference to concerns that seniors have regarding communication about their rights and providers' responsibilities.
- Facilitate service providers workshops to disseminate information provided to us by seniors and assist in determining relevant actions (involve key government agencies, private organisations, Chamber of Commerce, Garden City management, banks, residential care and retirement village groups, GP Network etc).
- Facilitate a Local Government network of seniors and multicultural community development officers to meet regularly to share information and work collaboratively.
- Establish processes to ensure that relevant seniors' publications are available and easily accessible from a wide range of Council facilities.
- Ensure Library Services have a key role with information provision to Seniors.
- Ensure life long learning opportunities regarding new technology are available at community facilities throughout the City of Melville.
- Deliver a Seniors Forum providing information regarding personal safety.
- Provide seniors exhibitions in local neighbourhood settings to disseminate a wide range of information about services relevant to seniors.

Transport

Strategy

Facilitate sustainable transport options to consider different forms of movement networks, including bus, cycle and pedestrian routes to connect the community.

Actions

- Host a workshop with relevant government agencies to disseminate information regarding suggestions seniors have made to improve transport options and develop appropriate responses.
- Ensure Council design processes consider pedestrian walkways that are accessible and provide good linkages.



Housing

Strategy

Facilitate suitable housing options to allow seniors to remain in contact with their social networks.

Actions

- Provide a Seniors Forum to promote awareness and a positive outlook for residential care that assists in seniors making informed decisions.
- Review the current Town Planning Scheme No.5, incorporating information provided to us from seniors regarding housing options.



Facilitate suitable housing options to allow seniors to remain in contact with their social networks.



Respect And Inclusion Social Participation

Strategy

Create opportunities that enhance social participation in both built and natural environments with a focus on frail aged and socially isolated seniors.



Actions

- Neighbourhood Planning processes to include opportunities that enhance social participation for seniors (including socially isolated seniors, those from culturally and linguistically diverse backgrounds, those with varying abilities and older men).
- Review the operation of the three senior citizens centres to ensure they are multi-purpose, available to a larger age range of seniors, include intergenerational opportunities and that facilities can be utilised at a low cost by other user groups.
- Facilitate intergenerational opportunities that encourage mutual respect.
- Develop a strategic plan for the Melville Volunteer Resource Centre that includes accessibility of the service and the promotion of volunteering opportunities to seniors.

Create opportunities that enhance social participation in both built and natural environments with a focus on socially isolated and frail older seniors.

- Investigate opportunities for outdoor activities for seniors in neighbourhood settings.
- Ensure adequate seating is available on pedestrian walkways.
- Ensure that policies relating to public toilets and those situated in retail/commercial centres incorporate Age-Friendly features.
- Provide seniors exhibitions in local neighbourhood settings which are inclusive of frail aged and socially isolated seniors.
- Progress “Liveable Communities” Project. (A neighbourhood intervention to strengthen mental health wellbeing of seniors developed as a result of the ‘Mental Wellbeing: Leading the Way Action Plan 2006/07 – Office for Seniors Interests and Carers, Department for Communities).



For further information or to get involved in Directions For Seniors contact the Community Development Officer for Seniors at the City of Melville contact details below.

Related documents listed below are available to be downloaded from our website or can be posted on request.

- World Health Organisation (WHO) Global Age-Friendly Cities Guide & Checklist
- WHO Age-Friendly Cities Project (City of Melville Summary)
- Complete Version of the Melville Age-Friendly Strategy Directions for Seniors
- City of Melville Seniors Asset Map

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