

Age Friendly Melville Review

ENGAGEMENT SNAPSHOT

We aim to provide age-friendly initiatives, events and community programs that enhance the quality of life for older people living in our City.

Our Age-Friendly Melville Plan is our roadmap for how we support our community as they age. The plan aims to build a healthier, safer and more inclusive Melville, where people can stay active, connected and keep learning, no matter their age.

With our current plan coming to an end, we're looking ahead to the future. We asked the community for feedback will help shape the next plan, building a healthier, safer and more inclusive Melville for everyone as we age.

Engagement ran from 27 October to 14 December 2025, with participants able to submit feedback via our online survey, hard copy form, over the phone or in person. Feedback collected during the engagement will now be reviewed and used to shape the development of the next plan.



5229
emails

Sent to the community inviting them to participate



4 Social media post and ads

Reached 82.9K people



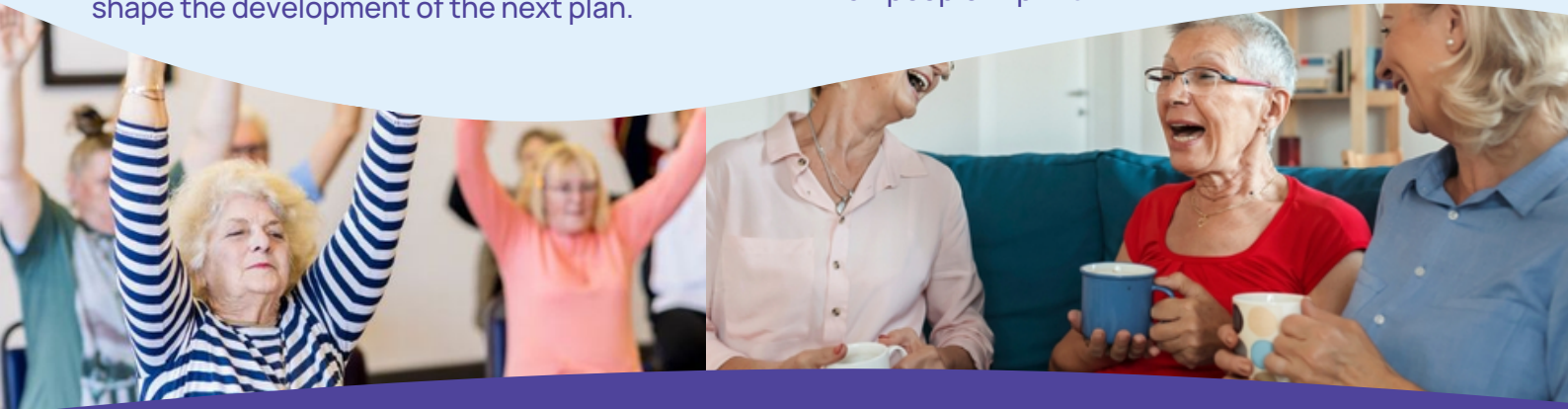
2 eNews
1 Newspaper articles

Reaching 18.8K people digitally and 9K people in print



2129
page visits

to the dedicated Melville Talks project page



“EVERYONE IN THE COMMUNITY SHOULD HAVE EASY ACCESS TO TRANSPORT, INFORMATION AND GROUPS SO THAT NO ONE FEELS ISOLATED OR LONELY.”



237
surveys

online and hard copy surveys



5
events

formal and informal reaching over 200 people



55

Cuppa conversation participants

WE HEARD FROM

292
people

92% live in the City of Melville

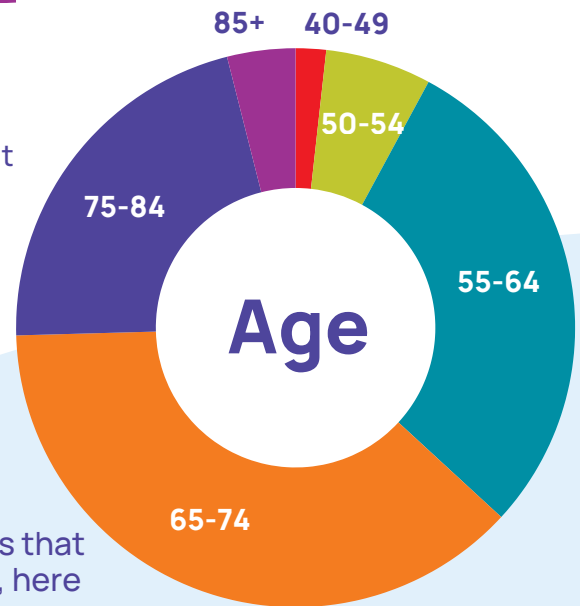
1.7%
First Nations
people

17.3%
from a migrant
background

74%
women/female

9.7%
living with a
disability

“HAVE OPEN DAYS TO TRY
OUT DIFFERENT ACTIVITIES”



Performance

We asked for your help to shape the actions and initiatives that will guide how we achieve our goals across four key areas, here is what you shared and how you rated each area:



Community Support and Health

ensuring accessible, high-quality support and health services

Performance score: 3.00/5

What helps people feel connected and well:

- Safe open spaces, parks, and community areas
- Walking paths and cycle ways
- Social activities like coffee mornings and volunteer programs

Improvements suggested:

- More fitness/exercise classes and gym concessions
- Regular check-ins for isolated residents
- Affordable health programs and home support services



Housing

increasing choice and diversity in suitable housing for older people

Performance score: 2.27/5

Confidence in current home meeting future needs is mixed. While many are confident, some are not confident due to stairs and maintenance issues

Preferred housing options:

- Smaller homes
- Retirement living villages
- Accessible homes
- Supported/aged care housing
- Affordable rentals

Key concerns:

- Desire to downsize within the same suburb
- Need for universal design and safety features
- Affordable options for single older adults



Transport

promoting inclusive, innovative and integrated transport options

Performance score: 2.56/5

Ease of getting around has an average of 3.55/5; with most finding it “Somewhat easy,” but 37 respondents said it was “Difficult”

Top barriers:

- Limited public transport routes/schedules
- Lack of suitable parking
- Preference to drive/rely on others

Ideas for improvement:

- Community shuttle or CAT-style buses
- Better footpaths, lighting, and benches
- Easier access to train stations/ferry services



Communication and Information

making City information accessible and inclusive for all

Performance score: 3.03/5

Ease of finding information has an average of 3.69/5 with most find it “Somewhat easy,” but 18 said “Difficult”

Preferred channels:

1. Direct email
2. eNewsletter
3. City website
4. Posters at community centres/libraries
5. Letters

Suggestions for improvement:

- Clearer website navigation and search
- Printed “What’s On” guides for non-digital users
- Larger fonts and simpler language