



City of Cockburn
AGE-FRIENDLY STRATEGY
2016 – 2021



cockburn.wa.gov.au

INDEX

SECTION	DESCRIPTION	Page number
1.	Executive summary	3
2.	Previous plans and key achievements	4
3.	Methodology	5
4.	Linkage with the City of Cockburn Strategic Community Plan 2016	6
5.	Research and Trends	7
	5.1 Relevant Federal and State Government	7
	5.2 WA Local Government	8
6.	Demographic information	9
7.	Existing services and facilities	12
8.	Consultation process and outcomes	14
9.	Analysis	17
10.	Emerging themes	23
11.	Vision, outcomes and strategies	25
12.	Priority actions	28
13.	Communication plan	29
14.	Review process	29
15.	Appendices	30
	15.1 Implementation Plan and Survey Tool	30

1.0 EXECUTIVE SUMMARY

The City of Cockburn's vision for older people is that they are valued, have optimal opportunities for good health, active participation and a sense of security while enjoying facilities and services that are accessible to and inclusive of their needs.

The City of Cockburn's first Age-Friendly Strategic Plan was developed in 2008 prompted by an increasing awareness of an ageing population. The plan was updated in June 2009 with a further community consultation process undertaken in 2011.

The global percentage of people aged 60 years and older will rise from 9.2% in 1990 to 21.1% in 2050. The trend in Australia is similar to countries around the world with the total population of people aged 75 expected to rise by 4 million in 2060. By 2026 numbers of people 55 years plus in the City of Cockburn is expected to increase by more than 10,086 (45%) to 32,447.

Currently suburbs with high concentrations of people 55 years and older include Bibra Lake, Coogee / North Coogee, Hamilton Hill, Jandakot and Spearwood. By 2025 a number of suburbs in the southern and eastern parts of the city will experience substantial population increases in this age group including Hammond Park, Wattleup, Henderson, Success and Beeliar. The provision of improved services for older people in these suburbs will become critically important.

The World Health Organisation's Age Friendly Cities Framework was used to guide the development of the vision, eight outcomes and twenty six strategies. This framework was also informed by the demographic trends, City of Cockburn Strategic Community Plan 2016, previous Age-Friendly plans, an understanding of existing services and facilities as well as consultations with 706 residents.

Priority themes emerging from the review process included:

- Seating and shade in parks and public places
- Managing dogs in parks
- Engaging with the business community (to address access issues at shopping centres, employment opportunities and age-friendly strategies within the retail sector)
- Appropriate housing options (to meet a broad range of need and financial capacity)
- Disseminating information (utilising age-friendly approaches)
- Satellite services (to meet growing need in southern and eastern suburbs)
- Linking with Culturally and Linguistically Diverse communities
- Life-Long Learning Centre (a multi-purpose centre including a permanent Senior's Centre)
- Intergenerational activities
- Hearing the views of older people

These priorities are reflected in an Implementation Plan which contains 10 priority actions and a total of 47 actions. The 2016 Age-Friendly Strategic Plan will guide the City's considerations regarding the needs of older people for the next five years. The actions will be reviewed annually with the next major strategy review scheduled for 2021.

2.0 PREVIOUS PLANS AND KEY ACHIEVEMENTS

The initial Age-Friendly Strategic Plan for the City of Cockburn was developed in March 2008 prompted by an increasing awareness of an ageing population. The plan was updated and then adopted in September 2009 with a further community consultation process undertaken in 2011.

Outcomes from these previous strategic planning processes are significant and include:

- Establishment of the interim Senior's Centre (which currently operates with 1200 highly engaged members)
- Establishment of an Interim Community Men's Shed in Wattleup
- Successful Lotterywest Grant Application of \$484,000 for New Community and Men's Shed in Cockburn Central
- Outdoor exercise equipment provided at fifteen locations across the City
- Co-Health physical activity programs
- Site selected to develop senior apartments and a residential age care facility
- Development of a public toilet map
- Extra patrols by the security service
- CCTV strategy implemented
- Public bus service established connecting Spearwood, Coolbellup and Cockburn Central
- Growth funding for Cockburn Community Care Frail Aged and Disability Services
- Hydrotherapy Pool in the new Cockburn Arc Recreation and Aquatic Facility
- Cockburn Health and Community Facility with a variety of services co-located and working in an integrated manner
- Active Ageing Expo operating in the Region annually

The City of Cockburn has been successful in receiving the following awards in relation to their Age-Friendly approach:

- WA Seniors Awards 2010 - Bendigo Bank Active Ageing Leadership Award
Winner - City of Cockburn Seniors Centre

Thousands of seniors in the City of Cockburn have benefited from regular activities promoting health and emotional wellbeing at the new seniors centre. The Cockburn Seniors Centre opened in August 2009 to provide options for seniors to be active at an affordable price. The centre offers regular bus trips, two-course meals, sundowners and services such as hairdressing, podiatry and reflexology. Activities such as ballroom dancing, craft, Tai Chi, bowls and technology education are also run there. The centre is also a base for volunteers to provide essential services, while also giving them a new lease on life and combating social isolation. The centre's membership had grown to more than 750 people.

- WA Seniors Awards 2014 - Local Government Award
Winner - City of Cockburn's Age Friendly Strategic Plan

The City has won the State Government's 2014 Age Friendly Communities Local Government Award for its Age Friendly Strategic Plan. The programs and projects that have been achieved under this plan and ongoing community consultation were cited as reasons for the City's win.

3.0 METHODOLOGY

The review of the Age-Friendly Strategic Plan was a six stage process as follows:

1. **Preparation:** This included a desk top review of previous City of Cockburn Age-Friendly Plans, consideration of trends and approaches by adjoining Local Government Authorities, research on Federal and State Government planning frameworks and an exploration of demographic information
2. **Consultation processes:** A comprehensive consultation process was undertaken using a variety of approaches including surveys, submissions, focus groups and forums
3. **Reporting back:** A forum held for Elected Members and members of the community was scheduled after the consultation processes to report on findings and seek feedback on the accuracy and appropriateness of draft actions
4. **Strategy Development:** A vision, eight (8) outcomes, twenty six (26) strategies and forty five (45) actions that reflected both the World Health Organisation Age Friendly Cities Framework as well as research and consultation outcomes were developed
5. **Presentation to City of Cockburn:** The draft framework was presented to City of Cockburn senior staff and Council for feedback and endorsement
6. **Finalised strategy:** The Age-Friendly Strategic Plan 2016-2021 was endorsed for implementation and on-going review

4.0 LINKAGE WITH OTHER PLANS

4.1 Strategic Community Plan

The City of Cockburn has developed a Strategic Community Plan as required by the Department of Local Government and Communities and in accordance with the Integrated Planning and Reporting Framework and Guidelines.

The Strategic Community Plan 2016-2016 sets out the City's vision and strategic direction and this plan is articulated under five objective areas; City Growth; Moving Around; Community, Social and Security; Economic, Social and Environmental Responsibility; and Leading and Listening.

There are a number of areas that demonstrate significant alignment between the Strategic Community and Age-Friendly Plans and these are outlined below:

Table 1 Linkage between Strategic Community and Age-Friendly Plans

Strategic Community Plan Objectives	SCP Specific Item	2016 Age-Friendly Strategy
City Growth	Ensure a variation in housing density and housing type is available to residents	3.2. Facilitate diverse and affordable housing options including retirement complexes and residential age-care facilities
Moving around	Improve parking facilities, especially close to public transport links and the city centre	2.3 Engage with the business community to improve care parking accessibility for older people
Community, lifestyle and security	<p>Provide residents with a range of high quality programs and services</p> <p>Provide community facilities and infrastructure in a planned and sustainable manner</p> <p>Provide safe places and activities for residents and visitors to relax and socialise</p> <p>Foster a greater sense of community identity by developing Cockburn Central as our regional centre whilst ensuring that there are sufficient local facilities throughout our community</p>	5.1 Develop and/or facilitate the establishment of additional facilities, services and programs at various localities across the city to provide social participation for increasing numbers of older people
Economic, Social and Environmental Responsibility	Improve the appearance of streetscapes, especially with trees suitable for shade	<p>1.2 Develop outdoor spaces that meet the active and passive recreation needs of older people</p> <p>1.3 Provide public toilets, appropriate seating, shade and age-friendly signage across the city</p>

5.0 RESEARCH AND TRENDS

5.2 Relevant Federal and State Government

There are a range of policies and plans at the International, Federal and State Government level that have been considered in the development of this strategic plan and include:

- **World Health Organisation (WHO) Age Friendly Cities Framework**
Informed by the WHO approach to active ageing, the purpose of this document is to engage cities to become more age-friendly and tap the potential that older people represent for humanity. An age-friendly city encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age.
- **“My Aged Care” website** has been established by the Australian Government to help people navigate the aged care system. My Aged Care is part of the Australian Government’s changes to the aged care system which have been designed to give people choice, control and access to a full range of aged care services.
- **An Age-Friendly WA** is the State Government’s strategic planning framework for seniors 2012-2017 to help all Western Australians age well in communities where they matter, belong and contribute. This policy recognises diversity among older people, promotes inclusion and contribution of older people, reflects their decisions and lifestyle choices and anticipates ageing-related needs and preferences
- **WA Primary Health Care** includes priority strategies to support healthy ageing through promoting independence and mobility; better primary health care to support self-management; optimise health; minimise disability; and community care to support older people living independently
- **Affordable Housing Strategy 2010-2020** aims to increase the supply of affordable housing across WA with strategies including more affordable entry-level properties, support for increased home ownership and increased housing options in remote communities. The Department of Housing provides social housing for low income people in greatest need and approximately 30% of accommodation stock is occupied by seniors.
- **Public Transport for Perth for 2031** will play a vital role in addressing congestion and accessibility issues as Perth grows to an expected population of 2.7 million by 2031. This plan identifies the main public transport infrastructure needs and the links required between major activity centres such as universities and Perth Airport. Key strategies include the introduction of light rail, the development of rapid transit corridors, expansion of the rail network and more buses and trains.
- **Mental Health 2020** is a ten year strategic policy for mental health in WA which promotes a strong commitment to progressing prevention and early intervention priorities by complementing and building on existing programs.

5.3 WA Local Government

The WA Department of Local Government and Communities (DLGC) supports the development of age friendly communities. DLGC encourages Local Governments to embrace the World Health Organisation's (WHO) age-friendly community's concept of considering and planning for the ageing of the community. Funding grants have been made available to Local Government to establish policies, services and structures that improve the quality of life of community members as they age.

Currently 57 local governments in WA have received age-friendly funding to help them in their age-friendly work. A growing number of Local Government's have developed Age-Friendly Strategies and those developed by the Cities of Melville, Mandurah, Swan, Armadale and Fremantle as well as the Shire of Busselton were considered in the development of this strategy,

DLGC convenes an Age-friendly Interagency Group (AFIG) to identify and share information on key issues affecting Western Australian seniors. They also aim to facilitate the development and promotion of strategic responses through either a whole of government approach, individual agency responses, or cross-sector collaborations and partnerships.







A network of senior staff, Local Government Managers Australia WA, supports an age-friendly approach and offers networking opportunities for staff in all levels of government, service delivery, academia and business entities through its Age-friendly Communities Network.

6.0 DEMOGRAPHIC INFORMATION

Population ageing is taking place in nearly all countries around the world and is the combined result of decreasing mortality as well as declining fertility. This results in a relative reduction in the proportion of children and an increase in the numbers of older people. The global percentage of people aged 60 years and older will rise from 9.2% in 1990 to 21.1% in 2050.

The trend in Australia is similar to countries around the world with the total population of people aged 75 expected to rise by 4 million in 2060. The resulting change in ratios of babies to older people is graphically displayed in Table 2.

Table 2 – Ratio of older people to babies 2012 to 2100 in Australia

2012	x1		x100	
2060	x25		x100	
2100	>100		x100	

The City of Cockburn has a current population of approximately 105,000 residents (Australian Bureau of Statistics (ABS) Regional Population Growth 2015). This report identifies that Cockburn will continue to grow at 3-5% per annum over the next five years and reach 152,101 by 2026.

In 2011 there were over 18,137 people aged over 55 living in Cockburn (20.2% of the total population) and this is expected to increase by more than 45% to 32,447 (an increase of 10,086) in 2025.

Seniors are normally defined as people over 65 years but for the purposes of this review it has been decided to consider the needs of people from 55 years and older. This includes people planning retirement and making lifestyle decisions accordingly.

Key findings from demographic projections (Table 3 below) are:

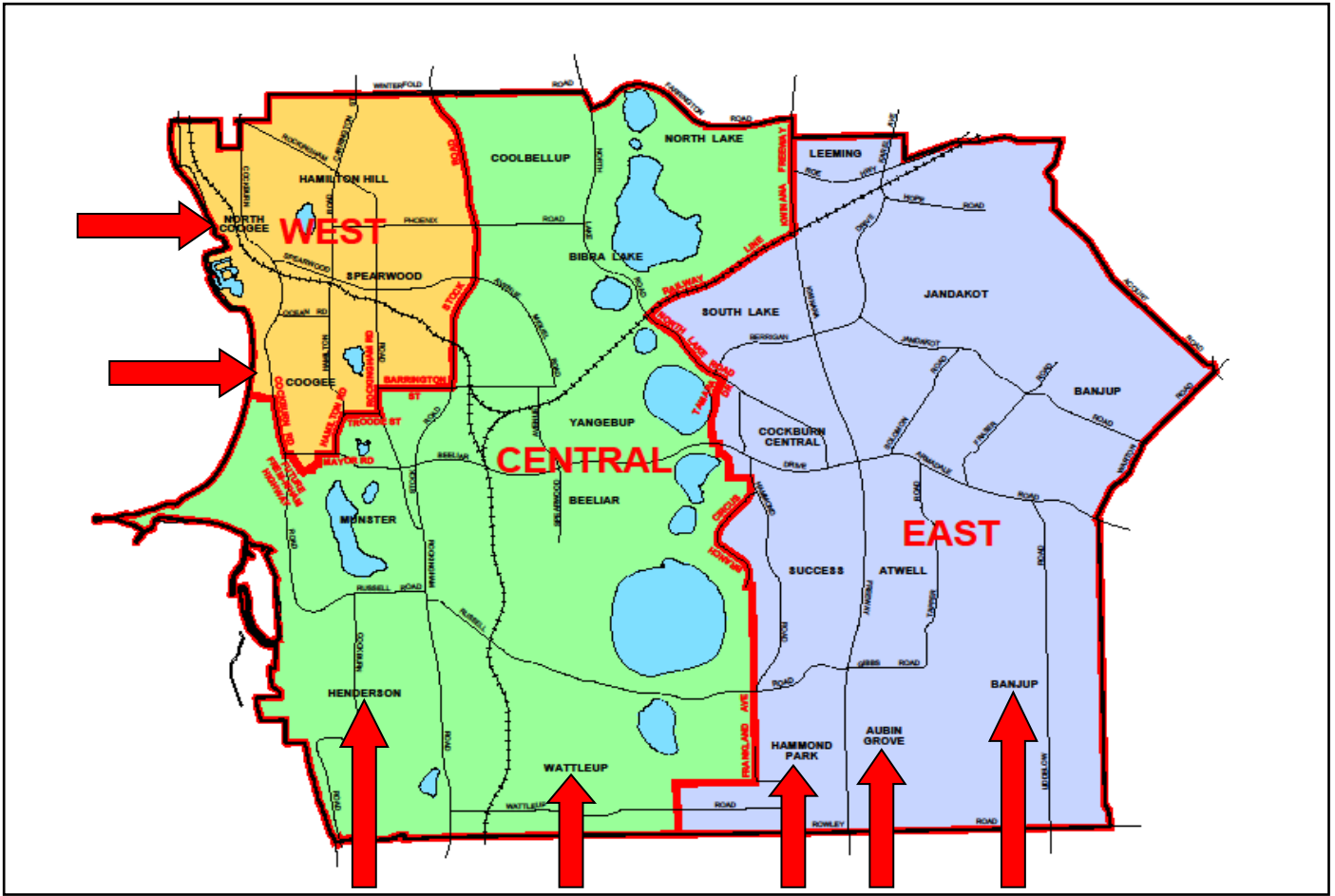
- Suburbs with high concentrations of people 55 years plus in 2015 included Bibra Lake (29%), Coogee / North Coogee (29%), Hamilton Hill (28%), Jandakot (30%), and Spearwood (31%)
- Suburbs expected to have high concentrations of people 55 years plus in 2025 will be the same i.e. Bibra Lake (33%), Coogee / North Coogee (28%), Hamilton Hill (25%), Jandakot (38%), and Spearwood (29%)
- However suburbs experiencing the most substantive change in population aged 55 years and older from 2015 to 2025 will be Coogee / North Coogee (increase of 140%), Hammond Park / Wattleup / Henderson (increase of 110%), Success (increase of 74%), Aubin Grove / Banjup (increase of 70%) and Beeliar (increase of 68%)
- It is interesting to note that apart from Coogee / North Coogee which will continue to grow strongly in terms of the numbers of older people, the suburbs that will experience the most substantive percentage increase in numbers of older people are all in the southern and eastern parts of the city (see Table 4 below)

Table 3 Population and age structure projections for the City of Cockburn

Population and age structure - 55 to 85+ years						
City of Cockburn	2015		2025		Change between 2015 & 2025	
Area	Number	%	Number	%	Number	%
City of Cockburn	22,361	21.1	32,447	21.9	+10,085	+45.1
Atwell	1,211	13.0	1,884	21.1	+673	+55.6
Aubin Grove / Banjup	995	13.6	1,694	13.9	+698	+70.2
Beeliar	1,055	14.3	1,770	19.0	+715	+67.8
Bibra Lake	1,767	28.6	2,007	32.7	+240	+13.6
Coogee - North Coogee	2,002	29.2	4,821	27.6	+2,819	+140.8
Coolbellup	1,331	23.8	1,654	23.3	+323	+24.3
Hamilton Hill	2,946	27.6	3,389	25.0	+443	+15.0
Hammond Park, Wattleup & Henderson	541	11.0	1,139	10.7	+598	+110.5
Jandakot	875	30.8	1,070	38.8	+195	+22.2
Leeming	611	26.7	623	27.7	+12	+1.9
Munster	1,080	22.4	1,556	26.5	+476	+44.0
North Lake	351	26.6	394	30.4	+43	+12.2
South Lake - Cockburn Central	1,471	18.1	2,296	16.0	+825	+56.1
Spearwood	3,211	31.2	3,753	29.4	+542	+16.9
Success	1,423	14.3	2,476	16.0	+1,053	+74.0
Yangebup	1,466	18.3	1,888	22.9	+421	+28.7

Source: profile.id

Table 4 Suburbs experiencing highest growth in 55 years plus by 2025



7.0 EXISTING SERVICES AND FACILITIES

The City of Cockburn provides a range of services and facilities to older people including:

- Senior's Centre (located in Spearwood and currently at capacity with 1200 members)
- Volunteer Resource Centre (located at the Senior's Centre, this service helps build the capacity of the volunteering sector)
- Cockburn Community Care (provides centre-based day care services for the frail, aged and disabled at the Jean Willis centre in Hamilton Hill as well as a range of home-based care packages)
- Libraries (two libraries located at Spearwood and Success)
- South Lake Leisure Centre (multi-functional leisure centre located in South Lake)
- Financial Counselling Service (free and confidential assistance offered at offices in Coolbellup and Success)
- Family Support Service (counselling and advocacy support for individuals of any age and families)
- Kwobarup (range of services to Aboriginal people who are frail, aged and disabled people)
- Cockburn Health and Community Facility (which includes a variety of not for profit organisation such as the Independent Living Centre, GP's Allied Health and Silverchain)

In addition there has been an increase in the range of accommodation services provided by the private and not-for-profit sectors and existing facilities include:

Retirement Facilities:

- Amana Living (Hale House)
- Ellis Masonic Village
- Illawong Village
- Lakeside Village and Success Village

Aged-Care facilities

- Villa Dalmacia Aged Care Facility
- Illawong Village Hostel (Bethanie Care)
- Carrington Aged Care (Aegis Group)
- Hale Hostel (Amana)
- Brightwater South Lakes Care (Brightwater)
- Frank Prendergast House (Southern Cross Care)
- Regents Garden Aubin Grove
- Aegis Group Mel Road Spearwood

There are also social and recreational groups that operate throughout the City that are inclusive of older people and include at least four informal senior's networks.

Service Provider's Forum

As part of the consultation process a forum for service providers attracted representatives from 32 service agencies, some based in Cockburn with others based elsewhere and providing services within the region. Many of these representatives suggested that the engagement rate for their services was

low because people often didn't know that the service was available. They reported being frustrated at the emphasis placed on electronic communication while their anecdotal experience was that many older people were still not comfortable seeking information in this way. The major outcome of this forum therefore was to explore more traditional strategies to inform older community members of what services and supports were available to them.

8.0 CONSULTATION PROCESS AND OUTCOMES

Consultations to review the Age-Friendly Plan were undertaken between February and May, 2016. The approaches included on-line and hard copy surveys, presentations, workshops and focus groups.

A summary of the consultations undertaken is outlined in Figure 5 below.

Table 5 Summary of consultations

Approach		Description	Numbers engaged
GENERAL			
1.	External Reference Group	Community members who met 3 times to guide and input into consultation process	14
2.	Community survey	Electronic and hard-copy	245
3.	Submissions	Electronic and hard-copy	4
4.	Shopping Centres	Brief conversations via static displays (Phoenix and Gateway)	Approximately 200
FOCUS GROUPS			
5.	Frail Aged	Cockburn Community Care	20
6.	Aboriginal Frail Aged	Kwobarup Social Club	6
7.	Carers	Carers Group at Cockburn Senior's Centre	12
8.	Transitional Boomers	Interest group	5
9.	Chung Wah Association	Day Centre participants	20
FORUMS			
10.	Cockburn Rotary	Presentation	12
11.	Melville Cockburn Chamber of Commerce	Presentation	80
12.	City of Cockburn staff	Workshop	18
13.	Service providers	Workshop	35
14.	Reporting back	Workshop	35
TOTAL			706

Guiding framework

Each of the consultations was guided by the 8 domains developed as part of the World Health Organisation (WHO) Age Friendly Cities Framework. These domains are:

- Outdoor spaces and buildings
- Transport
- Housing
- Inclusion and respect
- Social contact
- Engagement (employment, civic and volunteering roles)
- Information and
- Health and community services

General consultations

The **External Reference Group** was formed specifically for the purpose of guiding the review and whose membership was interested older residents of the Cockburn region identified by City staff. This group was highly engaged in the process and not only contributed information and ideas but engaged other members of the public in the process via their social and interest group networks.

A significant 245 members of the community completed the **Survey** but only 16% completed it on-line. When members of the general public were presented with the option of taking a flier with the web address or a hard copy survey with a replied paid envelope, they inevitably took the second option. The survey included a total of 17 questions with a mix of multi choice and qualitative responses. The qualitative questions attracted as many as 97 responses (40%) for the transport domain and as few as 23 responses (9%) for the Engagement (civic and volunteering roles and employment) domain.

The opportunity to complete a **Submission** was offered to community members via an on-line or hard copy form as an alternative to the survey. The response rate to this process was small with only 4 responses.

A total of 10 hours was spent in two of the main **Shopping Centres** in the region, Phoenix and Gateway. A static display was used to attract members of the general public who were invited to take information on the survey and submission. This sometimes resulted in brief conversations on key areas of concern but this information was not recorded.

Focus Groups

A total of 5 focus groups were consulted and each session was two hours long. Group members were guided through the 8 domains of the WHO Age Friendly Cities Framework and were sometimes prompted with key questions. The group's priorities were recorded in three columns – strengths, challenges and opportunities. Time did not allow any of the focus groups to identify overarching priorities.

Forums

Two presentations (Cockburn Rotary and the Melville Cockburn Chamber of Commerce) were delivered in an environment where interactive discussion was difficult but participants were invited to complete a survey or submission.

Two forums were specifically organised for the purpose of consulting on the Age-Friendly review and were two hours in duration, were structured in format and highly interactive. Participants were seated at tables of 4-6 people and invited to respond to each of the WHO domains. Responses were recorded on A3 sheets of card and both of these forums identified an agreed list of overarching priorities recorded at Table 6.

Table 6 *Agreed priority actions*

AGREED PRIORITY ACTIONS			
CITY OF COCKBURN STAFF (NOT IN ORDER OF PRIORITY)		SERVICE PROVIDERS (NOT IN ORDER OF PRIORITY)	
1.	Suitable mix of housing to meet needs	1.	Suitable mix of housing to meet needs
2.	Exploration of shuttle bus service or other strategies to facilitate better connectivity	2.	Exploration of shuttle bus service or other strategies to facilitate better connectivity
3.	Audit of parks to ensure improved access	3.	Exploration of strategies to improve the provision of parking across the city
4.	Emphasis on preventative health programs and education	4.	Exploration of strategies to improve signage recognising that clear signage is very important to older people as their eyesight and memory fades
5.	Appointment of a culturally and linguistically diverse engagement officer	5.	Appointment of a culturally and linguistically diverse engagement officer
6.	Specific strategies to improve communication and dissemination of information to older people	6.	Specific strategies to improve communication and dissemination of information to older people with particular consideration to the development of a Seniors Service Directory
7.	Provision of satellite services from the Senior's Centre	7.	The need for cross generational programs and activities
8.	Provision of appropriate public places to gather and further development a village atmosphere for older members of the community	8.	Recognition that mental health services are not adequate and that an awareness and education campaign would be very useful in normalising these issues
9.	Engage with shopping centre owners to collaborate regarding housing developments and other needs for older people	9.	Engage with the business community to explore possible collaborative strategies
		10.	Explore strategies to link potentially isolated older people in to the wide range of programs and activities available

9.0 ANALYSIS

Both the survey results and consultation processes revealed a general sense of satisfaction by older people living in the City of Cockburn. Respondents reported positively on the role that the City of Cockburn played in meeting their needs and the survey results confirmed that position. However there is always the capacity to improve services and supports and the following table summarises the survey data.

Table 7 Summary of survey results

SUMMARY OF SURVEY RESULTS		
WHO domain	Positively ranked criteria	Poorly ranked criteria
Outdoor spaces and buildings	Clean and accessible outdoor spaces (82% agreed or strongly agreed)	Adequate public seating (25% disagreed or strongly disagreed)
Transport	Well maintained roads with adequate signage (73% agreed or strongly agreed)	Adequate parking at public venues (33% disagreed or strongly disagreed)
Housing	Supports available to allow people to remain in their homes (56% agreed or strongly agreed)	Appropriately designed, affordable and available retirement and residential care facilities (17% disagreed or strongly disagreed)
Inclusion and respect	Older peoples need considered by City of Cockburn when planning activities and events (44% agreed or strongly agreed)	Older people are consulted on decisions that affect them (30% disagreed or strongly disagreed)
Social contact	Opportunities for social participation provided e.g. Seniors Centre (83% agreed or strongly agreed)	/
Engagement (civic and volunteering roles and employment)	Volunteering opportunities (78% agreed or strongly agreed)	Flexible and part-time employment opportunities (29% disagreed or strongly disagreed)
Information and communication	City of Cockburn produces documents in age-friendly formats (50% agreed or strongly agree)	/
Health and community services	Availability of GPs, physios, podiatrists etc. (82% agreed or strongly agreed)	/

NB: Items were left blank where the data was not significant

However there are some limitations with this data. While there was a good spread of respondents across the region and a reasonable age distribution, only 30% of the respondents were male. Furthermore 70% of respondents reported that they were home owners with 50% reporting their financial situation as “good” and 25% reporting it as “excellent”. This may indicate a bias towards those in a higher socio-economic bracket and therefore may not accurately reflect the needs of those with less financial resources. There were also very small numbers of those who identified as Aboriginal, Culturally and Linguistically Diverse or people with a disability.

Below is a thematic analysis of all the consultation processes. Written records were kept of all the discussions and a subsequent analysis of this material led to the identification of issues that were raised and or agreed by a significant number of people in each consultation. These themes are summarised below in Table 8.

Table 8 Thematic analysis of consultations using Age-Friendly Cities framework

SUMMARY OF MAIN ISSUES IDENTIFIED THROUGH CONSULTATION PROCESSES									
	Consultation Group	Outcome 1 (outdoors/buildings)	Outcome 2 (transport)	Outcome 3 (housing)	Outcome 4 (inclusion/respect)	Outcome 5 (social contact)	Outcome 6 (engagement)	Outcome 7 (information)	Outcome 8 (health/support)
1.	External Reference Group	Out of control dogs; poor signage	Access to Gateway and Garden City problematic	Lack of low-cost housing; ageing-in-place very important	More inter generational activities needed	Need satellite activities from Seniors Centre	Volunteer Centre excellent; need more P/T employment	Over-emphasis on the web; "Soundings" excellent	Request service directory; mental health services limited
2.	Community survey	(50 comments) More seating in parks and public places; greater numbers of toilets; improvements to the Bibra Lake toilets	(97 comments) Need greater provision of seating and shade at bus stops; lack of connecting shuttle bus service	(41 comments) Need more affordable housing options; consideration for the needs of single people	(29 comments) Seniors Centre excellent; need more civic meeting places; opportunity for a senior think tank	(31 comments) Senior Centre excellent; need more ACROD parking; inter generational activities; promote social activities other than the net	(23 comments) Civic and volunteer opportunities should be better advertised	(31 comments) IT training for people who are housebound; many older people don't seem to be aware of what is available	(30 responses) Financial planning service excellent but long wait list; little awareness of emergency planning
3.	Submissions	Poor access to Spearwood & Success libraries	Pedestrian crossings are often poorly positioned i.e. don't feel safe	Need more information on the risks of entering retirement complexes	More inter generational activities; would like to opportunity to pass on knowledge	Cockburn Senior's Centre is the best!	Most not aware of volunteering and civic opportunities	Use mechanisms to share information in ways other than the net	Visiting health services is difficult using public transport
4.	Shopping Centres	Retail shops are sometimes difficult to navigate; need more seats in parks and shopping centres	Parking spaces at train stations are filled by workers; buses are too infrequent	Complexity and expense of residential care problematic;	More inter generational activities needed;	Senior's Centre excellent; shopping centres are important for social contact	/	Frustrated at continually being directed to the web	/

	Consultation Group	Outcome 1 (outdoors/buildings)	Outcome 2 (transport)	Outcome 3 (housing)	Outcome 4 (inclusion/respect)	Outcome 5 (social contact)	Outcome 6 (engagement)	Outcome 7 (information)	Outcome 8 (health/support)
5.	Frail Aged	Out of control dogs; need more trees in new parks; shade for seating	Need drop-off points for mini buses at supermarkets	Lack of low-cost housing;	Train retail staff to engage in conversation with customers	Cockburn Community Care excellent	/	Rely on carers and service providers for information	
6.	Aboriginal Frail Aged	Out of control dogs; need more seats; poor signage	Not enough disabled bays; need designated drop off points at shopping centres	Long waitlists for public housing;	Enjoy NAIDOC week;	Most social contact is via CCC and extended family	/	Need seniors directory;	Use Street Doctor, Derbarl Yerrigan and Silver Chain services
7.	Carers	Need to ensure access between disabled bays and paths in some parks; more seating required; parking for mini buses at shopping centres	Taxi service is poor; provide training on gopher use; explore opportunity to engage volunteer drivers	Encourage people to be pro-active and explore options early; provide workshops information workshops on options; not enough public housing	Carers can become isolated;	Seniors Centre is excellent but need satellite centres to ensure access across the City;	/	Need seniors directory;	/
8.	Transitional Boomers	Out of control dogs;	No bus shelter at Beeliar; feeder buses to trains need to come more often	Don't segregate older people; Integration is important; need more options re: smaller blocks	Need to improve media images of older people; need to challenge the attitude that older people are a burden	South Lake Leisure Centre & Ottey Centre excellent; need satellite activities from Senior's Centre; need a University of the Third Age	Volunteer Centre excellent but more proactive matching service required; older people's skills and capacity not recognised with P/T employment options	Frustrated at emphasis on web and e-mails; reception staff at City excellent; personal connection is important	Cockburn Integrated Health excellent; other health & community services "top notch"

	Consultation Group	Outcome 1 (outdoors/buildings)	Outcome 2 (transport)	Outcome 3 (housing)	Outcome 4 (inclusion/respect)	Outcome 5 (social contact)	Outcome 6 (engagement)	Outcome 7 (information)	Outcome 8 (health/support)
9.	Chung Wah Association	Need more seats in parks; dogs are sometimes a problem	Generally don't use public transport; rely on family and Chung Wah	Frustrated at not being able to garden; sometimes issues installing aids in the home	Language barrier; sometimes isolated but have family	Church, Chung Wah and family are main sources of contact	/	Chinese newspaper and Chung Wah are main sources of information	Choose Chinese health providers; would like more walking and exercise to music groups
10.	Cockburn Rotary	Presentation delivered but it was not consultative							
11.	Melville Cockburn Chamber of Commerce	Presentation delivered but it was not consultative							
12.	City of Cockburn staff	Lack of lighting in passive parks to encourage safe use; more seating at most parks and public buildings; need a larger purpose-built senior's centre with comprehensive toilet/change facility	Dedicated parking bays at shopping centres for mini buses; cycle routes appropriate for older people; explore a shuttle bus service; gopher re-charge facility	Importance of ageing-in-place; need for greater diversity of housing options; exploration of public/private partnerships	Ageism and racism still evident; need civic spaces beyond shopping centres; establish a regional senior's advisory group	Expansive growth of Cockburn presents challenges to deliver accessible services to all; Senior's Centre at capacity; need a senior's satellite facility in south east of region	More Inter generational activities; implementation of Life-Long Learning Centre; appoint a CaLD officer	Need workshops on retirement planning;	Lack of mental health issues; greater emphasis on preventative health education & programs

	Consultation Group	Outcome 1 (outdoors/buildings)	Outcome 2 (transport)	Outcome 3 (housing)	Outcome 4 (inclusion/respect)	Outcome 5 (social contact)	Outcome 6 (engagement)	Outcome 7 (information)	Outcome 8 (health/support)
13.	Service providers	Age-friendly toilets and more seating a priority; explore dementia friendly community garden & events	Connecting or short routes not well met – explore shuttle buses; provision of age-friendly parking bays or drop-off points; timetables printed in accessible fonts	Lack of affordable rentals and sufficient public housing; importance of ageing-in-place;	Priority in recognising cultural diversity; Living Library – older people sharing their stories; cultural competency training for aged-care providers;	Continue to offer training & engage older people in technology use BUT recognise their preference of hardcopy information; recognise cultural & language barriers	More Inter generational activities & playgrounds; part-time employment opportunities;	Information on preventative health a priority;	Services available but navigation is a challenge; unknown implications of sector changes in community care; lack of mental health services; exercise choice to die at home

10.0 EMERGING THEMES

After considering all the information and data collected as part of this review process, 8 themes of significance were identified as follows (not in order of priority):

1. Seating and shade in public places

The lack of enough seating and appropriate shade in parks and other public places was an issue that was raised in almost all consultations. Older people reported that they required regular breaks when walking e.g. in a park and that the absence of adequate and appropriate seating and shade limited their capacity to engage in such healthy behaviours. People reported the need to have adequate seating alongside children's play areas so that they were able to observe and interact with their grandchildren. Others reported the need for raised seating with rails so that people with limited mobility could easily access available seating.

2. Managing dogs in parks

Safety for both dogs and their owners in public parks was an issue that regularly surfaced at focus group discussions. People shared stories of both themselves and their dogs being accosted in parks often by larger dogs but almost always by dogs that couldn't be managed by their owners. A number of people reported being so traumatised by the event(s) that they no longer felt comfortable walking their dogs. A number of remedial strategies were suggested including separating larger and smaller dogs into different park areas, rangers infrequently monitoring the behaviour of dogs in parks and fining owners who were not able to control their dogs.

3. Engaging with the business community

Most participants recognised that the City of Cockburn was not responsible for all aspects of an age-friendly community and that collaborations with other organisations would be both necessary and desirable. Parking and access at shopping centres was identified as key issues along with the lack of part-time employment opportunities and the need for improved age-friendly approaches within the retail sector. It was suggested that discussions with the business sector on these matters might yield positive results.

4. Appropriate housing options

The consultation process identified that many older residents within the City had spent most of their lives in the area and wished to continue to live in Cockburn. The concept of *ageing-on-place* i.e. the capacity to continue to live in the place where people had raised a family and/or worked for a period of time was very important to many people. It was further recognised that relocating people to new regions who had a failing memory or early dementia often exacerbated the condition. This review process did not have the capacity to explore housing issues in any depth but it was recognised that the provision of a broad range of housing options was necessary to meet future need.

5. Disseminating information

The issue of information dissemination was raised at almost all consultations with many participants registering their frustration at the emphasis on electronic mediums. The notion of developing a comprehensive hard copy directory was suggested on a number of occasions and this idea was well received.

It is of interest to note that the City of Mandurah has just launched a comprehensive 55 page hard copy directory of services that has been very well received by that community.

Almost all the consultation processes recognised the efficiency and effectiveness of sharing information in forum and/or workshop settings. The Seniors Centre already provides a substantial schedule of such events with the capacity to further develop this aspect of their services.

6. Satellite services

The Seniors Centre in Spearwood was applauded as a wonderfully successful initiative of the City of Cockburn. However it was also recognised that the centre was almost operating at capacity and that increasing numbers of residents in the southern and eastern parts of the city might find access to this centre difficult. It was also recognised that there were a number of informal senior's groups across the city that were struggling to maintain numbers and provide the breadth of activities required and that a more formal linkage with the Spearwood Centre might be advantageous to all.

7. Linking with Culturally and Linguistically Diverse communities

The cultural diversity of the region was acknowledged at many of the consultations as was the difficulty of negotiating the aged care system with English as a second or third language. While it was recognised that there were a number of culturally based organisations providing services to aged members of the community i.e. Chung Wah Association and Villa Dalmacia, there were also many groups of newer migrants whose needs were not as well catered for. It was identified that greater liaison between these culturally-based organisations, their communities and the City of Cockburn could be facilitated by a dedicated officer within the City.

8. Life Long Learning Centre

The Seniors Centre in Spearwood was established as an interim centre recognising plans to purpose build a multi-function centre at the same location. The concept is to develop a Life Long Learning Centre with capacity to accommodate a senior's centre, library, youth centre and other facilities. While still in the planning stages, this development could provide a bigger centre to meet the anticipated population growth of the 55 years plus age group.

9. Intergenerational activities

Many of those consulted were keen to see further opportunities to link with other age groups within the community. It was suggested that such activities would encourage older people to share their knowledge and wisdom, potentially encourage mutual respect and facilitate a greater sense of community connection.

10. Hearing the views of older people

Older people in the City of Cockburn were highly engaged in the review of the Age-Friendly Strategic Plan and commented on their desire for this process to continue. A number of residents reported their interest in being members of a senior's "think tank" or similar body to inform Council, link with other organisations and processes to advance the interests and concerns of older people.

11.0 VISION, OUTCOMES AND STRATEGIES

The World Health Organisation Age Friendly Cities Framework was used to guide the development of the vision, outcomes and strategies.

They were also informed by the

- demographic trends
- City of Cockburn Strategic Community Plan 2016
- Federal and State Government strategic plans
- previous Age-Friendly plans for the City
- existing services and facilities and
- the consultations processes, analysis and identified trends

Priority was given to those issues frequently reported during consultation processes, those that had already commenced e.g. interim Seniors Centre, those that could be achieved utilising internal resources (and potentially a cost-effective outcome) as well as those that were already on the political agenda e.g. Life Long Learning Centre.

The City of Cockburn Age-Friendly vision, outcomes and strategies are identified in Table 9.

Table 9 Vision, outcomes and strategies

Outcome		Strategies	
VISION - Older people within the City of Cockburn are valued, have optimal opportunities for good health, active participation and a sense of security while enjoying facilities and services that are accessible to and inclusive of their needs.			
Outcome 1	Outdoor spaces and the built environment: Outdoor spaces and the built environment are clean, accessible and safe	1.1	Ensure all public buildings reflect best practice universal access design principles
		1.2	Develop outdoor spaces that meet the active and passive recreation needs of older people
		1.3	Provide public toilets, appropriate seating, shade and age-friendly signage across the city
		1.4	Partner with State Government, business and the community to improve safety for older people
Outcome 2	Transport: Transport infrastructure and public services meet older people's needs	2.1	Continually advocate for safe, accessible and affordable public transport
		2.2	Plan for adequate and accessible paths, bus stops, and road crossings
		2.3	Engage with the business community to improve car parking accessibility for older people
		2.4	Facilitate the dissemination of comprehensive information to older people on available transport services

Outcome 3	Housing: A range of housing options are available to facilitate ageing in place and meet need across the age/well-being continuum	3.2	Support the delivery of services that allow people to remain in their homes for as long as possible
		3.2	Facilitate diverse and affordable housing options including retirement complexes, and residential age-care facilities
Outcome 4	Inclusion and respect: Older people are included in all aspects of community life and are treated with respect	4.1	Facilitate awareness by retail and other businesses of the needs of older people in the delivery of services
		4.2	Consider the needs of older people in the planning of public activities and events to facilitate their participation
		4.3	Utilise positive images of older people in all relevant public documents and advertising or promotional material generated by the City
		4.4	Organise and/or facilitate intergenerational programs and events
Outcome 5	Social Participation: Local, accessible and affordable opportunities for social participation are readily available	5.1	Develop and/or facilitate the development of additional facilities, services and programs at various localities across the city to provide social participation for increasing numbers of older people
		5.2	Explore strategies to engage with and support older people who may be isolated
		5.3	Recognise the diversity of the Cockburn community and provide and/or facilitate services and supports to meet the needs of Culturally and Linguistically diverse and Lesbian, Gay, Bi-sexual, Tran-sexual, Intersex communities (LGBTI)
Outcome 6	Engagement: Opportunities for employment, continual learning, civic contribution and volunteering are actively facilitated	6.1	Continue to provide and/or facilitate the delivery of continual learning opportunities
		6.2	Regularly engage with older people to hear their views particularly on issues that affect them
		6.3	Engage with the business community to encourage employment opportunities for older people
		6.4	Continue to encourage and provide volunteering opportunities
Outcome 7	Information: Information on services and supports is communicated in a variety of formats	7.1	Recognise that information needs to be disseminated in both hard-copy and electronic formats with an age-friendly style i.e. larger fonts, less dense text and straightforward language
		7.2	Pro-actively engage with the community to deliver or facilitate the delivery of information on planning for retirement

Outcome 8	Health and community support: Health and community support services are accessible, age-friendly and focused on promoting healthy and active lifestyles	8.1	Provide and facilitate a broad range of proactive physical, dietary and mental health programs and services
		8.2	Provide and facilitate the delivery of a broad range of engaging and supportive community services
		8.3	Further develop the delivery of home-based support and care services

12. PRIORITY ACTIONS

A list of actions has also been developed and these form the basis of the Implementation Plan which is attached separately.

A **Reporting Back** forum, held at the end of the consultation process, provided members of the public (some of whom had not been engaged in the process previously) with the opportunity to consider the outcomes of all the consultations undertaken and identify a list of priority actions.

The agreed list of priority actions for the Age-Friendly Strategic Plan 2016 – 2021 is outlined at Table 10.

Table 10 Priority Actions for the Age-Friendly Strategic Plan 2016 - 2021

PRIORITY ACTIONS FOR THE AGE-FRIENDLY PLAN 2016 -2021	
1.3.1	Undertake an audit of existing outdoor seating in parks and public places
1.4.2	Explore mechanisms to encourage and support older people to safely walk their dogs
2.3.1	Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues
2.4.1	Improve the current electronic community information database to facilitate a printable version of Cockburn Seniors Services that can be distributed
3.2.1	Facilitate the provision of information on housing options for seniors and work with state and federal government agencies to determine short and long term needs and identify gaps.
4.4.1	Invite schools, sporting clubs and other organisations to consider intergenerational programs and activities that invite older people's participation and provide an opportunity for them to share their wisdom and experience
5.1.1	Undertake a feasibility study to establish satellite active-ageing centres and/ or programs to cater for growing numbers of older people in the southern and eastern suburbs
5.3.1	Establish a Culturally and Linguistically Diverse engagement position within the City of Cockburn
6.1.1	Further investigate the proposal to permanently establish a Life Long Learning Centre at the Spearwood Avenue site as a multi-purpose facility
6.2.1	Establish a Seniors Reference Group with diverse representation and clearly defined terms of reference that advises Council on a range of matters

13. COMMUNICATION PLAN

It is important that this plan is made widely available to the community and as identified in this review, consideration needs to be given to sharing this information both electronically and by hard copy.

The following strategies will be utilised to ensure that the outcomes of the review process are made known to the community and this will in turn encourage greater involvement with review processes in the future.

- 10.1 Distribution of a hard-copy flier promoting high level outcomes
- 10.2 Flier, Informing report and Implementation plan available on the City of Cockburn website
- 10.3 Limited number of hard-copy fliers available at Seniors Centres, Libraries and other selected venues
- 10.4 Media release generated to facilitate interest in the Age-Friendly Strategic Plan and subsequently as actions are implemented

14. REVIEW PROCESS

It is recognised that that development and review of the Age-Friendly Strategic Plan is an ongoing process that requires continual community consultation and input. To encourage community engagement and involvement in the process, the following process will be implemented.

- 11.1 Community members invited to provide input on new considerations and/or feedback on the existing plan by completing a form specifically developed for this purpose available on-line and in hard copy
- 11.2 Annual review undertaken by City of Cockburn staff reporting on the status of actions outlined in the Implementation Plan and made available to key community groups and other stakeholders via the City's website and by hard copy
- 11.3 Comprehensive review of all components of the Age-Friendly Strategy undertaken in 2021

15. APPENDICES

IMPLEMENTATION PLAN

VISION - Older people within the City of Cockburn are valued and have optimal opportunities for good health, active participation and a sense of security while enjoying facilities and services that are accessible to and inclusive of their needs.

OUTCOME 1

Outdoor spaces and the built environment:

Outdoor spaces and the built environment are clean, accessible and safe

Strategy 1.1 Ensure open spaces and public buildings reflect best practice universal access design principles

Actions	Leaders	Budget	Timeframe	Measures of Success	Status update
1. Develop a policy to ensure all new City of Cockburn building developments and upgrades embrace best practice universal access design principles	<ul style="list-style-type: none"> Infrastructure Services Disability Access and Inclusion Officer (L) 	Operational	2017/18	<ul style="list-style-type: none"> Develop a policy to ensure new buildings and upgrades demonstrate best practice universal design principles 	

2. An Audit report is prepared on universal design principles for City of Cockburn building developments and upgrades to improve adherence to best practice and make staged building improvements	<ul style="list-style-type: none"> Infrastructure Services (L) Disability Access and Inclusion 	Operational	2018/19	<ul style="list-style-type: none"> Audit report and recommendations developed and reported to the community Report provided to the community when building improvements are undertaken 	
3. Undertake an access audit for regional/district parks and environmental areas ensuring that upgrades are implemented to improve where feasible access for people with mobility aids to key infrastructure and parking areas.	<ul style="list-style-type: none"> Parks Services (L) Infrastructure Services Environmental Services 	New \$40,000 for Audit New Resources required	Audit 2017/18 Schedule upgrades over 5 to 10 years	<ul style="list-style-type: none"> Audit undertaken Schedule of works developed to remediate identified issues Actions reported to the community 	
Strategy 1.2 Develop outdoor spaces that meet the active and passive recreation needs of older people					
Actions	Leaders	Budget	Timeframe	Measures of Success	Status update
1. Plant trees in parks to provide additional shade cover over key infrastructure and seating.	<ul style="list-style-type: none"> Parks Services 	Operational	Ongoing	<ul style="list-style-type: none"> Numbers of additional trees planted in parks across the city Numbers of trees/mature trees planted in recently established parks Actions reported to the community 	
Strategy 1.3 Provide public toilets, appropriate seating, shade and age-friendly signage across the city					
Actions	Leaders	Budget	Timeframe	Measures of Success	Status update

<p>1. Undertake an audit of existing outdoor seating in parks and public places * PRIORITY ACTION</p>	<ul style="list-style-type: none"> • Parks Services (L) • Infrastructure service 	<p>Audit – consultant \$40,000</p> <p>Costs of additional seating and shade – dependent on audit outcomes</p>	<p>2017/2018 for audit 2018/19 & 2019/20 for implementation</p>	<ul style="list-style-type: none"> • Review undertaken of distance between infrastructure and existing seating including types of seating. • Determine infrastructure, i.e footpaths, seating, etc. required • Develop priority list based on POS and NAMS hierarchy. • Additional age friendly seating and shade provided in parks and public places as required • Additional age- friendly seating provided alongside children’s play areas • Actions reported to the community 	
<p>2. Undertake an audit and provide recommendations regarding the equitable access and distribution of public toilets across the City.</p>	<ul style="list-style-type: none"> • Infrastructure Services • Community Development • Parks Services (L) 	<p>Operational</p>	<p>2018/2019 for audit 2018 – 2021 for implementation</p>	<ul style="list-style-type: none"> • Audit undertaken • Additional toilets provided in parks and public places as required • Actions reported to the community 	
<p>3. Undertake an review of city signage in line with the style guide with a view to considering the needs of older people e.g. larger lettering, colour contrast, plain fonts and non-reflective surfaces</p>	<ul style="list-style-type: none"> • Infrastructure Services • Corporate Communications (L) 	<p>Operational</p>	<p>2019/20</p>	<ul style="list-style-type: none"> • Review undertaken • Sign modifications undertaken as identified • Actions reported to the community 	
<p>Strategy 1.4 Partner with State Government, business and the community to improve safety for older people</p>					

Actions	Leaders/key contributors	Budget	Timeframe	Measures of Success	Status update
1. Provide and/or facilitate the delivery of workshops, seminars and other face-to-face events as well as the provision of hard-copy information on personal safety awareness	<ul style="list-style-type: none"> Seniors Centre (L) Ranger & Community Safety Services Library Services 	Operational	Ongoing	<ul style="list-style-type: none"> Numbers of workshops, seminars and other face-to-face events delivered 	
2. Explore mechanisms to encourage and support older people to safely walk their dogs in parks * PRIORITY ACTION	<ul style="list-style-type: none"> Ranger and Community Safety Services (L) Community Development 	Operational	Ongoing	<ul style="list-style-type: none"> Decrease in numbers of older people submitting complaints relating to dogs 	

OUTCOME 2

Transport:

Transport infrastructure and public services meet older people's needs

Strategy 2.1 Continually advocate for safe, accessible and affordable public transport

Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Undertake an audit of buses of all sizes to assess their availability for older people's groups and explore funding options if further buses are required	<ul style="list-style-type: none">• Seniors Centre	Operational	2017/18	<ul style="list-style-type: none">• Audit undertaken• Funding identified for further buses if required• Actions reported to the community	
2. Explore the feasibility of a volunteer shuttle service for older people modelled on international examples	<ul style="list-style-type: none">• Cockburn Community Care• Seniors Centre (L)• Community Development	Operational \$10k	2019/20	<ul style="list-style-type: none">• Feasibility study undertaken• Service implemented if viable	
3. Explore strategies to improve parking at railway stations and the Cockburn Seniors Centre	<ul style="list-style-type: none">• Infrastructure Services• Engineering Services	Operational	2017/18	<ul style="list-style-type: none">• Issue examined and recommendations made• Additional parking provided at the Spearwood Administration complex	

4. Facilitate a review of bus timetabling in collaboration with Public Transport Authority informed initially by responses to the City of Cockburn Age-Friendly Strategic consultation. About the need to improve access to the Gateway Shopping Centre and Garden City (for medical services) as a priority.	<ul style="list-style-type: none"> • Public Transport Authority • Travelsmart Officer 	Operational	2017/18	<ul style="list-style-type: none"> • Timetabling review undertaken in consultation with Transperth if required • Outcomes reported to the community 	
Strategy 2.2 Plan for adequate and accessible paths, bus stops, and pedestrian crossings					
Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Undertake a baseline audit of paths, bus stops (providing seats and shelter) and pedestrian crossings focused on the needs of an ageing population	<ul style="list-style-type: none"> • Engineering Services (L) • Travelsmart Officer • Public Transport Authority • Main Roads 	Operational/ and Grant funding	2018/19	<ul style="list-style-type: none"> • Audit undertaken with recommendations for applying for funding and facilitating improvements as required 	
2. Identify short and longer term priorities for improvement as a result of the audit process	<ul style="list-style-type: none"> • Engineering Services 	Operational/ Grant	2019/20	<ul style="list-style-type: none"> • Schedule for improvements developed 	

		Funding			
Strategy 2.3 Engage with the business community to improve car parking accessibility for older people					
Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues * PRIORITY ACTION	<ul style="list-style-type: none"> • Melville/Cockburn Chamber of Commerce • Community Development • Statutory Planning / Strategic Planning • Engineering Services 	Operational	2017/18	<ul style="list-style-type: none"> • Consultation occurred • Improvement strategies developed • Outcomes reported to the community 	
Strategy 2.4 Facilitate the dissemination of comprehensive information to older people on available transport services					
Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update

<p>1. Improve the electronic community information database to facilitate a printable version of a Cockburn Seniors Directory that can be distributed (also at 7.1) * PRIORITY ACTION</p>	<ul style="list-style-type: none"> • Travelsmart Officer 	<p>Operational (for compilation)</p> <p>\$12k printing costs for 10,000</p>	<p>2017/18</p>	<ul style="list-style-type: none"> • Directory developed • Copies distributed • Feedback received 	
--	---	---	----------------	--	--

OUTCOME 3**Housing:**

A range of housing options are available to facilitate ageing in place and meet need across the age/well-being continuum

Strategy 3.1 Support the delivery of services that allow people to remain in their homes for as long as possible

Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Monitor the need for HACC and Community Aged Care packages and apply for an increased allocation as required and when available	<ul style="list-style-type: none"> Cockburn Community Care (L) 	Grant funding	Ongoing	<ul style="list-style-type: none"> Additional funding applied for and achieved when required 	

Strategy 3.2 Facilitate diverse and affordable housing options including retirement complexes and residential age-care facilities

Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
<p>1. Facilitate the provision of information on housing options for seniors and work with state and federal government agencies to determine short and long term needs and identify gaps.</p> <p>* PRIORITY ACTION</p>	<ul style="list-style-type: none"> Community Development 	Operational	2018/19	<ul style="list-style-type: none"> Facilitation undertaken and needs identified 	

<p>2. Facilitate a service providers forum to provide information from Federal and State government and explore strategies to proactively respond to identified issues including innovative house sharing, communal housing, urban in-fill and intergenerational models</p>	<ul style="list-style-type: none"> • Seniors Centre (L) • Community Development • Federal and State Government Departments • Private housing developers & providers 	<p>Operational</p>	<p>2018/19</p>	<ul style="list-style-type: none"> • Service providers forum facilitated • Outcomes reported to the community 	
<p>3. Provide and/or facilitate the delivery of workshops, seminars and other face-to-face events on housing options (including retirement planning and Advance Care planning – see Outcome 7)</p>	<ul style="list-style-type: none"> • Seniors Centre 	<p>Operational</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Events delivered • Participant feedback received and collated 	

OUTCOME 4

Inclusion and respect:

Older people are included in all aspects of community life and are treated with respect

Strategy 4.1 Facilitate awareness by retail and other businesses of the needs of older people in the delivery of services

<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
<i>1. Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues</i> <i>* PRIORITY ACTION</i>	<ul style="list-style-type: none">• Melville/Cockburn Chamber of Commerce• Community Development	Operational	2017/18	<ul style="list-style-type: none">• Consultation occurred• Improved strategies developed• Outcomes reported to the community	
2. Facilitate planning for shopping facilities and other public places to include dedicated spaces, with seating and other amenities, to facilitate gathering places and the further development of a village atmosphere for older members of the community	<ul style="list-style-type: none">• Strategic Planning• Statutory Planning	Operational	2019/20	<ul style="list-style-type: none">• Incorporated into planning policies or processes	

Strategy 4.2 Consider the needs of older people in the planning of public activities and events to facilitate their participation

<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
1. City of Cockburn considers the needs of older people in the planning of public activities and events and includes those arrangements in the promotional material for these activities and events	<ul style="list-style-type: none"> Corporate Communications 	Operational		<ul style="list-style-type: none"> Strategies developed and promoted to reflect the needs of older people in city events 	
Strategy 4.3 Utilise positive images of older people in all public documents and advertising or promotional material generated by the City					
<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
1. The City of Cockburn proactively utilises positive images of older people in relevant publications	<ul style="list-style-type: none"> Corporate Communications 	Operational	Ongoing	<ul style="list-style-type: none"> Positive images of older people included in relevant publications 	
Strategy 4.4 Organise and facilitate intergenerational programs and events					
<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
1. Invite schools, sporting clubs and other organisations to consider intergenerational programs and activities that invite older people's participation and provide an opportunity for them to share their wisdom and experience	Community Development	Operational	Ongoing	<ul style="list-style-type: none"> Schools, sporting groups and other organisations have implemented intergenerational activities Outcomes reported to the community 	

<p>* PRIORITY ACTION</p>					
<p>2. Explore the establishment of a Local Exchange and Trading System (LETS) as a community engagement strategy to facilitate recognition and sharing of skills and services across the generations</p>	<ul style="list-style-type: none"> Community Development (L) 	<p>Operational</p>	<p>2020/21</p>	<ul style="list-style-type: none"> LETS explored Service implemented if viable 	
<p>3. Continue to promote and support existing groups conducting intergenerational activities such as the Cockburn Seniors Centre, Cockburn Community Men’s Shed, Libraries, Family Services.</p>	<ul style="list-style-type: none"> Community Development (L) 	<p>Operational</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> Number of intergenerational activities held per annum 	

OUTCOME 5

Social Participation:

Local, accessible and affordable opportunities for social participation are readily available

Strategy 5.1 Develop and/or facilitate the establishment of additional facilities, services and programs at various localities across the City to provide social participation for increasing numbers of older people

Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Undertake a feasibility study to establish satellite active-ageing centres and or programs at a yet-to-be identified site to support the growing numbers of older people in the southern and eastern suburbs * PRIORITY ACTION	<ul style="list-style-type: none">• Community Development• Strategic Planning	\$50K	2018/19	<ul style="list-style-type: none">• Feasibility study undertaken and new programs established	
2. Establish an annual meeting for the co-ordinators of both formal and informal senior's groups operating in the City to provide mutual support, share resources, promote joined-up activities and plan to meet future needs.	<ul style="list-style-type: none">• Seniors Centre (L)	Operational	2018/19	<ul style="list-style-type: none">• Meeting occurred hosted by the Seniors Reference Group	

3. Facilitate and support the ongoing development of a carer's self-support group	<ul style="list-style-type: none"> Seniors Centre (L) Carers WA 	Operational	Ongoing	<ul style="list-style-type: none"> Carers Group is growing in attendance 	
---	---	-------------	---------	---	--

Strategy 5.2 Explore strategies to engage with and support older people who may be isolated

<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
1. Seek community assistance to identify isolated older people and link them with the senior's activities.	<ul style="list-style-type: none"> Cockburn Community Care Seniors Centre Community Development (L) 	Operational	Ongoing	<ul style="list-style-type: none"> Exploration undertaken Strategies established if viable Community engaged in process 	

Strategy 5.3 Recognise the diversity of the Cockburn community and provide and/or facilitate services and supports to meet the needs of Culturally and Linguistically diverse and LGBTI communities

<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>

<p>1. Establish a culturally and linguistically diverse engagement position within the City to build relationships, assist with need identification, facilitation of resources and/or responses as required.</p> <p>* PRIORITY ACTION</p>	<ul style="list-style-type: none"> • Community Development (L) • Library Services • Environmental Health 	<p>\$100K</p>	<p>2017/18</p>	<ul style="list-style-type: none"> • Develop business case • Funding allocated 	
---	---	---------------	----------------	--	--

OUTCOME 6

Engagement:

Opportunities for employment, continual learning, civic contribution and volunteering are actively facilitated

Strategy 6.1 Continue to provide and/or facilitate the delivery of continual learning opportunities

Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
<p>1. Further investigate the proposal to permanently establish a Life Long Learning Centre at the Spearwood Avenue site as a multi-purpose facility</p> <p>* PRIORITY ACTION</p>	<ul style="list-style-type: none"> • Strategic Planning • Infrastructure Services • Community Development 	<p>Operational</p>	<p>2019/20</p>	<ul style="list-style-type: none"> • Timeline for further exploration developed 	

2. Explore the establishment of a University of the Third Age (or similar) to meet the needs of retired professionals and those with a need for higher learning	<ul style="list-style-type: none"> Seniors Centre Childcare and Seniors Manager 	Operational	2020/21	<ul style="list-style-type: none"> Community consulted Group established if viable 	
Strategy 6.2 Regularly engage with older people to hear their views particularly on issues that affect them					
Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Establish a Seniors Reference Group with diverse representation and clearly defined terms of reference that advises Council on a range of matters. * PRIORITY ACTION	<ul style="list-style-type: none"> Community Development 	Operational	2016/17	<ul style="list-style-type: none"> Community consulted Group established if viable 	
Strategy 6.3 Engage with the business community to encourage employment opportunities for older people					
Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues (see 4.1.1) * PRIORITY ACTION	<ul style="list-style-type: none"> Melville/Cockburn Chamber of Commerce Community Development 	Operational	2018/19	<ul style="list-style-type: none"> Consultation occurred Improved strategies developed Outcomes reported to the community 	

Strategy 6.4 Continue to encourage and provide volunteering opportunities

Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Facilitate face-to-face events to actively promote the Cockburn Volunteer Resource Centre with the Senior's Centre and other senior networks	<ul style="list-style-type: none"> Seniors Centre (L) 	Operational	Ongoing	<ul style="list-style-type: none"> Consultation occurred Improved connection between the Cockburn Volunteer Resource Centre and the Senior's Centre established 	
2. Explore strategies to actively promote volunteering opportunities to and for older people by engaging with a range of groups and organisations within the broad community	<ul style="list-style-type: none"> Volunteer Resource Centre 	Operational	Ongoing	<ul style="list-style-type: none"> Consultation occurred Improved strategies developed Outcomes reported to the community 	

OUTCOME 7

Information:

Information on services and supports is communicated in a variety of formats

Strategy 7.1 Recognise that information needs to be disseminated in both hard-copy and electronic formats with an age-friendly style i.e. larger fonts, less dense text and straightforward language

Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Improve the current electronic community information database to facilitate a printable version of Cockburn Seniors Services that can be distributed (see 2.4.1) * PRIORITY ACTION	<ul style="list-style-type: none">Community Development	Operational (for compilation) \$12k (printing costs for 10,000 copies)	2017/18	<ul style="list-style-type: none">Directory developed & distributedFeedback received	
2. Produce the Senior's directory in range of languages reflective of the cultural diversity of the region	<ul style="list-style-type: none">Community DevelopmentLibrary Services	\$10,000	2018/19 and ongoing	<ul style="list-style-type: none">Directory developed in other languagesFeedback received	
3. Continue to provide and promote programs, activities and events of interest to older people as well as promoting the concept of active-ageing in the Cockburn Soundings newsletter	<ul style="list-style-type: none">Seniors Services	Operational	Ongoing	<ul style="list-style-type: none">Programs, activities and events deliveredParticipant feedback received and collated	

Strategy 7.2 Pro-actively engage with the community to deliver or facilitate the delivery of information on planning for retirement					
Actions	Leaders/Key contributors	Budget	Timeframe	Measures of Success	Status update
1. Provide and/or facilitate the delivery of workshops, seminars and other face-to-face events on retirement planning, Advance Care Planning (and housing options - Outcome 3)	<ul style="list-style-type: none"> Seniors Services Seniors Housing Advisory Centre 	Operational	Ongoing	<ul style="list-style-type: none"> Workshops and seminars delivered Participant feedback received and collated 	

OUTCOME 8
Health and community support:
 Health and community support services are accessible, age-friendly, affordable and focused on promoting healthy and active lifestyles

Strategy 8.1 Provide and/or facilitate a broad range of proactive physical, dietary and mental health programs and services

<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
1. Continue the provision of mental health services , walking groups, physical activity programs, nutrition programs, active lifestyle programs and other community supports for older people	<ul style="list-style-type: none"> Cockburn Support Service Seniors Centre Health Promotions Officer 	Operational	2016/17	<ul style="list-style-type: none"> Provision of ongoing mental health services, physical activity programs, and other groups 	
2. Undertake awareness and education forums and workshops for both the general community and service providers on mental health issues and older people	<ul style="list-style-type: none"> Cockburn Support Service 	Operational	2017/18	<ul style="list-style-type: none"> Education forums and workshops delivered Participant feedback received and collated 	

Strategy 8.2 Provide and/or facilitate the delivery of a broad range of engaging and supportive community services


<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
1. Apply for funding for additional financial counselling services to address long wait lists	<ul style="list-style-type: none"> Cockburn Support Service 	Grant Funding	2017/18	<ul style="list-style-type: none"> Funding applications submitted where possible 	

Strategy 8.3 Further develop the delivery of home-based support and care services

<i>Actions</i>	<i>Leaders/Key contributors</i>	<i>Budget</i>	<i>Timeframe</i>	<i>Measures of Success</i>	<i>Status update</i>
1. Monitor the need for HACC and Community Aged Care packages and apply for an	<ul style="list-style-type: none"> Cockburn Community Care 	Grant Funding	Ongoing	<ul style="list-style-type: none"> Ongoing monitoring of need Application of additional packages and 	

increased allocation as required and when available (Outcome 3)				funding undertaken when available <ul style="list-style-type: none"> • Additional packages achieved 	
---	--	--	--	--	--

14.1 SURVEY TOOL



AGE-FRIENDLY REVIEW SURVEY


City of Cockburn 2016 Age-Friendly Review

Please take a few minutes to provide feedback on how to further develop Cockburn as an **AGE-FRIENDLY** city. In this survey "age-friendly" and "older people" refers to people 55 years and older. The survey is open to all Cockburn residents 18 years or older. Community members under 55 years are highly encouraged to consider their future needs and contribute their feedback.

*All responses should be submitted by **FRIDAY 22nd APRIL, 2016**. Paper copies should be received by the City of Cockburn, 9 Coleville Crescent, Spearwood 6163 by this date.*

The City of Cockburn provides many services and programs itself and works collaboratively with Federal and State Government, not-for-profit organizations, business and volunteer groups to meet community need. The following questions ask you to rate City of Cockburn performance across a range of areas.

For further information on this Age-Friendly review please contact:



Lana Glogowski
0419 047 315
iana@progressingpriorityprojects.com.au

1



City of Cockburn 2016 Age-Friendly Review

HOW WOULD YOU RATE CITY OF COCKBURN PERFORMANCE IN THE FOLLOWING AREAS?

1. AGE-FRIENDLY outdoor spaces and the built environment
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Provides clean and accessible outdoor spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides clean and accessible public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides adequate public seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides accessible public buildings with adequate signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides welcoming and safe outdoor spaces and public buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any issues (either large and/or small) that you wish to raise about outdoor spaces and public buildings?



City of Cockburn 2016 Age-Friendly Review

2. AGE-FRIENDLY transport
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Public transport (buses and trains) is reliable, frequent and affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stops have clear signage, adequate seating and shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads are well maintained with adequate signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paths and road crossings are well maintained with adequate signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate parking is available at public venues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on transport options is easily available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any issues about transport (either large and/or small) that you would like to raise?



City of Cockburn 2016 Age-Friendly Review

3. AGE-FRIENDLY housing options
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Support services are available to allow people to remain in their homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local, appropriately designed and affordable retirement complexes are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local, appropriately designed and affordable residential care facilities are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All housing options emphasise integration with the local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on housing options is easily available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any issues about housing (either large and/or small) that you would like to raise?



City of Cockburn 2016 Age-Friendly Review

4. AGE-FRIENDLY attitudes of respect and inclusion
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Older people are valued for their experience and wisdom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older people are consulted on decisions that affect them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial and business services are considerate of older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public activities and events attract older people because their needs and preferences are considered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions (either large and/or small) how to better respect and include older residents?



City of Cockburn 2016 Age-Friendly Review

5. AGE-FRIENDLY opportunities for social participation
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Local, accessible and affordable opportunities for social participation are provided e.g. Senior's Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efforts are made to engage with socially isolated older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities are provided to encourage involvement with the broader community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on opportunities for social participation is easily available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions (either large and/or small) regarding improved opportunities for social inclusion?



City of Cockburn 2016 Age-Friendly Review

6. AGE-FRIENDLY civic and employment opportunities
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Flexible and part-time employment options are available for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering opportunities are available for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities exist for older people to participate in civic roles e.g. Advisory Councils and committees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Re-training opportunities post retirement are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information of post retirement employment, volunteering and civic opportunities is easily available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions (either large and/or small) for improvements to employment, volunteering and civic opportunities?



City of Cockburn 2016 Age-Friendly Review

7. AGE-FRIENDLY communication and information
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Age-friendly information is delivered close to residents homes or to other accessible places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efforts are made to provide information to isolated older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City of Cockburn produces documents with a larger font size, less dense text and straightforward language for older residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information is available on visual and hearing aids to assist use of electronic equipment e.g. mobile phone, radios, TVs and computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to computers and training on how to use them is available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions (either large and/or small) regarding communication and information delivery?



City of Cockburn 2016 Age-Friendly Review

7. AGE-FRIENDLY communication and information
 (Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Age-friendly information is delivered close to residents homes or to other accessible places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efforts are made to provide information to isolated older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City of Cockburn produces documents with a larger font size, less dense text and straightforward language for older residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information is available on visual and hearing aids to assist use of electronic equipment e.g. mobile phone, radios, TVs and computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to computers and training on how to use them is available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions (either large and/or small) regarding communication and information delivery?



City of Cockburn 2016 Age-Friendly Review

8. AGE-FRIENDLY community support and health
(Please tick only ONE circle each line)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure
Health services e.g. GPs, physios, podiatrists and mental health services are well located and easily accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services and programs for improving health are available e.g. exercise classes, nutrition guidance, screening services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home-based support and care services are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community services are available to provide financial planning, counselling and other supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older people's needs have been considered in emergency planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggested improvements (either large and/or small) regarding community support and health?



City of Cockburn 2016 Age-Friendly Review

**9. OVERALL, how do you rate the City of Cockburn as AGE-FRIENDLY in the following areas?
(Please tick only ONE circle each line)**

	Very Poor	Poor	OK	Good	Excellent	Unsure
Outdoor spaces and the built environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity for social activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encouraging inclusion and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing opportunities for participation in employment, volunteering and civic issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing and communicating information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing community health and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



City of Cockburn 2016 Age-Friendly Review

**10. Please indicate what priority you place on each area for further development and the allocation of extra resources recognising that the City of Cockburn has a finite budget and that not all areas can be further developed.
(Please tick only ONE circle each line)**

	Lowest priority	Lower priority	Medium priority	High priority	Highest priority	Unsure
Outdoor spaces and the built environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity for social activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encouraging inclusion and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing opportunities for participation in employment, volunteering and civic issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing and communicating information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing community health and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**The following questions will help classify your responses.
It would be very helpful if you would tell us:**

11. What is your gender?

- Female
- Male



City of Cockburn 2016 Age-Friendly Review

12. What is your age?

- 18-34
- 35-54
- 55-64
- 65-79
- 80+

13. Where do you live? (Please tick only ONE circle)

- | | | |
|------------------------------------|-----------------------------------|--|
| <input type="radio"/> Atwell | <input type="radio"/> Aubin Grove | <input type="radio"/> Banjup |
| <input type="radio"/> Beelihar | <input type="radio"/> Bibra Lake | <input type="radio"/> Cockburn Central |
| <input type="radio"/> Coogee | <input type="radio"/> Coolbellup | <input type="radio"/> Hamilton Hill |
| <input type="radio"/> Hammond Park | <input type="radio"/> Henderson | <input type="radio"/> Jandakot |
| <input type="radio"/> Leeming | <input type="radio"/> Munster | <input type="radio"/> North Coogee |
| <input type="radio"/> North Lake | <input type="radio"/> South Lake | <input type="radio"/> Spearwood |
| <input type="radio"/> Success | <input type="radio"/> Wattleup | <input type="radio"/> Yangebup |

14. How would you describe your financial situation?

- Very difficult
- Difficult
- OK
- Good
- Excellent
- Unable to comment



City of Cockburn 2016 Age-Friendly Review

**15. How would you describe your current living arrangement?
(Please tick only ONE circle)**

- Own my own home/unit in a retirement village
- Rent my home/unit in a retirement village
- Live with family/friends
- Live in residential care
- Other

**16. Do you identify with one of the following groups?
(Please tick as many as apply)**

- Fulltime unpaid carer
- Person with a disability
- Aboriginal/Torres Strait Islander
- Born overseas and speak a language other than English at home
- None of these groups

17. Are you an employee or Elected Member at the City of Cockburn?

- Yes
- No

Thank you very much - you have now completed the survey.

A range of other opportunities are available for the community to contribute to this review including call for submissions, focus groups, shopping centre displays and public forums. Please see the City of Cockburn website www.cockburn.wa.gov.au for details.