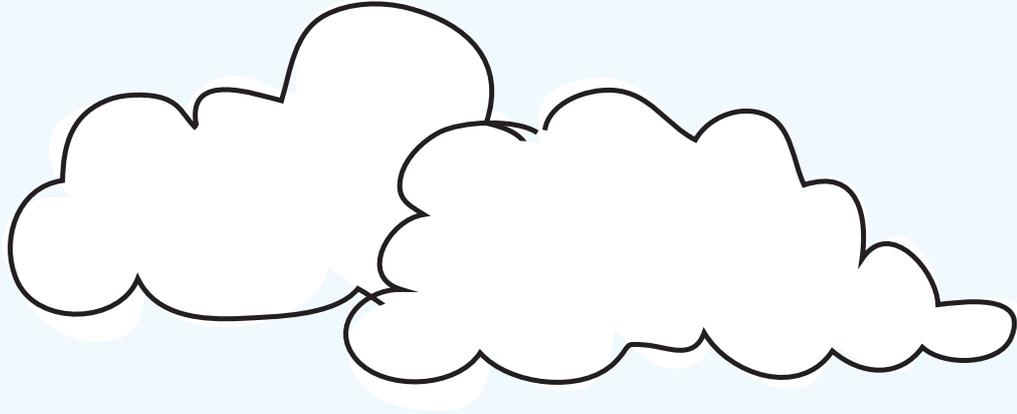




# AGE FRIENDLY COMMUNITIES IMPLEMENTATION PLAN 2019-2023



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## **Recognition of Our Land's Traditional Owners**

Horsham Rural City Council recognises the five Traditional Owner groups of this land: the Wotjobaluk, Wergaia, Jupagulk, Jaadwa and Jadawadjali people.

## **Horsham Rural City Council**

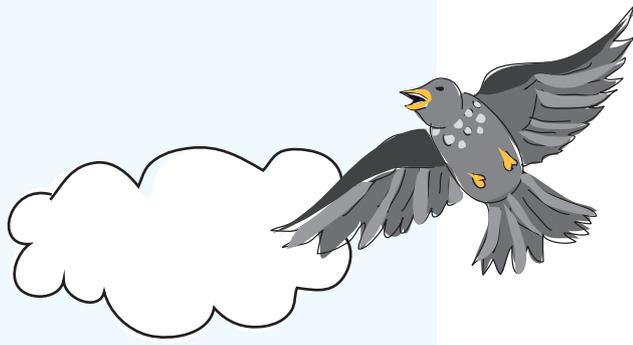
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# EXECUTIVE SUMMARY

Age friendly communities are places where older people live safely, enjoy good health and stay involved. Healthy ageing is the ability to live an active, safe and socially inclusive lifestyle.

- Age-friendly environments foster health and well-being
- Age-friendly environments are accessible, equitable, inclusive, safe and secure, and supportive
- Age-friendly communities enable people to continue to do the things that are important to them regardless of their age.

## WHY DEVELOP AN AGE FRIENDLY COMMUNITY ACTION PLAN?

People across Victoria are living longer and healthier lives. These changing demographics in the make-up of our society means there will soon be equal numbers of older people as there are children. People over the age of 80 are now the fastest growing age group in the State. This change is permanent, bringing with it significant social change.

The World Health Organisation notes that supporting communities to become age friendly is an effective strategy to promote healthy and active ageing and contributes to sustainable, healthy communities for all.

In 2017 Horsham Rural City Council (HRCC) received a state government grant to support their community to become more age friendly. Council was the lead agency in partnership with the Wimmera Primary Care Partnership and the Centre for Participation.

The aim was to enhance the municipality as an age-friendly place through the development and implementation of an Age-friendly Action Plan.

The process to develop a plan was underpinned by the World Health Organisation's Global Age Friendly Cities and Communities Guide and the principle of actively involving older people in decision-making, implementation and evaluation of a plan of action to bring about sustainable change.

The process began by consulting older people across the municipality through July and August 2017. One hundred and sixty people were asked about their physical and social environments and what might make their community more age friendly.

In the next phase an Older Peoples Reference Group was formed by volunteers from the community.

Using the World Health Organisation (WHO) Checklist of Essential Features of Age-friendly Cities as a framework, members of the Older Peoples Reference Group engaged with one hundred and seventy nine people from the community between April and July 2018.

## ACTIONS TO DEVELOP AN AGE-FRIENDLY ACTION PLAN BY THE OLDER PERSONS REFERENCE GROUP

- Participating in a workshop about Age-friendly Cities, WHO age-friendly checklists and community development principles
- Undertaking the WHO checklists in the community with their friends, colleagues and neighbours
- Documenting the responses received
- Identify key issues for the age-friendly action plan
  - Feedback and findings were pooled, collated and shared from WHO checklists and the 2017 consultations.
  - Members attended facilitated workshops in August to September 2018 to consider and prioritise the amalgamated feedback and propose suggested actions.
  - The outcome was the document 'Aged Friendly Audit Findings and Actions' which was agreed on and accepted by the Older Peoples Reference Group.

Those actions which were in the scope of HRCC to address were then determined and formed the HRCC Age Friendly Communities Implementation Plan.

## SUSTAINABILITY AND ACCOUNTABILITY

The World Health Organisation (2007) notes that in the follow-up stages of age-friendly local action, it is important that older people continue to be involved in monitoring the progress and acting as age-friendly city advocates and advisers.

In line with these principles the following activities have been determined:

- The life of the Implementation Plan is 4 years, from 2019-2023 then it will be due for review
- Updates on action taken to address this plan will be requested quarterly
- The Older Peoples Reference Group will be ongoing and convened quarterly
- Progress against the plan will be reported to the Older Peoples Reference Group
- The plan will be publicly available.

# AGE FRIENDLY COMMUNITIES HORSHAM RURAL CITY COUNCIL IMPLEMENTATION PLAN

During 2018 the Age Friendly Communities Project commenced. The purpose of the project is to:

1. Improve the age friendliness and the liveability of this community for older people
2. Engage older people who live in HRCC to inform the process of improving HRCC as an age friendly city.

An Older Persons Reference Group was established to guide the project and to:

- Undertake audits using the World Health Organisation – Age Friendly Communities checklists
- Use the findings to develop an Age Friendly Action Plan. The results of this work have been presented to the Executive Management Team and the Councillors.

The next step was the development of an HRCC implementation plan. An initial draft of the implementation plan was circulated to staff who were nominated as the person to action tasks. One-to-one meetings were then held to ask the following:

1. Are you the correct person to be listed as having responsibility for implementation within Council
2. Is this action already being addressed / occurring / or listed for action in existing plans?
3. How can we advance this action within Council?

This plan has been developed following those conversations and discussions.

## THE HRCC AGE FRIENDLY COMMUNITIES IMPLEMENTATION PLAN

- Implementation Plan life span = 4 years  
i.e. 2019 2023 then it will be due for review
- Each quarter progress will be reviewed by the Older Persons Reference Group (OPRG)
- The OPRG will be convened quarterly by the Manager Community Services and Emergency. Prior to this meeting, updates on action taken to address this plan will be sought

## Acronyms

- CAD** – Central Activities District
- CBD** – Central Business District
- HRCC** – Horsham Rural City Council
- LLEN** – Local learning and employment network
- OPRG** – Older Persons Reference Group
- PCP** – Wimmera Primary Care Partnership
- U3A** – University of the third age – Horsham
- WHO** – World Health Organisation
- WRSA** – Wimmera Regional Sports Assembly
- WRLC** – Wimmera Regional Library Corporation

## Acknowledgements

### Members of the Older Peoples Reference Group – 2018:

Ian Ballinger, Veronica Barker, Wendy Johns, Cherie Ladlow, Kieran Loughran, Shayne Keenan, Kola Kennedy, Faye Smith, Brenda Sudholz, David Wortley.

## References

World Health Organization (2007) Global age-friendly cities: a guide  
[https://www.who.int/ageing/publications/Global\\_age\\_friendly\\_cities\\_Guide\\_English.pdf](https://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf)

World Health Organization – Towards an Age Friendly World  
<https://www.who.int/ageing/age-friendly-world/en/>

World Health Organization – Checklist of Essential Features of Age-friendly Cities  
[https://www.who.int/ageing/publications/Age\\_friendly\\_cities\\_checklist.pdf](https://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf)

# TRANSPORT

Transportation, including accessible and affordable public transport is a key factor influencing older people's health and their ability to participate in social and cultural activities and access health services.

## Issues identified in audit:

- There is limited public transport in Horsham – existing infrastructure such as bus stops, seats, shelter at stops and paths to and from bus stops isn't aged friendly. Routes to key facilities such as U3A are not adequate. Hours of operation mean that access to services and facilities in the evening or weekend is limited. Information on timetables and costs is difficult to find.
- Public transport is limited or nonexistent for rural dwellers i.e. Jung, Telangatuk, Laharum, Haven
- Trains are the preferred method of travel between Horsham and Melbourne.
- The existing coaches / buses with steep stairs are not age friendly. Increased services would make Horsham more aged friendly.
- Having a car and a licence is essential for mobility within the municipality – not having a car is a major barrier; not being able to drive is a reason some people move to Horsham. Use of vehicles in rural areas is essential.
- Gophers are an important transport method for older people.
- Taxis are good, but affordability is an issue.
- Parking can be difficult for older people. Narrow parking bays are difficult and angle parking bays are preferred. Some areas were noted in terms of difficulty for parking – especially around Lister House, Horsham Base Hospital, Library/ RSL (especially on Probus days)
- A voluntary community transport service is needed. Many people don't know what currently exists or how to access this. Getting checks to be a volunteer driver can be a deterrent
- Road maintenance could be improved – areas noted include Stawell Rd/Golf Course Rd intersection; Searle Street / Dooen Road, Decastella / Wavell Street intersection roundabout at the Wimmera River bridge
- Pedestrian crossings and roundabouts could be altered to enhance their pedestrian friendliness, crossing streets within the CBD can be difficult.

## Things that make a positive contribution to the municipality being an aged friendly place:

- The local bus service is reliable, clean, comfortable, affordable and the drivers are courteous
- The timetable and number of services for the train bus service to Melbourne is improving
- The bus to Ballarat is good enables access and feels safe
- The bus from Horsham / Natimuk, while limited, does allow residents to access services in Horsham
- Gophers mean people can get around
- The taxi service including Maxi Taxis is an asset
- Horsham is easy to drive around



## TRANSPORT

Transportation, including accessible and affordable public transport is a key factor influencing older people's health and their ability to participate in social and cultural activities and access health services.

Actions	Role of Council	Responsibility within Council	Who can help?
1. Return of passenger rail	Advocate	CEO/Director Infrastructure	Western Rail Alliance
2. Bus stop facility review including seats, shelters, lighting and paths and parking	Deliver/ Partner/ Advocate	Manager Engineering Services	Transport for Victoria
3. Bus route review to pick up key sites such as U3A	Advocate	Director Community Wellbeing	Transport for Victoria
4. A city circle bus to key places including Lister House, Tristar, chemist, optician, podiatrist, WHCG would improve access	Advocate	Director Community Wellbeing	Transport for Victoria
5. Improve lighting in the Roberts Avenue car park near the bus station – this area is dark at night	Deliver	Manager Engineering Services	V /Line ticket office
6. Improved display of information on timetables and costs of public transport (promote via website)	Promote	Media and Communications Officer	Public Transport Victoria
7. Promote the multi-purpose taxi program card	Promote	Media and Communications Officer	Taxi Services Commission
8. Review and if required increase provision of disabled parking places	Deliver	Director Development Services/Manager Community Services & Emergency	Older Peoples Reference Group
9. Parking – areas such as hospital, Town Hall, Lister House, Matron Arthur, Chemist, Post office and Tristar. Encourage long-term all-day parking to be on outside edge of the Central Activities District (CAD) to free up parking in the CAD for shoppers.	Review & Deliver	Director Development Services	
10. Need for drop off points at Lister House and Tristar	Deliver	Manager Engineering Services	Tristar, Lister House, VicRoads
11. Need Gopher parking and recharge facilities	Explore & consider	Manager Regulatory Services/Director Infrastructure	Wimmera Mobility group & Retailers of action aids
12. Improvements are needed to drainage near pedestrian crossings especially Lister House and the new Horsham Neighbourhood House site	Deliver	Manager Operations/ Manager Engineering Services	
13. Advocate and support establishment of a petrol service in Natimuk	Advocate	Director Development Services	HRCC, Natimuk community
14. Promote awareness to community transport	Promote	Co-ordinator Home Support/Manager Community Services & Emergency	Centre for Participation

# RESPECT AND SOCIAL INCLUSION

Wellbeing is enhanced when older people feel acknowledged and respected. Older people are consulted, their input is valued and they are partners in decision making.

## Issues identified in audit:

- It is important for older people to be consulted and decide on actions affecting them – don't assume others know
- Many older people do not feel consulted or that their input is valued
- Suitability of products – e.g. portion size is an issue in some retail shops in Horsham (due to the increase in single person households)
- Stereotypes of older people in the media
- Opportunities can be enhanced for skills contribution of older people
- Intergenerational opportunities are important
- Need to care for the carers

## Things that make a positive contribution to the municipality being an aged friendly place:

- Older people are respected and included
- Events like Grandparent's Day at schools and church chaplains and councillors are positive
- When older people are recognised by their community
- There is a variety of events on offer within Horsham and surrounds
- Events that enable intergenerational interaction



**Members of the Older Peoples Reference Group:** From left – Kola Kennedy, Ian Ballinger, Veronica Barker, David Wortley, Kieran Loughran, Shayne Keenan, Kevin O'Brien (Director Community Wellbeing) Front – Veronica Barker, Faye Smith, Janet Hall (Age Friendly Communities project worker), Brenda Sudholz and Cherie Ladlow, Absent – Wendy Johns.

## RESPECT AND SOCIAL INCLUSION

Wellbeing is enhanced when older people feel acknowledged and respected. Older people are consulted, their input is valued, and they are partners in decision making.

Actions	Role of Council	Responsibility within Council	Who can help?
1. Enhance consultation processes with and for older people	Deliver	Community Engagement Facilitator	Older Peoples Reference Group
2. HRCC should have an ongoing Older Persons Reference Group / Advisory Group	Deliver	Manager Community Services & Emergency	
3. Use existing groups for consultations on regular cycles	Deliver	Community Engagement Facilitator & Coordinator Recreation & Open Space	
4. Consider employment of a Community Inclusion/Age Friendly Officer – ensure Council has a lens which considers impact of programs on older people and ensure programs are inclusive of their needs	Investigate	Director Community Wellbeing	
5. Review promotions of older people – ensure that they are positive and not perpetuating stereotypes	Promote	Co-ordinator Community Relations and Advocacy Media and Communications Officer and managers	
6. Advocacy to businesses re needs of older people – e.g. portion size / suitability of products	Advocacy	Older Peoples Reference Group & Manager Community Services & Emergency	
7. Older person / senior of the month in the paper	Promote	Media and Communications Officer	Older Peoples Reference Group, Wimmera PCP, Local papers
8. Improve Council communications – consider use of rate notices for information to seniors	Promote	Manager Governance and Information	
9. Provide information / training to businesses to improve customer service skills towards older people	Facilitate	Co-ordinator Business Development and Tourism	Wimmera Business Centre, Business Horsham, Older Peoples Reference Group
10. Increase knowledge of the Companion Card / Carers card– how to get it and where it can be used	Promote	Media and Communications Officer	Older Peoples Reference Group
11. Advocacy regarding reinstatement of grocery delivery services in Horsham	Advocacy	Manager Economic Development Co-ordinator Business Development and Tourism	

# HOUSING

Appropriate housing is essential to older people’s safety, quality of life and maintaining independence. Considerations include accessible affordable structure, design, location (close to community) and choice.

**Issues identified in audit:**

- Housing affordability, supply and quality
- Home maintenance is an issue as people age. Home maintenance services – availability and quality; timing; to assist with bushfire preparation
- Ageing in Place is preferred – people consulted hope to continue living where they are now; need to consider how to prepare for ageing in place; cultural significance; the affordability of downsizing is an issue
- Housing diversity in Natimuk – not many options to downsize
- Affordability for single women
- Many people are living alone
- Nursing home / aged care facilities – some people enjoy them; others find them too regimented and controlling
- Finding Aged Care – people not being able to access aged care facilities close to where they live / or their family lives

**Things that make a positive contribution to the municipality being an aged friendly place:**

- Housing appears generally well maintained
- Housing near the plaza area for seniors



# HOUSING

Appropriate housing is essential to older people’s safety, quality of life and maintaining independence. Considerations include accessible affordable structure, design, location (close to community) and choice.

Actions	Role of Council	Responsibility within Council	Who can help?
1. Ongoing program for bushfire preparation assistance in the Laharum area with local community and service clubs	Partner	Wimmera Emergency Management Team	CFA, local service clubs
2. Provide information about housing futures – e.g. design, helping think about preparing for ageing - e.g. through website links, information at the planning / building counter	Deliver	Co-ordinator Statutory Planning & Regulatory	
3. Develop a register of recommended private providers for home maintenance	Investigate/ deliver	Co-ordinator Home Support	

# SOCIAL PARTICIPATION

Participating in leisure, social, cultural and spiritual activities helps older people stay engaged, informed and motivated.

## Issues identified in audit:

- Interaction with others, family, young people is important for social connectivity
- There is a variety of events and activities in Horsham and surrounds that are of interest and held at convenient times although affordability can be an issue for some. Events include sports, arts, church events, Probus etc.
- Getting information to people re What's On is a key issue – information about events can be improved
- Information about events does not generally include information about accessibility of facilities and transport options
- Access and parking to some venues and at certain times can be difficult e.g. RSL / Library; Cinema Steps
- Seniors Week events and promotion could be improved
- Cost can be an issue

## Things that make a positive contribution to the municipality being an aged friendly place:

- There is a variety of events in Horsham and surrounds held at convenient times
- Venues such as the Horsham Town Hall, YMCA and U3A provide important events and opportunities for social connection
- The Weekly Advertiser – free and delivered – is a good source of news and information
- HRCC Page in Weekly Advertiser and the Wimmera Mail Times is good, but could be improved
- Monthly Seniors Films organised by HRCC are good
- Horsham Town Hall and the Art Gallery – affordable, well run and caters well for the elderly
- Men's Sheds are important – Horsham and Natimuk

# SOCIAL PARTICIPATION

Participating in leisure, social, cultural and spiritual activities helps older people stay engaged, informed and motivated.

Actions	Role of Council	Responsibility within Council	Who can help?
1. Use the River more for social events – e.g. markets in summer, music	Partner/ Facilitate	Director Development Services Promotions Officer	Business and sporting stakeholders
2. Explore retaining and reopening the Wesley PACC for smaller events	Explore and assess	Director Community Wellbeing, Manager Arts, Culture & Recreation	Wesley PACC Committee
3. Review opportunities to improve access to and within the Horsham Cinema	Deliver	Director Community Wellbeing	Cinema Operator
4. Explore providing a combined multipurpose facility for U3A and seniors	Facilitate/ Partner/ Deliver	Director Community Wellbeing, Manager Arts, Culture and Recreation	U3A, Senior Citizens Club
5. Improve Seniors Weeks events and promotion	Deliver/Partner	Meals on Wheels Officer Co-Ordinator Home Support	Centre for Participation
6. Support lifelong learning opportunities – face to face and online	Promote	Media and Communications Officer, Coordinator Home Support, Visitors Information Centre	U3A, Library, Centre for Participation
7. Enhance short term parking near the RSL and Library to free up parking for Probus and other seniors events (e.g. remove all day parking – also see Transport - action No 9)	Deliver	Director, Development Services	

# OUTDOOR SPACES AND BUILDINGS

Safe and accessible outdoor environments and public spaces are important for the mobility, independence and quality of life of older people and affect their ability to age in the community.

## Issues identified in audit:

- Entrances to Horsham are not welcoming
- Need more trees and shade in the CBD and in shopping centre carparks
- Footpaths are an issue in that they can limit safe physical activity due to trip hazards and overhanging vegetation; their unevenness and intermittent availability.
- Increased seating along walking paths and in CBD would make Horsham a more aged friendly place
- Crossing Firebrace Street can be difficult for some
- Crossing at Pedestrian Crossings can be a challenge
- Public Toilets – there are some areas such as the Aldi area and along the River where there are a lack of toilets; need access to baby change facilities and unisex toilets are preferred – e.g. so that Grandads can take grandchildren into female toilets
- There is a lack of open / green space in Horsham North
- Lack of Gopher parking
- The River is a fantastic asset but could be used more
- Access to and within some shops with wheelie walkers can be a problem
- During major flood event Natimuk Township can be cut in 2 and staff / residents are unable to get to the Natimuk Nursing Home – can the old railway causeway on little Natimuk Creek (near Station Street) be investigated to enable foot traffic from one side of town to the other?

## Things that make a positive contribution to the municipality being an aged friendly place:

- Horsham Plaza has good access to shops and is comfortable
- Natimuk has good public spaces
- The yellow markings on footpaths and tactile tiles assist with safely using footpaths
- There are adequate parks in Horsham – except for Horsham North
- There are good walking tracks – e.g. on the River
- YMCA
- The Botanic Gardens and the trees in Roberts Avenue
- Fitness stations and walking tracks



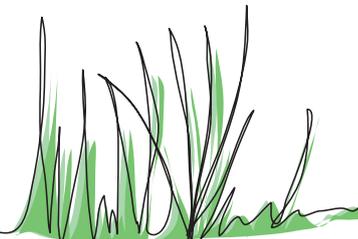
## OUTDOOR SPACES AND BUILDINGS

Safe and accessible outdoor environments and public spaces are important for the mobility, independence and quality of life of older people and affect their ability to age in the community.

Actions	Role of Council	Responsibility within Council	Who can help?
1. Entrance treatments for major routes into Horsham including landscaping and lighting	Deliver	Director Infrastructure	VicRoads
2. Develop a strategy to improve facilities and use of the Wimmera River – include paths; seats; toilets; activity areas and events	Deliver	Director Development Services/ Coordinator Recreation and Open Space Planning	Wimmera River Improvement Committee
3. Improve shade for CBD streets and carparks	Deliver/ Advocate	Director Development Services/ Director Infrastructure/Manager Operations	Carpark owners – e.g. Woolworths, Coles, Aldi, Horsham Plaza
4. Advocate / write to Woolworths re access improvements to the entrance of the supermarket	Advocate	Manager Economic Development	Woolworths
5. Increase seating in CBD and along walking paths including along the Wimmera River	Deliver	Director Development Services/ Director Infrastructure/Manager Operations	Coordinator Recreation and Open Space
6. Improve Dudley Cornell Park and install CCTV	Deliver	Director of Infrastructure Co-ordinator Facilities	Dudley Cornell Advisory Committee
7. Improve opportunities and awareness to Gopher and driver education – use the HRCC column in the paper	Investigate/ Promote	Home Support Coordinator /Media and Communications Officer	Home Support Coordinator
8. Footpaths: <ul style="list-style-type: none"> <li>• Footpath Maintenance – near Horsham post office; Natimuk – Main Street – deep gutters;</li> <li>• Footpath extensions / upgrades - Natimuk – Station Street to Nursing Home; River Road, Winfred Street, Robin Street; Caroline Street; Landy Street; Albert Street; Madden St near Tristar</li> <li>• Improve and repair Natimuk Bike Path especially within township area</li> </ul>	Deliver	Manager Engineering Services	
9. Improve information from Council to residents regarding footpath maintenance and works	Deliver	Manager Operations	

## OUTDOOR SPACES AND BUILDINGS continued...

Actions	Role of Council	Responsibility within Council	Who can help?
10. Establish a Horsham to Natimuk Bike Trail	Deliver Director Infrastructure	Manager Engineering Services/ Co-ordinator Recreation and Open Space & Planning	Bicycle Advisory Committee
11. Review Natimuk Soldier's Memorial Hall building access	Investigate	Co-ordinator Facilities Management/ Manager Engineering /Director Infrastructure	Manager Engineering Services
12. Review opportunities to make the Firebrace Street median strip more visible and easier to cross in the main blocks of the CBD	Investigate	Manager Engineering Services	Older Peoples Reference Group & Wimmera Mobility Group
13. Pedestrian Crossings – Natimuk across Main Street	Advocate	Director Infrastructure	VicRoads
14. Develop a public toilet strategy. Include the distance between toilets	Deliver	Director Community Wellbeing	Manager Arts, Culture and Recreation
15. Redevelop Horsham rail-yards as open/green space	Explore	Director Community Wellbeing/ Coordinator Recreation and Open Space Planning	Victrack
16. Raise awareness of shop layout for wheelie walkers (e.g. Open for Business)	Advocate/ Promote	Co-ordinator Business Development & Tourism	Older Peoples Reference Group, Business Horsham
17. Improve facilities for the U3A and Horsham Neighbourhood House	Deliver	Director Community Wellbeing	DHHS U3A Horsham Community House
18. Advocate for access improvements within Natimuk to enable staff / resident access to and from the Natimuk Nursing Home (e.g. via the railway causeway)	Advocate	Manager Community Services & Emergency	West Wimmera Health Service
19. Support establishment of a suburban garden group that can enhance streetscapes / open space areas	Investigate	Manager Operations	Older Peoples Reference Group
20. Adopt green waste disposal/ collection	Deliver	Director Infrastructure	



# CIVIC PARTICIPATION

An age friendly place has opportunities for older people to contribute to employment, voluntary work and political process, should a person so choose.

## Issues identified in audit:

- There are many opportunities for volunteering. This is important for service delivery, enhancing liveability and for social connection. Some indicate the process to become a volunteer is difficult
- In terms of employment there were different views expressed – some have been able to access and maintain employment; others have not been able to and /or faced discrimination due to age. Access to employment is critical as people live longer.
- Red tape can be an issue that deters older people from being a volunteer
- Important to have lifelong learning opportunities
- Volunteering preferences are changing

## Things that make a positive contribution to the municipality being an aged friendly place:

- There is a good range of opportunities for people to be involved in volunteering and to contribute to their communities
- U3A provides a vast range of opportunities

# CIVIC PARTICIPATION

An age friendly place has opportunities for older people to contribute to employment, voluntary work and political process, should a person so choose.

Actions	Role of Council	Responsibility within Council	Who can help?
1. Profile older people working, volunteering and participating in the community, as well as the benefits of older people as workers	Promote	Media and Communications Officer, Home Support Coordinator	Older Peoples Reference Group
2. HRCC have an Older Person's Reference Group	Facilitate	Manager Community Services & Emergency	
3. Invite Human Rights and Equal Opportunity Commission to hold a forum in the region to educate businesses and others re discrimination associated with age	Facilitate	Manager Community Services & Emergency	Wimmera Business Centre & Business Horsham
4. Support historical societies	Partner/ Facilitate	Manager Community Services and Emergency	
5. Ensure that there is adequate information regarding options for postal voting at elections	Promote/Advocate	Media and Communications Officer	Victorian and Australian Electoral Commission

# COMMUNITY AND HEALTH SERVICES

Older people require ease of access to an adequate range of services for promoting maintaining and restoring health.

## Issues identified in audit:

- Aged Care Assessment works well
- Home Help is good but there are restrictions on what staff can do (some of which seem over the top)
- GP retention in the region and limited specialists is an issue of concern
- Some services such as X-Rays and scans are not bulk billed in Horsham, yet they are in Ballarat
- Access is limited - Parking and drop off areas at Health Facilities is an issue – at Wimmera Health Care Group, Lister House, Tristar, pathology, X-Ray, pharmacies
- Not everyone knows about the systems and services that are available and how to access them e.g. My Aged Care, NDIS
- Public Dental Service in Horsham – long wait, whilst private dental care is expensive
- Older people and emergency preparedness / emergency planning
- People want to maintain independence as hearing / vision / mobility decline
- Not all services can be claimed online for Medicare and access to make a Medicare claim for rural residents can be an issue – no toilets at Centrelink office yet people often have to wait for some time
- Some specialists/treatments can only be accessed in Ballarat or Melbourne
- Nursing Home facilities in Horsham don't meet people's expectations – they're old and outdated
- People are 'relocated' for Nursing Home care isolating them from family and friends
- Access to information is limited when its online
- Financial constraints to access private allied health
- Hearing and visual impairment are barriers to access

## Things that make a positive contribution to the municipality being an aged friendly place:

- There is a good range of services in Horsham
- Aged Care Assessment works well
- Home Care through HRCC and Wimmera Community Options is very good
- Services in Natimuk are very good for the size of the town
- Meals on Wheels



## COMMUNITY AND HEALTH SERVICES

Older people require ease of access to an adequate range of services for promoting maintaining and restoring health.

Actions	Role of Council	Responsibility within Council	Who can help?
1. Home Care Services – review the range of cleaning and outdoor work that these services can provide	Investigate	Co-ordinator Home Support	
2. Establish and maintain a register of private providers who can do “work around the home” ie home maintenance, gardening	Investigate / Deliver	Co-ordinator Home Support	
3. Develop a dedicated Seniors Page on HRCC website		Media and Communications Officer/ Co-ordinator Home Support	
4. Advocacy for specialist services and GP recruitment & retention	Advocate	CEO & Director Community Wellbeing	Tristar , Lister House, WHCG, Primary Health Network
5. Review Information in new Residents Pack to include services and social opportunities for older people	Deliver	Team Leader Visitor Information Centre	
6. Promotion of, and education, regarding access to aged care services, the My Aged Care website and the aged care assessment process	Promotion	Co-ordinator Home Support	WHCG, Centre for Participation
7. Advocacy re aged care facilities that: <ul style="list-style-type: none"> <li>• Meet community expectations</li> <li>• Avoid relocating residents away from family and friends</li> </ul>	Advocacy	CEO & Director Community Wellbeing	



# COMMUNICATIONS AND INFORMATION

Older people require accessible and practical information to manage life, meet personal needs and stay engaged with the world.

## Issues identified in audit:

- There are different communication preferences – Radio, hard copy, local paper, online, social media
- Computer skills and internet access is an issue for some people affecting their ability to access information
- There are black spots in some rural areas affecting connectivity
- People need information on services available and how to navigate the health and aged care system
- Vision and hearing impairments are barriers
- The Online My Community Directory is not working for many older people. Hard to access, set-up and maintain

## Things that make a positive contribution to the municipality being an aged friendly place:

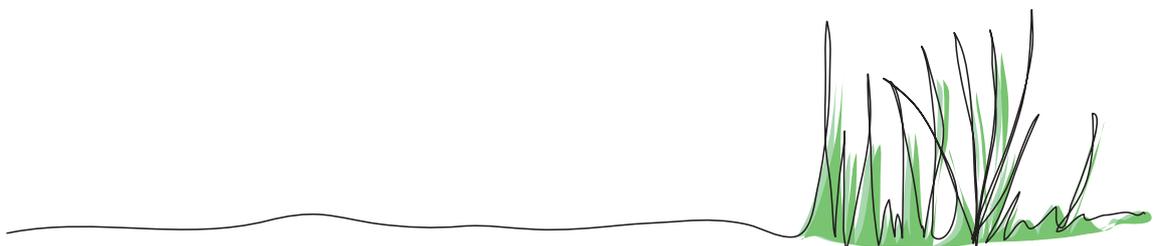
- The local newspapers including the free Weekly Advertiser are a good source of information about what's on – includes the HRCC weekly column as a key source of information for older people
- The Natimuk Noticeboard – physical and Facebook – and local Progress Press are good sources of information
- Local newsletters / newspapers in other towns are good
- Local Radio is good
- Library is a good source of information which is often untapped and a good social space
- Council is a good source of information



## COMMUNICATIONS AND INFORMATION

Older people require accessible and practical information to manage life, meet personal needs and stay engaged with the world.

Actions	Role of Council	Responsibility within Council	Partners
1. Consider Meals on Wheels service as a means of distributing information	Deliver	Co-ordinator Home Support	
2. Improve communication re physical works, consultations and consultation outcomes, including improving information in the weekly newspaper column.	Deliver	Director Development Services/ Recreation & Open Space/ Manager Operations	Manager Operations
3. Expand Wi-Fi sites and internet hubs – e.g. at the new Neighbourhood House in Horsham North	Deliver	Director Infrastructure	
4. Simplify HRCC website	Deliver	Manager Governance & Information  Management & Media and Communications Officer	
5. Ensure hard copy is always an option and is available in an accessible form considering font size and short straight forward sentences (My Community Directory, Weekly Public Notices)  When promoting or advertising an event, also consider including accessibility of venue and availability of transport/bus stop number	Deliver	Manager Governance & Information  Management & Media and Communications / Team Leader Customer Service/  Visitors Information Centre	
6. Increase knowledge of the Companion and Carers card – how to apply, when and where it can be used	Investigate/ Deliver	Co-ordinator Home Support	
7. Improve the HRCC Weekly Page in newspapers by enhancing content related to seniors.	Deliver	Media and Communications Officer	
8. Improve information regarding informal recreation and physical activity opportunities	Promote	Media and Communications Officer  Recreation Planning Officer	HRCC, YMCA, WRSA, newspapers





# Checklist of Essential Features of Age-friendly Cities

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

## Outdoor spaces and buildings

- Public areas are clean and pleasant.
- Green spaces and outdoor seating are sufficient in number, well-maintained and safe.
- Pavements are well-maintained, free of obstructions and reserved for pedestrians.
- Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.
- Drivers give way to pedestrians at intersections and pedestrian crossings.
- Cycle paths are separate from pavements and other pedestrian walkways.
- Outdoor safety is promoted by good street lighting, police patrols and community education.
- Services are situated together and are accessible.
- Special customer service arrangements are provided, such as separate queues or service counters for older people.
- Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.
- Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

## Transportation

- Public transportation costs are consistent, clearly displayed and affordable.
- Public transportation is reliable and frequent, including at night and on weekends and holidays.
- All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

- Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.
- Specialized transportation is available for disabled people.
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.
- Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.
- Complete and accessible information is provided to users about routes, schedules and special needs facilities.
- A voluntary transport service is available where public transportation is too limited.
- Taxis are accessible and affordable, and drivers are courteous and helpful.
- Roads are well-maintained, with covered drains and good lighting.
- Traffic flow is well-regulated.
- Roadways are free of obstructions that block drivers' vision.
- Traffic signs and intersections are visible and well-placed.
- Driver education and refresher courses are promoted for all drivers.
- Parking and drop-off areas are safe, sufficient in number and conveniently located.
- Priority parking and drop-off spots for people with special needs are available and respected.

## Housing

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.
- Sufficient and affordable home maintenance and support services are available.
- Housing is well-constructed and provides safe and comfortable shelter from the weather.
- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.
- Home modification options and supplies are available and affordable, and providers understand the needs of older people.
- Public and commercial rental housing is clean, well-maintained and safe.
- Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

## Social participation

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.
- Events are held at times convenient for older people.
- Activities and events can be attended alone or with a companion.
- Activities and attractions are affordable, with no hidden or additional participation costs.

- Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.
- A wide variety of activities is offered to appeal to a diverse population of older people.
- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.
- There is consistent outreach to include people at risk of social isolation.

### **Respect and social inclusion**

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.
- Services and products to suit varying needs and preferences are provided by public and commercial services.
- Service staff are courteous and helpful.
- Older people are visible in the media, and are depicted positively and without stereotyping.
- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.
- Older people are specifically included in community activities for “families”.
- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.

- Older people are recognized by the community for their past as well as their present contributions.
- Older people who are less well-off have good access to public, voluntary and private services.

### **Civic participation and employment**

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.
- The qualities of older employees are well-promoted.
- A range of flexible and appropriately paid opportunities for older people to work is promoted.
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.
- Workplaces are adapted to meet the needs of disabled people.
- Self-employment options for older people are promoted and supported.
- Training in post-retirement options is provided for older workers.
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

### **Communication and information**

- A basic, effective communication system reaches community residents of all ages.
- Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

- Regular information and broadcasts of interest to older people are offered.
  - Oral communication accessible to older people is promoted.
  - People at risk of social isolation get one-to-one information from trusted individuals.
  - Public and commercial services provide friendly, person-to-person service on request.
  - Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.
  - Print and spoken communication uses simple, familiar words in short, straightforward sentences.
  - Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
  - Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
  - There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.
- Community and health services**
- An adequate range of health and community support services is offered for promoting, maintaining and restoring health.
  - Home care services include health and personal care and housekeeping.
  - Health and social services are conveniently located and accessible by all means of transport.
  - Residential care facilities and designated older people's housing are located close to services and the rest of the community.
  - Health and community service facilities are safely constructed and fully accessible.
  - Clear and accessible information is provided about health and social services for older people.
  - Delivery of services is coordinated and administratively simple.
  - All staff are respectful, helpful and trained to serve older people.
  - Economic barriers impeding access to health and community support services are minimized.
  - Voluntary services by people of all ages are encouraged and supported.
  - There are sufficient and accessible burial sites.
  - Community emergency planning takes into account the vulnerabilities and capacities of older people.

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