

Ageing Strategy and Action Plan 2015-2017



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Mayor's Message

It is with pleasure that I present the Liverpool City Council Ageing Strategy and Action Plan 2014-2017.

Liverpool City Council is committed to working with community, business and other levels of government to improve the health and wellbeing of residents of the Liverpool LGA. A core part of this work is listening to the ideas of different generations within the community and planning for the differing needs of those generations.

The Liverpool City Council Ageing Strategy and Action Plan 2014-2017 aims to ensure Liverpool is an 'age-friendly' city, which the World Health Organization (WHO) defines as one that "optimises opportunities for health, participation and security in order to enhance quality of life as people age".¹

The WHO Global Network of Age-friendly Cities and Communities (GNAFCC) was established to foster the exchange of experience and mutual learning between cities and communities worldwide. Liverpool City Council is proud to be a member of this network and is committed to creating inclusive and accessible urban environments to benefit our ageing populations.

The Ageing Strategy and Action Plan has been developed by listening to the experiences and ideas of seniors in our community and has incorporated many of their suggestions into Council plans so that they are put into action.

The Ageing Strategy also builds on work already underway by Liverpool City Council as outlined in *Growing Liverpool 2023*. The goals and strategies outlined in this Ageing Strategy and Action Plan will be incorporated into Council's Delivery Program and broader vision.

I would like to thank everyone involved in the development of this Ageing Strategy and Action Plan and, with Council, I look forward to working with the community to implement the strategies it contains. Together, we will create opportunities for the participation, health and wellbeing of seniors, and indeed of all residents of Liverpool City.

Ned Mannoun
Liverpool City Mayor

Acronyms

ATSI	Aboriginal and/or Torres Strait Islander
ABS	Australian Bureau of Statistics
CALD	Culturally and/or Linguistically Diverse
COTA	Council On The Ageing
CSP	Community Strategic Plan - <i>Growing Liverpool 2023</i> (Council's long term vision and plan for Liverpool City)
GNAFCC	Global Network of Age-friendly Cities and Communities
LGA	Local Government Area
LHD	Local Health District (NSW Health)
RMS	Roads and Maritime Services (NSW Government)
UNFPA	United Nations Population Fund
WHO	World Health Organization

Definitions

Active Ageing

Active ageing is the process of creating opportunities for wellbeing, participation and security in order to enhance quality of life as people age. It applies to both individuals and population groups. Active ageing allows people to reach their potential for physical, social, and mental wellbeing throughout the life course and to participate fully in society.

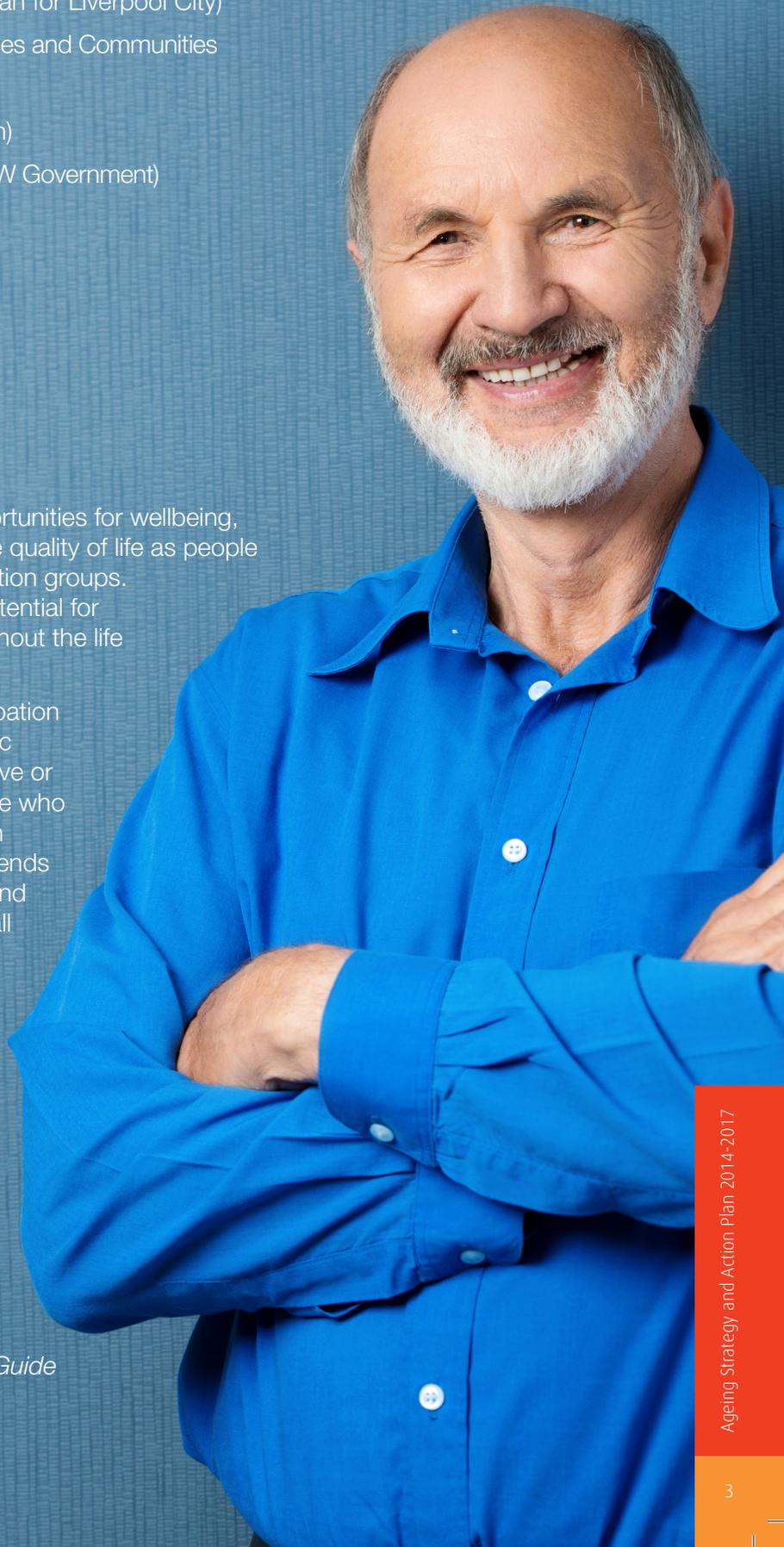
The word “active” refers to continuing participation in social, economic, cultural, spiritual and civic affairs, not just the ability to be physically active or to participate in the labour force. Older people who retire from work ill, or live with disabilities, can remain active contributors to their families, friends and communities. Active ageing aims to extend healthy life expectancy and quality of life for all people as they age.

What is Active Ageing?
World Health Organization (2014)

Age-friendly City

An age-friendly city is a city that adapts its structures and services to be accessible to, and inclusive of, older people with varying needs and capacities. It also helps to maximise opportunities of active ageing to all people as they age.

Towards more age-friendly cities: The WHO Guide
World Health Organization (2014)



Executive Summary

Liverpool City Council values and celebrates the significant contributions that our seniors have made to our local community. The Liverpool City Council Ageing Strategy and Action Plan 2014-2017 seeks to recognise these contributions and, through sound planning, to maximise the opportunities seniors have to remain engaged within their local communities, enjoying a good quality of life.

Although focused mostly on persons aged over 65 years, the Strategy also includes activities aimed at supporting people in midlife (45 to 65 years) to develop and maintain healthy and socially connected lifestyles. This reflects current research which has shown that the choices we make in midlife can impact on our quality of life in our later years.

The Ageing Strategy identifies how Council will support the development of an Age-friendly Liverpool Local Government Area (LGA) through the activities and areas of responsibility of Council. The Strategy also involves partnerships between Council, local communities and businesses, community groups, other governments (state and federal) and non-government services.

A key initiative of the Strategy was to apply for membership of the World Health Organization's (WHO) Global Network of Age-friendly Cities and Communities (GNAFCC). Membership in the GNAFCC will enable Liverpool City Council to:

- Link to and learn from other cities worldwide that are working on building Age-friendly communities
- Link to the WHO's experts on ageing and civil society
- Access information on best practice for developing inclusive and accessible communities and built environments
- Promote Liverpool City as an Age-friendly city and community, and
- Ensure Liverpool LGA is among the innovative group of cities leading the world in supporting active ageing.

Fig. 1 Building Blocks of Age-friendly Cities and Communities

The Strategy actively sought the views and ideas of seniors on the building blocks of an age-friendly Community. These are illustrated in the diagram below.





Introduction

The Liverpool City Council Ageing Strategy and Action Plan 2014-2017 provides Council with a plan for creating environments and communities that support active ageing. Active ageing refers to creating the conditions that enable opportunities for individuals to achieve physical wellness and health in the later years, but also to achieve ongoing participation in social, economic, cultural and civic life.ⁱⁱ

Although Liverpool LGA is mostly a 'younger' population (with 81.31% of the population aged 54 years or younger), a number of other demographic factors are relevant to the Ageing Strategy, including:

- Nearly 1 in every 5 persons living in Liverpool (or 18.69%) is aged 55 years or older
- There has been a 20% increase in people aged 55 to 74 years, compared to a 6% increase in the 20 to 34 year age group (between 2006 and 2011)
- There has been a 31% increase in people aged 85+ years (between 2006 and 2011) with this trend expected to continue in coming years.ⁱⁱⁱ

Council is committed to providing sound planning to support and embrace the opportunities presented by the changing demographics of the community. The Liverpool City Council Ageing Strategy 2014-2017 is an integral part of Liverpool City Council's *Growing Liverpool 2023* and Delivery Program. It provides a whole of Council plan which aims to maximise the opportunities for seniors to contribute to all aspects of community life, and ensures that the specific needs of seniors are considered in all aspects of Council's activities.

Liverpool City Council recognises the significant contribution that seniors make to all aspects of civic, economic and cultural life. Through the Strategy, Council commits to working with seniors and others in order to ensure that seniors have expanded opportunities to experience, and contribute to, the vibrancy of Liverpool City.

Development of the Strategy

The Liverpool City Council Ageing Strategy and Action Plan 2014-2017 was developed by consulting local people, seniors groups, and professionals as well as looking at current research.

Consultation initiatives consisted of:

- Liverpool City Council Strategic Plan consultations (2012)
- Consultation with The Liverpool Seniors Network (November 2013)
- Ageing Strategy Survey (paper based and on-line) (2013/2014)
- Consultation with seniors accessing Multicultural Respite services (NSW Dept of Family and Community Services, Inner South West Sydney Branch) (March, 2014)
- Consultation with seniors accessing Multicultural Health services (NSW Health, South Western Sydney Local Health District) (May, 2014)
- Discussions with Aboriginal and Torres Strait Islander Community Development Workers and service providers (Liverpool City Council, Sydney South West Area LHD, Aboriginal Health and Community Health - Aboriginal and Torres Strait Islander Elders group) (2014)
- Internal consultations across all Departments within Liverpool City Council.

The Strategy was also supported by a large review of research literature on:

- Ageing populations and impacts on local governments
- Economic and social opportunities and challenges of ageing populations
- Planning built environments that are accessible to all
- Health and community care needs of older people
- Policy responses by the Australian Government, and the NSW Government
- Local and regional demographics and demographic trends
- Housing that is adaptive to the changing needs of people as they age
- Local health and community care plans
- Liverpool City Council internal reports and planning documents.

The Strategy considers the features identified by the WHO Global Age-friendly Cities Project^{iv} as creating Age-friendly cities and communities. These features include:

- Outdoor spaces and buildings that are accessible to older people
- Public transport enabling older people to safely and independently travel to the services they need, or to the places they want to be
- Affordable housing options that are able to be modified as needs change, and located in places where seniors want to live
- Events and activities in which older people want to participate
- Strategies to enhance community respect and social inclusion of older people, such as by involving them in decision making, and promoting a positive image of ageing
- Strategies to support employment opportunities for older people
- Information and communication strategies that are suitable to older people, and
- Emergency planning that considers the needs of older people.



Policy Context

International Context

Many countries around the world have developed policies that are designed not only to maximise the full participation of older people in communities, but also to promote active ageing. Active ageing refers to creating the conditions that enable opportunities for individuals to achieve physical wellness and health in their later years, but also to achieve ongoing participation in social, economic, cultural and civic life.^v

Policies developed internationally that support active ageing include those that^{vi}:

- Promote the benefits of including older people in all aspects of community life
- Assist individuals to maintain their wellbeing throughout their lives and assist families to plan for the care of their senior members
- Encourage healthy lifestyles in midlife, resulting in healthy and independent senior years
- Ensure cities, towns and suburbs are built in such a way as to enable senior citizens to participate fully in all parts of community life
- Enable and encourage older people to remain in the workforce or to volunteer in communities.

National Context

The Australian Government is an important partner of Liverpool City Council with regards to creating or enhancing the features of an Age-friendly city. This section highlights some of the Australian Government policies that are relevant to the Strategy:

- More aged care services will be delivered in the home rather than in residential care settings.^{vii} The Ageing Strategy will optimise the delivery of these services by ensuring the built environment supports older people to live in their own home for longer. Also, Council will continue to work closely with local aged care providers to ensure local seniors in receipt of support services have access to Council information, events and services.
- Australian Government initiatives to improve links between health and aged care services.^{viii} Council will support these initiatives in the Strategy by developing Liverpool as a major local provider of health, medical research and professional services in the region. Strategies to improve or support the physical access to these services, such as by accessible parking and traffic management, are also important factors.
- Initiatives to promote better housing design that meet the changing needs of individuals as they age will be supported by the Strategy by way of offering information on these options to those accessing Councils' development application processes.^{ix}

State Context

The NSW Ageing Strategy (2012) outlines the policies of the NSW Government in relation to responding to an ageing population. The Liverpool City Council Ageing Strategy seeks to complement the initiatives of the NSW Strategy, and identifies opportunities for working in partnership with the NSW Government. Policies outlined under the NSW Ageing Strategy include:

- Supporting older drivers to safely maintain their driving independence
- Reviewing the Mobility Parking Scheme
- Crime prevention initiatives that involve seniors
- Encouraging people in their middle years to make healthy lifestyle choices and be involved in physical activities, and
- Encouraging seniors to be involved in sport and recreation.

Local Government Context

The Liverpool City Council Ageing Strategy has drawn on research that identifies how local governments can create Age-friendly environments and communities. Some of the research that the Liverpool City Council Ageing Strategy has incorporated includes:

- Designing footpaths and pedestrian crossings that are accessible to people using mobility aids^x
- Improving local roads so they are safer for older drivers and pedestrians^{xi}
- Ensuring built environments are accessible to seniors and are connected to transport options^{xii}
- Planning for the likely growing number of mobility scooters or electric wheelchairs in use within the community^{xiii}
- Working closely with community transport providers, and working with the NSW Government to improve public transport infrastructure, connections, and amenities^{xiv}
- Supporting health promotion and community-based exercise and leisure initiatives
- Providing community spaces such as senior citizens' centres to support leisure, recreation, and social activities of seniors

- Planning and providing affordable, accessible community events of interest to seniors.^{xv}

The Strategy includes goals that incorporate each of these areas.

Liverpool City as Member of WHO Global Network of Age-friendly Cities and Communities

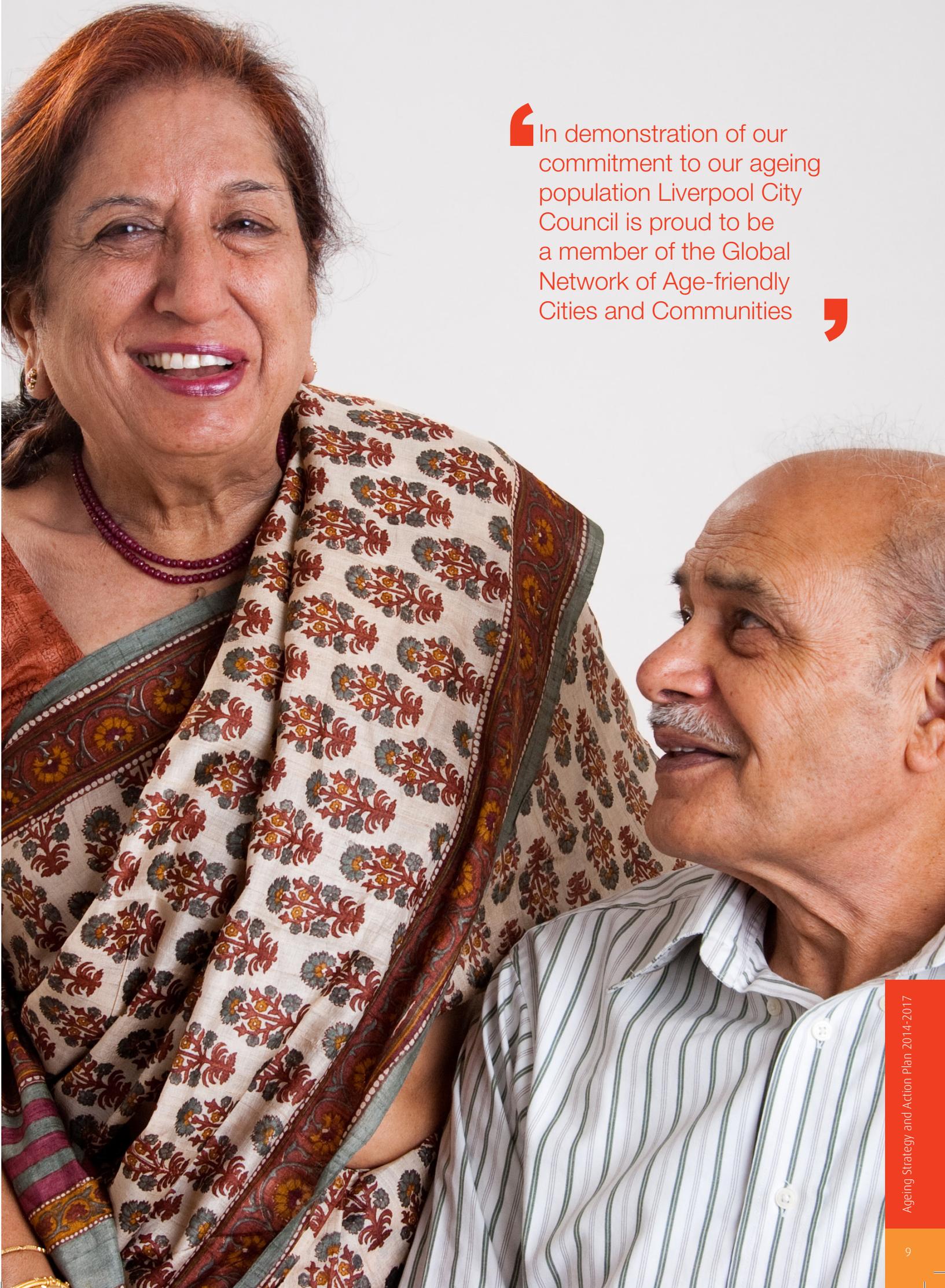
The development of the Ageing Strategy and Action Plan 2014-2017 included the objective of becoming a member of the WHO Global Network of Age-friendly Cities and Communities (GNAFCC). Council was approved as a member in December 2014.

As a member of GNAFCC, Liverpool City Council will be committing to developing policies, services, settings and structures that support and enable people to age actively by:

- Recognising that older people have skills, resources and wisdom to share with their communities
- Identifying and responding flexibly to ageing related needs and preferences
- Informing and respecting the decisions, lifestyles and choices of older people
- Integrating an ageing perspective into urban planning and creating Age-friendly environments, and
- Promoting inclusion in, and contributions to, all aspects of community, cultural and economic life in Liverpool City.

Membership of the Network will enable Liverpool City to benefit from an exchange of information and experience between cities and communities across the globe. It will also enable Liverpool to access WHO's experts on ageing and civil society, and to access information on best practice for developing an inclusive and accessible community and built environment.

Continued membership of WHO's network requires the pursuit of improvements against indicators from a range of domains from outdoor spaces and buildings, through to transport, social and civic participation, communication and information, and respect and social inclusion.



“ In demonstration of our commitment to our ageing population Liverpool City Council is proud to be a member of the Global Network of Age-friendly Cities and Communities ”



Liverpool City - A Snapshot

Liverpool Local Government Area has an area of 305 km² and has a current estimated population of 195,355.^{xvi} The LGA is located approximately 32 km south west of Sydney, and is identified under the NSW Government's Draft Metropolitan Strategy for Sydney as a regional city.^{xvii} It incorporates the major city centre of the Liverpool CBD, clusters of local suburban villages, and rural areas.

The Liverpool LGA enjoys significant cultural diversity, with 40% of the population being born overseas, which is higher than the proportion of Sydney's population born overseas (34%). These residents originate from over 150 different countries, with the top ten birthplaces being Fiji (6,395), Iraq (6,114), Vietnam (5,230), India (4,213), Philippines (3,580), Lebanon (3,573), New Zealand (3,076), Italy (2,893), England (2,177) and Serbia / Montenegro (2,233).

The 2011 census identified that approximately half of Liverpool's population spoke a language other than English at home, and 21% indicated they spoke English 'not well' or 'not at all'. Liverpool residents speak more than 140 different languages. The top ten languages spoken at home after English are: Arabic, Hindi, Vietnamese, Italian, Spanish, Serbian, Greek, Assyrian, Cantonese and Macedonian.

The number of Aboriginal and Torres Strait Islander people in 2011 was 2,664, which is an increase of 20.9% (or 460 persons) since 2006. Liverpool has a larger proportion of Aboriginal and Torres Strait Islander persons 1.5% than in Sydney, which has a proportion of 1.2%.^{xviii}

Age Profile

Although Liverpool LGA is mostly a 'younger' population (with 81.31% of the population aged 54 years or younger) a number of other demographic factors are relevant to the Strategy, including:

- Nearly 1 in every 5 persons living in Liverpool (or 18.69%) is aged 55 years or older
- There has been a 20% increase in the population aged 55 to 74 years, compared to 6% increase in the 20 to 34 year age group (between 2006 and 2011)
- There has been a 31% increase in persons aged 85+ years (between 2006 and 2011) with this trend expected to continue in coming years^{xix}

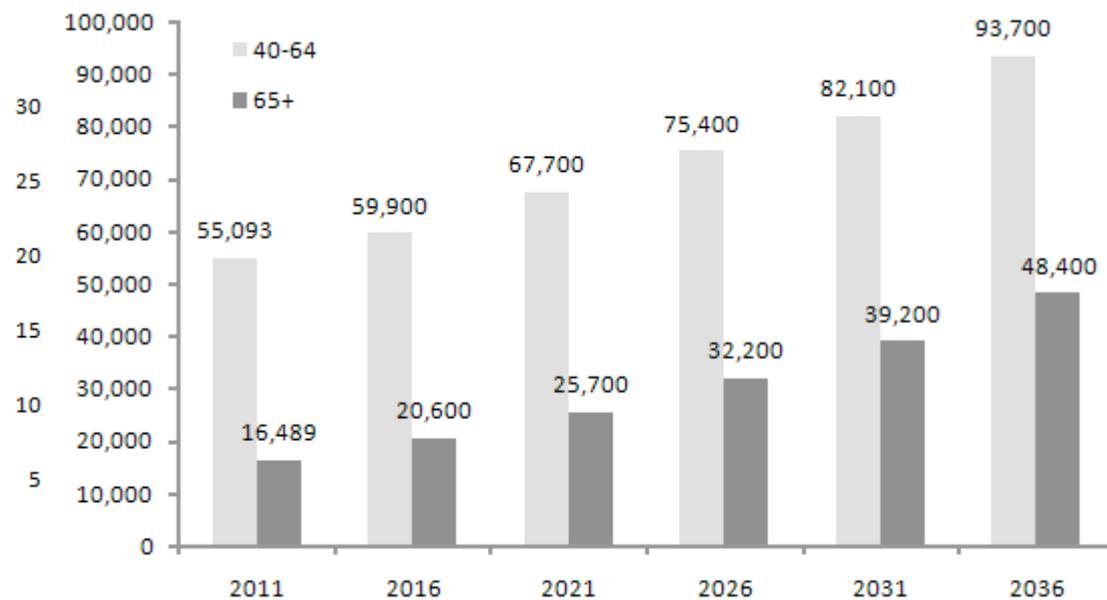
This is of significance to an ageing strategy because populations aged in the middle years (45 to 64 years) and the well-aged group (64 to 74) are key target groups for active ageing initiatives.

There are also important economic considerations. Notwithstanding the diversity within the generation of Australians aged 55 to 75, this generation has accumulated unprecedented wealth in comparison to previous generations.^{xx} Furthermore, seniors are more likely to purchase goods and services from the local community.^{xxi} The role of Council in facilitating both the development of goods and services in the LGA, as well as access

to them via urban and transport planning, is crucial to the local area benefiting from these economic opportunities.

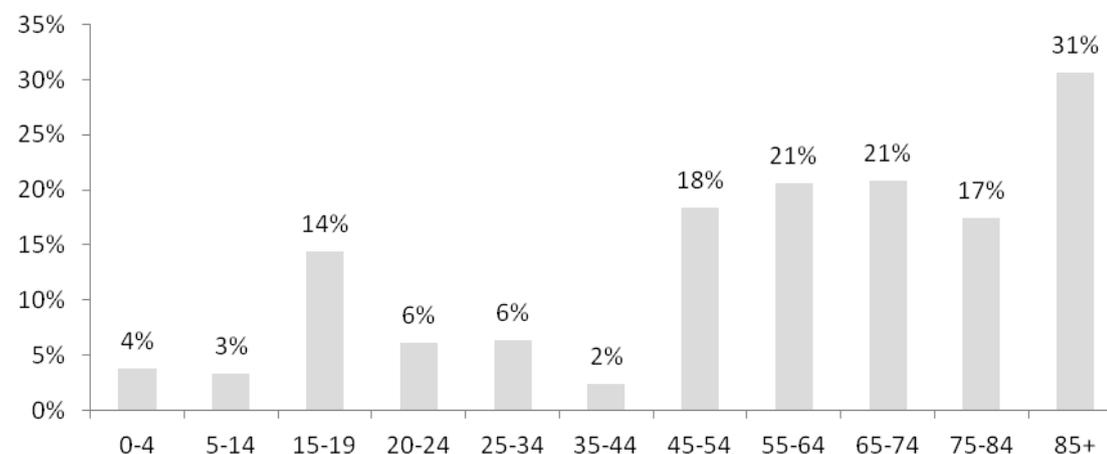
Planning ahead for an ageing population is also needed because the proportion of the population of the Liverpool LGA aged 65 years and older is projected to increase steadily from approximately 9% of the total population in 2011 to 15% by 2036.

Fig 2. Projected Population 2016-2036, Liverpool LGA



Source: NSW Department of Planning (2010), New South Wales Statistical Local Area Population Projections, 2016-2036^{xxii}

Fig 3. % Change of Persons within Age Groups 2006 to 2011



Source: Resource for Ageing Population Planning (RAPP 2.0), from Census data by Local Government NSW and NSW Department of Family and Community Services



Cultural Diversity and Ageing

The cultural diversity amongst residents of Liverpool LGA who are in the middle years (45-64 years) and senior years (65+ years) reflects earlier migration patterns of Australia. The geographical regions of origin most common in the non-Australian born 45 to 64 year old age group are Southern and Eastern Europe, South-East Asia, North Africa and Middle East and North West Europe. Emerging communities in this age group are persons from the Americas and Southern and Central Asia.^{xxiii}

Indigenous Community and Ageing

Although the overall number of Aboriginal and Torres Strait Islander persons residing in the Liverpool LGA is small, there has been a very significant increase in the number of Aboriginal and Torres Strait Islander persons living in the LGA (20.9% increase since 2006, representing an increase of 460 persons). More significantly, the percentage increase of older people within the Aboriginal and Torres Strait Islander community of Liverpool has increased dramatically. Again, the overall numbers are small, but the increasing trend is evident. Between 2001 and 2006, there was an increase of 62 persons aged between 45 and 65. Between 2006 and 2011, there was an increase of 180 Aboriginal and Torres Strait Islander persons between the ages 45 to 65. Although a number of factors make it difficult to draw conclusions in relation to the demographics of Aboriginal and Torres Strait Islander persons, it is apparent that there is an increasing number of Aboriginal and Torres Strait Islander persons residing in the Liverpool LGA within the target group for an ageing strategy.

Council Planning and the Strategy

Growing Liverpool 2023 is the Community Strategic Plan for the Liverpool Local Government Area. This Plan identifies the long term vision for Liverpool (over 10 years) and is based on what the community said is important to them for their local area. The information was gathered through a broad community engagement process.

Growing Liverpool is the over-arching Plan for the Liverpool LGA. All other Plans and Strategies for Liverpool LGA fit within this broader framework, under the key principles within Growing Liverpool, including improving social connections, uses of spaces and places, activities, access, linkages, wellbeing, comfort and community image - all of which are relevant to people of all generations.

The Ageing Strategy and Action Plan 2014-2017 contributes to Growing Liverpool by incorporating the perspectives and ideas of seniors. In addition, the Strategy ensures that the contributions of seniors can be included and recognised within Growing Liverpool, and the benefits resulting from the Plan can be enjoyed by the growing number of seniors in and around Liverpool City.

The diagram below shows the key polices / plans within the Council structure. The Ageing Strategy and Action Plan 2014-2017 aligns with the broad goals of Growing Liverpool, and specific actions within the Ageing Strategy are incorporated into the Delivery Program and Operational Plan.



Community Strategic Plan - *Growing Liverpool 2023*

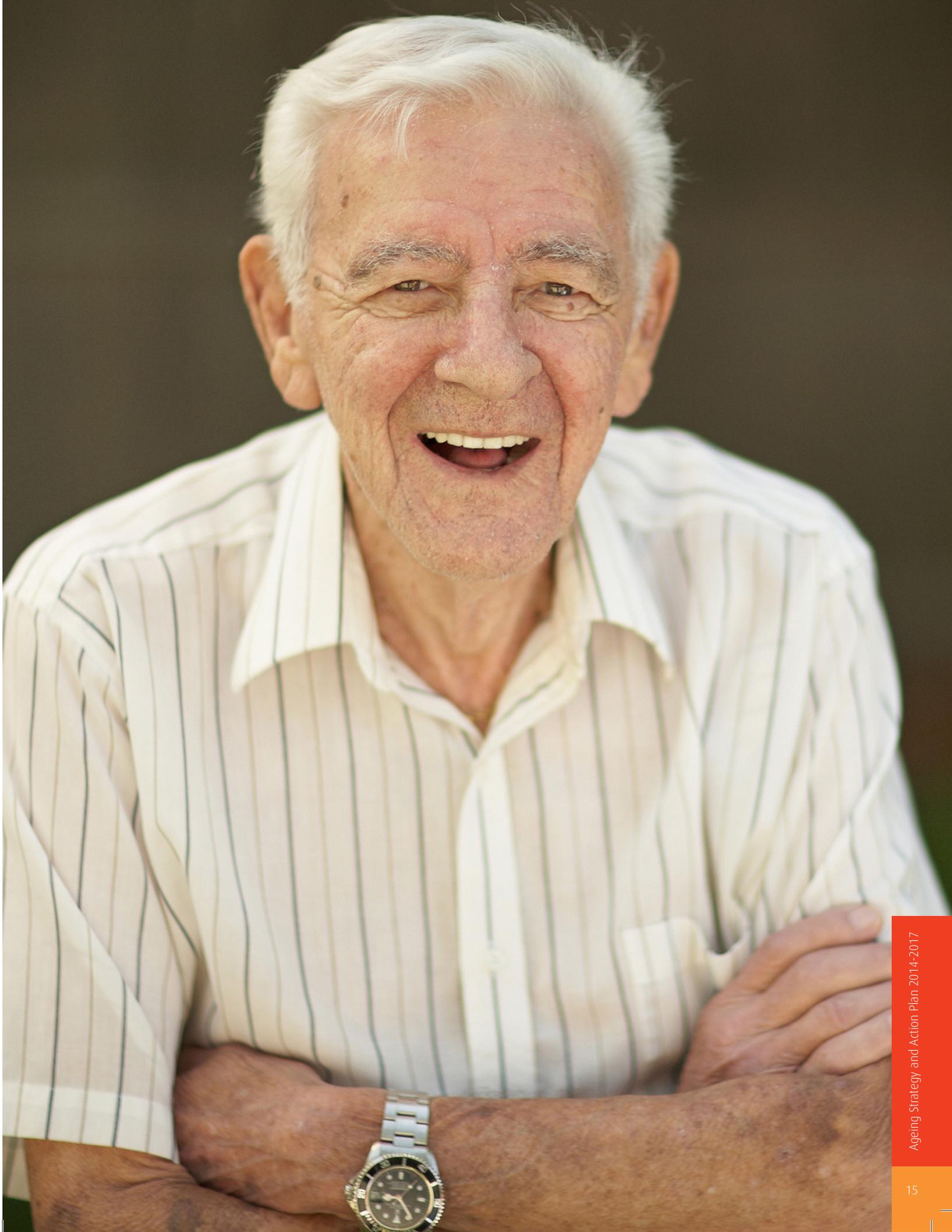
The table below demonstrates links between the Ageing Action Plan and Council's Community Strategic Plan (*Growing Liverpool 2023*).

Direction from <i>Growing Liverpool 2023</i>	Highlights of Specific Actions in Ageing Action Plan
<p>Vibrant Prosperous City</p> <p>This direction is about developing and supporting a robust local economy and vibrant and dynamic public spaces that attract business, jobs and investment.</p>	<p>Revitalisation of city centre, more accessible to older shoppers.</p> <p>Mobility maps to assist older people to access health service precincts.</p>
<p>Liveable Safe City</p> <p>This direction is about planning for sustainable urban development, and revitalising Liverpool's towns and public spaces to create liveable and safe neighbourhoods that connect people.</p>	<p>Safety audits involving older people; improved lighting in public places; planning to enable a range of housing options implemented.</p>
<p>Healthy Inclusive City</p> <p>This direction is about creating a harmonious community which values and respects diversity and embraces the opportunities it provides.</p>	<p>Outdoor spaces, parks and facilities made more accessible to older people.</p>
<p>Proud Engaged City</p> <p>This direction is about Community engagement, pride and identity.</p> <p>Hosting events and festivals which provide opportunities to showcase Liverpool and strengthen community pride.</p>	<p>Community advisory committees and forums to enable input by older people facilitated.</p> <p>Activities that engage seniors in community life (Seniors Concert, Seniors Week events).</p>

Monitoring and Feedback

In order to ensure the effective implementation of the Strategy, a regular reviewing framework will be developed to monitor progress and report to the community. Reviews will be conducted annually, with outcomes available to the community through reports to Council.

Liverpool City Council will also report progress to the World Health Organization's (WHO) Global Network of Age-friendly Cities and Communities (GNAFCC). This monitoring is a condition of membership of the Network. Continued membership of the Network will benefit the community of Liverpool, not only by accessing expertise on best practice for developing inclusive and accessible communities and built environments, but by ensuring that Liverpool is among the innovative group of cities leading the world in supporting active ageing.





Action Plan 2014–2017

In the Community Strategic Plan (Growing Liverpool 2023), Liverpool City Council has planned to undertake a number of actions. The actions listed relate to areas that support the World Health Organization (WHO) features of an Age-friendly City.

Actions are listed under the WHO domains or features of an Age-friendly City.

1. Outdoor spaces and buildings

WHO Age-friendly Checklist

Environment	Clean with enforced regulations limiting noises levels and unpleasant or harmful odours in public places
Green spaces	Easy access, safe, well-maintained, adequate shelter, toilet facilities, seating that can be easily accessed
Outdoor seating	Particularly in parks, transport stops, public spaces, spaced at regular intervals
Footpaths	Well maintained, non-slip, mobility aid and wheelchair accessible
Roads and crossings	Spaced pedestrian crossings, well-designed traffic islands, lights that allow sufficient time for older people to cross
Traffic	Enforcement of traffic rules and regulations, giving way to pedestrians
Cycle paths	Cycle paths for cyclists (preferably separate from pedestrians)
Safety	Public safety in all open spaces, reduced risk of natural disasters, good lighting, police patrol, enforcement of by-laws, community safety initiatives
Services	Clustered, located in close proximity to where older people live, accessible
Buildings	Accessible (lifts, ramps, adequate signage, railings on stairs, rest areas, sufficient public toilets)

Actions (2014-2017) Outdoor spaces and buildings	Council Area
Construct accessible footpaths and kerb ramps identified in the Pedestrian Access and Mobility Plan and Disability Strategy	Civil Construction
Provide new paved footpaths that meet disability standards	Civil Construction
Include access upgrades for all major refurbishments of assets and facilities	Open Space Construction Civil Construction
Deliver new Council facilities accessible to older people	Open Space Construction Civil Construction

Actions (2014-2017) Outdoor spaces and buildings	Council Area
Undertake access audits of Council facilities as required to ensure they are accessible to older people	Open Space Construction Community Development
Prune trees and shrubs clear of pathways, signs and streetlights in order to maintain access for older people across the City	City Presentation
Consider access issues of older people when determining the location and type of public seating and other street furniture	City Maintenance City Presentation
Provide clear signage to public toilet facilities	City Presentation Civil Maintenance
Establish a program of works aimed at progressively upgrading Council's assets and facilities to be more accessible to older people	Open Space Construction
Improve access to public toilets by promoting the National Public Toilet Map to older people and their families	Community Development
Investigate options to improve access by older people to Casula Powerhouse Arts Centre including front doors, access from station, front desk	Casula Powerhouse Arts Centre
Refer information from consultations with older people to the department responsible for refurbishing Council's Administration building	Property Services
Improve access to buildings by providing advice and monitoring adherence to the Disability (Access to Premises - Building) Standards 2010	Statutory Planning
Construct accessible footpaths and kerb ramps identified in the Pedestrian Access and Mobility Plan and Disability Strategy	Civil Construction
Provide new paved footpaths that meet disability standards	Civil Construction
Maintain footpaths, street signs, seats and benches in Liverpool City centre	Civil Maintenance
Conduct parking enforcement to ensure pedestrian access to footpaths by older people is not blocked by illegally parked cars	Community Standards
Complete programmed and responsive maintenance of footpaths and cycle ways	Civil Maintenance
Complete pavement resurfacing and preventative treatments on local roads to slow down the rate of pavement deterioration	Infrastructure delivery
Provide new paved footpaths on sections of the following streets: <ul style="list-style-type: none"> • Albany Street, Busby • Lawrence Hargrave Road, Warwick Farm • Longstaff Avenue, Chipping Norton • Mannix Parade, Warwick Farm • Spicer Avenue, Hammondville • Access Road (from Sandringham Drive), Cecil Hills • Canberra Avenue, Casula • Junction Road, Moorebank • Mernagh Street, Ashcroft • Heckenberg Avenue, Sadleir • Franklin Road, Chipping Norton • Fox Grove Avenue, Casula 	Infrastructure delivery
Provide cycleways at: <ul style="list-style-type: none"> • North Liverpool Road, Green Valley • Aston Reserve, Hoxton Park • Hume Highway, Warwick Farm • Jedda Road, Prestons • Elizabeth Street, Liverpool • Speed Street, Liverpool • Heathcote Road, Wattle Grove 	Infrastructure delivery
Refer information from consultations with older people to the regular safety audits in partnership with the Police.	Community Development

Actions (2014-2017) Outdoor spaces and buildings	Council Area
Establish an internal working group on community safety to monitor and improve safety in the city centre as outlined in the Community Safety and Crime Prevention Plan 2013-2017	Community Development
Refer information from consultations with older people to any future projects aimed at reducing crime in the city centre and improving perception of public safety	Community Development
Refer information provided by seniors through the Strategy consultation process to the Review and update of Council's Enforcement Policy (parking, Rangers' activities)	Community Standards
Minimise public pet nuisance by on-the-spot fines for failure to remove (dog) faeces	Enforcement and Parking Services
Refer information from consultations with older people to the programmed and responsive maintenance of parks, gardens, open spaces and public toilets to provide to rest and recreation in a green environment	Infrastructure and Environment
<p>Refer information from consultations with older people to the landscape renewal and improvement works at:</p> <ul style="list-style-type: none"> • Ben Prior Park, Pullbrook Park, Tall Gums Park, Casula • Apex Park, Liverpool • Lady Woodward Park, Miller • Harris Creek Reserve, Holsworthy • St Andrews Park, Casula • Bent Street Park, Chipping Norton 	Infrastructure Delivery
Undertake capital improvement works at the City Library toilet amenities on levels 1 and 3	Infrastructure Delivery
Refer information from consultations with older people to the department responsible for installing/upgrading street lighting	Community Development Traffic and Transport
Refer information from consultations with older people to the departments delivering community education activities and a media campaign on personal safety, taxi ranks, transport options at night, responsible use of alcohol and reporting crime	Community Development
Liaise with Endeavour Energy for approval of new street lights to be provided to all new subdivisions	Traffic and Transport
Promote to local seniors groups the Expression of Interest process for the use of Council's community facilities	Community Facilities
Refer information from consultations with older people to Council's community facilities	Community Facilities
Refer information from consultations with older people to function briefs for the new community facility in Prestons	Community Development Infrastructure Delivery
Undertake maintenance works on floor coverings and minor roof upgrade at Casula and Cecil Hills Community Centre	Infrastructure Delivery
LED lighting at Moorebank Library	Infrastructure Delivery
<p>Improve accessibility of the following buildings:</p> <ul style="list-style-type: none"> • Casula Community Centre • Liverpool Regional Museum • Kemps Creek Community Centre 	Infrastructure Delivery
Include the feedback by seniors during the Ageing Strategy consultations (survey results) when implementing Council's Tree Management Policy	Technical Support

2. Transportation

WHO Age-friendly Checklist

Affordability	Clean with enforced regulations limiting noises levels and unpleasant or harmful odours in public places
Frequent and reliable	Including nights and weekends
Destinations	Public transport to key destinations such as hospitals, health centres, public parks, shopping centres, banks and seniors centres, good transport connections
Accessible vehicles	Low steps, clean, well maintained, clear signage indicating destination and number
Specialised services	For older people with disabilities
Stops and stations	Stops located in close proximity to where older people live, provided with seating and with shelter from the weather, clean and safe, and adequately lit. Stations are accessible, have public toilets and good signage. Stations are conveniently located
Roads	Well-maintained, wide and well-lit, traffic calming devices, have traffic signals and lights at intersections, intersections clearly marked, well-placed signage
Parking	Affordable parking is available. Priority parking bays are provided for older people close to buildings and transport stops. Priority parking bays for people with disability are provided close to buildings and transport stops, the use of which are monitored. Drop-off and pick-up bays close to buildings and transport stops are provided for people with a disability and older people

Actions (2014-2017) Transportation	Council Area
Investigate increased accessible parking around the City Centre, including the medical precinct	Traffic and Transport
Provide standard compliant bus shelters at locations identified in the priority program	Civil Construction
Undertake an audit of existing bus shelters and bus stops for compliance with Disability Standards for Accessible Public Transport 2002	Civil Construction
Maintain bus shelters and traffic facilities in Liverpool City centre	Civil Maintenance
Complete programmed and responsive maintenance of existing roads	Civil Maintenance
Complete preventative treatments on local roads	Infrastructure Delivery
Upgrade existing bus stops for compliance with disability standards at: <ul style="list-style-type: none"> • Green Valley Road, Green Valley • Matthew Ave, Heckenberg • Hill Road, Lurnea • Elizabeth Drive, Ashcroft • Nuwarra Road, Moorebank 	Civil Construction
Provide four standard compliant bus shelters	Infrastructure Delivery
Refer information from consultations with older people to the Review and update of Council's Enforcement Policy (parking, Rangers' activities)	Community Standards

Actions (2014-2017) Transportation	Council Area
Conduct parking enforcement, including daily patrols of metered parking on street parking and car parks	Enforcement and Parking Services
Undertake frequent patrols and enforce designated accessible parking spaces in the City Centre	Enforcement and Parking Services
Undertake targeted operations on accessible parking spaces to eliminate misuse of parking permits	Enforcement and Parking Services
Implement the Liverpool City Centre Car Parking Strategy	Traffic and Transport
Promote to local seniors groups including the Aboriginal and Torres Strait Islander Elders Group, the Expression of Interest process for the use of Council's buses	Community Facilities
Manage the booking of buses for community programs, activities, gatherings and events	Community Facilities
<p>Undertake rehabilitation and resurfacing on sections of the following roads:</p> <ul style="list-style-type: none"> • Fifteenth Avenue, West Hoxton • Braidwood Drive, Prestons • Devonshire Road, Rossmore • Dorset Place, Miller • Fassifern Place, Cartwright • Flowerdale Road, Liverpool • Gerroa Place, Prestons • Haddon Rig Place, Miller • Maxwells Avenue, Sadleir • Moore Street, Liverpool • Wattle Road, Casula • Whitford Road, Hinchinbrook • Wilson Road, Hinchinbrook • Woolnough Place, Cartwright • Crawford Service Way, Liverpool 	Infrastructure Delivery
Support and implement regional road safety programs in partnership with RMS and NSW Police	Traffic and Transport
Refer information from consultations with older people to Traffic and Transport to assist in the identification of local road safety concerns including pedestrian safety concern	Community Development
Improve safety of older people by implementing strategies in the Liverpool City Centre Traffic Management Plan	Traffic and Transport Economic Development Strategic Planning
Work with Transport for NSW and local bus companies to improve public transport infrastructure and services in Liverpool	Traffic and Transport
Refer information from consultations with older people to address traffic and transport issues, including installation of new traffic facilities and signs	Community Development
Publicise to seniors groups the Local Traffic Committee Meetings as an avenue to recommend new traffic facilities which address traffic concerns of seniors	Traffic and Transport
Compile and distribute written information on what to consider if thinking about purchasing a mobility scooter	Community Development





3. Housing

WHO Age-friendly Checklist

Design

Housing is made of appropriate materials and well-structured

Housing is appropriately equipped to meet environmental conditions

Housing is adapted for older people, with appropriately designed features

Housing design facilitates continued integration of older people into the community

Modifications

Housing can be modified to meet the needs of older people

Housing Options

A range of appropriate and affordable housing options is available for older people, including frail and disabled older people, in the local area

Older people are well-informed of the available housing options

There is a range of appropriate services and appropriate amenities and activities in older people's housing facilities

Older people's housing is integrated in the surrounding community

Actions (2014-2017) Housing	Council Area
Review the LEP to provide more diverse and affordable housing options and develop an affordable housing strategy to decrease housing stress in Liverpool. Consider additional mixed use housing forms within the Liverpool City Centre	Strategic Planning Community Development
Facilitate appropriate mechanisms, including Section 94 and Voluntary Planning Agreements, to capture and deliver infrastructure to meet the demands of the growing population	Strategic Planning
Provide Plain Language information on adaptable housing and on the building of Secondary Dwellings (Granny's Flats)	Strategic Planning
Information sessions by Council planning staff to the community on developing Secondary Dwellings (Granny's Flats) during Seniors Week	Strategic Planning Community Development

4. Social Participation

WHO Age-friendly Checklist

Accessibility of events and activities	The location is convenient to older people in their neighbourhoods, with affordable, flexible transportation. Times of events are convenient for older people during the day. Admission to an event is open (e.g. no membership required) and admission, such as ticket purchasing, is a quick, one-stop process that does not require older people to queue for a long time
Affordability	Events and activities and local attractions are affordable for older participants, with no hidden or additional costs (such as transportation costs)
Range of events and activities	A wide variety of activities is available to appeal to a diverse population of older people, each of whom has many potential interests. Community activities encourage the participation of people of different ages and cultural backgrounds
Facilities and settings	Gatherings, including older people, occur in a variety of community locations, such as recreation centres, schools, libraries, community centres in residential neighbourhoods, parks and gardens. Facilities are accessible and equipped to enable participation by people with disabilities or by those who require care
Fostering community participation	Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups. Local gathering places and activities promote familiarity and exchange among neighbourhood residents

Actions (2014-2017) Social Participation	Council Area
Promote the collections, information services and technology facilities of the library and museum to seniors groups	Library and Museum
Review and update Council's Recreation Strategy and Open Space to promote healthy lifestyles and enhance opportunities in the community to be involved in local recreation activities	Community Development
Improve access at: <ul style="list-style-type: none"> • Glen Regent Reserve, Casula • Satelberg Park, Holsworthy • Hammondville Oval, Hammondville • Gracemere Park, Wattle Grove • Percy Rabbit Park, Horningsea Park 	Infrastructure Delivery
Promote the variety of art exhibitions, theatre performances and art education programs at Casula Powerhouse Arts Centre to seniors groups in the local area	Casula Powerhouse Arts Centre Community Development
Provide funding through Council's Corporate Sponsorship Program to support community and business groups to deliver local cultural, recreational and iconic events	Marketing and Communications

5. Respect and Social Inclusion

WHO Age-friendly Checklist

Respectful and inclusive services	Older people are consulted by public, voluntary and commercial services on ways to serve them better Public and commercial services provide services and products adapted to older people's needs and preferences
Intergenerational and family interactions	Community-wide settings, activities and events attract people of all ages by accommodating age-specific needs and preferences Older people are specifically included in community activities for "families" Activities that bring generations together for mutual enjoyment and enrichment are regularly held
Public education	Older people are provided opportunities to share their knowledge, history and expertise with other generations
Community inclusion	Older people are included as full partner in community decision-making affecting them Older people are recognised by the community for their past as well as their present contributions Community action to strengthen neighbourhood ties and support include older residents as key informants, advisers, actors and beneficiaries
Economic inclusion	Older people enjoy access to public, voluntary and private services and events

Actions (2014-2017) Respect and Social Inclusion	Council Area
Hold events during Seniors Week to enable seniors to engage in community life, and to recognise and celebrate the contributions of seniors to the community	Community Development
Ensure older people are included in community advisory committees to enable community input and participation in the following areas: <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander • Access • Multicultural • Heritage • Street Naming • Environment • Economic Development • Tourism and Events 	Community Development Strategic Planning Economic Development Sustainable Environment
Hold annual celebrations and events that engage the broader community in celebrating key annual events, including: <ul style="list-style-type: none"> • Christmas in the Mall • New Year's Eve at Chipping Norton Lakes • Australia Day • Starry Sari Night 	Economic Development
Encourage local businesses to consider the long term importance of the 'Grey Dollar'	Economic Development
Encourage local businesses to support Seniors Week and to promote what they offer to seniors	Economic Development
Council to promote the Charter of Rights for people with dementia 'Global Dementia Charter - I can live well with dementia'	Community Development

Actions (2014-2017) Respect and Social Inclusion	Council Area
Dissemination of information on dementia at community events including: <ul style="list-style-type: none"> • Seniors week • Youth Week • Mayoral Concert • International Day of People with a Disability • Harmony Day • NAIDOC Week 	Community Development
Promotion of dementia resources on Council's website including an option to download factsheets from Alzheimer's Australia in community languages. Promote factsheets at Council Committees (Youth Council, Access Committee and Aboriginal Consultative Committee)	Community Development
Dissemination of information on dementia through existing networks <ul style="list-style-type: none"> • Liverpool Seniors Network • South West Sydney Aged and Disability Forum • Support Services website 	Community Development

6. Civic Participation and Employment

WHO Age-friendly Checklist

Volunteering options	There is a range of options for older volunteers to participate
Employment options	There is a range of opportunities for older people to work Policy and legislation prevent discrimination on the basis of age There are flexible opportunities, with options for part-time or seasonal employment for older people
Accessibility	Opportunities for voluntary or paid work are known and promoted, transportation to work is available Workplaces are adapted to meet the needs of people with a disability
Civic participation	Advisory councils, boards of organisations, etc., include older people Support exists to enable older people to participate in meetings and civic events, such as reserved seating, support for people with disabilities, aids for the hard of hearing, and transportation Policies, programs and plans for older people include contributions from older people Older people are encouraged to participate
Valued contributions	Older people are respected and acknowledged for their contributions Employers and organisations are sensitive to the needs of older workers

Actions (2014-2017) Civic Participation and Employment	Council Area
Promote the local community forums to seniors groups in order to provide an opportunity for older people to hear about local priorities and activities	Community Planning
Support a flexible workplace by developing and implementing a Phased Retirement Policy and Career Break Policy	Workforce Management
Investigate the option of establishing a Seniors Advisory Committee, or ensure a sufficient number of seniors are represented on advisory committees	Community Development

7. Communication and Information

WHO Age-friendly Checklist

Information offer	Information is disseminated to reach older people close to their homes and where they conduct their usual activities of daily life
Printed information	Printed information – including text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type
Plain language	Information is in simple, familiar words in short, straight forward sentences
Automated communication and equipment	<p>Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time</p> <p>Users have the choice of speaking to a real person or of leaving a message for someone to call back</p> <p>Electronic equipment, such as ticket machines, have large buttons and big lettering</p> <p>Display panels on service machines are well illuminated and can be reached by people of different heights</p>
Computers and the Internet	There is wide public access to computers and the Internet, at no or minimal charge, in public places such as community centres and libraries

Actions (2014-2017) Communication and Information	Council Area
Refer information from consultations with older people to the review of the Library's community information directory to improve usage, access and information provided to the community	Library and Museum
Manage and improve a resident newsletter to the wider community, ensuring information of interest to older people is included, and printed information is in large lettering	Council and Executive Services
Refer information from consultations with older people to Marketing and Communications when developing a revised Communication Plan for Liverpool	Marketing and Communications
Ensure older people have access to Council information by including sufficient print media coverage in distribution plans	Marketing and Communications
Ensure older people have access to Council information by including sufficient print media in corporate communications strategy	Marketing and Communications



8. Community Support and Health Services

WHO Age-friendly Checklist

Service accessibility	Clear and accessible information is provided about the health and social services for older people
Offer of services	An adequate range of health and community support services is offered for promoting, maintaining and restoring health Health and social services offered address the needs and concerns of older people
Emergency planning	Emergency planning includes older people, taking into account their needs and capacities in preparing for and responding to emergencies

Actions (2014-2017) Community Support and Health Services	Council Area
Assist priority groups (including older people) to access services and food by supporting the operation of the Liverpool Community Kitchen and Hub	Community Development
Encourage local services to enhance services to older people by promoting the funding available through Council's Community Donations Program and administer the ClubGRANTS program	Community Development
Support the Community Sector to improve coordination of information and human service delivery in Liverpool	Community Development

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