Draft Add life to your years

Healthy Ageing in Boroondara

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1. Executive summary - Message to our community

The City of Boroondara is a recognised leader for its ongoing commitment to support the City's ageing population to remain healthy, engaged and connected to their community.

As a member of the World Health Organisation's (WHO) **Global Network for Age-friendly Cities and Communities** since 2012, Council is committed to ensuring all its residents have an opportunity to participate in healthy ageing. We recognise and celebrate the integral role that older adults play in the community and will continue to foster participation in community life.

In developing the draft Healthy Ageing Plan (the Plan), ***Add life to your years - Healthy Ageing in Boroondara,*** Council is committed to hearing from our ageing population and representing their needs in our future commitments. In 2017, Council adopted the Boroondara Community Plan 2017-27 (BCP) which was developed through extensive community consultation, with over **11,845** responses received. The BCP has successfully set the strategic direction for Council and is the foundation of this draft Plan.

In 2019, we reached out once again, specifically to understand the views of our 'hard to reach' communities, who often find it difficult to engage with Council. The information collected was rich in content and relevant to community life and the priorities of our City's older adults.

Council's commitment to creating an age-friendly Boroondara will continue to be a priority, demonstrated through the delivery of the draft Plan, because no matter what age we are, we can all **Add life to our years!**

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2. Introduction

2.1. Our vision for healthy ageing in Boroondara

The City of Boroondara is an age-friendly city which recognises and celebrates the integral role older adults play in the community.

Our city is a place that fosters and encourages participation and facilitates opportunities for our residents to live a healthy and purposeful life, whether they are 55 or 105, an active baby boomer, busy grandparent or proud centenarian.

2.2. Why over 55's?

As circumstances and priorities change throughout life stages, Council is committed to empowering its residents to identify, learn and have the right supports to manage and respond to their own conditions and requirements.

We seek to ensure people have access to the information they require, to be prepared for both changing lifestyle needs and significant life events. This is achieved by supporting the continued creation of a City, where the values, needs and interests of its residents are heard and responded to, and where older adults are empowered to participate in the activities they enjoy and live purposefully.

Council recognises the vast diversity within the over 55's community through life stages, abilities, ethnicity and life experiences. Council further recognises the important role of supporting adult children of older people in preparing to manage the changing demands and levels of care their parents may require. For this reason, the new draft Plan focuses on adapting to, and delivering on, the changing needs of Boroondara's over 55's community.

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3. Background

3.1. Planning for an ageing population

According to the most recent population estimates published by the Australian Bureau of Statistics, 27 per cent of the Boroondara population was aged 55 years and over in 2016. This is higher than across Greater Melbourne, where 24 per cent of the population was aged 55 years and over[1]. In addition, residents aged 85 and over in Boroondara make up 2.9 per cent of the population, which is higher than across Greater Melbourne where people over 85 make up 2 per cent of the population.

Council's population forecast indicates the proportion of people aged over 55 years in Boroondara will rise by approximately 7,800 people, to around 29 per cent by 2028.

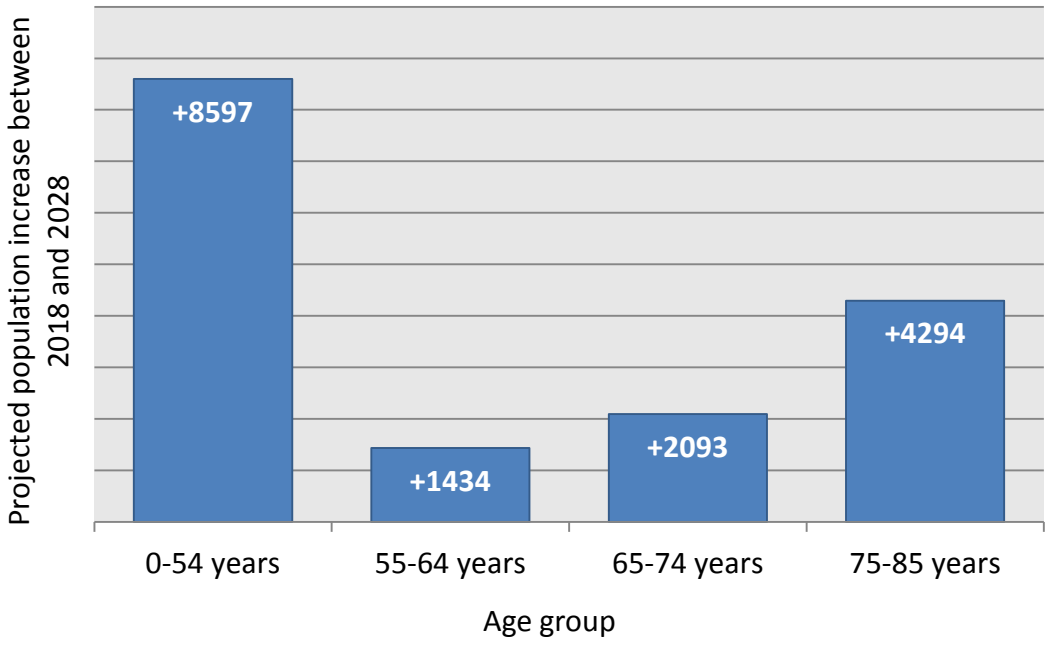

Figure 1: Forecast population change 2018 to 2028, Boroondara

3.2. Over 55's community

Outlined below is a snapshot of the over 55's community in Boroondara. All demographic information is from the Census of Population and Housing 2016[2] unless otherwise specified.

The suburbs of Camberwell, Canterbury and Kew have higher concentrations of people aged 60 years and over (see Figure 2).

	60--69 years		70-84 years		85+ years		Total 60+ years	
	Number	%	Number	%	Number	%	Number	%
Ashburton	724	9.2	589	7.5	244	3.1	1557	19.7
Balwyn & Deepdene	1739	7.9	1671	7.6	620	2.8	4030	18.2
Balwyn North	2019	10.0	1742	8.6	657	3.3	4418	21.9
Canterbury and Surrey Hills	1919	11.7	1454	8.9	564	3.4	3937	24.0
Camberwell	2409	10.5	2231	9.8	911	4.0	5551	24.3
Glen Iris	1625	10.6	1157	7.5	264	1.7	3046	19.9
Hawthorn	1797	7.6	1431	6.0	368	1.5	3596	15.1
Hawthorn East	1240	8.7	987	7.0	266	1.9	2493	17.6
Kew	2615	10.6	2160	8.8	735	3.0	5510	22.4
Kew East	627	9.5	589	8.9	152	2.3	1368	20.7

Figure 2. Estimated population of residents aged 60 years and over, by suburb, 2016.

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Social

1 in 5 men and almost
1 in 2 women over 75 live alone in a private dwelling

86% of people over 65 can rely on family members when they need help

66% of people over 65 can rely on neighbours when they need help

52% of people over 65 report that they definitely feel valued by society

People aged 55 to 74 years are **more likely** to be carers of a person with disability than any other age group

73% of 55 - 69 year olds and
47% of people over 70 feel safe walking down the street at night

More than **25%** of over 75s report that the internet cannot be accessed from the dwelling in which they live

Out of Victoria's 79 Local Government Areas, Boroondara was ranked **the lowest** for violent crime rates and **54** out of 79 for crimes against property [3]

Economic

More than **25%** of adults aged 65 to 74 spent time (unpaid) looking after someone else's children

63% of 55 - 64 year olds,
29% of 65 - 74 year olds and
5% of over 75 year olds are in paid work

25% of over 60s spend time volunteering through an organisation or group

1 in 20 adults aged 75 and over is renting or paying off a mortgage

Diversity

35% of over 55s were born overseas

4% of 65 - 74 year olds and
9% of people over 75 speak English 'not well' or 'not at all'

After English, the **top 5** languages spoken are Mandarin, Cantonese, Greek, Italian and Vietnamese

67% of 50 - 60 year olds and
60% of people over 70 agree multiculturalism makes life in the area better [4]

Health & Wellbeing

46% of 50 - 69 year olds and
39% of people over 70 are overweight or obese

55% of 50 - 60 year olds and
63% of people over 70 meet physical activity guidelines

11% of 50 - 69 year olds and
6% of people over 70 meet recommended fruit and vegetable consumption

65% of 55 - 69 year olds and
43% of people over 70 are at an increased lifetime risk of harm from alcohol related disease or injury

2% of 55 - 65 year olds,
5% of 65 - 74 year olds and
29% of people over 70 need assistance with self-care, mobility or communication

3,334 people living in Boroondara have been diagnosed with dementia[5]

Dementia is the **leading** cause of death for people over 85 years[5]

10% of older people are estimated to experience isolation and loneliness[6]

4. Policy Context

4.1. International

In 2015, the WHO released ***'The world report on ageing and health'.*** This report outlines a framework for action to foster 'Healthy Ageing' built around the new concepts of 'intrinsic capacity' and 'functional ability'.

A person's intrinsic capacity refers to the combination of all the physical and mental capacities they can draw on to meet their daily needs. A person's functional ability includes their intrinsic capacity, as well as elements in their environment which enable them to meet their needs, and the interaction between them.

For example, a person's physical capacity (intrinsic) may become limited after an injury and reduce their confidence in visiting the local shops. However, if public seating is provided, this may make visiting the shops more achievable (functional) because this supportive environment provides places to stop and rest.

As a result of this report, 'Healthy Ageing' now replaces 'Active Ageing' as the focus of WHO's work on ageing between 2015-2030[7].

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4.2. National

Recent Australian Government priorities have included a focus on dementia and creating dementia-friendly cites and support to multicultural communities, through the release of the ***National Ageing and Aged-Care Strategy for People from a Culturally and Linguistically Diverse (CALD) Background*.**

In 2016, the Australian Government initiated a major reform of the aged-care sector, which has seen the Australian Government take over the state-based Home and Community Care (HACC) program and introduce the Commonwealth Home Support Programme (CHSP) for eligible people over the age of 65 years.

The 2019 Royal Commission into Aged Care Quality and Safety resulted in the launch of the ***'National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019-2023'*** and a new ***'Charter of Aged Care Rights'*** has been adopted from 1 July 2019 by the Australian Government.

4.3. State

The Victorian Government solidified its commitment for planning and establishing age-friendly communities in partnership with local governments, when in April 2016 the Government signed an '*Age-friendly Declaration'* with the Municipal Association of Victoria (MAV).

Current strategies being undertaken by the Victorian Government include the Commissioner's report ***'Ageing is everyone's business'*** launched by the Minister for Housing, Disability and Ageing in April 2016.

4.4. Local

In 2017, the City of Boroondara adopted the Boroondara Community Plan 2017-27 (BCP).

This strategic framework, developed through extensive community consultation, has successfully set the strategic direction for Council and will continue to inform future development of strategies, policies and actions across the organisation.

The seven priority themes of the BCP guide Council's strategic objectives to deliver on what the community said is important to them.

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5. Creating an age-friendly Boroondara 2014-2019 (CAFB)

In 2014, Council released ***Creating an Age-friendly Boroondara 2014-2019*** (CAFB). The new strategy was developed in consultation with the community, focusing on the lived experience of older people. The purpose of the CAFB was to identify and respond to the environmental and social factors that contribute to age-friendliness and active ageing in the City.

Over the five year term of the CAFB 2014-2019, Council has undertaken numerous projects and activities across the municipality to deliver on its commitments, particularly 'optimising opportunities for health, participation and security in order to enhance quality of life as people age'.

5.1. What we have achieved so far

The CAFB focused on four priority areas which have guided Council's work to-date.

Theme 1: Resilient, safe and inclusive community

Launched in 2014, the Wiser Driver Program has increased awareness of road rules and improved levels of safety for drivers aged 55 and over. The program not only revises road rules and car safety features, but also encourages participants to reflect on driving habits to increase driver safety.

Since 2014, Kew Traffic School has hosted 'Come 'N Try' sessions for mobility aids. This program provides older adults an opportunity to meet with relevant health professionals to increase their awareness of health information to support their mobility.

2014 to 2016 saw the development of the 'Walk Rest Talk' program, including improvements to street furniture, development of maps and activation by St George Hospital physiotherapists. The project improved mobility skills and confidence for walking in the community by installing bench seats along key pathways to provide refuge for people with impaired mobility.

In 2015, Council developed the 'seniors' playground' neighbouring Balwyn Evergreen. Following development, a six week program was held to instruct participants in the correct use of the equipment. The program is now integrated into the exercise programs run at the centre and the equipment is utilized at least three times a week. The equipment can be accessed by the public at any time.

In 2018, the Greythorn Community Hub was opened to the community. The new community facility is a co-location of services, including the local RSL, U3A, library lounge, neighbourhood house and allied health services for local residents. It is estimated that over 155,000 people will visit the centre annually.

In 2019, the Seniors Club Presidents' Meetings were revamped to provide opportunities for capacity building. Club Presidents and their Committee members attended sessions on governance training, cyber security and scamming, working with CALD communities and health and wellbeing workshops.

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Theme 2: Liveable, sustainable, health promoting City

In 2014, Council undertook targeted research into older peoples preferred method of communication, the results of which have enhanced the effectiveness of existing communication channels.

In 2015, Council engaged Alamein Neighbourhood and Learning Centre to seek out collaborative opportunities to support the roll out of the pilot 'Cultivating Connections Project' across the municipality. The pilot aimed to connect older landowners with younger gardeners who wish to grow produce, which they would then share with each other.

Ongoing support has been provided to the Seniorpreneurs initiative that provided support to people over 50 interested in starting their own business or people continuing in the workforce.

In 2017, free exercise opportunities for people over 65 were made available at all Boroondara Leisure and Aquatics Centres and Sporting Clubs. 27% of participants returned to exercise sessions which they were introduced to through this project.

In May 2019, grandparents connected with their grandchildren by participating in the 'Boroondara Wild' program. The program promoted the connection to nature, including focusing on improved mental and physical health outcomes and improved physical activity.

Theme 3: Equitable access for all

Specific redevelopment projects undertaken to improve accessibility, social and recreational opportunities for older people:

- Balwyn Evergreen Centre 2014 - 2015
- Surrey Hills Neighbourhood Centre 2014 - 2015
- Kew Seniors Centre 2015 - 2017
- Camberwell Community Centre 2016 - 2020
- Balwyn Community Centre 2017 - 2020
- Ashburton Seniors Centre redevelopment 2017 - 2020
- Alamein Community Centre 2019
- U3A Hawthorn 2016-2017

In 2019, the completion of the Balwyn Park Centre provided an important community service provider, U3A Deepdene, access to functional spaces to undertake activities aimed at improving the social connection of our older community.

Men's Shed

In 2015, Council supported the development of Hawthorn Men's Shed.

From 2015 to 2017, support was provided for the development and construction of the North Balwyn Community Men's Shed

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Street upgrades

In 2014, construction began on two raised crosswalk treatments along the Glenferrie Road strip shopping centre. The 'Glenferrie Precinct Walkability Improvements' included a disability compliant crosswalk at the same level as the footpath, to improve access for pedestrians.

Starting in 2014, construction of 11 raised crosswalk treatments were undertaken within the Balwyn Shopping Centre area

In 2017, construction of a new footpath along Conway Crescent improved accessibility for pedestrians, including visitors of the Balwyn Evergreen Centre.

In 2018, construction of 11 raised crosswalk treatments within the Camberwell Junction Shopping Precinct was undertaken.

Theme 4: Best practice health and wellbeing, planning and leadership.

In 2014, Council established the Creating an Age-friendly Boroondara Reference Group to provide advice on the ongoing implementation of Council's new strategy.

In 2014, Council implemented the Casserole Club as a pilot program to build social connection. The program has grown to include 60 cooks matched with a diner across the municipality and has been running successfully for the last five years.

Due to an increasing trend of grandparent carers, since 2014, grandparents have been encouraged to attend parent information sessions to learn about parenting today and what has changed since they were parents.

Since 2014, Computer Savvy Seniors has been running at libraries across the municipality.

In November 2015, an annual forum on age-friendliness was held. The forum discussed the sharing economy, featuring three key-note speakers on creating community connections and reducing social isolation through sharing.

In 2018, a new project to research the features and benefits of dementia-friendly communities was commenced. The six-month research project was conducted with Swinburne University as part of the Future Self Design Living Lab. The report provided Council with analysis of the potential economic and social benefits of investing in a dementia friendly city.

In 2018, an Active Lifestyle Expo was held in Hawthorn during the Victorian Seniors Festival. The Active Lifestyle Expo showcased a variety of exhibits, guest speakers, workshops and interactive activities to engage older adults in our community.

In 2019, Council hosted five seniors' festival celebration events across Boroondara in the month of October. These events were coordinated, to ensure a broad section of the community could participate. Events were held in Hawthorn, Kew, Camberwell, Balwyn and Ashburton.

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5.2. The over 55's section of Council's website

- **In October 2018**, Council completed and launched the over 55's section of Councils website. The user friendly navigation of the site supports our residents to find information relevant to their individual needs and find activities that improve their quality of life. For the first time hundreds of information resources are accessible on one site.
- **Since May 2018**, the recruitment, training and mentoring of Community Ambassadors has been undertaken. These Ambassadors engage community members in the utilisation of the over 55's section of the website.
- **Throughout 2019**, iPad kiosks have been placed in locations across the municipality to ensure accessibility of technology for the community to undertake searches.
- **Throughout 2019**, pop-ups and structured information sessions have been undertaken in libraries, community centres and at community events, to increase awareness and support people in how to use the website.
- **Between August 2018 and June 2019**, web traffic to the over 55's section of the website increased by 276%. Referral traffic to community partner's websites also increased by 507%.

5.3. Recognition and awards

- **In 2015**, Council was invited to present at the 'Inaugural Ageing Well Think Tank and Innovation Collaborative' in Adelaide.
- **In 2016**, Council was invited to present at the 'Australian Association of Gerontology Built Environment Workshop' in Melbourne.
- **In 2018**, the City of Boroondara was recognised for its status as an age-friendly city, receiving the 'National Innovation and Excellence' award at the Australian Government's Best Practice Awards in Sydney.
- **In 2019**, Council was invited to present the Add Life to your Years initiative at the MAV Positive Ageing Network and the Smart Urban Futures Conference.
- **In 2019**, the 'Add life to your years' initiative was highly commended for Customer Experience Achievement of the Year, at the MAV Technology Awards.

6. Council's commitment to an age-friendly Boroondara

The redevelopment of the draft Plan began with a simple question – What are the priorities of our over 55s, and how has this changed since the development of the CAFB 2014-2019?

Step 1:

- **Design it** - Process mapping was undertaken to look at how Council could effectively undertake the development of a new draft Plan.
- **Why align to the Boroondara Community Plan 2017-27?** - As the BCP consultation was extensive and comprehensive, we utilised the feedback as the foundation for our new draft Plan.
- **An opportunity to engage** - As social isolation is a significant issue facing our senior's community, targeted consultations would be undertaken and include specific approaches to engage with 'hard to reach' community members.

Step 2:

- **Checking in** - Before we undertook the official process, we wanted to understand what some of the contemporary community priorities and issues might be.

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- **Community intelligence** - We undertook a number of comprehensive workshops with members of the current Reference Group, (comprising of residents and service providers), as well as various departments within Council.

Step 3:

- **Context** - An approach was taken to research and include multiple sources of information directly relating to the over 55's community. This included an International, National, State and local perspective.
- **Desktop Audit -** We undertook a benchmarking audit of strategies and policies that existed outside of Boroondara, including how we could measure the effectiveness of our initiatives.

Step 4:

- **Boroondara Community Plan audit** - The BCP consultations undertaken between November 2016 and April 2017, resulted in the largest consultation activity ever conducted by Council. These responses informed the BCP and its seven priority themes. As such, we were able to extract information from these responses related to our over 55's community.

Step 5:

- **Consultation design** - As social isolation is a significant issue facing our seniors community[8], specific approaches to engage with 'hard to reach' community members were designed. The purpose was to connect with people who may be disadvantaged in their engagement due to the following factors:
  - low or fixed income
  - living in low socio-economic communities
  - living alone
  - limited or low levels of literacy or where language skills are a barrier
  - limited trusted formal or informal support networks
  - belonging to a minority group (seniors from culturally diverse backgrounds)
  - residents isolated due to a lack of technology skills and access to technology

Step 6:

- **Consultation -** Targeted consultations were undertaken with the over 55's community, to complement the BCP findings. The seven BCP priority themes were utilised to guide the process, so the feedback would correlate with the BCP data.

  Personas - 25 in-depth interviews were undertaken with various community members to create three 'personas'. These personas will enable us to design activities and services based around the needs of the over 55's community.

Step 7:

- **Feedback and workshops** - To ensure a whole of Council approach to the development of future actions, additional workshops were undertaken with staff across multiple Council departments. In addition, members of the current Reference Group were taken through the findings and provided support for the development for the final actions.

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Step 8:

- **Action Development** - The approach taken to investigate and include multiple sources of information in the development of a new draft Plan has enabled further refinement of community intelligence gathered through the BCP consultations. This approach ensures the development of future actions is reflective of contemporary community priorities.

6.1. What matters to you: findings from the Boroondara Community Plan 2017-27

In 2018, when the development of the new draft Plan began, the process included an extensive audit of the BCP consultation (both the quantitative data and qualitative verbatim comments of over 11,845 participants).

Of the 11,884 respondents:

- **5,157** respondents were aged between 40 and 79.
- **2,427** respondents were aged between 65 and 79.
- **465** respondents were aged 80 or over.

The two themes that accounted for the overwhelming majority of responses for our over 55s were, ***Your Community, Services & Facilities*** and ***Getting Around Boroondara***.

Feedback received focused on the following points:

Your Community, Services & Facilities

- the importance of services which enable older people to stay in their own home and their community
- older people value a range of activities particularly U3A, seniors centres, exercise and recreation but suggest discounted fees, so that they are able to afford the services
- social isolation will eventuate if older people can't participate in community life
- mobility limitations mean that local services and facilities become more important as the population ages.

Getting Around Boroondara

- general pedestrian safety is important
- maintenance of footpaths to avoid trips and falls
- community and free transport services are considered important
- suggestion for increased disability parking around shops and cinemas
- suggestion for parking reserved for seniors
- shelter and seats at transport stops and generally in the community.

Your Parks & Green Spaces

- request for more seniors' playgrounds and adult exercise equipment
- parks and gardens are greatly valued for opportunities to stroll, relax and socialise.

The Environment

- the suggestion to provide organic waste collection for older people who don't compost
- concern about the effects of climate change on the elderly and disabled
- general concerns among older people about protecting the environment.

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Neighbourhood Character & Heritage

- a desire for housing diversity to enable downsizing
- concern about loss of neighbourhood character and heritage homes.

Your Local Shops & Businesses

- a desire to be able to shop locally for convenience
- the price of food is sometimes an issue within the municipality and causes older adults to travel outside of Boroondara to seek affordable food elsewhere.

Civic Leadership and Governance

- suggestions for a rate discount for older people
- continue to provide information in formats for people without computers
- the request for production of more translated materials.

6.2. What matters to you: targeted consultations

The targeted consultations undertaken in 2019 included methodologies to engage 'hard to reach' community members, with the aim of empowering their engagement in the development of the draft Plan.

Officers undertook the engagements with a flexible approach, open to amending their consultation practice as required.

- over **650** community members across the municipality were involved
- more than **400** surveys were completed
- more than **800** comments and observations were registered
- **90%** of participants that completed surveys were above the age of 65
- **57%** of respondents were female and **43%** were male
- group sizes varied between 15 to 180 people, who regularly attend meetings and socialise together
- we engaged volunteers to support older residents who have limited mobility, are house bound, or experiencing some level of social isolation, to complete and return surveys. Over 60 hard copy surveys were completed this way
- we engaged translators to support the completion of surveys and facilitate quality discussions
- we engaged with residents in environments where they felt most comfortable

When asked 'What does an age-friendly Boroondara mean to you?' community connection was mentioned in the majority of responses. Whether it was about having places to meet, community groups to belong to or feeling welcomed and safe.

Public transport, parking and traffic congestion were all identified as being obstacles to community participation and getting around Boroondara.

'Activities and Facilities' was the most important social factor and 'Healthy Environment & Green Spaces' was the most important environmental factor.

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The community reiterated that transport options, well maintained amenities and community connections, were additional important factors in creating an age-friendly Boroondara.

6.3. Personas: over 55s in Boroondara

25 in-depth interviews with various over 55 community members were undertaken to create 'personas' that represent older adults in Boroondara (Attachment 1).

Through these interviews, Council officers were given the opportunity to 'walk in the shoes' of a cross section of the over 55's community.

Insights collected from these interviews have informed the creation of three personas which represent the varying needs and interests held by people within this age range.

These personas will enable us to design activities and services based around the needs of the over 55's community, which aligns with Council's Boroondara Customer First Strategy.

The personas represented in this report are based on a combination of characteristics that represent Boroondara's over 55's community, and are not real individual profiles.

7. Where to next

7.1. Developing actions

It was evident during the development of the draft ***Add life to your years - Healthy Ageing in Boroondara*** that the themes of the BCP are still relevant and closely aligned with feedback collected through the targeted consultation process, reiterating community priorities were consistent.

To ensure we stay in touch with our community, annual actions will be developed in consultation with the Advisory Committee.

The Advisory Committee will be tasked with responding to the economic, environmental and social factors that contribute to an age-friendly city.

The Advisory Committee will be chaired by a councillor representative. External partners, including service providers and community members will work with Council to achieve a whole-of-Council, whole-of-community approach.

The actions will form a set of initiatives designed to improve age-friendliness in the City, and will be developed in line with the seven priority themes of the BCP.

7.2. Priorities for action

Priority Theme One: Your Community, Services & Facilities

Impact on over 55's community:

Opportunities to establish and maintain social connections are critical for older adults to continue feeling valued members within the community. Inclusive events, programs

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and activities provide much needed linkages that positively contribute to maintaining health and wellbeing. Diversity of activities, events and having places to come together are highly valued.

What you asked us to focus on:
- foster and maintain Council's connection to the community
- design Council led programs, events and activities which are inclusive
- support community groups to reach out to socially isolated people
- consider increased opportunities for intergenerational Council programs, events and activities.

Priority Theme Two: Your Parks & Green Spaces

Impact on over 55's community:
Parks and green spaces are valuable to the physical and psychological health of older adults. The opportunity for outdoor recreation, physical activity and social connections are important factors in older adults feeling connected to their community.

What you asked us to focus on:
- consider activities for older adults in parks and green spaces which will encourage physical activity and community connections
- provide visible seating, appropriate shelter and accessible toilets in parks and green spaces.

Priority Theme Three: The Environment

Impact on over 55's community:
Older adults in the City of Boroondara value a healthy environment, from a local and global perspective. The condition of the local environment such as well-maintained footpaths and good street lighting make older adults feel safe.

What you asked us to focus on:
- maintain footpaths to ensure safer walkability for older adults
- provide public spaces that have rest points and accessible toilets
- provide good street lighting in Council managed areas as this contributes to feeling safe in the community.

Priority Theme Four: Neighbourhood Character and Heritage

Impact on over 55's community:
Maintaining parks, gardens and trees are important ways of developing and maintaining neighbourhood character and heritage. Older adults are concerned about inappropriate development in their neighbourhood and how this will impact on them. Increased traffic congestion and limited parking close to everyday services can overwhelm older adults, making it less likely for them to leave their homes.

What you asked us to focus on:
- maintenance of parks and trees is important to older adults as it contributes to neighbourhood character and heritage
- provide better understanding of Council's planning process to older adults and how they can raise concerns about inappropriate development. Older adults feel strongly about how this impacts on their neighbourhood and want their views to be considered in future planning.

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Priority Theme Five: Getting Around Boroondara

Impact on over 55's community:
Getting around Boroondara is a key factor in older adults maintaining their independence. Despite Boroondara being well serviced by public transport, older adults continue to face challenges accessing their local community. Accessible public transport, parking restrictions and the cost of taxi services continue to be barriers in older adults engaging in their community.

What you asked us to focus on:

- support older adults to get around the municipality, through safer footpaths, accessible facilities and the provision of community transport, as this supports the desire to remain independent
- consider and investigate parking restrictions near seniors centres and clubs which impact on the capacity of older adults to access these spaces.

Priority Theme Six: Your Local Shops & Businesses

Impact on over 55's community:
Having a variety of shops and local businesses is a valued aspect of living in Boroondara. However, older adults have reported that the cost of everyday items such as fruit, vegetables and groceries can be prohibitive and impact on their quality of life in the community. In addition, barriers impacting on older adults accessing their local shops and businesses include the physical environment allowing for mobility equipment.

What you asked us to focus on:

- promote the benefits of shopping locally to older adults

Priority Theme Seven: Civic Leadership & Governance

Impact on over 55's community:
The community overwhelmingly appreciates the support and care they receive from Council. They believe Council's continuing commitment to an age-friendly city makes Boroondara the place it is today.

What you asked us to focus on:

- offer opportunities for capacity building to older adults and seniors groups.
- provide opportunities for communication and consultation with older adults.

7.3. Council's commitment to an age-friendly future

Council is committed to ongoing engagement with our community and will always endeavor to represent the diverse views of our community in our policy and planning process.

We will strive to be responsive to the changing needs of over 55s in Boroondara to ensure the community has every opportunity to ***Add life to their years.***

DRAFT

8. Accountabilities

For all queries or feedback regarding this plan, please use the contact details for the responsible department below.

Department Contact	Contact number	Contact email
Romany Amarasingham	**92784777**	**romanya@boroondara.vic.gov.au**

9. References

1. id Consulting 2017, City of Boroondara population forecasts
2. Australian Bureau of Statistics 2016, Census of Population and Housing
3. Crime Statistics Agency, 2017
4. Victorian Population Health Survey 2014
5. Inner East Primary Care Partnership, 2017
6. Pate A 2014, Social isolation: Its impact on the mental health and wellbeing of older Victorians, COTA Victoria, Melbourne. p. 7.
7. World Health Organisation 2015, World report on ageing and health
8. Commissioner for Senior Victorians 2016, Ageing is everyone's business: a report on isolation and loneliness among senior Victorians

9.1. Related documents

- Boroondara Community Plan 2017-2027
- Creating an Age-friendly Boroondara (CAFB) 2014-2019
- National Ageing and Aged-Care Strategy for People from a Culturally and Linguistically Diverse (CALD) Background.
- 'National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019-2023'
- Minister for Housing, Disability and Ageing, 'Ageing is everyone's business', 2016
- 'Charter of Aged Care Rights', 2019.

DRAFT

Draft Add life to your years

Healthy Ageing in Boroondara

Attachment 1: Personas

The personas represented on the following pages are based on a combination of characteristics that represent Boroondara's over 55's community, and are not real individual profiles.

Clare

“Helping others gives me purpose in life. I need to look after my health so I can continue to help the community.”

BIOGRAPHY

Clare has lived in Boroondara for the last 20 years, bringing up her two children who are now at university.

Clare has a very busy lifestyle. She works part-time at a consulting company and spends the rest of her time looking after her elderly mother, volunteering with a local organisation and supporting her two children.

She feels well prepared for retirement because she already has a number of interests she wants to pursue.

Clare is motivated to look after her health so she is fit and able to support the people in her life. This is why she makes it a priority to get to the gym twice a week for a group fitness class and walks around her neighbourhood most mornings.

INFORMATION CHANNELS

Printed Council information
0 1 2 3 4 5 6 7 8 9 10

Internet
0 1 2 3 4 5 6 7 8 9 10

Television
0 1 2 3 4 5 6 7 8 9 10

Newspaper
0 1 2 3 4 5 6 7 8 9 10

Radio
0 1 2 3 4 5 6 7 8 9 10

Friends (word of mouth)
0 1 2 3 4 5 6 7 8 9 10

SELF RATINGS

Physical health
0 1 2 3 4 5 6 7 8 9 10

Cognitive health
0 1 2 3 4 5 6 7 8 9 10

Dependence on others
0 1 2 3 4 5 6 7 8 9 10

Strength of social network
0 1 2 3 4 5 6 7 8 9 10

Ability to get around town
0 1 2 3 4 5 6 7 8 9 10

Confidence with digital technology
0 1 2 3 4 5 6 7 8 9 10

THINGS SHE LOOKS FORWARD TO

- Spending quality time with her adult children
- Helping people through her volunteer work

VALUES

- Keeping fit and eating well
- Being around like-minded people that invigorate her

THINGS THAT WORRY HER

- Losing her independence
- Her children's futures
- Navigating My Aged Care for her mother

GOALS

- Be in a position to retire so she can spend more time doing the things she enjoys, like volunteering, socialising and travelling

Valerie

"I live my life from day to day, and thank God for the life I've had."

BIOGRAPHY

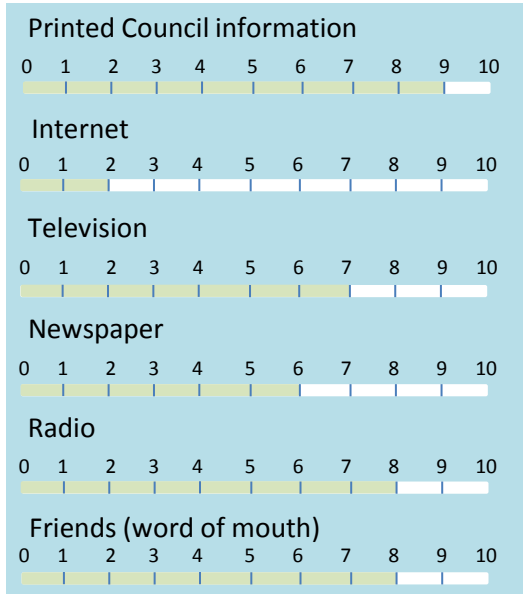
Valerie has lived in Boroondara for 50 years. She and her husband had three children who all now live interstate or overseas, and her husband passed away 10 years ago.

She loves gardening, but now worries about having a fall. She also enjoys cooking a few times a week but can't get to the shops on her own, finding the rush of modern life quite stressful and the shopping bags too heavy.

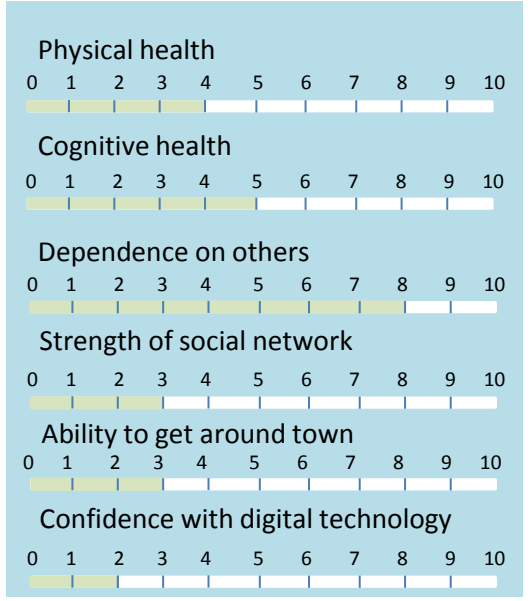
Valerie gets out most days for a social event or a doctors appointment, but when she comes home there is no one to talk to, so she often feels quite lonely. She loves it when people visit, and gets a thrill when a friend calls to say hello.

Although Valerie is fortunate enough to own her home, monthly bills are often difficult to pay because she is asset rich but income poor.

INFORMATION CHANNELS



SELF RATINGS



THINGS SHE LOOKS FORWARD TO

- Seeing her family
- Talking with the volunteer who brings a meal once a week
- Playing cards with friends

VALUES

- Support services like meals on wheels and community transport
- Opportunities to socialise with others, telling stories and remembering things from the past

THINGS THAT WORRY HER

- Losing her friends
- Her cognitive health declining

GOALS

- Continue being able to live in her own home

Jim & Sue

"We're happy with the life we're leading . We're contributing to society and enjoying life with our family."

BIOGRAPHY

Jim and Sue have lived in Boroondara for the last 12 years. Jim enjoys having a coffee at his favourite café most days, goes to the local gym for exercise classes twice a week and is part of a Chinese language group.

Sue enjoys working in her garden, playing tennis with a group of friends each week, and teaching her peers how to play Mahjong at the local U3A.

Jim and Sue's daughter and son-in-law live nearby and they look after their two grand-daughters every Tuesday and Thursday.

While Jim and Sue are greatly independent, they do depend on each other for a number of day to day tasks, and recognise how life would be more difficult if they didn't have each other for company and support.

INFORMATION CHANNELS

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Ability to get around town
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Confidence with digital technology
0 1 2 3 4 5 6 7 8 9 10

THINGS THEY LOOK FORWARD TO

- Travelling more
- Spending time with family

VALUES

- Great local facilities, such as the library and leisure centre
- Beautiful parks and walking tracks in their area

THINGS THAT WORRY THEM

- Cognitive and physical health declining

GOALS

- To maintain their physical and cognitive health
- Be more involved in volunteer opportunities