

# Achievements Report

Older Adults Strategic Plan 2017-2021



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# 1. Executive Summary

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At Banyule City Council, we are proud of our achievements in supporting the health and wellbeing of older adults in our community. The Achievements Report highlights the actions completed over the past four-years to strengthen outcomes for our older residents in Banyule. This work has been aligned to the World Health Organisation's (WHO) Age-Friendly Cities Framework. To demonstrate our commitment to Age-Friendly Cities, the eight domains were used to guide the development of the goals and strategic directions identified in the Older Adults Strategic Plan 2017 – 2021.

COVID-19 had a significant impact on the delivery of the Strategic Plan. Restrictions resulted in Council having to reorient its services to continue to engage and support older residents.

Throughout the duration of the strategy, Council continued to provide opportunities for older adults through the delivery of programs, events, services and the development of age friendly infrastructure. Council also scoped and delivered advocacy and strategic pieces to create systematic change for our older residents to promote access, participation, and inclusion in Banyule.

## 2. Background

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The percentage of people aged 50 years and older residing in Banyule is higher than that of Greater Melbourne. As an ageing population, Banyule City Council is committed to influencing and delivering age friendly initiatives that result in positive health and quality of life outcomes for older adults. To do this, Banyule City Council developed the Age-Friendly Strategy to inform and guide decision-making that considers and includes the needs and experiences of older adults in Banyule.

In November 2014, Banyule City Council was accepted as a member of the World Health Organisation's Global Network of Age-Friendly Cities, underpinning Council's commitment to enhancing the health and wellbeing of older adults. Subsequently, the Age Friendly Committee was established in December 2014 to advise Council on older adult issues and ageing well in Banyule. Following this, in 2015, was the establishment of the Age Friendly Champions program enabling volunteers to be involved in a range of age friendly projects and initiatives.

The Older Adults Strategic Plan 2017-2021 was developed and implemented in consultation with the Age Friendly Population Advisory Committee and Age Friendly Champions. Through consultation, the Committee helped inform strategic directions and actions which aligned to the five objectives outlined in the Council Plan 2017-2021. Both the Committee and the Champions continued to support Council to deliver on the outcomes of the Strategy.

## 3. Purpose

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The purpose of the Older Adults Strategic Plan 2017 – 2021 Achievements Report is to highlight the successful initiatives and outcomes that were delivered through the work of Council and the community over the past four years.

The Achievements Report celebrates successes, analyses learnings, and provides recommendations in support of the development of the next iteration of an age friendly strategy.

## 4. Action Plan Achievements

The Older Persons Strategic Plan 2017 – 2021 was developed in alignment with the Council Plan 2017-2021 objectives and the World Health Organisation's eight Age-Friendly Cities domains. Actions were guided by the Age-Friendly Population Advisory Committee and delivered in partnership with other departments across Council, external stakeholders, and community.

The table below highlights key achievements of the strategic directions and progress on the indicators of the Age-Friendly Strategic Plan 2017-2021 in order to measure impact and outcomes.

It is also important to note that the global pandemic (COVID-19) had a direct impact on the implementation of the Strategic Plan, with many actions having to be deferred or reoriented into alternative formats to ensure community health, safety and wellbeing was protected.

### 4.1 Healthy Ageing

Goal 1: older residents have opportunities to maintain and improve their health and wellbeing

Measure		Quantitative Measure		Goal 1 Strategic Directions	Achievements
Indicator	Outcome	2019	2022		
<i>Proportion of households (with at least one member 60+ years) who agree they have good access to health advice/services</i>	Decrease in agreement of good access to health advice/services	85% (2017 Banyule Household Survey)	82% (2022 Banyule Household Survey)	1.3 Raise awareness of mental health and support activities that will assist older residents who may be experiencing depressed mood and stress	<p>Banyule Age in Focus (AiF) newsletter continued to promote local services and programs. It was distributed to over 1000 individuals/ households, local community facilities and services. The AiF provided targeted information, advice, and support to older residents during COVID-19 lockdowns.</p> <p>Council delivered the Social Support Group and Social Support Individual Programs, funded through Commonwealth Home Support Program (CHSP). These programs assisted residents experiencing social isolation with opportunities for social connection.</p> <p>The Older Adults Recreation (now known as Older Adults Community Connections) Program continued to operate between lockdowns and provided</p>

					<p>opportunities for older adults to participate in a range of social/neighbourhood connections programs, forums, and events.</p> <p>Councils Support for Carers program provides support to older carers through a range of activities and respite opportunities.</p> <p>Council's Regional Assessment Service (RAS) continued to support older Banyule residents to navigate the service system and engage age care services.</p>
<i>Proportion of older adults that rate their health level as "excellent" or "very good"</i>	Decrease in physical health and general health rated as "excellent" or "very good"	49% (2017 Banyule Household Survey)	43% (2022 Banyule Household Survey)	1.1 Provide opportunities for older adults to participate in exercise	<p>The Council's Older Adults Recreation Program (now known as Older Adults Community Connections Program) offered a range exercise programs and opportunities for older residents, some of these included:</p> <ul style="list-style-type: none"> <li>• Partnering with Watermarc to deliver a low-cost Tai Chi program</li> <li>• Offering walking groups for seniors and their carers conducted in partnership with the Heart Foundation</li> <li>• Partnering with Basketball Victoria and YMCA Macleod to deliver a six-week basketball program for older residents.</li> <li>• Partnering with Council of the Ageing Victoria to deliver as part of Banyule Leisure older adults specific exercise programs - Living Older, Living Stronger and Boomer programs.</li> <li>• Delivering a seasonal Falls Prevention Program through Banyule Leisure</li> <li>• Conducting Come and Try sessions on Fridays at Ivanhoe Seniors Exercise Park with trained volunteers</li> </ul> <p>The Age in Focus Newsletter and Banyule Banner also played a role in advertising and promoting local exercise programs delivered by Council and</p>

					opportunities being officered by a range of local sport, health, and fitness providers.
				1.2 Encourage older adults to improve their nutrition	<p>Council operated a delivered meals service funded under CHSP to support eligible older residents to meet their nutritional needs.</p> <p>Council hosted a Community Meals event for older residents to promote the benefits of the Delivered Meals Service.</p> <p>Older residents were consulted as part of the development of Council's Urban Food Strategy</p>
				8.2 Encourage older residents to use a range of transport options including walking, cycling, and public transport	<p>Council provided information and training opportunities on personalised safe travel plans in partnership with local schools, community groups, seniors groups, and neighbourhood houses</p> <p>Promotion of sustainable transport events were conducted to raise awareness and increase uptake of walking, cycling, and public transport use in identified priority areas.</p>
<i>Proportion of households (with at least one member 60+ years) that agree Banyule is an Age-Friendly community</i>	Increase in agreement that Banyule is an Age-Friendly community	76%  (2017 Banyule Household Survey)	78%  (2022 Banyule Household Survey)	1.4 Raise awareness and support activities that will prevent violence and injury to older adults	<p>Council delivered events both within Council and in the community during Elder Abuse Awareness Day to raise awareness of elder abuse.</p> <p>A Council officer is participating on the Northern Metropolitan Elder Abuse Prevention Network.</p> <p>A partnership was established with the Victoria Police Community Liaison Officer to raise awareness of older people feeling safe and crime prevention.</p> <p>The Banyule Safe Travel Plan promoted the uptake of vehicles with enhanced safety features to help protect older drivers and passengers.</p>

					<p>Council in partnership with Victorian Police, promoted safe use of public transport to support and build confidence in older residents.</p>
				<p>7.1 Encourage initiatives which provide older adults with a range of housing options in their local area</p>	<p>Council continued to apply the Liveable Housing Guidelines to improve the accessibility of new housing for older persons.</p> <p>Council supported older residents with the housing transition at Tarakan and Bella Bardia housing estates.</p>
				<p>8.1 Advocate for transport infrastructure to support older residents' connections to their local community</p>	<p>A review was conducted of pedestrian signal phase durations and 'green' time with a view of allowing longer crossing times for slow walkers in areas frequented by older adults, children, and people with a disability</p> <p>A Community Bus Feasibility study was conducted that recommended that Council explore operating a community bus service for older residents and those with no alternative mode of transport. This was endorsed by Council with a trial community bus service being scheduled to launch in 2023.</p>
				<p>9.1 Provide outdoor infrastructure to support older residents' connections to their local community</p>	<p>A progressive upgrade of key pedestrian routes provided shelter, drinking fountains and high seating with armrests to assist people of all abilities to utilise these routes.</p>
				<p>9.2 Maintain open spaces that support older residents' connections to their local community</p>	<p>The needs of older adults were included in the design and delivery of the open spaces and playgrounds strategy.</p> <p>Opportunities have been identified to build nature into more activities involving older adults.</p>

					The pilot Evergreen Program was delivered to support older adults in having gardening experiences.
				9.3 Provide community facilities to support older residents' connections to their local community	<p>Council explored further opportunities for Community Hubs which are inclusive of aged services and reflect the principles of age-friendly Banyule.</p> <p>Council's Bellfield Community Hub to engage local community groups including seniors' multicultural seniors' groups and others.</p> <p>Ivanhoe Library and Community Hub is an age friendly facility. Banyule University of the Third Age (U3A) are currently located within the facility.</p>

## 4.2 Social Participation

**Goal 2: older residents are encouraged to, and have opportunities to, participate in the community**

Measure		Quantitative Measure		Goal 2 Strategic Directions	Achievements
Indicator	Outcome	2019	2022		
<i>Proportion of older adults (aged 60+ years) that participated in community groups (e.g. church/religious groups, arts &amp; cultural/nationality groups)</i>	Decrease in older adults participating in community groups 80.7% of respondents (2022) participate in church/religious groups	24% (2017 Banyule Household Survey)	19% (2022 Banyule Household Survey)	2.1 Build capacity of older adults during times of life transition to navigate their changing world	<p>Council regularly promoted its Aged Care CHSP services and age friendly activities and services within the community through AiF Newsletter and various networks and forums.</p> <p>Council provided service navigation to aged care services and My Aged Care services, as well as other community organisations and support services.</p>
				2.2 Provide opportunities for social participation and for meaningful social roles	Council continued to deliver the Older Adults Recreation (now known as Community Connections) Program outside of COVID-19 lockdown restrictions. Activities included neighbourhood lunches, coffee



					<p>connections programs, day trips, come n' try activities, forums, and information sessions.</p> <p>Banyule's Annual Seniors Festival supported, acknowledged, and celebrated older persons in Banyule, activities included:</p> <ul style="list-style-type: none"> <li>• Supporting Banyule clubs and organisations to celebrate the Banyule Seniors Festival with come and try opportunities and other events.</li> <li>• Delivering the Great Hall Morning Tea as a Premier Event to launch the Banyule Seniors Festival.</li> <li>• Providing events online during COVID-19 lockdowns.</li> </ul> <p>In 2018 Council provided three opportunities for the Older Adults Recreation Program to cater for larger groups with a focus on new attendance.</p> <p>Council continued to engage residents to nominate to be members of the Age Friendly Population Committee</p> <p>Council continued to engage older residents to become Council's age friendly champions.</p>
				2.3 Provide leadership and support to clubs and activities for older adults	<p>Council convenes the Banyule Seniors Clubs Network, made up of reps from community groups and clubs.</p> <p>A Banyule Seniors Club Toolkit was developed to support local clubs.</p> <p>The Seniors Club funding initiative was allocated to local clubs through a competitive grants process. This is being reviewed to ensure criteria is meeting the needs of clubs and the application process is accessible.</p>

					<p>Council implemented the New Futures for Seniors in alignment with the Municipal Association of Victoria project to support Banyule older adult clubs and interest groups.</p> <p>Council coordinated and delivered the Community Development and local RSL grants program.</p>
				2.4 Reduce barriers that can lead to social isolation	<p>Council led and implemented activities that contributed to the Rainbow Tick continuous improvement program for clients who identify with the LGBTIQ+ community.</p> <p>Council supported Yarra Valley Regional Libraries and Neighbourhood Houses in Banyule to provide programs and activities for older adults.</p> <p>Banyule's Age Friendly Committee continued to advocate and provide advice on a range of Council plans, strategies, policies, projects and services to ensure Council continues to work toward being an age friendly community.</p> <p>Council's aged friendly staff continue to participate on relevant networks to ensure Council remains updated on key issues and trends experienced by older adults.</p> <p>Council initiated a project with the Age Friendly Champions to develop a Community Directory listing of social and recreation activities, programs, and services in Banyule.</p>
				9.3 Provide community facilities to support older residents' connections to their local community	<p>Council has a range of service agreements, licences, and leases with a range of community facilities. Banyule encourages these services/providers to be inclusive of Banyule's diverse communities.</p>

					<p>The Bellfield Community Hub was designed and developed. The Hub will house local older adult community groups and Council's Social Support program.</p> <p>Ivanhoe Library and Community Hub was developed and provides age friendly spaces. Banyule University of the Third Age (U3A) are currently located within the facility.</p> <p>Council provides a range of facilities that offer various of recreation and leisure activities that older residents primarily participate in. This includes bowling, croquet and boccia.</p>
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### 4.3 Community Support and Health Services

#### Goal 3: older residents have community supports and health services available to meet their needs

Measure		Quantitative Measure		Goal 3 Strategic Directions	Achievements
Indicator	Outcome	2019	2022		
<i>Proportion of households (with at least one member 60+ years) that currently access emergency relief and/or emergency housing or who think they may require emergency relief or housing in the next 12 months</i>	Data not captured for 2021	1.2% (2017 Banyule Household Survey)	Data not captured	3.1 Ensure older residents have access to local services that are older adult centred and provide integrated care	<p>Council continued to deliver aged care services in line with the CHSP and funding, to support people to live independently at home and socially connect.</p> <p>Council continued to deliver the Regional Assessment Service in line with State Government Department of Health funding to support older residents to access local age care services and navigate the service system.</p> <p>Council continued to meet the Rainbow Tick accreditation standards to ensure members of our Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community received services that were person</p>

					<p>centred and inclusive. Actions included but were not limited to:</p> <ul style="list-style-type: none"> <li>• All staff of Council's CHSP and Home and Community Care Program for Younger People (HACCPYP) LGBTI awareness training.</li> <li>• A Rainbow Tick team channel was established providing a space where events/updates/news relating to LGBTI communities is uploaded, policies, any council updates, information from Vlas age and ageing magazine</li> <li>• Continued development of a library of businesses / agencies/ organisations who provide support to LGBTI community</li> <li>• A disclosure policy and handling client information policy was developed for CHSP and HACC PYP service users.</li> <li>• Council's CHSP and HACCPYP staff proudly wear the new rainbow tick lanyards when out in the community.</li> </ul> <p>Council and the Age Friendly Committee continued to advocate to governments and key organisations for improved outcomes for older people in Banyule, including community transport and the National Aged Care Reforms.</p> <p>Planning work was done by Council to prepare for the impact of the National Aged Care Reforms and identify future options.</p> <p>Council, the Age Friendly Advisory Committee and Champions worked in partnership with Nillumbik Council to run the Health and Active Ageing Expo in 2020.</p> <p>Council planned and implemented measures to ensure Council's aged care workforce is well positioned to address future challenges and reforms.</p>
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					Undertook innovative projects to inform and improve the delivery of efficient, effective, and accessible services for older adults.
				3.2 Raise awareness and support activities which will assist unpaid carers within the Banyule community	<p>Council acknowledged the role of unpaid carers within the Banyule community and continued to deliver the Carer Support Program. The service implemented the following:</p> <ul style="list-style-type: none"> <li>• Convened the Banyule Carers Support Network</li> <li>• Delivered a range of carers support and respite activities for carers.</li> <li>• Explored opportunities to encourage a range of carer support networks</li> </ul>
				9.3 Provide community facilities to support older residents' connections to their local community	Explored further opportunities for Community Hubs to be inclusive of aged services, and reflect the principles of age-friendly Banyule
				9.4 Encourage local retailers to develop age-friendly shopping environments	<p>Council promoted and encouraged local businesses through the Trader Group meetings to consider the needs of older adults.</p> <p>Council encouraged and supported the Age Friendly Champions to help to promote age-friendly practices in local businesses.</p>

## 4.4 Civic Participation and Employment

### Goal 4: older adults are actively involved in the community

Measure		Quantitative Measure		Goal 4 Strategic Directions	Achievements
Indicator	Outcome	2019	2023		
<b><i>Proportion of older adults (aged 60+ years) who are unemployed (based on those in the labour force)</i></b>	The number of older adults (60+ years) looking for full-time or part-time employment increased from 225 (2016 Census) to 262 (2021 Census)	3.3% (2016 Census)	3.2% (2021 Census)	4.2 Advocate for the generation of employment opportunities that include older adults	Labour market opportunities for older adults were distributed through relevant Council publications and other digital mediums.  Jobs Victoria Advocate assisted older residents to navigate information and services relating to employment and education. This service aided residents to secure and prepare for meaningful employment.
	Older adults in a form of employment increased from 6,606 (2016 Census) to 7,816 (2021 Census)			4.4 Encourage opportunities for lifelong learning including understanding of technology	Council encouraged learning opportunities for older adults through the establishment of activities with Quantum STEM Centre and Banyule U3A.  Council worked with the Yarra Plenty Regional Libraries, Neighbourhood Houses, and older adults' clubs to deliver learning and capacity building opportunities in the use of technology.
<b><i>Proportion of older adults who reported undertaking voluntary work through an organisation or group in the past 12 months</i></b>	Significant decrease in older adults in voluntary work in Banyule	21% (2016 Census)	16% (2021 Census)	4.1 Seek the contribution of older adults through Council's community engagement	Council worked collaboratively with local service providers and the community to facilitate better outcomes for older adults  There were regular opportunities for older adults to engage with Council through the delivery of Think Tanks and similar forums.  The Banyule Age-Friendly Advisory Committee (now titled Age Friendly Committee) continued to be convened. The Committee advocated and provided

					<p>advice on a range of Council plans, strategies, policies, projects, and services.</p> <p>Council consulted older people on the development of the Banyule Community Engagement Policy 2021, Feedback on engagement and consultation processes to reflect older adults needs and feedback in Council priorities and services was considered.</p> <p>Council engaged older adults to advise and provide feedback on the Banyule Community Vision 2041</p>
				4.3 Assist older adults to participate in volunteer opportunities	<p>Council continues to administer, support, and promote the Banyule Age-Friendly Champion Program. This program was put on hold throughout the COVID-19 lockdowns but has since relaunched.</p> <p>Council provided opportunities for older residents to participate in major festivals and events in a volunteer capacity.</p> <p>Council's Seniors Exercise Park provided the opportunity for older adults to become a volunteer trainer at Ivanhoe Seniors Park.</p> <p>Many older residents volunteer across Council, not for profit services and community groups. Council continues to support volunteers and volunteer-involving organisations in various ways, including collaborative working opportunities, grants and service agreements.</p>
Proportion of older adults with a weekly income above the lower income range	Older adults with a weekly income under the poverty line decreased from 7,207 (2016	49% (2016 Census)	55% (2021 Census)	4.2 Advocate for the generation of employment opportunities that include older adults	<p>Advocated for the delivery of Grey Hubs Banyule to encourage employment opportunities for older adults.</p> <p>Banyule Age Friendly Committee advocated for more local employment opportunities for older persons.</p>

	Census) to 6,444 (2021 Census)				
	Older adults with a negative income increased from 104 persons (2016 Census) to 347 persons (2021 Census)				

## 4.5 Ageism and Respectful Inclusion

Goal 5: older residents are valued and the community benefits from their contributions

Measure		Quantitative Measure		Goal 5 Strategic Directions	Achievements
Indicator	Outcome	2019	2023		
<i>Number of reported crimes against people aged 65+ years</i>	Previous Crime Statistics Agency data (January-December 2018) was at 2.3%. Demonstrating a decrease of reports in the first year of the Older Adults Strategic Plan implementation	1.8% (Crime Statistics Agency January-December 2018)	No data available	5.3 Combat ageism through a contemporary understanding of ageing in the community	<p>Council continues to analyse data relating to our ageing population.</p> <p>Council explored a collaborative project between Banyule Age-Friendly Champions and Age-Friendly Washington DC older adults with a focus on ageism.</p> <p>The measures of Banyule's age-friendliness were reviewed and updated.</p> <p>The Banyule older adult profile was updated and made available on the Banyule website.</p>
				5.4 Raise community awareness on the issues of ageism and the need for respectful inclusion	Council acknowledges 'World Elder Abuse Awareness Day' through a variety of initiatives including promotional community activities and staff awareness.



					<p>Council has been conscious of projecting a positive representation of older adults in any of its publications and digital mediums.</p> <p>Council delivered the Age in Focus photographic exhibition with its focus of projecting positive images and illustrations of older people.</p>
Proportion of households (with all members aged 60+ years) who reported feeling respected and socially included in their community	No data available	72% (2016 Banyule Household Survey)	No data available	5.1 Lead respectful inclusion of older residents in matters that are of value to them	<p>Council continued to advocate to Government and key organisations for improved outcomes for people in Banyule who are aged and have a disability.</p> <p>Opportunities were identified to build partnerships to enhance the health and wellbeing of older adults.</p>
				5.2 Ensure Council staff are provided with training on ageism issues	<p>Council staff were provided with education and training opportunities to build capabilities in identifying signs of elder abuse and implementing appropriate responses.</p> <p>A regular newsletter for Aged and Disability staff was produced with items which impact their work with older adults, including recognising signs of elder abuse.</p> <p>Aged and Disability staff were provided with opportunities for training on ageing issues and LGBTI community.</p>

## 4.6 Communication and Information

Goal 6: older residents are able to easily access information about their community and services

Measure		Quantitative Measure		Goal 6 Strategic Directions	Achievements
Indicator	Outcome	2019	2023		

<i>Proportion of eligible voters 70+ years who voted in the most recent local Government election</i>	Data not available	55% (2016 Victorian Electoral Commission)	Waiting on data from VEC	6.1 Remove barriers in Council's communication and technologies that impact on older residents' access	<p>Improvements have been made to the marketing and promotion of programs and services that support Banyule to be an Age-Friendly city, including improving website links to other services and signage on Council buses.</p> <p>The needs of older adults were considered as part of Council's Communications Strategy 2017-2021 and Community Engagement Strategy 2021.</p> <p>Council explored the potential of digital communication tools to enhance social connections for older residents, particularly because of the COVID-19 pandemic.</p> <p>Hybrid meeting models were implemented providing older people with the choice to attend virtual meetings if they were concerned about COVID-19.</p> <p>Hearing assist devices including hearing loops were purchased and made available in Council meeting facilities.</p>
				6.2 Make information available in formats which are accessible and understandable by older adults	<p>Banyule Age in Focus (AiF) newsletter continued to promote local services and programs. It was distributed to over 1000 individuals/ households, local community facilities and services and provided targeted information, advice, and support to older residents during lockdowns. It was provided in both a hard-copy and digital format.</p> <p>Older adults' needs were considered as part of Council's Customer Focus Strategy</p> <p>The Local Community Directory was reviewed and updated the measures of Banyule's age-friendliness.</p>

					<p>Banyule older adult profile is updated and made available on the Banyule website.</p> <p>Council maintained communication with the members of the World Health Organisation Network of Age-Friendly cities and regularly updated the World Health Organisation website on new initiatives taking place in Banyule.</p> <p>Provided Council customer service 'out and about' stalls with information about Council's age friendly activities and aged care services as key Council events such as the annual Senior Festival.</p> <p>Council along with the Age Friendly Advisory Committee and Champions worked in partnership with Nillumbik Council to run the Healthy and Active Ageing Expo in 2020.</p>
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## 4.7 Housing

### Goal 7: older residents have a range of housing options to meet their needs

Measure		Quantitative Measure		Goal 7 Strategic Directions	Achievements
Indicator	Outcome	2019	2023		
<i>Proportion of older adults living in housing that is fully owned or being purchased</i>	Persons aged 60+ years renting through State Government Authority or Community Housing Organisation increased from 894 persons (2016 Census) to 1,127	89% (2016 Census)	87% (2021 Census)	7.1 Encourage initiatives which provide older adults with a range of housing options in their local area	<p>Council continued to apply its Liveable Housing Guidelines to improve the accessibility of new housing in Banyule.</p> <p>Cohousing opportunities within Banyule were explored.</p> <p>Older residents were supported by Council with their housing transition at Tarakan and Bella Bardia housing estates.</p>

	<p>persons (2021 Census)</p> <p>Persons aged 60+ years renting through a Real Estate Agent increased from 974 (2016 Census) to 1399 (2021 Census)</p>			<p>7.2 Support older adults to remain independent through encouraging appropriate housing design, home modifications and maintenance</p>	<p>A solar panel program for older residents was implemented by Council.</p> <p>Promotion and awareness of the benefits of dementia friendly housing was provided to both Council staff and external stakeholders.</p> <p>Energy saving initiatives were promoted to older residents.</p>
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## 4.8 Transportation

**Goal 8: older residents are able to easily move about Banyule to participate in the community and have access to services**

Measure		Quantitative Measure		Goal 8 Strategic Directions	Achievements
Indicator	Outcome	2019	2023		
<p><i>Proportion of streets in the neighbourhood that have pedestrian paths which meet locally accepted standards</i></p> <p>- Park Paths - Other Paths</p>	Increase in pedestrian park paths in Banyule meeting locally accepted standards	<p>Park Paths - 82%</p> <p>Other Paths - 90% (Banyule Assets Team)</p>	Park Paths - 86% (Banyule Assets Team)	8.2 Encourage older residents to use a range of transport options including walking, cycling, and public transport	<p>Sustainable transport events were promoted to raise awareness and increase uptake of walking, cycling, and public transport use in priority areas.</p> <p>Older adults needs and feedback was considered as part of the Banyule Walking Strategy.</p> <p>The Age Friendly Committee and relevant stakeholders advocated for the implementation of community transport for older adults via partnerships with local clubs and trader's associations.</p> <p>Seniors' groups were encouraged to host guest speakers promoting safe travel and the benefits of active transport.</p> <p>Information and training opportunities were provided in partnership with local schools, community groups,</p>

					<p>seniors groups, and neighbourhood houses on personalised safe travel plans.</p> <p>Council worked with Metro Trains Community Education Unit to promote the Safe Travel on Metro Trains program to community groups including new arrivals, older residents and customers with additional needs.</p>
<i>Proportion of older adults that are discouraged from using public transport more frequently due to the distance from their home</i>	Decrease in older adults' inability to use public transport due to distance from their home	14% (2017 Banyule Household Survey)	12% (2022 Banyule Household Survey)	8.1 Advocate for transport infrastructure to support older residents' connections to their local community.	<p>A range of community transport options within Banyule were mapped and benchmarked as part of the Community Bus Feasibility study. The study recommended that Council consider operating a tailored community bus service for older residents and those with no alternative mode of transport. This was endorsed by Council with a trial community bus service being scheduled to be launched in 2023.</p> <p>The use of motorised scooters throughout Banyule including their impact on foot traffic and an approach to scooter parking was Investigated and development of a related policy was recommended.</p> <p>Pedestrian signal phase durations and 'green' time was reviewed with a view of allowing longer crossing times for slow walkers in areas frequented by older adults, children, and people with a disability</p>

## 4.9 Outdoor Spaces and Building

Goal 9: older residents have access to pleasant, safe, and healthy environments

Measure		Quantitative Measure		Goal 9 Strategic Directions	Achievements
Indicator	Outcome	2019	2023		

<i>Proportion of public seat benches that are age-friendly (i.e., seat benches that have an armrest and a back rest)</i>	Increased age-friendly public bench seats available in Banyule	30% (SSA 2019)	35% (SSA 2023)	9.1 Provide outdoor infrastructure to support older residents' connections to their local community	<p>The MetroAccess Community Building Plan continued to be delivered in line with State Government's State Disability Plan and NDIS rollout. The delivery of this plan also provided age friendly outcomes.</p> <p>The accelerated Footpath Construction Program was delivered with an increased focus on footpath renewal.</p> <p>Council completed a progressive upgrade of key pedestrian routes providing shelter, drinking fountains and high seating with armrests making these routes more age friendly and accessible.</p>
				9.2 Maintain open spaces that support older residents' connections to their local community	<p>Through the advocacy of the Age Friendly Committee Council installed a Seniors Exercise Park in Ivanhoe Park in 2021. The park offers a range of equipment specifically designed to improve the strength, balance, flexibility, and mobility of older adults.</p> <p>Council delivered a Nature Play program which encouraged opportunities for older adult participation.</p> <p>Older adults' needs were included in the design and delivery of Council's open spaces and playgrounds strategy.</p> <p>The Evergreen Pilot Program to support older adults in having gardening experience was established.</p>
				9.3 Provide community facilities to support older residents' connections to their local community	<p>An assets map was created for neighbourhoods where older adults are a key participant in the neighbourhood lifecycle.</p> <p>Council explored further opportunities for Community Hubs which are inclusive of aged services and reflect the principles of age-friendly Banyule.</p> <p>Council introduced the application of universal design principles to Council's infrastructure and facilities,</p>

					<p>including Council buildings, furniture and furnishings, and public toilets.</p> <p>The Bellfield Hub and Ivanhoe Library and Community Hub are inclusive age friendly facilities that currently house local seniors' groups.</p> <p>To ensure improved air quality in Council's larger buildings all central HVAC plants set to full economy cycle, this allows the maximum amount of fresh air to be taken into the system and mix with the recycled air.</p>
				9.4 Encourage local retailers to develop age-friendly shopping environments	<p>Promoted and encouraged local businesses through the Trader Group meetings to consider the needs of older adults.</p> <p>Council provided opportunities for older adults to contribute to shopping streetscape upgrade plans in Rosanna and Montmorency shopping strips.</p>

## 5. Case Studies

### Banyule Seniors Exercise Park, Ivanhoe Park

In June 2020, Banyule City Council engaged in a partnership with the National Ageing Research Institute (NARI) to work collaboratively as part of a research project (ENJOY MAP for HEALTH) to install in Banyule a Seniors Exercise Park.

Council was pleased to install the Seniors Exercise Park as part of a larger site upgrade to the Ivanhoe Park, which also featured a new children's playground, creating a space to be actively enjoyed by people of all ages.

The Seniors Exercise Park features specialised outdoor equipment with safe platforms and handrails, suitable safe surfaces, instructional signage with simple information and illustrations, resting benches and a state-of-the-art age-friendly mobile app to suit older people. The equipment is designed to improve the strength, balance, mobility, and cognitive function of older adults.

The Ivanhoe Seniors Exercise Park includes a signboard with the names and instructions for each piece of equipment which people can use for guidance in the space. The equipment also includes QR codes for users to scan, which will take them to an app with instructional videos. These videos also include the ways an exercise can be progressed or regressed.

Since the installation Council officers have overseen promoting and activating the space.

The Seniors Park has been regularly featured in Council's Age in Focus Newsletter, the Banyule Banner and a flyer (pictured on the right) have been left at a range of Council facilities, customer service centres, library and services.

Additional activation of the park has included hosting weekly 'Come and Try' sessions, led by either a Council staff or a trained volunteer and special events during Seniors Festival.

Council officers have worked with NARI to train volunteers, so more Come and Try sessions can be hosted for residents. The sessions provide older adults with an opportunity to socialise and exercise in a lovely outdoor setting.

Feedback from regular Seniors Exercise Park participants has been overwhelmingly positive with many expressing that since working out at the park they have experienced an increase in their strength and sense of wellbeing.

## Ivanhoe Seniors Exercise Park

**What is the Seniors Exercise Park?**

An outdoor exercise space that includes several exercise stations specifically designed for older people to improve strength, balance, flexibility and mobility.

**Why use the Seniors Exercise Park?**

- It's a great way to socialise and have fun.
- It is great for your mental and physical health.
- It contains a variety of exercise to improve balance and core strength.

**Free Come and Try sessions**


**NEW SESSIONS**

Every Monday and Friday 10am - 11am commencing Monday 17 April.

Come along and to learn how to use the equipment with trained volunteers.

**Ivanhoe Park, Corner Wamba Road and Lower Heidelberg Road.**

For any questions or to learn more, contact our Age Friendly Team at Banyule City Council on 9490 4222 or email [agefriendly@banyule.vic.gov.au](mailto:agefriendly@banyule.vic.gov.au)



**Banyule City Council**

This project is a partnership between Council and

**state trustees** **NARI** **NATIONAL AGEING RESEARCH INSTITUTE** **ENJOY MAP for HEALTH**



## 6. Reflections

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Although the COVID-19 Pandemic impacted Council's full delivery of the Older Adult Strategic Plan 2017 – 2021, Council made significant achievements over the four-year period of the plan.

When reviewing the 'Outcomes' and 'Quantitative Measures' outlined in the tables above, it is worth noting that the indicators where there has been a decrease in measures are aligned with community trends experienced across the State, because of the COVID-19 Pandemic.

Measures impacted in Banyule include a decrease in older residents feeling they have access to good health advice, along with a decrease in older people's self-assessment of their physical and general health. The data showed both a decrease in older adults participating in community groups, and a significant decrease in older adults engaged in voluntary work in Banyule.

Through the duration of the Plan, Banyule also saw an increase in residents aged 60+ years who rent, including an increase in renting through State Government Authority or Community Housing Organisation.

Some increases in measures also occurred throughout this period. These measures related to Council delivering on specific actions in the plan. This included an increase in both bench seats and pedestrian park paths meeting locally accepted standards.

An additional positive outcome was an increase in the sentiment amongst older people viewing Banyule as an Age Friendly community.

The Actions delivered over the four-year duration of the Older Adult Strategic Plan have been considered with reflections on the strengths, challenges, learnings, and opportunities. These reflections will support informing the development of the next iteration of Banyule's age-friendly strategy.

### 6.1 Strengths

#### 6.1.1 What worked well in the development and implementation of the Strategic Plan and Actions.

The development of the Plan was aligned to the Council Plan 2017 - 2021 key priorities and guided by the global framework that identifies and addresses barriers to the well-being of older persons. The participation of older people in both creating and implementing the plan ensured it reflected the wants and needs of Banyule's older community.

The following approaches worked well:

- Aligning the Plan to the Eight Domains of the Age Friendly Cities Framework.
- Working closely with Council's Age Friendly Committee and Age Friendly Champions who guided the development and implementation of the plan.
- Council's support and resourcing of key age friendly initiatives such as:
  - Older Adults Recreation Program (now known as Older Adults Community Connections Program)
  - Connection to the community through the Age in Focus Newsletter
  - Age Friendly Committee provided strong advice on matters relating to lived experience
  - Age Friendly Champions Program provided lived experience and a community voice
  - Annual Seniors Festival and other key events
  - Older adult grant programs

## **6.2 Challenges**

### **6.2.1 What were some barriers in implementing the Strategic Plan**

The COVID-19 pandemic had a significant impact on being able to deliver on programs, infrastructure projects, events, and community connection opportunities. Therefore, some proposed actions were put on hold and not able to be delivered within the duration of the Plan.

Many older adults were significantly impacted by the pandemic with opportunities for social connection, participation in community groups, events, and volunteering being limited. Older adults reported experiencing an increase in ageist attitudes.

### **6.2.2 What will be some future challenges**

Many government departments councils, businesses and services experienced significant revenue losses due to the Pandemic. This has created a challenge whereby there are competing priorities and less resources to deliver on Council actions.

The pending National Age Care Reforms will continue to be rolled out as of June 2024. It is proposed that there will be changes Council's current aged care services and the Regional Assessment Service. Council will need to clearly update the community on these changes and any challenges that may come with them.

Continuing to raise awareness internally to Council staff to consider age friendly outcomes when designing, establishing, and implementing their work.

Encouraging older adults to feel confident to re-engage in volunteer work in Banyule.

## **6.3 Learnings**

### **6.3.1 What are some of the key learnings**

The impact of the COVID-19 Pandemic has shown a decrease in how older people rate their physical and mental health. There has also been a decline in people participating in local social connections activities and volunteering.

Some key learnings from the outcomes of the Older Adults Strategic Plan 2017 – 2021 is the need for Council to focus on supporting and encouraging older adults to reengage with community. This will involve gaining an understanding of what actions/activities older adults are interested in participating in and how to best engage and encourage their participation.

## **6.4 Opportunities**

### **6.4.1 What are some of the opportunities for the development of the next plan**

There are many opportunities to be considered in the development of the next plan. Council is in a favourable position as a member of the WHO Global Network of Age-Friendly Cities to continue to receive information and advice on current trends. Council also has an older community who have a positive perception of Banyule being an age friendly community.

Some key opportunities for the development of the next plan include:

- Expand on successful actions based on the reflections and outcomes of the previous Strategic Plan.
- To co-design the Plan with the Age Friendly Committee and members of the Age Friendly Champions.
- Deliver a targeted but thorough community engagement process.
- Continue to build on partnerships for the delivery of services, activities, and programs for older adults

- Continue to support local community groups, recreation providers and services to deliver creative and engaging age friendly activities.
- Continue to foster internal partnerships to support urban design and fit-for-purpose facilities to enhance access and participation for older adult's support.
- Focus on rebuilding volunteers