

CITY OF BELMONT

Age-Friendly Belmont Plan

2017-2021



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Creating opportunities



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This Plan is available in alternative formats upon request in hard copy in standard and large print, electronically by email, in audio format and on the City’s website at www.belmont.wa.gov.au.

Foreword from the City of Belmont

We are living longer and healthier lives and as we age, we continue to be willing and able to contribute meaningfully to our community. The City is committed to improving the quality of life for our older residents and to be a place where people are able to contribute and flourish whatever their age. To achieve this objective, we aim to ensure that our City is accessible for everyone, promotes health and wellbeing and provides opportunities for connection, inclusion and participation.

The City of Belmont's Age-Friendly Belmont Plan 2017-2021 (the Plan), will build on the achievements of our previous Plan and guide efforts by the City to be a place, where people can continue to live throughout their life's journey.

The Plan is built around a number of key domains which have been widely researched and developed by the World Health Organisation (WHO) as part of the Age-Friendly Cities Framework. An extensive engagement process has been undertaken to identify existing strengths and opportunities for development. The City of Belmont's Age Friendly Focus Group has been an integral part of the City's work in this space and we wish to acknowledge their valuable contribution.

We recognise that while the Plan focuses on our older residents, an age-friendly community benefits all in creating a cohesive community that respects and values all its members.

We look forward to working together with our community to create a place where age is not perceived as a 'burden' but a celebration of life.

Acknowledgement from the Age Friendly Advisory Group

As members of the City of Belmont's Age-Friendly Advisory Group we bring a diverse range of skills, knowledge and experience, and a shared passion for contributing to an age-friendly community. Our desire is to create a community where people from all backgrounds can continue to participate as they grow older feeling valued, respected and supported.

Through the implementation of the objectives, strategies and actions set out in this plan, we believe the City will continue to grow and be a welcoming place to all and especially through the later stages of life.

Introduction

Globally the ageing population is growing significantly due to lower mortality rates and improved health outcomes leading to longer lives. Over the 20 years between 1996 and 2016, the proportion of the Australian population aged 65 years and over increased from 12% to 15.3% and the number of persons aged 85 years and over increased by 141.2%, compared with a total population growth of 32.4% over the same period.

While a growing ageing population may present challenges it can also be seen as an opportunity to identify the strengths within our community and together create an environment where individuals, organisations and government work collaboratively to achieve a shared vision – a healthy and vibrant community for all.

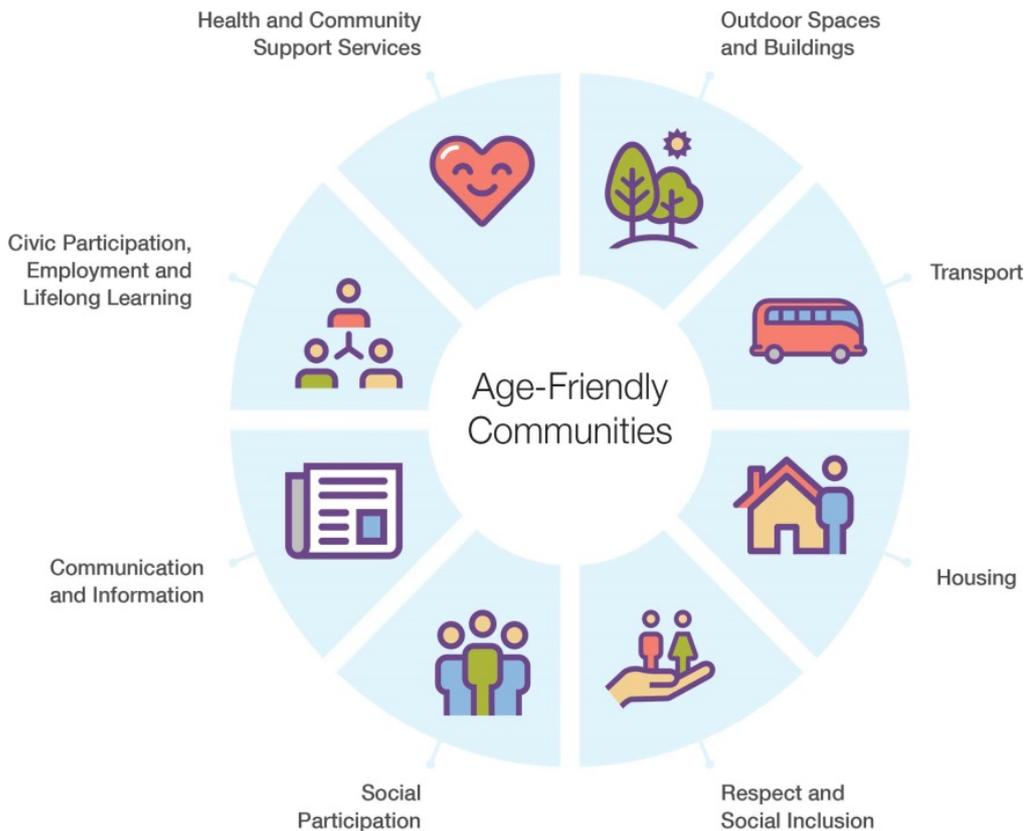
The City of Belmont (the City) is committed to being a community that is accessible to all, promotes health and well-being and provides opportunities for connection, inclusion and participation. The Age-Friendly Belmont Plan guides the City to respond to existing and changing needs of our community members over their lifetime. The City's first five year Age-Friendly Communities Plan was developed in 2012, in line with the World Health Organisations Age Friendly Cities Framework with the aim to promote active ageing and build communities which are adaptable to meet the changing needs of people as they age.

The Age-Friendly Belmont Plan 2017-2021 has been developed based on relevant literature and the views captured through an extensive community engagement process. The Age-Friendly Belmont Plan articulates the City's response to this direct engagement and sets out the focus area objectives, strategies and actions the City has committed to over the coming years.

What is an Age-Friendly Community?

It is widely recognised that most people prefer to remain living in their home which is termed as 'ageing-in-place'. This refers to the ability of older people to live in their own home and community safely, independently and comfortably, regardless of age, income or intrinsic level of capacity.

The development of the Age-Friendly framework by the World Health Organisation has provided organisations and communities across the world a practical approach to developing actions that promote active ageing and both assist people as they age, and the wider community. The framework identifies eight key focus areas as illustrated below:



An age-friendly community is one which:

- recognises the great diversity among older people;
- promotes their inclusion and contribution in all areas of community life;
- respects their decisions and lifestyle choices; and
- anticipates and responds flexibly to ageing-related needs and preferences.

In response to the ageing population and to encourage local policy-makers to appropriately plan for an age-friendly future, the Age-Friendly Cities Project was conceptualised by the World Health Organisation and today has been delivered in over 33 cities in 22 countries across the world.

Nationally, all Australia states and territories are embracing the Age-Friendly Framework through a range of differing approaches. In Western Australia, the Department of Communities supports Local Governments Authorities (LGA) to adopt the World Health Organisation's (WHO) age-friendly community's concept of considering and planning for the ageing of the community. As of 2017, a total of 70 West Australian metropolitan and regional local governments have committed to adopting the age-friendly framework. Support to promote this work includes access to grants, the development of an Age-Friendly Interagency Group (AFIG) with the aim to develop strategic responses to key issues affecting seniors through cross sectoral collaboration and a range of local networking opportunities for professional development and sharing of best practice.

As a local government, the City of Belmont has a key role to play as a leader, partner and advocate. As a leader, the City is responsible for the provision of infrastructure, community services and information. As a partner, the City can facilitate access to services and to work with other levels of government in providing services such as transport, housing and health facilities. As an advocate, the City can represent its older residents by ensuring their voices

are heard in relation to their needs and concerns and that their contribution to community life continues to be valued.

Strategic Context

The City's Vision as outlined in the Strategic Community Plan (SCP) 2016-2036 is 'The City of Belmont will be home to a diverse and harmonious community, thriving from the opportunities of our unique, riverside City.' The SCP identifies five key results areas: the resident community (Social Belmont); the business community (Business Belmont); the natural environment (Natural Belmont); the man-made physical structure and layout of the City (Built Belmont) and Business Excellence. The Age-Friendly Belmont Plan contributes to the achievement of objectives and key actions outlined in the SCP, which both benefit the general community as well as older residents. For example, a strategy to provide a safe, efficient and well maintained transport network will benefit the general community, but also aligns with the aim of the Age-Friendly Framework to ensure seniors have access to an effective and efficient transport network that is accessible, affordable and safe.

To achieve the City's SCP, a number of complementary Plans have been developed and contribute to the creation of an Age-Friendly Community including:

- The **Disability Access and Inclusion Plan 2012-2017** with its focus on ensuring all residents can access services and facilities and can participate in community life
- The **Multicultural Action Plan 2016-2018** which includes actions for seniors of Culturally and Linguistically Diverse backgrounds and opportunities for intergenerational engagement
- The **Reconciliation Action Plan 2015-2017** which incorporates actions to engage seniors from Aboriginal and Torres Strait Islander backgrounds
- **Moving Forward, City of Belmont Youth Strategic Plan 2015 and Beyond** which incorporates opportunities for intergenerational engagement
- **Library and Heritage Plan 2013-2017** offering a range of services to seniors including interest groups
- **The Leisure, Arts and Lifestyle Plan 2016-2018** focusing on the health and wellbeing of City residents offering a range of physical activities for all ages.

Other key City Plans that contribute to an Age-Friendly Community include: the Public Open Space Strategy; Belmont on the Move – Integrated Movement Network Strategy; Community Safety and Crime Prevention Strategy; and, the Local Housing Strategy.

Other external documents which will inform the work outlined in the Plan include:

- **Dementia Friendly Communities White Paper 2015 (Alzheimer's Australia)** to ensure the needs of people living with dementia and their carer's are addressed
- **Seniors Housing Strategy (WA Housing Authority)** to consider improved access to **affordable** and **appropriate** housing for seniors.

About Belmont

The City of Belmont is a highly diverse metropolitan Local Government located six kilometres from the Perth CBD. It comprises of six suburbs including Ascot, Belmont, Cloverdale, Kewdale, Redcliffe and Rivervale and covers a land area of 40km². The Traditional Owners of the land on which Belmont resides are the Noongar Whadjuk people. The Perth Airport is within the City, along with other major landmarks such as the Ascot

Racecourse and offers over nine kilometres of river access for many residents and visitors to the City.

Population

The population of Belmont has increased from 35,179 in 2011 to 39,641 in 2016 indicating steady population growth. Of the total population, more than 23% are 55 years or over with the distribution of this age group across all suburbs as shown in Table 1:

Age groups	Suburb						TOTAL
	Ascot	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale	
55-69	576	949	1049	959	665	1319	5517
70-85+	227	643	867	697	591	763	3788
Total 55-85+	803	1592	1916	1656	1256	2082	9305
Total Belmont pop.	2570	6797	8063	6891	4959	10361	39641

Table 1: 2016 ABS stats for City of Belmont by postcode and age groups over 55

Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016. Compiled and presented by .id , the population experts <http://www.id.com.au>

2016 ABS data indicates that of the estimated population of 997 people from an Aboriginal or Torres Strait Islander background living in the City of Belmont approximately 15% are 50 years of age and over.

Over 30% of Belmont residents are reported as being from a Culturally and Linguistically Diverse background. Approximately 3,300 of this figure are over 55 years of age and represent over 40 different countries demonstrating the high level of cultural diversity within the City.

Health

Compared to Western Australia and the South Metropolitan Health Service overall, Belmont has a slightly higher prevalence of diabetes and heart disease. The prevalence of chronic conditions, such as diabetes, generally increases with age, with older people aged 65 and over being eight times as likely to report diabetes compared to younger people (16 to 44 years), older people are also four times more likely to report heart disease compared to 45 to 64 year olds.

As of 2010, 452 Belmont residents were reported living with dementia (Alzheimer's Australia (WA), 2010). By 2050, it is estimated that this will increase to 1,471 people, an increase of approximately 225%. The City of Belmont is currently (2010) ranked 14th of all Local Government Areas in the Perth Metropolitan for dementia prevalence.

Accommodation

Overall, 43% of Belmont residents lived at the same address in 2011 as they did in 2006. Comparing across the major age groups, Belmont residents aged 60 and over are significantly less mobile. Almost double the proportion of residents aged 60 and over live at the same address compared to residents aged 15-59.

A number of residential care, retirement and affordable housing options are available within the City of Belmont including:

- Six - Residential Facilities providing 309 beds
- Three - Retirement Villages providing 107 units
- Two - Community Housing complexes providing 42 units.

An additional residential facility is currently in the planning stage and will provide an additional 164 beds.

Participation

The City of Belmont is host to a number of organisations and community groups that offer activities for seniors including: the Belmont Senior Citizens Club; Belmont Men's Shed; the RSL club; and the Belmont Tennis Club. The Council of the Ageing (COTA) mall walkers who meet regularly at the Belmont Forum have over 150 registered members.

The proportion of Belmont residents aged 60 and over who volunteer is similar to the overall West Australian rate at 10.9%. At the City, over 60% of registered volunteers are 60 years or over.

Services and Facilities

The City of Belmont has been delivering Home and Community Care (HACC) services to support people to remain living independently in their home for over 25 years. Services include in-home services such as personal care and shopping to community based initiatives such as the Harman Park Community Centre. The City has a total of nine Community Centres that are utilised by a range of service providers including Prime Movers (exercise group for 55+).

Key achievements to date

The City's Age Friendly Community Plan 2013-2016 identified a range of actions which aimed to support people as they age. Significant progress has been made and includes the following achievements:

- Through the previous *Age-Friendly Community Plan 2013–2016*, the City established an Age Friendly Focus Group to act as an advisory committee. The group includes community members, City staff and representatives from many key organisations in the ageing sector including the Council of the Ageing (WA) and Alzheimer's WA, as well as local stakeholders such as the Belmont Senior Citizens Club
- On-going provision of the HACC Program which provides a range of in home and community based services for frail aged and people with disability to ensure they can remain living in their homes. This includes the Harman Park Community Centre (centre based programs) providing opportunities for social interaction and learning new skills
- On-going provision of affordable housing (Independent Living Units)
- Provision of affordably healthy activity programs such as CountUSin, the Active, Nutritious and Creative Lifestyles classes and programs and a range of walking groups
- On-going library programs such as Home Delivery Services and interest sessions including Person of Interest and Belmont Interest Group

- Provision of regular information sessions to ensure seniors have up to date information on topics such as housing and financial matters
- The development of facilities and open spaces to ensure accessibility for all
- Provision of information through a range of methods including the City's website, Belmont Bulletin and local community newspaper
- Provision of the annual Community Services and Events Guide in hardcopy and on the website
- Implementation of an intergenerational project in partnership with the City's youth services in partnership with the YMCA WA
- Development of a partnership with Alzheimer's WA to promote a Dementia Friendly Community
- Provision of volunteering opportunities across the City including the library and HACC program
- Installation of additional bus shelters to provide rest stops and shade
- Installation of exercise equipment in the City's parks
- On-going support to local organisations such as the Belmont Senior Citizens Club and the Belmont Men's Shed Association.

We acknowledge the support and collaboration of community members and partner organisations who have assisted in the success of the above actions.

Developing the City's Age-Friendly Belmont Plan

To develop the City's Age-Friendly Belmont Plan 2017-2021 a number of key steps have been undertaken. The City engaged Creating Communities to facilitate the community engagement process and provide a detailed report informing the development of the Plan.

Step 1: Research

Literature review

A review of existing documentation was undertaken to inform the development of the Plan including:

- Existing policies and strategic documents
- Other local government approaches
- Key trends in ageing and aged care delivery
- Best practice examples.

Community Profile

A community profile of the City of Belmont was conducted and includes analysis of current and projected population demographics, accommodation, service provision and local facilities. This baseline information was used to inform the development of recommendations for each individual focus area and subsequent objectives.

Step Two: Community Engagement

Community Engagement was guided by the approach outlined in the Department of Local Government and Communities' *Age-Friendly Communities – A Western Australian Approach* toolkit. All conversations and survey questions addressed the level of satisfaction across the eight focus areas including what works well, where improvements can be made and suggestions from participants as to what may increase the City's age-friendliness.

The engagement process included:

- A total of 12 community conversations were held in February and March 2017 with a total of 197 participants. Sessions included open forums and smaller focus groups with specific target groups such as Aboriginal and Torres Strait Islanders, people from Culturally and Linguistically Diverse backgrounds, service providers, City of Belmont staff and the City's Age Friendly Focus Group
- A survey was made available both online and in hardcopy from January 2017 to March 2107 with a total of 181 respondents.

The City of Belmont promoted the community conversations and survey via the Belmont Bulletin, local community newspaper, City of Belmont website, emails to existing networks, social media and via direct invitation to target groups.

Step Three: Development of Strategic Recommendations

The key findings from the research, community and stakeholder engagement phases have been used to develop the recommendations which form the basis of the City's Age-Friendly Belmont Plan.

Step Four: Development of the City's Age-Friendly Belmont Plan

The draft Plan was developed in consultation with City staff and the City's Age Friendly Focus Group. The Plan was opened to the public for comment and all community feedback was considered in finalising the Plan. The Plan was presented to the City's Senior Management Group (SMG) comprising three Directors and the Chief Executive Officer (CEO). Following that, the Plan was presented to the City's Council at Information Forum during the public comment phase.

The final endorsed Plan will be available on the City's website and in print format on request. The Age Friendly Focus Group will assist City with the implementation and ongoing monitoring of the Plan. A minor review will be conducted in year three to ensure objectives' relevance and currency.

Findings from the Community Engagement

As part of the engagement process, we asked the community what they liked most about living in the City of Belmont. Overall, participants feel a high level of satisfaction living in the City as they felt that Belmont is **friendly, welcoming, in a good location, easy to get around and has good access to services and retail options**. Participants also commented on feeling well looked after by the City of Belmont and stated that the City is a good place to grow old/retire in.

What the community like most about living in the City of Belmont:



We also asked the community what they believed worked well and what may be improved with key points provided below. The areas recognised as needing improvement and the corresponding suggestions made by participants have been used to inform the strategies identified in the Plan.

What is working well:



Many green/open spaces that are well maintained and safe in the community with City buildings and local businesses easy to access



Roads in the community are well maintained with adequate signage and lighting and Information on transport options is clear and easily available. Community bus

services offered by the City, including Buslink and Harman Park's Home and Community Care transport service are good



Generally housing in the area is good and available and participants generally feel safe in their homes



Participants generally feel respected in the community and feel staff are courteous and helpful



There is a good range of activities and events offered including the Belmont Senior Citizens Club, local fitness and exercise classes and social activities offered at the Harman Park Community Centre



There is a wide range of information sources currently being utilised by seniors - especially the Belmont Bulletin, Southern Gazette and the City of Belmont's Community Services and Events Guide



There are opportunities to volunteer and participate in community groups and Council matters



There is an adequate range of health and community support services to meet needs.

Areas identified for improvement:

- More public toilets and seating/shade in open spaces and parks
- Lack of sufficient ACROD parking at key locations
- General uncertainty about how to find out about housing options
- At times a lack of respect for seniors, particularly from young people
- Issues with transport to some key events, including parking and public transport
- Some concerns on safety in the home and at key locations such as bus stops
- Expectation that seniors have computer skills and can easily access information and services this way
- Inflexible volunteering roles that are unsuitable for seniors
- Lack of centralised access to information about available health and community services.

The survey asked community members to rate the focus areas in terms of their importance in ensuring our community is age-friendly. The results below will assist the City in the planning of priority areas:

1. Transport
2. Respect and Inclusion
3. Housing
4. Community Support and Health Services
5. Social Participation
6. Communication and Information
7. Outdoor Spaces and Buildings
8. Civic Participation, Employment and Lifelong learning

Full details of findings and recommendations are available upon request.

Age-Friendly Belmont Strategies

As a result of the research and the findings from the community engagement, the City has identified strategies and key actions which reflect the World Health Organisation Age Friendly Cities Framework and will contribute to creating an Age-Friendly Belmont. Due to changing needs and priorities, the development of specific actions to achieve this Plan will be incorporated into a two year implementation plan developed in collaboration with the City's Age-Friendly Focus Group and City staff.

Although this section discusses the objectives of each focus area individually, successfully maximising positive outcomes ultimately requires an integrated approach that effectively addresses key challenges and opportunities across all of the focus area objectives.



Focus Area Objective 1 - Outdoor spaces and the built environment are welcoming, safe and accessible in the City of Belmont.

The quality of life of seniors is affected by the physical environment in which they live. The external environment and public buildings have a major impact on the ability of seniors to age in place. Good access to buildings and opportunities for physical activity through welcoming open spaces contributes to an age-friendly community.

Strategy:

- Ensure the needs of seniors are considered in the development of any new City's building developments and upgrades through the inclusion of universal design principles
- Ensure existing outdoor spaces and public buildings have appropriate seating, shade and public toilet access
- Ensure adequate signage and wayfinding is available for seniors including those with visual impairment or living with dementia.



Focus Area Objective 2 - Seniors are able to easily move about to participate in the community and to access services in the City of Belmont.

Transportation is a key factor influencing active ageing. Transport often intersects with all other focus areas, as it is integral to a person's ability to live independently, be mobile and participate in community life. When seniors are not able to move around, their social networks are affected and the contribution of seniors to the community may be lost.

Strategy:

- Provide adequate disability and seniors parking provision in and around City buildings and open spaces
- Advocate for adequate parking provision in the wider community
- Provide adequate seating and shade at local bus stops where appropriate
- Facilitate the dissemination of information to seniors on the use of, and availability of transport services
- Explore affordable community transport services for seniors.



Focus Area Objective 3 - Affordable and accessible housing is available to residents throughout their lifetime.

Housing that allows seniors to age comfortably and safely within their community is essential to wellbeing. This may include the ability for older people to live in their own home and

community safely, independently and comfortably, regardless of age, income or intrinsic capacity. The ability to move into alternative housing which may be smaller dwellings, retirement or residential housing, while staying close to family and friends is also an important aspect and therefore providing a range of options is key to an age-friendly community.

Strategy:

- Engage with agencies to explore existing and alternative housing models for seniors
- Provide up to date information on affordable housing options
- Advocate for the needs of seniors in the review and development of the City's planning frameworks and guidelines i.e. Local housing strategy.



Focus Area Objective 4 - Seniors are included in all aspects of community life and are respected by all.

Respect and inclusion refers to the extent to which seniors feel respected, recognised and included in the community. To ensure an age-friendly community, consideration is given to adapting services to meet the needs and preferences of seniors, celebrate the contribution of seniors and to value their knowledge and history as part of the City of Belmont community.

Strategy:

- Ensure the inclusion of seniors is considered in the development of community events and activities
- Facilitate intergenerational engagement through the delivery of appropriate community events and programs
- Reduce stigma associated with ageing, dementia and differing cultural backgrounds
- Facilitate awareness in the business community of the needs of seniors in the delivery of services.



Focus Area Objective 5 - Seniors have the opportunity and are encouraged to socially connect in their community.

Through participation in leisure, social, cultural and spiritual activities with friends, family and the community, seniors can support and continue to build their competence, independence, and maintain supportive and caring relationships with others. Social participation is closely linked to the other focus areas of age-friendly communities, including transport and respect and inclusion.

Strategy:

- Collaboratively design activity programs with seniors based on their needs and interests
- Develop a range of initiatives to assist in engaging with those at risk of social isolation
- Address barriers to senior's participation such as transport and adequate parking
- Create opportunities for community groups and clubs to collaborate and cross promote their services.



Focus Area Objective 6 - Seniors are able to easily access information about their community and services.

To ensure communication and information is age-friendly there are a range of factors to consider, including how information is presented, where it is available, the format it is provided in, who provides the information and the style and content of what is being communicated. With communication technology rapidly evolving, there may be new opportunities to assist seniors stay connected with what is happening in their community.

Strategy:

- Ensure the City communicates information in a range of ways that are accessible and meet the diverse needs of seniors
- Provide computer and digital technology training to seniors in a format that is suitable to their learning style
- Continue to provide information on all services and activities available to seniors.



Focus Area Objective 7 – Seniors have the opportunity for civic contribution, volunteering, employment and continual learning.

An age-friendly community provides options for seniors to continue to contribute to their communities and to be engaged in local decision-making processes. Seniors often continue to provide paid, unpaid and voluntary work for their families and communities. Seniors may wish to obtain new skills and knowledge for personal growth or to provide alternative employment work options.

Strategy:

- Regularly engage with seniors to capture their views on issues that may impact them
- Promote and provide flexible volunteering opportunities for seniors
- Provide or facilitate the delivery of life-long learning opportunities
- Advocate for the employment of seniors.



Focus Area Objective 8 - Health and community support services are accessible and age-friendly focusing on good health and wellbeing.

Health and community support services are intrinsic to maintaining health and independence of seniors. As individuals age there are a number of aspects of health which can deteriorate, from mobility to cognitive function, which impacts on a person's ability to age actively. When adequate health and community support services are available individuals can be supported to maintain good quality of life and independence as they age.

Strategy:

- Develop a centralised contact point for information on all community and health services operating within the City of Belmont
- Continue to deliver or facilitate Home and Community Care services to support people to remain independence and living in their homes
- Promote dementia friendly practices to service providers including referral pathways and access to support services
- Collaborate with key stakeholders to promote preventative health initiatives to maintain well-being including education and physical exercise programs.



Focus Area Objective 9 – Provide leadership and develop partnerships to support creating an age-friendly community.

While the City of Belmont is committed to being an Age-Friendly Community, it recognises that cooperation and collaboration are key to success. The City plays multiple roles, providing or facilitating the delivery of services and working collaboratively with organisations and other levels of government to achieve common goals.

Strategy:

- Continue to support and develop the capacity of the City’s Age Friendly Focus Group
- Participate in research opportunities relating to Age-Friendly Communities
- Explore partnerships with service providers and government departments to secure external funding and support for age-friendly initiatives
- Continue to develop detailed community profiling of seniors residing in the City of Belmont including the richness of skills and talents of community members.

Measuring our success

It is recognised, that the development and implementation of the Age-Friendly Belmont Plan is an ongoing process and requires monitoring and evaluation to ensure we are on track to deliver on agreed actions and that we remain responsive to changes in needs and priorities within our community.

- To encourage community engagement and involvement in the process and allow for changes based on community need, the following process will be implemented. Community members are invited to provide feedback on existing or new concerns by completing a form specifically developed for this purpose available on-line and in hard copy.

The following table outlines the City’s planning and reporting cycle:

Action	2017	2018	2019	2020	2021
Development of annual implementation Plan to reflect strategies of Age-Friendly Belmont Plan					
Dissemination of annual results to AFAG, Senior Management Group , Standing Committee (Community Vision)					
Snapshot of achievements displayed on the website; promoted to community through Belmont Bulletin					
Review and development of annual implementation plan in consultation with AFAG					
Undertake external evaluation of Age-Friendly Belmont Plan (refer to Appendix 1 for evaluation outcomes)					

In addition to a final evaluation which will be completed in year five (5) of the Plan, interim reviews will be undertaken over the life of the Plan to monitor its progress in achieving success and contributing to outcomes. A range of tools and sources will be utilised to seek

community's feedback on the Plan's progress e.g. findings from the Community Perception Survey and short questionnaires at pop up events.

Supporting Documentation

The follow documentation has contributed to the development of this Plan:

- World Health Organisation: Age-Friendly Cities Guide
- Department of Local Government and Communities: Age Friendly WA Toolkit
- Creating Communities: Age-Friendly Community Plan Report
- Community Survey.

Appendix 1 - Evaluation Outcome Indicators

The below outcome indicators will provide guidance on the evaluation of the City of Belmont's Age-Friendliness to be undertaken in the final year of the five (5) year Age-Friendly Belmont Plan:

- The percentage indicators will be used to assess level of satisfaction from community members
- The number of initiatives will provide details regarding each initiative developed in the annual implementation plan and its impact on contributing to the Age-friendliness of the City (i.e. number of park benches installed, workshop details, intergenerational projects etc).

Focus Area Objective	Strategy	Outcome Indicators
Outdoor spaces and the built environment are welcoming, safe and accessible in the City of Belmont	<ul style="list-style-type: none"> • Ensure the needs of seniors are considered in the development of any new City of Belmont building developments and upgrades through the inclusion of universal design principles. • Ensure existing outdoor spaces and public buildings have appropriate seating, shade and public toilet access. • Ensure adequate signage and wayfinding is available for seniors including those with visual impairment or living with dementia. 	<ul style="list-style-type: none"> • Percentage of seniors who report that public spaces and buildings in their community are universally accessible including those with limited mobility, sensory impairments and dementia. • Percentage of City of Belmont buildings which are fully accessible by wheelchair or people with limited mobility, sensory impairments and dementia. • Number of initiatives undertaken to increase seniors usage of buildings and public space (i.e. signage, seating).
Seniors able to easily move about to participate in the community and to access services in the City of Belmont	<ul style="list-style-type: none"> • Provide adequate disability and seniors parking provision in and around City buildings and open spaces. • Advocate for adequate parking provision in the wider community. • Provide adequate seating and shade at local bus stops where appropriate. • Facilitate the dissemination of information to seniors on the availability of transport services. • Explore affordable community transport services 	<ul style="list-style-type: none"> • Percentage of seniors who report that it is easy to move around the City either by car, public transport or other means. • Percentage of seniors who report that there are adequate pedestrian crossings. • Number of initiatives undertaken to improve seniors ability to move around the City (shade at bus stops, pedestrian crossings). • Number of initiatives undertaken to increase access to local community transport options.

Focus Area Objective	Strategy	Outcome Indicators
Affordable and accessible housing is available to residents through their lifetime	<p>for seniors.</p> <ul style="list-style-type: none"> • Engage with agencies to explore existing and alternative housing models for seniors. • Provide up to date information on affordable housing options. • Advocate for the needs of seniors in the review and development of the City of Belmont's planning frameworks and guidelines i.e. Local housing strategy. 	<ul style="list-style-type: none"> • Percentage of seniors who report that it easy to access information regarding housing options in the City of Belmont. • Percentage of seniors who report that housing in the City is affordable. • Number of initiatives undertaken to address affordable and accessible housing for seniors (i.e. research, housing strategy). • Number of initiatives taken to increase awareness of housing options.
Seniors are included in all aspects of community life and are respected by all	<ul style="list-style-type: none"> • Ensure the inclusion of seniors is considered in the development of community events and activities. • Facilitate intergenerational engagement through the delivery of appropriate community events and programs. • Reduce stigma associated with ageing, dementia and differing cultural backgrounds. • Facilitate awareness in the business community of the needs of seniors in the delivery of services. 	<ul style="list-style-type: none"> • Percentage of seniors who report that they feel respected and included in their community. • Number of initiatives providing opportunities for intergenerational engagement. • Number of initiatives to reduce stigma on ageing, dementia and cultural differences.
Seniors have the opportunity and are encouraged to socially connect in their community	<ul style="list-style-type: none"> • Collaboratively design activity programs with seniors based on their needs and interests. • Develop a range of initiatives to assist in engaging with those at risk of social isolation. • Address barriers to senior's participation such as transport and adequate parking. • Create opportunities for community groups and clubs to collaborate and cross promote their services. 	<ul style="list-style-type: none"> • Percentage of seniors who report that there are adequate opportunities for social participation within the City of Belmont. • Number of City events and programs targeting seniors. • Number of City events and programs which encourage inclusion of seniors. • Number of initiatives undertaken to reduce social isolation of seniors.
Seniors are able to easily access information about	<ul style="list-style-type: none"> • Ensure the City communicates information in a range of ways that are accessible and meet the 	<ul style="list-style-type: none"> • Percentage of seniors who report that they know whom to call if they need information about relevant

Focus Area Objective	Strategy	Outcome Indicators
their community and services	<p>diverse needs of seniors.</p> <ul style="list-style-type: none"> • Provide computer and digital technology training to seniors in a format that is suitable to their learning style. • Continue to provide information on all services and activities available to seniors. 	<p>services.</p> <ul style="list-style-type: none"> • Percentage of seniors who report they are able to access information on a format that is suitable to them. • Number of different formats and methods for receiving/communication information.
Seniors have the opportunity for civic contribution, volunteering, employment and continual learning.	<ul style="list-style-type: none"> • Regularly engage with seniors to capture their views and on issues that may impact them. • Promote and provide flexible volunteering opportunities for seniors. • Provide or facilitate the delivery of life-long learning opportunities. • Advocate for the employment for seniors. 	<ul style="list-style-type: none"> • Percentage of seniors who report that they have the opportunity to contribute to decision making on council matters. • Number of seniors participating in the City's volunteer program. • Number of initiatives to support seniors in the area of employment i.e. transition to retirement. • Number of initiatives provided for continual learning.
Health and community support services are accessible and age friendly focusing on good health and wellbeing	<ul style="list-style-type: none"> • Develop a centralised contact point for information on all community and health services operating within the City of Belmont. • Continue to deliver or facilitate Home and Community Care services to support people to remain living in their homes. • Promote dementia friendly practices to service providers including referral pathways and access to support services. • Collaborate with key stakeholders to promote preventative health initiatives to maintain well-being including education and physical exercise programs. 	<ul style="list-style-type: none"> • Percentage of seniors who report that they have access to good quality and adequate health and community services. • Number of services available within the City of Belmont to ensure seniors can maintain independence and quality of life. • Number of initiatives to promote well-being.
Provide leadership and develop partnerships to support creating an age-friendly community.	<ul style="list-style-type: none"> • Continue to support and develop capacity of the City's Age Friendly Focus Group. • Participate in research opportunities relating to Age-Friendly Communities. • Explore partnerships with service providers and government departments to secure external 	<ul style="list-style-type: none"> • Number of partnerships developed which contribute to an age-friendly community. • Number of grant requests submitted to support age-friendly initiatives. • Number of skill development opportunities for community groups to support age-friendly initiatives

Focus Area Objective	Strategy	Outcome Indicators
	funding and support for age-friendly initiatives. <ul style="list-style-type: none"> • Continue to develop detailed community profiling of seniors residing in the City of Belmont including the richness of skills and talents of community members. 	