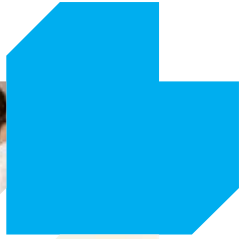


LIVERPOOL POSITIVE AGEING PLAN

2022-2026







ACKNOWLEDGEMENT OF COUNTRY

Liverpool City Council acknowledges the traditional custodians of the land that now resides within Liverpool City Council's boundaries, the Cabrogal clan of the Darug Nation. We acknowledge that this land was also accessed by peoples of the Dharawal and Darug Nations.

ACCESS AND EQUITY STATEMENT

Liverpool City Council acknowledges and respects First Nations people as the original inhabitants of the land which now resides within the Liverpool Local Government Area, the people of the Dharug (Darug) and Tharawal (Dharawal) nations. Liverpool City Council also acknowledges and respects Liverpool's multicultural communities and their varied cultural backgrounds, languages, traditions, religions and spiritual practices.



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MESSAGE FROM THE MAYOR



It is my pleasure to present the Liverpool Positive Ageing Plan 2022-2026 and the accompanying Action Plan which detail Liverpool's journey to becoming an "age-friendly" city offering equal opportunities to all generations and all ages.

The World Health Organisation (WHO) defines an age-friendly city as one that "optimises opportunities for health, participation and security in order to enhance quality of life as people age."

That's what we want Liverpool to become and we have positive stepping stones in place to make it happen.

We rightly applaud younger, newer, modern generations in anticipation of the great deeds they are doing now and the wonderful triumphs they will achieve in the future.

But it is just as important to remember the generations that have gone before, each one adding to our knowledge and skills before handing the flame on to the next wave.

As a proud, longstanding member of WHO's Global Network of Age Friendly Cities and Communities (GNAFCC) my councillors are committed to creating inclusive and accessible urban environments to benefit older members of Liverpool's community.

We continue to make our commitment to older residents a reality to through Council's Aged and Disability Program. Under this program, Council delivers on a range of objectives including consulting with older people on their needs in the Liverpool Local Government Area, supporting local service providers and networks, coordinating seniors focused community events and co-convening the South West Sydney Aged and Disability Forum.

Council is also a passionate supporter of the NSW Seniors Festival, making its long-running annual Seniors Concert a part of the celebrations of this important week. This is always a highly anticipated event within

our major events program, and it has been delightful to see it go from strength to strength as a platform for seniors in our community to reconnect with each other and with local service providers particularly post COVID-19 pandemic.

However, we recognise there is still more work to do to support positive ageing and ensure our seniors are included in every part of life in Liverpool from a social, economic and civic standpoint. This Positive Ageing Plan will guide Council's work in this space for several years to come.

I would like to thank everyone involved in the development of this important document including our seniors and community organisations who, during the consultation process, provided invaluable feedback on the challenges and opportunities to support positive ageing they see within our city.

Together, we will create opportunities for the better participation, health, and

wellbeing of seniors, and indeed all Liverpool residents.

I'm proud to be mayor of a city where every person can contribute to the best of their ability, and each person's contribution is valued and respected regardless of culture, creed, socio-economic background and age.

This is the city we're building at Liverpool.



NED MANNOUN
Liverpool Mayor



INTRODUCTION

Liverpool City Council values and celebrates the significant contributions older people make to our local community in all aspects of civic, economic and cultural life. Council wants to ensure that older people can continue to grow and develop as individuals and continue to feel valued.

Council's Positive Ageing Plan 2022 – 2026 meets the needs of our ageing community. The Plan will guide Council in developing an age-friendly Liverpool Local Government Area (LGA).

Council is committed to working with older people and the community to ensure that older people continue to have opportunities to experience and contribute to the vibrancy of Liverpool.

The Liverpool Positive Ageing Plan 2022-2026 aligns with the World Health Organisation's

(WHO) Age-friendly Cities Framework developed in the Global Age-friendly Cities Guide.

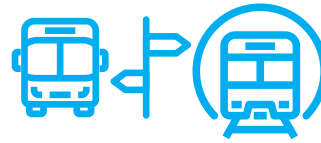
The Framework focuses on eight domains of age-friendly communities that to help better serve the needs of older people. These domains are:

- Outdoor spaces and Buildings;
- Transportation;
- Housing;
- Social Participation;
- Respect and Social Inclusion;
- Civic Participation and Employment;
- Communication and Information; and
- Community and health care.

WORLD HEALTH ORGANISATION'S (WHO) AGE-FRIENDLY CITIES FRAMEWORK



**Outdoor spaces
and buildings**



Transportation



Housing



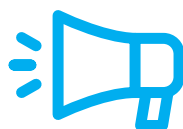
Social participation



**Respect and
social inclusion**



**Civic participation
and employment**



**Communication
and information**



**Community
and health care**

WHAT IS POSITIVE AGEING?

Positive ageing creates opportunities for individuals to achieve physical wellness and health in their later years, as well as participating in social, economic, cultural and civic life. Council is committed to delivering and facilitating services and programs that are accessible, affordable and responsive to the needs of older people and their families.

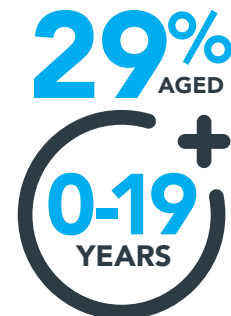
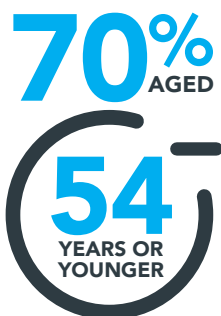
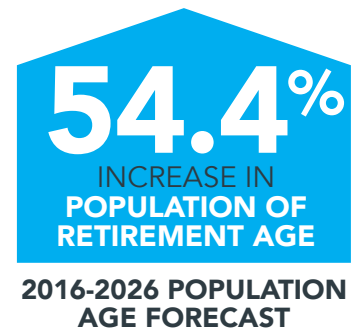
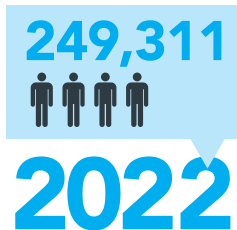
Council recognises the importance of contributions by our older population; and supports them being socially engaged and making healthy lifestyle choices. Council also understands the importance of ensuring the city's built environment enables older people to participate fully in community life.



OUR AGEING COMMUNITY

Australia's population is ageing. People are living longer and the 'Baby Boomers' are now moving into retirement age. This has contributed to a significant increase in the number of people in Australia aged over 65 years. Conversely Liverpool LGA has a relatively young population – with 70 per cent aged 54 years or younger. Overall, 29 per cent of the population is aged between 0 and 19, and 16.6 per cent is 60 years and over. The population of Liverpool City in 2022 is 249,311 and is predicted to grow to 386,646 by 2041.

There are also forecast demographic changes which are relevant to the Positive Ageing Plan. Between 2016 and 2026, the population age forecasts for Liverpool indicates a 54.4 per cent increase in the population of retirement age compared with a 28.5 per cent increase in population under working age and a 27.6 per cent increase in population of working age. This increase in the older people population will need to be factored into future plans and decision-making for the City.



LIVERPOOL'S COMMITMENT TO BECOMING AN AGE-FRIENDLY COMMUNITY

Council is committed to being an age-friendly community and has been a member of the World Health Organisation's (WHO) Global Network of Age-Friendly Cities and Communities (GNAFCC) since August 2015.

A key initiative of this Plan is to re-affirm this commitment by renewing Liverpool's accreditation as a GNAFCC community. Membership in the GNAFCC will enable Council to:

- Link with and learn from other cities worldwide that are working on building age-friendly communities;
- Access information on best practice for developing inclusive and accessible communities and built environments;
- Promote Liverpool as an age-friendly city and community; and
- Ensure Liverpool is among the innovative group of global cities leading the world in supporting positive ageing.



The WHO defines an age-friendly city as:

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

(Ref: 2020 - Age-friendly City Towards more age-friendly cities: the WHO Guide, World Health Organisation (2014))

The WHO GNAFCC outlines eight domains of age-friendliness as the “building blocks” of an age-friendly community:



Healthy ageing is the focus of WHO’s work between 2015 – 2030. Healthy ageing, like positive ageing, emphasises the need for action across multiple sectors, enabling older people to remain a resource to their families, communities, and economies.

Community Strategic Plan 2022 – 2032



**HEALTHY,
INCLUSIVE,
ENGAGING**

Council’s Positive Ageing Plan and commitment to becoming an Age-Friendly city aligns with the key priorities identified in the **Community Strategic Plan 2022 – 2032** by identifying opportunities to foster access and equity, support active and healthy lifestyles and promote a harmonious community that celebrates diversity.

DEVELOPMENT OF POSITIVE AGEING PLAN

In developing this plan, Council conducted a concurrent and comprehensive consultation process with the community.

Feedback was gathered from older residents, key stakeholders, community partners and organisations and Council departments. The process was designed to capture both qualitative and quantitative data on the wants and needs of older people in Liverpool through the following measures:

POSITIVE AGEING WORKING GROUP

To facilitate the development of the Positive Ageing Plan, a Positive Ageing Working Group (PAWG) was established comprising community members, representatives from government and non-government organisations and community groups working with older people.

The PAWG membership represented a broad range of knowledge, skills and experience and included representation from diverse communities.

The role of the working group was to support Council in the following areas:

- Provide input and support of the community consultation plan including developing and promoting the survey and assisting its completion among the target group;
- Contributing to development strategies and actions to incorporate into the plan; and
- Providing feedback on Liverpool's age-friendliness and ideas for improvement.

SENIORS SURVEY

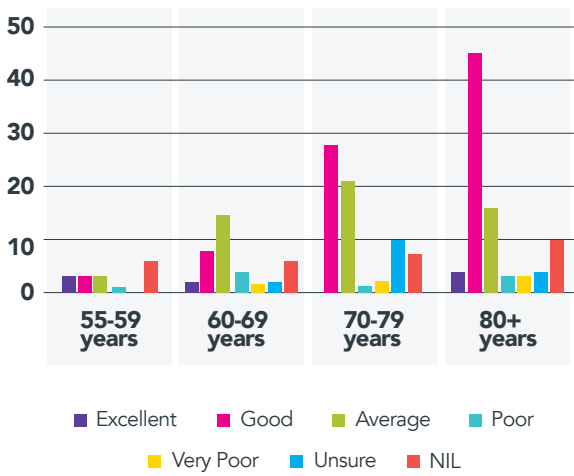
The Seniors Survey welcomed input from those who live in, work or volunteer in Liverpool. It was developed with the input of the PAWG and distributed among the community (aimed at older people aged 55 years and over) with options to complete online or paper surveys. The survey was available in English and translated into Hindi, Arabic, Chinese and Vietnamese languages. The survey actively sought the views of older people on the eight domains of age-friendliness outlined by the WHO. It also sought to understand older people's perceptions and experiences of age-friendliness within Liverpool.

The survey actively sought the views and ideas of seniors on the eight domains of age-friendliness. The action plan will be based on these key areas.

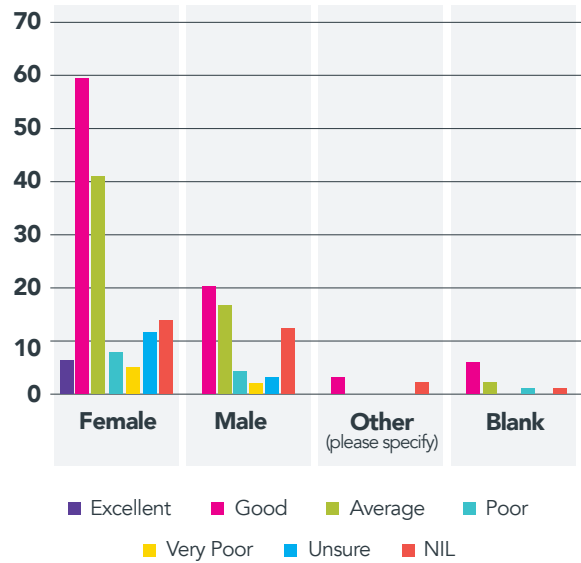
KEY FINDINGS FROM OUR SENIORS SURVEY

What you think about age-friendliness within the Liverpool Local Government Area?

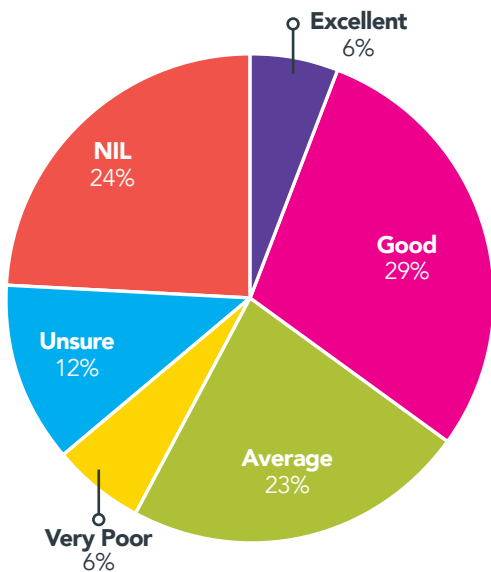
AGE



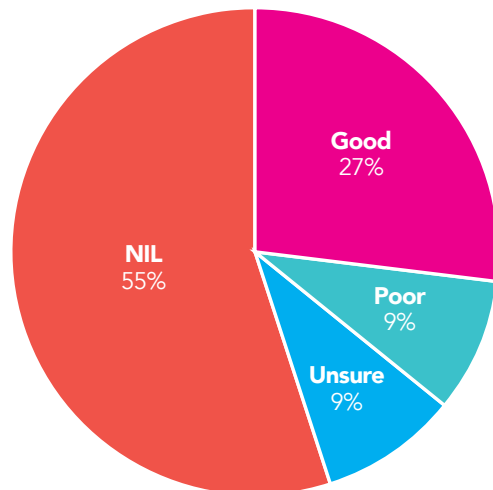
GENDER



CARER



ABORIGINAL AND/OR TORRES STRAIT ISLANDER




SURVEY RESPONDENTS

208 AGED **55-80**
people **years**


AGE-FRIENDLINESS IN LIVERPOOL

41 **females**
RATED LIVERPOOL
AVERAGE



59 **females**
RATED LIVERPOOL
GOOD

16 **males**
RATED LIVERPOOL
AVERAGE



20 **males**
RATED LIVERPOOL
GOOD

4 **senior from**
LGBTQ community
RATED LIVERPOOL
AVERAGE



1 **senior from**
LGBTQ community
RATED LIVERPOOL
EXCELLENT

4 **carers**
RATED LIVERPOOL
AVERAGE



1 **carer**
RATED LIVERPOOL
EXCELLENT

Out of 75 seniors
with a Culturally and Linguistically Diverse (CALD) background

18
RATED LIVERPOOL
AVERAGE

4
RATED LIVERPOOL
EXCELLENT

33
RATED LIVERPOOL
GOOD

2
RATED LIVERPOOL
POOR

3 seniors from
a First Nations
background

3
RATED LIVERPOOL
GOOD



1
RATED LIVERPOOL
POOR

NEXT STEPS

Based on the survey response, an Action Plan has been developed outlining Council's broad commitment to ensuring Liverpool is a City that supports the ongoing social, economic, cultural, and civic participation of older people. This Action Plan was developed in accordance with Liverpool Council's Community Strategic Plan and The WHO Age-friendly Cities Framework developed in the Global Age-friendly Cities Guide which proposes eight interconnected domains that can help to identify and address barriers to the well-being and participation of older people.

These are the eight domains of age-friendly communities outlined in the Action Plan:

- Community support and health services;
- Outdoor spaces and buildings;
- Transportation;
- Housing;
- Social participation;
- Respect and social inclusion;
- Civic participation and employment; and.
- Communication and information.

For more information on The WHO Age-friendly Cities Framework, visit:
<https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework>



ACTION PLAN 2022 – 2026

OUTDOOR SPACES, STREETS AND BUILDINGS



The outdoor environment and public buildings have a major impact on the mobility, independence, and quality of life of older people. Accessible and inclusive local facilities increase confidence and safety for older people.

Outdoor Spaces, Streets and Buildings		
Actions (2022-2026)	What Council will do	Council Area
<p>Footpaths: Well-maintained, non-slip, mobility aid and wheelchair accessible</p>	<ul style="list-style-type: none"> Continue to plan and deliver Council’s Footpath Program to provide accessible walking paths across Liverpool LGA; Maintain footpaths, street signs, seats, and benches in Liverpool City Centre; and Conduct an audit of walking access in Liverpool CBD. 	<p>Civil Construction</p> <p>Civil Maintenance</p> <p>Community Development</p>
<p>Traffic: Enforcement of traffic rules and regulations, giving way to pedestrians</p>	<ul style="list-style-type: none"> Audit existing bus shelters and bus stops for compliance with Disability Standards for Accessible Public Transport 2002; Consider access for older people when determining locations and types of public seating and other street furniture; and Investigate options to provide grabrails on bench seating in open spaces. 	<p>Traffic and Transport</p> <p>Civil Construction</p> <p>Open Space Construction</p>
<p>Environment: Clean with enforced regulations limiting noise levels and unpleasant or harmful odours in public places</p>	<ul style="list-style-type: none"> Facilitate community education of Council’s Household Clean-up and Waste Collection Programs in various community languages. 	<p>Waste and Cleansing</p>
<p>Green Spaces: Easy access, safe, well-maintained, adequate shelter, toilet facilities, seating that is easily accessed</p>	<ul style="list-style-type: none"> Continue to plan and deliver Council’s annual Outdoor Gym Program; Ensure best practice universal design principles are considered when delivering Council’s park upgrade programs; and Undertake access audits of Council parks and open spaces to ensure they are accessible to older people including walking paths, toilet facilities and seating 	<p>Open Space Construction</p> <p>Open Space Construction/ Community Planning</p> <p>Community Development/ Open Space Construction</p>

OUTDOOR SPACES, STREETS AND BUILDINGS CONTINUED.



Outdoor Spaces, Streets and Buildings		
Actions (2022-2026)	What Council will do	Council Area
<p>Roads and crossings: Spaced pedestrian crossings, well designed traffic islands, lights that allow enough time for older people to cross</p>	<ul style="list-style-type: none"> Investigate options to install new traffic facilities and signs at key locations across the LGA to improve safety for older pedestrians; Increase the number of drop off bays at key locations in Liverpool CBD; Investigate options to increase the number of wayfinding signs in the Liverpool CBD; and Support and deliver older driver and pedestrian safety education programs. 	Traffic and Transport
<p>Safety: Public safety in all open spaces, reduced risk of natural disasters, good lighting, police patrol, enforcement of by-laws, community safety initiatives</p>	<ul style="list-style-type: none"> Conduct regular safety audits of public spaces in partnership with local Police to ensure safety for the community.; Support and deliver community safety initiatives which aim to reduce crime and increase perceptions of safety; Continue to plan and deliver Council's annual Solar Light Program providing safe well-lit pathways and infrastructure; and Develop Safer by Design guidelines which consider concerns of older people, 	Community Development Community Development Open Space Construction/ Community Planning Community Planning
<p>Cycle paths for cyclists (preferably separate from pedestrians)</p>	<ul style="list-style-type: none"> Install signage along shared pathways with images of older people walking to raise awareness among other users, particularly cyclists. 	Open Space Construction/ Community Planning

OUTDOOR SPACES, STREETS AND BUILDINGS CONTINUED.



Outdoor Spaces, Streets and Buildings		
Actions (2022-2026)	What Council will do	Council Area
<p>Buildings: Accessible (lifts, ramps, adequate signage, railings on stairs, rest areas, sufficient public toilets)</p>	<ul style="list-style-type: none"> • Ensure that all new or redeveloped community and public facilities include age-friendly design principles in both residential and commercial developments; • Investigate options to improve access for older people to Casula Powerhouse Arts Centre including front doors and access from the railway station and front desk; • Include accessible toilet facilities in all new amenities; and • Support local seniors group’s access to Council facilities through the promotion of the Expression of Interest for Community Facilities process 	<p>Strategic Planning Community Planning CPAC Building Construction Community Facilities</p>
<p>Services: Clustered, located in close proximity to where older people live, accessible</p>	<ul style="list-style-type: none"> • Develop a Universal Design Policy for Liverpool to ensure all Council open spaces and facilities are accessible to older people; and • Monitor and review the Liverpool CBD Mobility Map to ensure it is accessible to older people and complies with relevant Australian standards 	<p>City Design and Public Domain Community Development</p>

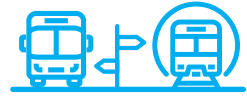
TRANSPORTATION



The most frequent reasons for not using public transport given by people aged 65 and over are that it is not convenient and/or doesn't go where they want. Combined with decreased driving rates as people get older, the need for effective, efficient, and accessible public transport in age-friendly communities is clear.

Transportation		
Actions (2022-2026)	What Council will do	Council Area
<p>Frequent and reliable: Including nights and weekends</p>	<ul style="list-style-type: none"> Work with Transport for NSW to develop transport strategies and initiatives which support increased access to public transport by older people including improved bus routes, signage, and safety. 	Traffic and Transport
<p>Destinations: Public transport to key destinations such as hospitals, health centres, public parks, shopping centres, banks and seniors centres, good transport connections</p>	<ul style="list-style-type: none"> Increase promotion of the Liverpool peak-time shuttle bus schedule to support use by older people. 	Community Facilities/ Communications
<p>Accessible vehicles: Low steps, clean, well-maintained, clear signage indicating destination and number</p>	<ul style="list-style-type: none"> Work with Transport for NSW to increase assistance to older people stepping on and off buses; and Investigate options for better signage of accessible parking across the LGA. 	Traffic and Transport Parking Services
<p>Specialised services: For older people with disabilities</p>	<ul style="list-style-type: none"> Promote specialised transport services for older people in Liverpool through Council media channels and networks. 	Community Development
<p>Stops and stations: Stops close to where older people live, provide seating and shelter, clean and safe, and adequately lit. Stations are accessible, have public toilets and good signage. Stations are conveniently located.</p>	<ul style="list-style-type: none"> Provide standard compliance bus shelters at locations identified in the priority program; and Complete programmed and responsive maintenance of footpaths that lead to bus stops 	Civil Construction

TRANSPORTATION CONTINUED.



Transportation		
Actions (2022-2026)	What Council will do	Council Area
<p>Roads: Well-maintained, wide, and well-lit, traffic calming devices, have traffic signals and lights at intersections, intersections clearly marked, well-placed signage</p>	<ul style="list-style-type: none"> Audit walking access to Liverpool CBD and identify areas that can be improved, including increased pedestrian crossing times, signage/markings and traffic signals. 	<p>Traffic and Transport</p> <p>Community Development</p>
<p>Parking: Provide affordable parking and priority parking bays for older people and disabled drivers and passengers close to buildings and transport stops which will be monitored.</p>	<ul style="list-style-type: none"> Investigate increased accessible parking around the City Centre, including the medical precinct; and Undertake frequent patrols and enforce designated parking spaces to eliminate misuse of parking permits. 	<p>Traffic and Transport</p> <p>Community Standards</p>



HOUSING



Access to suitable housing helps older people retain their independence in later life. Considerations such as affordability, appropriate design and layout, maintenance provisions and community integration are all factors in determining housing suitability for older people.

Housing		
Actions (2022-2026)	What Council will do	Council Area
<p>Age-friendly design features:</p> <ul style="list-style-type: none"> Housing is made of appropriate materials and well-structured; Housing is appropriately equipped to meet environmental conditions; Housing is adapted for older people, with appropriately designed features; and Housing design facilitates continued integration of older people into the community. 	<ul style="list-style-type: none"> Advocate to Department of Communities and Justice (DCJ) to increase social housing in Liverpool, ensuring that it meets the needs of older people Advocate to DCJ to improve the accessibility and age-friendliness of existing social housing complexes in Liverpool; Conduct a review of the Liverpool Development Control Plan and strengthen age-friendly provisions; Prioritise Development Applications for seniors villages and aged-care facilities; Enforce Liveable Housing Design Guidelines when assessing applications for new developments; and Investigate options for raising awareness of hoarding and hygiene issues through the Waste Education Program. 	<p>Community Development</p> <p>Development Assessment</p> <p>Waste and Cleansing</p>
<p>Modifications: Housing can be modified to meet the needs of older people</p>	<ul style="list-style-type: none"> Facilitate appropriate mechanisms, including Contributions Plan and Voluntary Planning Agreements, to capture and deliver infrastructure to meet the demands of the growing population; Provide Plain Language information on adaptable housing and on the building of secondary dwellings (Granny Flats); and Support promotion of relevant home modification services and providers through community networks. 	<p>Strategic Planning</p> <p>Community Development</p>

HOUSING CONTINUED.



Housing		
Actions (2022-2026)	What Council will do	Council Area
<p>Housing options:</p> <ul style="list-style-type: none"> • A range of appropriate and affordable housing options is available for older people, including older people who are frail and/or have a disability. • Older people are well-informed of available housing options; • There is a range of appropriate services and appropriate amenities and activities in older people housing facilities; and • Older people housing is integrated in the surrounding community. 	<ul style="list-style-type: none"> • Review the Local Environment Plan (LEP) to provide more diverse and affordable housing options; and • Develop an Affordable Housing Strategy to decrease housing stress in Liverpool 	<p>Strategic Planning</p> <p>Community Planning</p>

SOCIAL PARTICIPATION



Older people who volunteer or actively participate in their community tend to be happier and report both more and deeper relationships with others. Interacting with people is essential in helping prevent loneliness.

According to WHO, in age-friendly communities, information about what's on, where, when and how to get there helps promote social participation.

Social Participation		
Actions (2022-2026)	What Council will do	Council Area
<p>Accessibility of events and activities: The location is convenient to older people in their neighbourhoods, with affordable, flexible transportation. Times of events are convenient for older people during the day. Admission to an event is open (e.g., no membership required) and admission, such as ticket purchasing, is a quick, one-stop process that does not require older people to queue for a long time.</p>	<p>Investigate options to support and encourage older people to access cultural and leisure programs and events including:</p> <ul style="list-style-type: none"> • Provision of discounted taxi vouchers; • Community event buses; and • Volunteers to assist older people and those with disability at major local events. 	Events
<p>Affordability: Events and activities and local attractions are affordable for older participants, with no hidden or additional costs (such as transportation costs)</p>	<ul style="list-style-type: none"> • Support the delivery of low-or no-cost Council and community events. 	Community Development/ Events
<p>Range of events and activities: A wide variety of activities is available to appeal to a diverse population of older people, each of whom has many potential interests. Community activities encourage the participation of people of different ages and cultural backgrounds.</p>	<ul style="list-style-type: none"> • Ensure culturally specific events are accessible to older people; • Review and monitor ticketing systems for Council events to ensure accessibility for older people; and • Provide training to relevant Council staff to support and respond appropriately to older people and people with disability. 	Community Development Events Community Development/ POD

SOCIAL PARTICIPATION CONTINUED.



Social Participation		
Actions (2022-2026)	What Council will do	Council Area
<p>Facilities and settings: Gatherings, including for older people, occur in a variety of community locations, such as recreation centres, schools, libraries, community centres in residential neighbourhoods, parks and gardens. Facilities are accessible and equipped to enable participation by people with disabilities or by those who require care.</p>	<ul style="list-style-type: none"> • Develop an Access and Inclusion brochure for leisure centres in key community languages that includes programs for older people; • Deliver a range of programs that enable older people to utilise information technology to assist them to stay connected, informed and entertained; and • Promote a wide range of accessible and affordable lifelong learning options. 	<p>Sports and Recreation</p> <p>Libraries</p> <p>Libraries/ Community Development</p>
<p>Fostering community participation: Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups. Local gathering places and activities promote familiarity and exchange among neighbourhood residents.</p>	<ul style="list-style-type: none"> • Promote the variety of art exhibitions, theatre performances and art education programs at Casula Powerhouse within key community networks; • Promote the collections, information services and technology facilities of Liverpool City Library and Liverpool Regional Museum to seniors groups; • Update the Seniors Active Living Factsheet and distribute to key locations across the Liverpool CBD; • Develop a brochure of the computer basics programs and distribute to key locations across the Liverpool LGA; • Facilitate exercise programs for seniors at leisure centres; • Review and update Council's Recreation, Open Space and Sports Strategy to promote healthy lifestyles and enhance opportunities in the community to be involved in local recreation activities; • Provide funding through Council's Grants program to support community and business groups to deliver local cultural, recreational, and iconic events; • Create a seniors database and strengthen relationships with local seniors groups; • Investigate options for programs and activities specifically designed for older people at Casula Powerhouse Arts Centre; and • Promote night-time, suburban activities which ensure safety and accessibility for older people. 	<p>CPAC/ Communications</p> <p>Library and Museum Communications</p> <p>Community Development</p> <p>Libraries</p> <p>Recreation and Community Outcomes</p> <p>Community Planning</p> <p>Community Development</p> <p>CPAC</p> <p>City Economy/ Events</p>

RESPECT AND SOCIAL INCLUSION



Feeling valued and respected is important for older people from all backgrounds. The World Health Organisation (WHO) suggests that an age-friendly community includes education about ageing, intergenerational activities, and respectful and inclusive services.

Respect and Social Inclusion		
Actions (2022-2026)	What Council will do	Council Area
<p>Respectful and inclusive services:</p> <ul style="list-style-type: none"> Older people are consulted by public, voluntary and commercial services on ways to serve them better Public and commercial services provide services and products adapted to older people's needs and preferences 	<ul style="list-style-type: none"> Host events during NSW Seniors Festival which enable seniors to engage in community life, recognise and celebrate the contributions of older people to the community; Host celebrations and events that engage the broader community in celebrating key annual events, such as Christmas in the Mall New Year's Eve and Australia Day 	Community Development/ Events
<p>Intergenerational and family interactions</p> <ul style="list-style-type: none"> Community-wide settings, activities and events attract people of all ages by accommodating age-specific needs and preferences Older people are specifically included in community activities for "families" Activities that bring generations together for mutual enjoyment and enrichment are regularly held 	<ul style="list-style-type: none"> Facilitate intergenerational activities to promote the respect and social inclusion of older people in the community. 	Community Development/ Events/CPAC/ Libraries
<p>Public education: Older people are provided opportunities to share their knowledge, history and expertise with other generations</p>	<ul style="list-style-type: none"> Ensure older people are included in community advisory committees to enable community input and participation 	Community Development Councillor and Executive Services

RESPECT AND SOCIAL INCLUSION CONTINUED.



Respect and Social Inclusion		
Actions (2022-2026)	What Council will do	Council Area
<p>Community inclusion</p> <ul style="list-style-type: none"> Older people are included as full partners in community decision-making affecting them Older people are recognised by the community for their past as well as their present contributions Community action to strengthen neighbourhood ties and support include older residents as key informants, advisers, actors, and beneficiaries 	<ul style="list-style-type: none"> Facilitate Relationships Australia’s ‘Neighbour Day’ program in Liverpool; and Ensure all Council activities and events are inclusive, particularly of older people from CALD backgrounds 	Community Development/ Events
<p>Economic inclusion: Older people enjoy access to public, voluntary and private services and events</p>	<ul style="list-style-type: none"> Encourage local businesses to consider the long-term importance of the ‘Grey Dollar’; and Encourage local businesses to support NSW Seniors Festival and promote their offerings to seniors 	City Economy

COMMUNICATION AND INFORMATION



Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing. In an age-friendly community, ensuring information is accessible to older people involves using plain language, oral and print communication and ensuring electronic equipment and automated services are easier to use.

Communication and Information		
Actions (2022-2026)	What Council will do	Council Area
<p>Information offer: Information is disseminated to reach older people close to their homes and where they conduct their usual activities of daily life</p>	<ul style="list-style-type: none"> Distribute information that relates to older people in Rates Notices and through other age-friendly channels. 	Communications
<p>Printed information: Printed information – including text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type</p>	<ul style="list-style-type: none"> Ensure older people have access to Council information by including sufficient print media in Corporate Communications Strategy. 	Communications
<p>Automated communication and equipment:</p> <ul style="list-style-type: none"> Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time Users have the choice of speaking to a real person or leaving a message for someone to call back Electronic equipment, such as ticket machines, have large buttons and big lettering Display panels on service machines are well-illuminated and can be reached by people of different heights 	<ul style="list-style-type: none"> Provide clear and accurate telephone options through “on hold” messages on Council’s Customer Service line; and Ensure display boards and electronic signs in the Customer Service Centre are easily accessible, use appropriate fonts, colour contrast and illumination. 	Customer Service

COMMUNICATION AND INFORMATION CONTINUED.



Communication and Information		
Actions (2022-2026)	What Council will do	Council Area
<p>Plain language: Information is in simple, familiar words in short, straight forward sentences</p>	<ul style="list-style-type: none"> Ensure all Council communications are accessible to older people. 	Communications
<p>Computers and the Internet: There is wide public access to computers and the Internet for free or, minimal charge, in public places such as community centres and libraries</p>	<ul style="list-style-type: none"> Promote the Technology programs for older people at the libraries; and Provide free Wi-Fi across all Liverpool Libraries. 	Libraries IT



CIVIC PARTICIPATION AND EMPLOYMENT



Good quality volunteering in later life has a measurable positive impact on mental health. WHO uses anecdotal evidence to recommend that age-friendly communities could help keep older people engaged in paid or unpaid work through processes including better transport to the workplace, accessibility and increased employer flexibility.

Civic Participation and Employment		
Actions (2022-2026)	What Council will do	Council Area
<p>Volunteering options: There is a range of options for older volunteers to participate</p>	<ul style="list-style-type: none"> Investigate options to make Library and Museum volunteering programs more accessible to older people; Promote community volunteering options for older people; and Encourage community organisations to engage older people as volunteers 	<p>Library</p> <p>Community Development</p>
<p>Employment options:</p> <ul style="list-style-type: none"> There is a range of opportunities for older people to work Policy and legislation prevent discrimination on the basis of age There are flexible opportunities, with options for part-time or seasonal employment for older people 	<ul style="list-style-type: none"> Develop a Diversity and Inclusion Strategy that includes recruitment strategies to attract and retain mature age workers at Liverpool City Council; Review the Flexible Workplace Policy to ensure it supports the needs of mature aged workers; and Promote positive images of older people as valuable employees in promotional materials for NSW Seniors Festival and business-facing newsletters 	<p>POD</p> <p>City Economy/ Communications</p>
<p>Accessibility:</p> <ul style="list-style-type: none"> Opportunities for voluntary or paid work are known and promoted, transportation to work is available Workplaces are adapted to meet the needs of people with a disability 	<ul style="list-style-type: none"> Encourage local businesses to implement age-friendly recruitment practices. 	<p>City Economy</p>

CIVIC PARTICIPATION AND EMPLOYMENT CONTINUED.



Civic Participation and Employment		
Actions (2022-2026)	What Council will do	Council Area
<p>Civic participation:</p> <ul style="list-style-type: none"> • Advisory councils, boards of organisations, and committees include older people • Support exists to enable older people to participate in meetings and civic events, such as reserved seating, support for people with disabilities, aids for the hard of hearing, and transportation • Policies, programs and plans for older people include contributions from older people • Older people are encouraged to participate 	<ul style="list-style-type: none"> • Promote local community forums to older people in order to provide opportunities for older people to hear about local priorities and activities; and • Provide appropriate accessibility and inclusion resources to support participation in civic life for older people. 	Community Development
<p>Valued contributions:</p> <ul style="list-style-type: none"> • Older people are respected and acknowledged for their contributions • Employers and organisations are sensitive to the needs of older workers 	<ul style="list-style-type: none"> • Establish an Age-Friendly Advisory Committee, and ensure older people are represented on all Council committees. 	Community Development

COMMUNITY SUPPORT AND HEALTH SERVICES



Community support is strongly connected to good health and wellbeing throughout life, alongside accessible and affordable health care services. Provision of health care in age-friendly communities needs to be effective and accessible. To maintain health and independence WHO recommends optimising provisions such as accessibility to services, home care, residential care and planning for emergencies.

Community Support and Health Services		
Actions (2022-2026)	What Council will do	Council Area
<p>Service accessibility: Clear and accessible information is provided about the health and social services for older people</p>	<ul style="list-style-type: none"> Facilitate information sessions on relevant aged-related issues such as advanced care planning, aged care services and supports in key community languages; Facilitate an advocacy campaign targeting the Australian Government Department of Health to increase the number of Home Care packages in Liverpool; and Include modules on navigating government websites and resources in the technology programs at libraries. 	<p>Community Development</p> <p>Library</p>
<p>Offer of services:</p> <ul style="list-style-type: none"> An adequate range of health and community support services is offered for promoting, maintaining and restoring health Health and social services offered address the needs and concerns of older people 	<ul style="list-style-type: none"> Investigate options to collaborate with the South West Aged and Disability Forum on an Aged care Expo for South West Sydney; Investigate options to develop a paper-based health and social services directory for Liverpool; Join the Dementia Friendly Communities Program of Dementia Australia; Advocate to aged care funding bodies for more respite for carers; Encourage local organisations to enhance services to older people by promoting the funding available through Council's Grants, Donations and Community Sponsorship Program; Support the community sector to improve coordination and human service delivery in Liverpool; and Collaborate with other Councils in South West Sydney to provide sector support through the South West Aged and Disability Forum. 	<p>Community Development</p>

COMMUNITY SUPPORT AND HEALTH SERVICES CONTINUED.



Community Support and Health Services

Actions (2022-2026)	What Council will do	Council Area
<p>Emergency planning: Emergency planning includes older people, considering their needs and capacities in preparing for and responding to emergencies</p>	<ul style="list-style-type: none"> • Council’s Emergency Management and Response plans include considerations for supporting older people in emergency situations; • Deliver community information sessions targeting older people on emergency preparedness and response such as extreme heat, flooding, bush fires and pandemic; and • Develop an emergency services information pack for older people. 	<p>Community Development/ Risk Management</p>



For further information



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