



AGEING

IN

THE

CITY



Prepared for the City of Adelaide by Dr Fiona Verity in collaboration with Dr Philippa Williams and Zoe Hambour. May 2015

COMPANION DOCUMENTS

This report is supported by the following documents:

1. Background Paper – Ageing population trends and best practice literature review
2. Community Conversations – themed analysis of community data collection
3. Resources – comprehensive bibliography with links to best practice examples and significant literature.

ACKNOWLEDGEMENTS

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QUICK STATS

At the time of the 2011 census the City of Adelaide had 19,640 residents, 109,404 workers and 6,242 overnight visitors.

There were also ...

4218 residents aged 55 or older
(21 % of total population)

446 residents aged 55 or older
needing assistance (11 % of all
older residents)

1050 residents aged 55 or older
who volunteered (25% of all
older residents)

1,961 overnight visitors aged
over 55 or older (31% of all
overnight visitors)



1284 residents aged 55 or older
born overseas (30% of all older
residents)

1436 residents aged 55 or older
with a bachelor's degree
or higher (34% of all older
residents)

17,646 workers aged over 55
or older (16% of all workers)

9,068 older workers travelling
to work by car (52% of all older
workers)

In 20 years' time there is likely to be 3,145 more
residents aged 55 or older.

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EXECUTIVE SUMMARY

SOME FACTS

- Over the next twenty five years, the number of Australians aged over 65 years will double.
- As part of this trend there will be more older people living, working and visiting Adelaide than ever before.
- This new generation of older people will be very different to the last generation of older people because they have had different educational, working, family and community lives to their parents and grandparents.
- They are likely to live longer, be employed for longer, be more active, and they will have greater expectations for engagement in city life through their sixties, seventies, eighties and beyond.

OPPORTUNITIES AND CHALLENGES OF AN AGEING POPULATION ARE MANY – SOME ARE OBVIOUS, OTHERS ARE NOT.

AN APPROPRIATE RESPONSE

- The ageing of Adelaide’s population is a complex social phenomenon that requires an open mind, broad investigation and consultation, multi-sector ownership firmly based in the participation of older members of our community.
- It is important to acknowledge that an Ageing Adelaide will present many opportunities and challenges that have not yet been identified.

IT REQUIRES A RESPONSE THAT IS INVESTIGATIVE, INNOVATIVE AND ADAPTIVE OVER TIME.

LEARNING FROM BEST PRACTICE AND ADELAIDE’S COMMUNITY

The Ageing in the City project investigated how Adelaide’s population will age, what people want from the city as they age, and how we should plan for these things in order to realise the opportunities and respond to the challenges.

What is clear is that this will mean a shift in how things have traditionally been conceptualised and done. This will require a combination of collaborative action and participatory planning which engages older people. Another message is the need to view ageing within the context of a life course, and older people in the context of diverse relationships, families, communities, and their urban and natural landscapes. Irrespective of a chronological age, people have needs and expectations of the society and physical environment in which they live.

The timing is right for systematic planning and action to build on what works well - the ‘jewels in the City’ - and further the adaptation that will meet the aspirations and needs of the city’s older residents, workers, visitors and students.

KEY LEARNING FROM THE LITERATURE AND BEST PRACTICE

- Social, cultural and physical environments will need to adapt as the demographics of cities change
- Older people are a substantial resource of cultural, social, and economic capital
- The experience of ageing reflects the sum of experiences had over a life course
- The complexity of the changes ahead means many heads and capacities are needed
- Agendas that might usually be kept apart (i.e. climate change and ageing, employment and ageing, ICTs and ageing) can be more intelligently addressed if they are seen as interconnected agendas.

KEY LEARNING FROM OUR COMMUNITY

Fifty four people participated in community conversations about their experiences of the city, current concerns and visions for what could be improved. People drew on their unique knowledge as city residents, workers, city users and service providers.

Ideas included: ways to improve and maintain welcoming neighbourhoods and communities for all; expanding a continuum of mixed, affordable and age-friendly housing in the city, and affordable allied health and wellbeing services; improving outside spaces (footpaths, signage, seats and shelters using urban design principles); and providing playgrounds and streets that are age and grandparent friendly.

There were plaudits for the compact nature of the city, transport options, free city WiFi, the Adelaide Central Market, community centres, the aesthetics of the city, co-production processes in streetscape and neighbourhood planning, volunteer programs, and home support programs. Retaining and strengthening “what is good and works” was viewed as important.

There was a long list: the village-feel of the city; the ease of movement; pedestrian environments; spaces that support community connections; urban and landscape design; and efforts to mitigate the heat effects of a city.

People also had thoughts about what could be improved or developed. They drew on their own experiences, together with ideas they had seen and experienced elsewhere (such as pocket parks in Europe where “people manage their own corners”; greening ideas to reduce the heat effect of cities in the context of climate change; and street level power re-charge stations.

There were thoughts to extend what already happens now. Some examples are to add tricycles to the Adelaide City Council bike fleet; toilet maps to the existing city information; extending what is available in community centres; continued greening of the city; and making use of lighter colors in urban construction. Whilst transport options are available, east-west links were seen as deficit.

One respondent made the point that some of the changes needed were essentially “simple ideas” with the potential to have positive health and wellbeing effects. The simplicity is in part because they are additions to what already happens now. As another respondent noted: “Council is doing it, but can do it faster”.

A repeated point was that residents want the option to stay living in the city as they age; that living in Adelaide City is a positive experience. **“The only way I will leave is in my coffin.”**

Areas of particular interest and concern for older people include:

• Continuum of housing options	• Preciousness of the natural environment & Climate change adaptation
• Connecting new residents to community	• Information & Communication Technologies (ICT)
• Community diversity and inclusiveness	• Access to services and activities, including care, health, transport and community, but also for children
• Age-friendly business and organisations	• Engagement with older residents in planning and policy development
• Public spaces	• A city for all

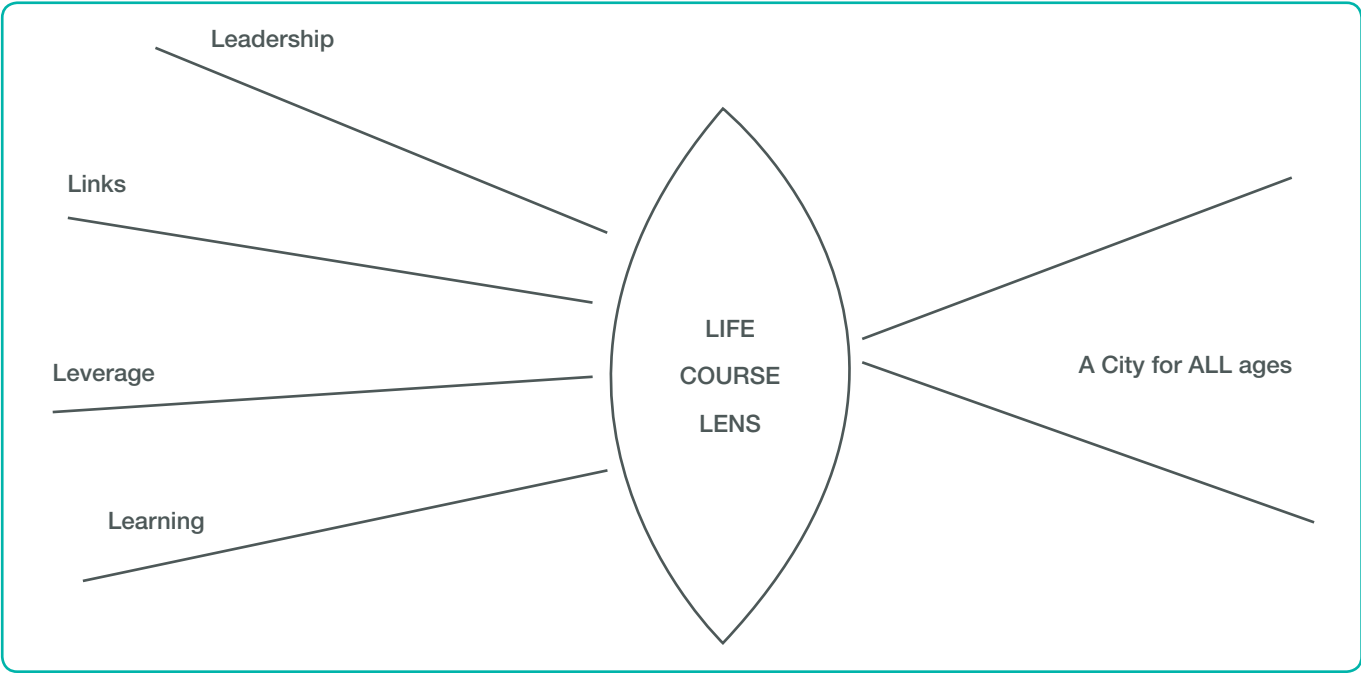
RESPONDING TO AN AGEING POPULATION MEANS A SHIFT IN HOW THINGS HAVE TRADITIONALLY BEEN CONCEPTUALISED AND DONE – COLLABORATION IS KEY

PLANNING FOR AGEING USING A LIFE COURSE LENS

- The Ageing in the City project has resulted in an innovative Framework for Age-Friendly Planning and Action.
- This framework advocates a life course lens. It builds on literature and best practice from around the world, and it incorporates the ideas, experiences and expectations of older people living in and using the City.
- This framework explicitly acknowledges that ageing in the City of Adelaide is a complex social phenomenon that requires an open mind, broad investigation and consultation, multi-sector ownership and the participation of older members of our community.



THE AGEING IN THE CITY PROJECT HAS RESULTED IN AN INNOVATIVE FRAMEWORK FOR AGE-FRIENDLY PLANNING AND ACTION



THIS FRAMEWORK APPLIES A LIFE COURSE LENS TO PLANNING

A life course lens recognises the diversity of experience across the life course and consciously plans for this diversity. This approach to planning enhances the collective experience because it acknowledges both the shared and diverse aspirations of the whole community. It also enhances the experience of individuals as they transition from one life stage to another (not always a linear experience) by supporting them at each stage and creating the conditions for inter-generational and inter-stage interaction.



WHY PLAN FOR AN AGE-FRIENDLY CITY

“There are few iron clad certainties in Australia’s future, but the doubling of the population aged over 65 in the next quarter century is one of them.” Graeme Hugo, 2014, p.4

This next generation of older people will be different to the last generation of older people. They will live longer, they will be employed for longer, they will be more active and they will have greater expectations for engagement in city life. People entering their fifties, sixties and seventies today have been educated, worked, raised families and grown older in a different social, economic and technological context to their own parents and grandparents, and they will expect to grow older in a different manner.

They will have diverse expectations of how they live in their older years; they will be active in their communities and in caring roles; they will expect to have continued access to learning and work; and they will be looking for opportunities to share their considerable knowledge, skills and ideas. The potential contribution of older people to the social, learning and economic life of the city is tremendous. How this potential is realised is the challenge for Adelaide City Council.

If Adelaide is to continue to be a ‘City of great places for people’ (Adelaide City Council, One City, Many Places) and if it is to benefit from the inevitable increase in older visitors, workers and residents, it needs to adopt an approach to planning that consciously puts older people in the picture. Deliberate planning for people across all life stages will ensure the city actively supports and animates the considerable resources that older people bring to the places they live, work, learn and shop.

Council’s attitude towards older people and its approach to planning will determine how well the city enhances the opportunities of an ageing population and the ‘silver capital’ it generates – social capital, human capital and economic capital. If Council embraces the idea of an age-friendly, or all-ages-friendly, city, it will also lead to innovative and enabling approaches to the care and service needs of the very old and frail, and care across generations.

This is not only about meeting needs and taking up the opportunities of today. A positive attitude to ageing and a conscious approach to planning for ageing in the City of Adelaide will have future benefits – it will enable easy adaptation to changing demographics, aspirations and needs, and it will create the conditions for an age-friendly Adelaide for decades to come.

This approach is the spirit of Picture Adelaide 2040 – a community engagement initiative of the Adelaide City Council, which will inform future planning for the city:

“While it is very difficult to predict what the future may hold, it is clear that actions taken now can help to determine a preferred future rather than responding to change as it happens.” *Picture Adelaide 2040, 2014, p.8.*

Now is the time for Adelaide City Council to adopt a life course approach to planning for older people that will improve the experience of residents, workers and visitors and enhance the prospects of the city over the long term.

A new Council term has just begun; Council will soon start on its 2017-2021 Strategic Plan, and it is currently developing its Digital Strategy, Smart Move Strategy, and 2040 Plan. The need to plan in an innovative and productive way has never been more important or timely. An excellent opportunity exists to align planning for an age-friendly Adelaide with the significant strategic work that is already occurring across Council.

This report outlines a framework for age-friendly planning and action that takes a life course approach. The broad process it describes acknowledges international best practice but has been developed in response to local community conversations with residents, workers and service providers across the City of Adelaide.

In describing this life course approach to planning, strategic approaches have been recommended to address issues of particular concern to older people living and working in the city today.

WHAT THE LITERATURE SAYS

There is now a substantial international literature on the subject of age-friendly cities and communities and these inform best practice ‘ageing in the city’ developments. The World Health Organization’s (WHO) Age-Friendly Cities policy framework (2007) is the benchmark standard, and is a means to implement WHO’s Active Ageing policy framework (2002). Rather than recreate what is already well established, the approach taken in this project has been to build on best practice knowledge in order to clarify themes relevant to the City of Adelaide.

The starting point is the work of the WHO, together with Dr Alexander Kalache’s Adelaide Thinker in Residence Report entitled The Longevity Revolution (2013), and O’Hehir’s (2014) comprehensive review of Age Friendly Cities and Communities. The O’Hehir paper is directly relevant; it was developed for Unley Council by the University of South Australia and explores the opportunities and challenges of implementing the age-friendly city framework. These above sources have been the springboard into other relevant literature.

There is a consistent story from the international best practice literature that is summed up in the following five points:

1. Social, cultural and physical environments will need to adapt into the future as the demographics of cities and communities change.
2. Older people are a substantial resource of cultural and social capital and their inclusion in adaptation processes is paramount.
3. The experience of ageing reflects the sum of experiences had over a life course, together with those that occur as a person lives through their older years. This includes the impact of social injustices, and the social and economic factors which produce advantage and disadvantage.
4. The order of thinking and change ahead means many heads and capacities are needed. There will need to be various levels of integrated action. Communities, agencies and governments need to work together and do so mindful of community and cultural diversity, and in touch with community creativity.
5. Agendas that might usually be kept apart (i.e. climate change and ageing, employment and ageing, ICTs and ageing) can be more intelligently addressed if they are seen as interconnected agendas.



KEY ELEMENTS OF AGE-FRIENDLY INITIATIVES

This literature points to a need for adaptation in how ‘ageing’ is conceptualised, away from a stereotypical or ageist frame of reference that is problem focused, towards an understanding of ageing that recognises the potential contribution of older people to the social, learning and economic life of communities.

O’Hehir (2014) draws out from the best practice literature five key elements as the means to pursue age-friendly initiatives:

1. Engagement with older people
2. Leadership
3. Collaboration
4. Integrated thinking and action
5. Robust monitoring and evaluation

Drawing on the principles and tenets of the WHO Active Ageing policy framework, the WHO Age-Friendly Cities framework sets out eight interconnected domains as guidelines for assessment, planning and action.

These are:

1. Transportation
2. Housing
3. Social participation
4. Respect and inclusion
5. Community support and health services
6. Civic participation and employment
7. Outdoor spaces and buildings
8. Communication and information

The eight domains were derived from discussions about ‘what would enhance ...health, participation and security’, in which 1485 people participated from across 33 cities (WHO, 2007, p.7). Appendix 2 lists some of the things Adelaide City Council is doing to support positive ageing under the WHO domains and criteria for action.

“The steadily growing segment of older people is still predominantly considered as a problem to be solved, and it is rarely recognised that it represents an enormous cultural-intellectual and economic treasure. In fact, this group opens up a great variety of unprecedented opportunities concerning new ways of education, communication and intergenerational relations, but also, and in particular in terms of economics, considering the needs and benefits of age-related research, production and commercialisation of products and services”. Social Innovation For Age, undated, p.3

HOW THE CITY WILL AGE



Nationally, over the next 35 years, Australia will see a historical first, with an increase in the actual numbers and proportion of people who are aged over 65 years of age, and living well beyond this age (Hugo et al, 2013; Daly, 2014). The Australian Productivity Commission (APC) notes, “...the statistics indicate that Australia is likely to move into a demographic environment entirely unfamiliar to us” (2013, p.53). There will be a larger group of people over 65 years (one in four by 2060), growth in the ‘older old’, and more centenarians (‘25 centenarians to a 100 babies by 2060’) (APC, 2013, p.53).

South Australia, like the rest of the country, is on the cusp of entering a period where its residents will include higher proportions of older people as the baby boomers (born 1946-1964) grow older, people live longer, birth rates decrease and there continues to be a trend of younger adults moving away from South Australia (Hugo, et al 2013, p.16). Figure 1 shows the percentage change in the age structure of the South Australian population, comparing 1981 to 2011.

The shaded figure depicts 1981 and is shaped like a pyramid – lots of younger people grading up to few older people – which has been a common shape of population graphs. However, the un-shaded shape of 2011 is more akin to an image of a multi-story cruise ship, and this will be the common South Australian population profile in the years to come – fewer younger people and more middle-aged and older people in comparison to 1981.

The story for the City of Adelaide is different. At the time of the 2011 Census, the City of Adelaide had an overall population of 19,639 people and 2199 of these (or 11.2%) were aged 65 years and over. Figure 2 compares the population structure of the City of Adelaide (the shaded area) compared to Greater Adelaide (the unshaded area).

Compared to Greater Adelaide and South Australia (Figure 1), Adelaide City has a lower proportion of small children, adolescents and working-aged adults; a far greater proportion of 20-30 year olds; a comparable proportion of residents in the 60-64 year and 85 + age groups, but smaller proportions aged between 65 years and 84 years. The median age of city residents was 30 years.

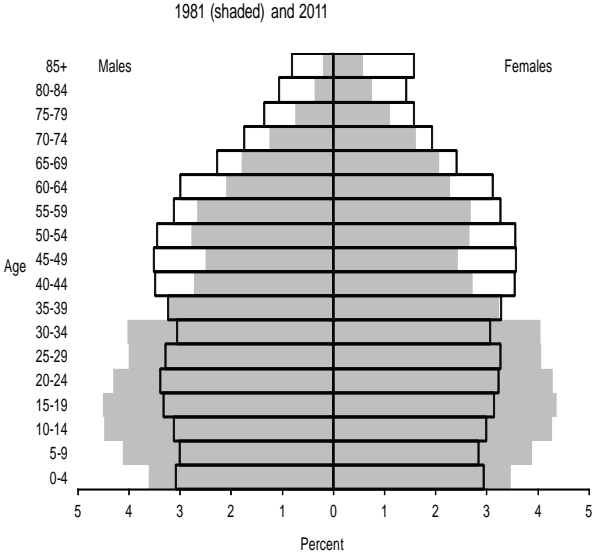


Figure 1 SA population profile
(Source: Hugo, et al, 2013: p.30 Figure 9: South Australia: Age-sex distribution, 1981 and 2011)

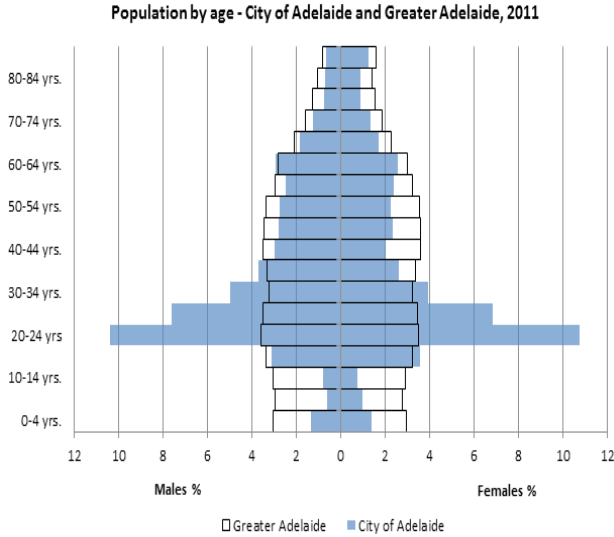
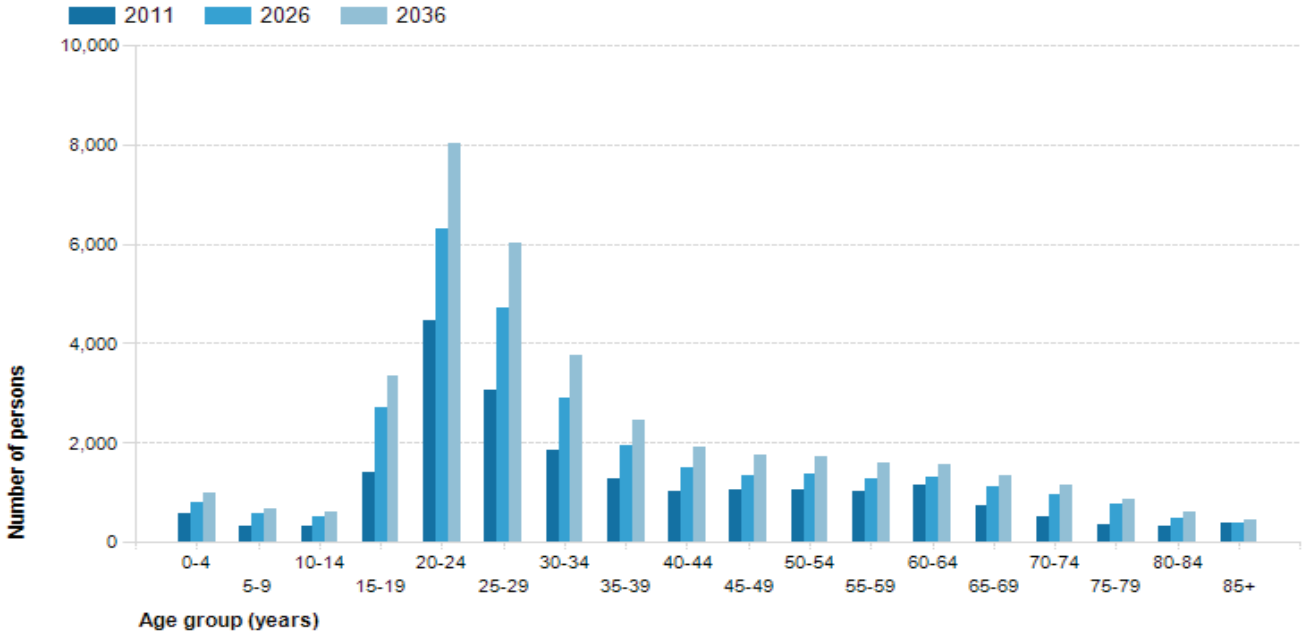


Figure 2 City of Adelaide population profile
(Source: Adelaide City Council, 2015, using 2011 Census data)

Forecast age structure - 5 year age groups

City of Adelaide - Total persons



Population and household forecasts, 2011 to 2036, prepared by .id the population experts, October 2013.



Despite the unique demographic experience of Adelaide City, one notable trend over the last 15 years has been an increase in the older population residing in the city. Between the 2006-2011 Census dates, city residents aged 60-69 increased by 527 people (a 42% increase), while residents aged 70 years and over increased by 180 people (a 14% increase). (See appendix 4 for further demographic information.)

Over the next 21 years (2015-2036), a steady increase is projected for all age groups over 50. The highest increases will be in the cohorts aged 50-54, 65-69 and 70-74 years (Figure 3).



DIVERSITY AMONG OLDER RESIDENTS

There is diversity in the circumstances of older city residents. Personal weekly income figures indicate variance in economic position: 2011 census data shows 28% of residents over 65 years receive \$399 and below per week, 16% receive an income over \$1500 per week, and 11% receive an income over \$2000 per week (Census, 2011).

There are also a number of older residents still in the paid workforce. At the time of the 2011 Census, there were 1187 people over the age of 60 in the labour force – 447 were aged over 65 years and 47 people were aged over 75 years. With respect to the cultural background of city residents over the age of 65 years, 2011 Census data show that 14.2% of those who stated a country of birth were born in non-English-speaking countries.

2011 Census data on care and support reflects the needs of people living in the City of Adelaide. Higher proportions of residents aged 85 and over report a need for assistance with core activities compared with other city residents. This is slightly higher than in Greater Adelaide for the same age group. There is also an increase in numbers of people aged 60-64 needing assistance.

How will an ageing population manifest itself in the City of Adelaide? What opportunities will it present and what pressures need to be accommodated?





The City of Adelaide now is:

- Home to 22,690 people (estimated 2014 population)
- Comprised of a large proportion of households without dependent children
- The centre of 17% of the state's economic activity
- Where many diverse people come to work, shop, attend cultural events and recreate – in 2013, 26% of city users were aged over 55 years
- A place where people come to volunteer, with an estimated 8,539 volunteer city workers in 2014
- comprised of 11.1% of its population aged 65 years and over, at the time of the 2011 Census.

Into the future, it is anticipated that:

- The Adelaide City residential population will be close to 48,000 by 2040
- There will be an increase in size of the city's workforce;
- More city residents will be over 65 years, a trend which is global and resulting from historical social, economic and demographic trajectories
- By 2026, there will be a 61.3% increase in the city population of retirement age
- By 2036, there will be 3145 more city residents in the 55 year + bracket than at the time of the 2011 Census
- In 2036, the population aged over 65 years comprises 11.5% of the city residential population.

Sources: Adelaide City Council, 2014; City User Profiles, City User Population Research, 2013, forecast.id.com.au/adelaide/population-age-structure



WHAT THE COMMUNITY SAYS

OVERVIEW

In wide-ranging community conversations, current concerns and people's visions for what could be improved were explored. People drew on their unique knowledge as city residents, workers and city users. Ideas included ways to improve and maintain welcoming neighbourhoods and communities for all; expanding a continuum of mixed, affordable and age-friendly housing in the city and affordable allied health and wellbeing services; improving outside spaces (footpaths, signage, seats and shelters using urban design principles) and providing playgrounds and streets that are age and grandparent friendly.

There were plaudits for the compact nature of the city, transport options, free city WiFi, the Adelaide Central Market, community centres, the aesthetics of the city, co-production processes in streetscape and neighbourhood planning, volunteer programs, and Home and Community Care (HACC). Retaining and strengthening "what is good and works" was viewed as important.

There was a long list. The village feel of the city, the ease of movement, pedestrian environments, spaces that support community connections, urban and landscape design, and efforts to mitigate the heat effects of a city. People also had thoughts about what could be improved or developed.

They drew on their own experiences, together with ideas they had seen and experienced elsewhere (such as pocket parks in Europe where "people manage their own corners", greening ideas to reduce the heat effect of cities in the context of climate change, and street level power re-charge stations.

There were thoughts to extend what already happens now. Some examples are to add tricycles to the Adelaide City Council bike fleet; toilet maps to the existing city information; extending what is available in community centres; continued greening of the city; and making use of lighter colors in urban construction.

Whilst transport options are available, east-west links were seen as deficit. One respondent made the point that some of the changes needed were essentially "simple ideas" with the potential to have positive health and wellbeing effects. The simplicity is in part because they are additions to what already happens now.

As another respondent noted:
"[Council] is doing it, but can do it faster".



A repeated point was that residents want the option to stay living in the city as they age; that living in Adelaide City is a positive experience.

"Everything is at our finger tips." Older resident

"Keep the city a walking bike friendly city."
Older resident

"Love it immensely." Older resident

"I have lived in lower North Adelaide over 16 years. I love the cosmopolitan atmosphere and closeness to the city, parks and arts/business." Picture Adelaide 2040 older respondent

"It allows us to live sustainably... we walk everywhere."
Older resident

"I love living in the City: we walk and ride everywhere."
Older resident

"The only way I will leave is in my coffin."
Older resident

JEWELS IN THE CITY – LOCAL BEST PRACTICE

A recurring observation was that the city is full of resources and assets that support the current quality of life in Adelaide City. These can be harnessed for future initiatives. These resources include residents themselves, the city-based universities, agencies and community organisations, museums (e.g. Migration Museum), sport and recreation clubs, and businesses. As one person said: "Resources are on our doorstep" and another, "Make visible and unlock the jewels in the city".

Examples were given of well-designed streets, such as Leigh Street; neighbourhoods which are welcoming and vibrant; and the many community organisations in the city (e.g. multicultural organisations with premises in the city). These are local city-based sources of best practice.

For instance, Helping Hand has a particular emphasis on innovation and change. This organisation has conducted projects on internet usage for older people, and worked with Romeo's supermarket chain on supporting people to shop near where they live. The director of research and development was an 'official catalyst' with the SA Thinker in Residence for Ageing.

A further jewel is the strong connection people have to place, and this was also a finding of an Adelaide City Council Placemaking survey (2014, p. 12). A respondent in these community conversations said; "I have never felt so welcomed in a community... keep it going, it is unique".

In almost all discussions the observation was made that older residents contribute to the community spirit and vitality of the city. Community hubs (i.e. community centres, the University of the Third Age [U3A], dog parks, recreation opportunities) and social catalysts (i.e. community leaders) are vital conduits for services, information, supports and human connections. As a respondent noted: "The community centre was the first place I came to when I moved in".

Positive experiences of the city are evident in Picture Adelaide 2040 data. For example:

"After visiting the markets in London and Barcelona, I believe that the Adelaide Central Market is one of the best markets that produce great Italian, German and Middle Eastern food with an energetic atmosphere. I can't wait to bring my grandson to the Market." Picture Adelaide 2040 respondent

"I love to bring my grandchildren down to the riverbank. It's a lovely park because it has the Popeye, the ducks, the waterfall, and it's close to Rundle Mall. Another favourite of ours is the Zoo." Picture Adelaide 2040 respondent



KEY THEMES

The topics raised through community conversations have been synthesised into the areas listed below.

CONTINUUM OF HOUSING OPTIONS IN THE CITY

Into the future there is a projected doubling of city residents in the age cohort 84-85+, and this is based on the assumption that the residents aged 55-64 who are moving into the city, stay. A repeated view was the need for a more comprehensive range of housing options for the diversity of older city residents who will vary in their need for services and assisted living (e.g. apartments with services on the ground floor, nursing home options).

For some, limited accommodation options were seen as a potential barrier to being able to stay living in the city. One respondent put it that **“People are pushed out into the suburbs”** which can mean they can lose their community connections, links to GPs and other services. It was suggested that property developers should better understand the housing needs of the older consumer.

The city does have successful housing models (e.g. Common Ground, Ergo, Dawkins Place) with lessons that could be replicated. The role of local government to ‘leverage opportunities’ was also made, as seen in the quote below.

“Create village communities that provide integrated and holistic services.” Respondent

“Council could play the role to leverage opportunities through its own land, planning development processes and links to State Government”. Respondent

CONNECTING NEW RESIDENTS TO COMMUNITY

Some residents who were part of these community conversations were relatively new to living in the city (i.e. three to eight years’ duration). From reflecting on their own experiences, it was considered that there is an ongoing need to “support people to connect up when they are new to an area”.

Practical ideas about this were offered:

- Provide ways that retired people can meet up with one another.
- Disseminate information about activities and information sources through the new resident information pack, rates notice and advertisements in all of the Messenger newspapers across the Council area.
- Support older residents to contribute their knowledge and skills to others within the city. The point was made that older people have experience and skills to offer, but sometimes it can be unclear how to best make these known to others. Examples were given of a retired school teacher with much enthusiasm for volunteering their time and skills and knowl edge, and a recreation group for older people who wished to link with younger generations. Both were seeking mechanisms for being linked in.

COMMUNITY DIVERSITY AND INCLUSIVENESS

Ensuring that community spaces and facilities are inclusive and welcoming, and not exclusive, is a point made by service providers. Some noted the experience of the exclusion of homeless people from community spaces, like community gardens. Valuing community diversity also includes the adoption of a cultural lens. A respondent said about this, “Appreciate people as cultural beings” and “Better recognise Adelaide’s historical and current cultural diversity”.

There were creative ideas about how to amplify the cultural dimensions of the city, and how to better recognise the importance of the city to cultural communities. The point was made that the city has a positive association for people from non-English speaking background communities, as reflected in the city premises of a number of cultural organisations

(e.g. Dom Polski Centre, Chinese Welfare Association, Greek Welfare Centre, Middle Eastern Communities Council of SA, German Association, and Migrant Health Service).

AGE-FRIENDLY BUSINESSES AND ORGANISATIONS

Respondents talked about the importance of businesses and workplaces, from shopping centres and supermarkets through to coffee shops, that respond to the needs of older users. Examples were given of current city businesses that have created services, products and customer practices that are age friendly, and where the ambience and products serve a mix of age generations.

Reflecting on one such business, a respondent noted this business had “a culture that respects the older person”. There is a need for more business outlets that are attractive and responsive to older people. Older people have purchasing power and businesses would gain from these sorts of adjustments to be age friendly. Steps, toilets and other access issues are also considerations for businesses.

A suggestion was to promote the current best practice examples across the city as templates of age-friendly business practices. It was also noted that more older people will be in the labour force, and that some organisations/businesses have much to do to reorient and challenge stereotypes about older people and to value older workers. Ageism needs to be addressed.

“Re-focus business views on ageing and excite them to come on board with the age-friendly agenda.” Older respondent

“Businesses operate as private spaces not as public spaces.” Older respondent

“We need a Bunning’s store in the City.” Older respondent

“Is there scope to influence businesses through a cultural lens?” Respondent

Businesses in the city are young people friendly but are they aged and disabled friendly?” Older respondent

In addition, respondents raised business ideas. Repeatedly it was noted that older people are a resource and know the city in particular ways. Is there scope for this expertise to be used in supporting tourism to Adelaide, e.g. tours of the area led by people who have ‘lived experience of the city’ such as those who are homeless, or those who know the city from their own cultural perspective? These could be intergenerational projects and may have potential for a social enterprise.

PUBLIC SPACES

The city was praised for the natural environment and aspects of its urban design and infrastructure. Examples were given of streets and treescapes that work well, but it was noted by some that these are not consistent across the city. Ideas were raised about adaptations that could support better mobility and more effective placement of shelters and seats, and would strengthen the welcome feel, safety and inclusiveness of public spaces.

“It would be good to make sure that the surface in the Market is friendly for old and disabled people and strollers. There should be more laneway activity and street art.” Picture Adelaide 2040

“More pedestrian-friendly streets with better linkages to other areas of the city and transit (train/tram) – zebra crossings etc.” Picture Adelaide 2040, older respondent

“Keep the city a walking bike-friendly city.” Older respondent

“These are barriers that diminish people’s ability to be part of society.” Respondent

“More disabled car-parking spaces into the future.” Respondent

“Lots to be done to push back cars and make the city a better pedestrian environment.” Older respondent

“Council could do more with promoting car-pooling.” Older respondent

NATURAL ENVIRONMENT AND CLIMATE CHANGE

The preciousness of the natural environment was referred to by a number of respondents – a theme also in the Picture Adelaide 2040 responses from older residents. The following are examples of the latter.

“I love all of Adelaide especially its beauty. Trees, trees more trees is what’s needed (don’t take our uniqueness away). Tourist’s comment that’s what they love the most. And the easiness to travel in Adelaide[s] straight lines. Create – a city that has eco-friendly gardens, flowers. It cleans the city air and more.” Picture Adelaide 2040, older respondent

“Adelaide has a beautiful setting and climate.” Picture Adelaide 2040, Older respondent

A topic of conversation was the impact of climate change and what it might mean for older people in the city, including those who are homeless, in poorer health and with reduced means to afford energy bills. In the words of one person, “As people age they feel the heat stress”.

There is a growing evidence base about the health impact of extreme weather events, including for older South Australians and these are forecast to be an ongoing part of the future. These changes will be felt by all (i.e. impacts on health and wellbeing, pets, gardens, utility bills and implications for being outside and active).

This theme is addressed in Picture Adelaide 2040, with attention to the impact of increased extreme weather events in SA and the “urban heat effect... the result of concrete, asphalt, and buildings causing urban areas to be much hotter than rural areas” (2014, p.20).

There are also a number of research programs focused on ageing and climate change, and the role of local government in mitigating and managing adaptation to climate change.

INFORMATION COMMUNICATION
TECHNOLOGIES (ICT)

As digital technology becomes the norm for communication, information provision and service delivery (e.g. banking, bill payment, e-health, government programmes), ‘digital divides’ open up between older people without access and the ability to afford ICTs and/or little digital literacy, and those for whom ICTs are part of their everyday life.

There are marked generational variations in internet use with ICT use more widespread amongst the baby boomer generation than older age groups (Baum et al, 2014; Morris et al, 2012). In almost all discussions people mentioned the importance of maintaining face-to-face communication and written communication, and not assuming that internet communication, social media, or emails will suffice.

Not all will have access to ICT. Examples were noted where the Adelaide City Council has successfully engaged in ICT projects (free City WiFi and iPad Program), and the question was put as to whether there could be more such initiatives.

“Ensure that older people are not victims of the digital divide.” Respondent

“Don’t take people out of connections.” Older respondent

SERVICE ACCESS

There was constant positive reference to the services provided by the Council. Valued are the Home and Community Care Program, community centres and libraries, free WiFi, transportation such as the Market bus and the free City Connector bus. One respondent commented “Council-run community services are terrific”.

A widespread view was that these services should be retained and strengthened. Some respondents particularly articulated a need for these services to be accessible for all. This includes homeless people in the city. The value of the Inner City HACC Advisory Committee facilitated by Council was raised by a number of respondents.

Some suggestions for future services included the following:

Development of allied health clinics in community centres e.g. OT services, mental health services (i.e. responding to depression and diabetes education, gym equipment) perhaps in collaboration with city-based universities Improve the children’s libraries and toy libraries as resources for the grandparents who look after children on a regular basis Increase the number of toilets available in public spaces for older people but also for those responsible for children during the day who need access to toilets and change spaces.

Develop a community centre in the south east corner of the City Let people know about the transport options in the city: “The cost of parking is prohibitive for older people coming into the City.” Respondent

Services and spaces for older men Recreation and physical activities Age-friendly planning and development assessment processes – this includes acknowledgement of the need for light filled space for positive mental health and different expectations about noise levels.



ENGAGEMENT WITH OLDER RESIDENTS IN PLANNING
AND POLICY DEVELOPMENT

At the end of a lively and positive focus group discussion, a participant commented, “We are the thinkers in residence”.

Whilst this project had limited scope to engage comprehensively with people who live in and visit the city, those who were involved in discussions made it clear that such engagement with older people in thinking, conversations, envisioning and action is a must to further an age-friendly city.

Engagement with older people was described as the opportunity for people “to be involved, to be vocal and to give back”. A respondent named this as tapping into a “rich and reflective resource”. The importance of community participation is well established in the best-practice literature, and moreover that effective participation requires engagement not only in outlining issues, but in determining agendas and shaping how issues are ‘framed’ (Legge et al, 1996). There was enthusiasm for community conversations to continue.

“Support people in their care for the city.” Older respondent

“Needs a grey power structure... if it is structured it will happen.” Older respondent

“Have a coffee and open book club where people can come and talk about issues and add value to the city.” Respondent

“Have a bi-annual seniors’ happy hour with wine and cheese to keep these conversations going.” Older respondent



A CITY FOR ALL

A repeated view was that which is good for older people could also be good for other age groups. Safe footpaths, well signed and accessible toilets, seats and shelters, transport, traffic lights which allow enough time to cross the road, communities that are welcome and inclusive – these are all of benefit for children, people with disabilities, and those with pushers as much as they are for older people. This is not to negate the age specific needs of the various cohorts of people aged over 65 years. Again, this theme resonates with the best practice literature (O’Hehir, 2014).

“An animated city for all ages.” Older respondent

“There are commonalities between all ages but differences too.” Respondent

HOW TO RESPOND – A FRAMEWORK FOR AGE-FRIENDLY PLANNING AND ACTION

One of the strong messages from both the literature and the community conversations is that responding to an ageing population means a shift in how things have traditionally been conceptualised and done. This will require a combination of collaborative action and participatory planning which engages older people.

Another message is the need to view ageing within the context of a life course, and older people in the context of diverse relationships, families, communities, and their urban and natural landscapes. Irrespective of a chronological age, people have needs and expectations of the societies and physical environment in which they live. Places and programs need to be planned for the wide variety of people who may use them, not just the dominant cohort. (In the case of Adelaide City this would be able-bodied people of working age).

‘Planning for All’ is a value-adding approach, because initiatives that “benefit 80 year olds also benefit 8 year olds” (O’Connor, 2011) and are likely to be appreciated (if not required) by everyone in between.

The timing is right for systematic planning and action to build on what works well in Adelaide and further the adaptation that will meet the aspirations and needs of the city’s older residents, workers, visitors and students. As one respondent said, work with the “jewels in the city”.

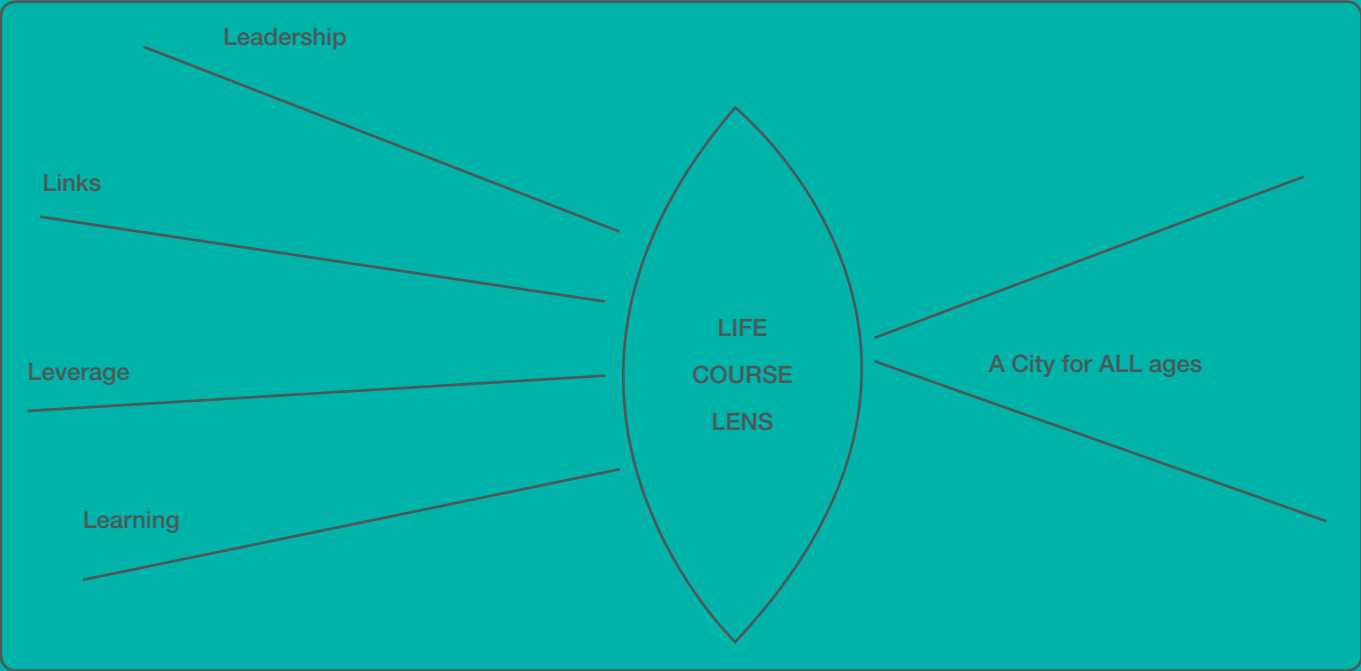
In order to practically realise the ideals which underpin the WHO’s age-friendly movement, the Framework for Age-Friendly Planning and Action (the Framework) has been developed. This is based on both the lessons from the age-friendly cities best practice literature and the themes from Adelaide City community conversations.



The Framework is shown in Figure 3 and has five key aspects, the most important of which is the life course lens, through which all other aspects of planning and action should pass. It is important to note that this lens supports an ‘all-ages’ approach to planning, one that integrates the needs and aspirations of older people with those of other ages and abilities.

In the remainder of this report all aspects of the Framework are detailed and examples given from the best practice literature and the community conversations. The total Framework is summarised in table form at the end of this report.

- 1. Life course lens: the perspective of the Framework
- 2. Leadership
- 3. Links
- 4. Leverage
- 5. Learning



FRAMEWORK FOR AGE-FRIENDLY PLANNING AND ACTION:

LIFE COURSE LENS

DEFINITION

The perspective which informs the Framework is a life course lens. This lens asks planners to consider the whole of a life lived from childhood to older years. People over the course of their lives will experience common life stages and social roles (childhood, adolescence, adulthood, older age), and they will transition through biological changes and have needs that are particular to every life stage.

These will not be experienced in the same way. The time and dominant culture of the society into which people are born, their cultural identities and gender, and the cumulative impact of an individual's situation and structural factors, such as socio-economic conditions, have consequences for health and wellbeing as people age. As the WHO states: **“Older age often exacerbates other pre-existing inequalities based on race, ethnicity or gender”** (2002, p.40).

Such a lens sharpens the ability to see holistically. For instance there is a universality to the eight domains in the WHO Age-Friendly World initiative – transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, community support and health services, and outdoor spaces and buildings – these domains have significance at all stages of life.

Notable is the WHO's goal to facilitate the adaptation of existing social and urban environments in ways that are better for everyone who lives in a city or community. This is not to negate the particular and unique needs of people in their older years, rather, it is about holding these universal needs and unique or particular needs together.

BEST PRACTICE LITERATURE EXAMPLE THE CITY OF MELBOURNE, VICTORIA

An example of an integrated and holistic approach is that undertaken by the City of Melbourne which has consolidated a range of age-specific-issues-based plans into a single overarching plan called The Melbourne for All People Strategy 2014-17.

Melbourne is a capital city with a population of 110,000 in 2013. This number includes a growing older population; currently 10% of the population is over the age of 60 years and this is projected to increase more quickly than any other age group (2014, p.6).

A high proportion of these older residents are born overseas. The Melbourne for All People Strategy 2014-17 is based on a life course perspective and:

“recognises the importance of family, community, culture and place for all people from birth to 100 years+. It supports people's rights and aspirations to live safe, healthy and connected lives within cohesive, vibrant communities, and recognises that public spaces, infrastructure and service delivery should cater for everyone's needs”. (2014, p.3)

The Melbourne City strategy has some distinctive features as seen below:

- **It is underpinned by six cross-cutting themes:** Access and inclusion, Safety, Connection, Health and wellbeing, Life-long learning and Having a voice.
- These six themes apply to all aspects of the City of Melbourne's planning, programs and services.
- Community participation and local responsiveness are platforms.

- The adoption of a life course approach is to make explicit that people of all ages are ‘interconnected’ and interdependent through their families, communities and networks.

- Partnerships and collaboration.

Source: City of Melbourne, melbourne.vic.gov.au/CommunityServices/Documents/Melbourne_for_All_People.pdf.

COMMUNITY CONVERSATIONS

Aspirations: A city for all. Safe footpaths, toilets, seats and shelters, traffic lights which allow enough time to cross the road, responsive businesses, communities that are welcome and inclusive, aesthetic urban environments – these benefit children, people with disabilities and those with pushers, as much as they do older city users and residents.

“What is good for older people can be good for everyone.” Older resident

“The needs and desires of CALD [cultural and linguistic diversity] communities are different across generations and change with the times”. Respondent

“An animated city for all ages.” Older resident

“The Council could engage with people in ways that break down stereotypes.” Respondent



LEADERSHIP

DEFINITION

Local leadership to foster and extend age friendly city/community strategies is a best practice ingredient identified by O’Hehir (2014) and others (Sullivan et al, 2007; National Heart Foundation, 2012). Saunders (2013), reporting on South Australian conversations about dementia friendly communities, remarks that participants saw a lead role for local councils in advocating for community support, adaptation of urban design and infrastructure, and modifying council services to be dementia friendly (i.e. libraries, parking areas, council services).

O’Brien and Phibbs (2011) in their literature review entitled Local Government and Ageing make some relevant points:

- Local government, with its locality focus, is well placed to support community development and volunteer work that builds on the assets and composition of local communities.
- Libraries are important community hubs and a vital cog in a local council’s age-friendly approach.
- Age responses should be ones that also have a focus on the opportunities afforded by an ageing population.
- There is value in a pensioner concession for rates.
- Local government has a role in advocating to other levels of government and supporting partnerships.
- Local government can impact on the design and use of public spaces.

ROLE AND FUNCTION

Council is a community leader working with others to advance thoughtful, creative, integrated and community-engaged processes to support age-friendly initiatives.

STRATEGIC APPROACHES

- Council leads in advocating a framework for age-friendly planning and action to develop policy and program responses to an ageing population.
- Council lead in supporting links, leverage and learning to support age-friendly developments for city residents and city users.

PRACTICAL RECOMMENDATION

- The information in this Ageing in the City project informs the Picture Adelaide 2040 planning process.
- The City Community section of the Adelaide City Council works across the organisation to advocate for the implementation of a framework for age-friendly planning and action.
- Adelaide City Council instigates a roundtable to scope the possibilities for developing links, leverage and learning opportunities to further an age-friendly Adelaide City.

BEST PRACTICE LITERATURE EXAMPLE CITY OF MELVILLE, PERTH

The City of Melville in WA is a WHO Age-Friendly City, and known for some of its innovative developments and approaches. In 2013 Melville had a population of 106,335 residents and is comprised of 18 suburbs. Compared to the Greater Metropolitan Perth area, more of its residents are over the age of 65 years. The city has been a leader in development of its Age-Friendly Melville Strategy 2010-2012, and is a member of the WHO global network of age-friendly communities. Some distinctive features of the City of Melville’s work are as follows:

- The approach and age-friendly strategy was adopted by the Council.
- It is based on a bottom-up community development approach, informed by the participation of older people.
- There are clear structures for the ongoing participation by older people in the age-friendly work.
- The strategy is subtitled Directions from Seniors, indicating the saliency of the voice of older people themselves.
- The strategy has a focus on social participation programs, transport, housing, respect and inclusion.
- Action has included provision of information (including use of the Council website), awareness forums, and the establishment of specific programs through collaborative work.
- The strategy was reviewed and some of the recommendations for the future included ongoing embedding of aged considerations into the city’s town planning and transport planning; and the development of action for intergenerational links and support to older people from CALD backgrounds. These are just some examples from this comprehensive plan.

Community conversations Aspirations: The role of local council as a leader and facilitator of change and age responsive infrastructure, with capacity to influence other levels of government and agencies was a recurring theme in community conversations.

A respondent made the comment that residents are part of these processes, and used the language of co-design and co-production. Picture Adelaide 2040 note:

“The role for government and council as a facilitator has been highlighted in discussions” (Adelaide City Council, 2014 p.16).

“Council needs to walk the talk.” Older respondent

THE CITY OF MELBOURNE

The City of Melbourne is working on an initiative with the Docklands Chamber of Commerce and Victorian Seniors Card Program to assess and understand how the Docklands can develop more age-friendly businesses. This includes a survey administered through the council website asking a series of questions of residents, visitors and customers of the Docklands area. Council is a catalyst for action by the business community.

Source: www.melbourne.vic.gov.au/CommunityServices/ForOlderPeople/Pages/DocklandsAgeFriendlySurvey.aspx

FRAMEWORK FOR AGE-FRIENDLY PLANNING AND ACTION:

LINKS

DEFINITION

The order of thinking and change that will create an age-friendly world needs collaboration from communities, the market, governments and community organisations. This is both a will to work together and engagement in shared practical action. It is facilitated through many links that involve a range of agencies, sectors and groups with a role and/or stake in the issues. O’Hehir cites Alley et al (2007) who stresses the importance of a ‘paradigm shift’ towards valuing intersectoral collaboration as essential for sustained age-friendly communities. This cannot be done without the engagement of older people themselves and the valuing of their knowledge, creativity, care and vision. Social Innovation for Ageing, a European based organisation, makes the point that, **“It has to be accepted that older persons do not surrender their brains, their visions, or their creativity upon retiring from their jobs”** (undated. p.38). It also involves intergenerational links.

ROLE AND FUNCTION

Councils foster a network of connections to support working together in advancing age-friendly initiatives. Connections and networks may be formal and informal and link across the following: Functions (health, community services, urban and social planning, property development etc) Sectors (tiers of government, not for profit organisations and business) Communities and generations Universities and research communities.

STRATEGIC APPROACHES

- Establishment of a formal ‘alliance’ or collaboration which brings together community participants and key stakeholders to collaborate on strategies for action to advance age-friendly initiatives.

- The establishment of virtual and real exchange ‘platforms’ that support spontaneous links and connections (e.g. learning networks, inter-generational exchanges, community noticeboards). This involves both social media and non-ICT communication.
- A local ‘thinkers in residence’ program which taps into local knowledge of the uniqueness and best practices in the city.

PRACTICAL RECOMMENDATION

- The Adelaide City Alliance (or some such-named collaboration) is established, comprised of local stakeholders and older people, to further respond to some of the issues identified in this report, for example:
 - Housing options for older residents
 - ICT access and use
 - How business could better meet the needs of older customers/consumers
 - The placement of allied health clinics within community centres.
- The Adelaide City Alliance hosts a local ‘thinkers in residence’ program.

BEST PRACTICE LITERATURE EXAMPLES

Louth Age-Friendly County Initiative in Ireland is recognised for some particularly innovative developments and a tremendous energy for change. The initiative is supported through the work of the Louth County Council and an age-friendly alliance that has a broad-based membership of older people.

The alliance has a goal **“to make Louth an ‘Age-Friendly County’ with all agencies working together to promote and maintain the best possible health and wellbeing of older people, and to make the County itself a great place to grow old”**. The theme of the initiative is ‘Sharing the Journey’.

The initiative is underpinned by three core principles reflected in the slogan ‘Participation of older people in a partnership approach enriches innovation’. The Council has developed a ‘virtual regional office’ that is a platform for coordination. Links between councils and universities to advance age-friendly developments are occurring in many cities.

For example, Manchester School of Architecture (MSA) links with Manchester Age-Friendly City. This collaboration involves an annual group of 25 or so architecture students working on architectural projects **“which examine the potential of architecture and urban design to affect social issues including age-equality”**.

Similar initiatives are occurring elsewhere in Europe, such as the collaboration between the European-based organisation SiforAge – Social Innovation for Active and Healthy Ageing – and the School of Architecture of Barcelona (<http://www.siforage.eu/new.php?id=43>).

Links are not just with schools of architecture. University departments of Social Work, Nursing and Allied Health, and Engineering also collaborate on age-friendly developments.

Links also take place across and within communities and generations. The Centre for Intergenerational Practice was established in the UK in 2001 as an initiative of the Beth Johnson Foundation and aims to support cross-generational contact and understanding. The Centre is a ‘national platform for the development of intergenerational practice’.

The website is a rich resource of material to support intergenerational work and is full of successful examples and resources. Projects include gardening and cooking projects, film and arts projects, and reading projects. Local councils have been leads in much of this work. The Centre also fosters research and ongoing innovation.

Source: <http://www.centreforip.org.uk/>

COMMUNITY CONVERSATIONS

Aspirations:

Connections and links were dominant themes in community conversations. Some of the linkages mentioned – and ideas for more – include the following:

- Valuing and linking with the life experience, skills and knowledge of older people residing and coming into the city.
- Partnerships between city universities and community centres (e.g. university business schools and age-friendly business initiatives, university Allied Health departments).
- Connecting with CALD organisations in the city on age-friendly projects.
- Linking with those who are undertaking best practices and innovation (e.g. Helping Hand).
- Links between generations through sport and recreational clubs (e.g. websites which connect what is happening for young people, pop-up events, and the resources and facilities of older aged clubs).
- Linking agendas within the Council.
- Links with businesses that are age-friendly to understand what works.
- Support residents coming together and making information available about how this can best happen.

FRAMEWORK FOR AGE-FRIENDLY PLANNING AND ACTION:

LEVERAGE

DEFINITION

The task of creating age-friendly cities cannot be done by one agency or level of government. It needs collaborations that combine intellectual and social capital, and human and economic capital, and plugs into the innovative drive of various parties who will have different roles, responsibilities and stake in the issues. Maximising the use of these resources and opening windows on possibilities is assisted in being purposeful about leverage.

ROLE AND FUNCTION

Councils catalyse and support existing and potential opportunities in order to enlarge and multiply the gains and benefits for meeting the needs of ageing populations.

STRATEGIC APPROACHES

There is an up-to-date knowledge of local opportunities and developments. This could include information about the following:

- Age-friendly initiatives happening in the city and within the Council.
- Local windows of opportunity (i.e. age friendly initiatives through universities, South Australian Health and Medical Research Institute (SAHMRI) projects, community development activities, local organisations etc.).
- What is happening within the Council itself and where links could be made between Council areas to maximise the impacts and benefits.

PRACTICAL RECOMMENDATION

- Seminars or workshops are held within the Adelaide City Council on particular ageing topics and where there might be interconnected agendas. **For example:**
 - Working with city traders/businesses to expand age-friendly initiatives.
 - Links with ‘Urban Micro Climates: Comparative Study of Major Contributors to the Urban Heat Island (UHI) in three Australian cities (Sydney, Melbourne and Adelaide) an initiative to reduce heat stress in cities.
 - Exploring the best practice lessons from the ERGO housing development on Sturt St.

BEST PRACTICE LITERATURE EXAMPLE SYDNEY CITY COUNCIL – HOUSING INITIATIVES

The Sustainable Sydney Strategy 2030 is a key policy direction. One of the strategy areas is to increase affordable housing in the city by increasing housing supply and the proportion of housing available for people on low incomes. A target population is older residents.

The Glebe Affordable Housing Project is a partnership with Housing NSW to build 110 houses of which 20 will be new social housing dwellings. The city is doing this work in partnership with government, private developers and not-for-profit organisations.

Council has been an advocate for these developments, engaged in collaborative research on housing issues for low-income residents, and altered planning controls to enable these developments to occur.

BRINGING AGENDAS TOGETHER

Making the most of leverage opportunities is enhanced if agendas come together. Australian researchers Harvison, Newman and Judd (2011) in a paper prepared for the Australian Climate Change Adaptation Research Network, Ageing, the Built Environment and Adaptation to Climate Change, make the following points:

- Older people have a heightened sensitivity to the impacts of climate change, such as extended heat.
- There is a need for a suite of strategies to support older people, community infrastructure, including information provision and adaptations to the built environment to mitigate some of the climate change impacts.
- Local government can play a pivotal role that in the above matters.
- This is a design and urban issue as well as a social and health issue.

COMMUNITY CONVERSATIONS

Aspirations: A theme throughout community conversations was extending and jumping off from what is happening now Creative best practices are already occurring throughout the city E.g. U3A, the work of Helping Hand, initiatives being undertaken by Active Ambassadors, the Inner City HACC Advisory Committee, COTA’s initiatives, the Dementia Friendly Communities Project being conducted by Alzheimer’s Australia SA and resident’s own initiatives

“What else is around in the city that can be replicated?”
Respondent

“Council could play the role to leverage opportunities through its own land, planning development processes and using State Government.” Respondent



FRAMEWORK FOR AGE-FRIENDLY PLANNING AND ACTION:

LEARNING

DEFINITION

‘Learning’ is more than the conduct of evaluations and studies; here it refers to both this and the application or use of new knowledge throughout the organisation (i.e. in quality improvement, innovation and organisational development). Learning is crucially important in contexts where resources are tight, needs and demands are pressing, and population demographics changing.

Howard, writing on innovation in local government, suggests innovation “...demands ingenuity, initiative and resourcefulness” (Howard, 2012, p.5). Learning also includes organisational analysis, review and reorientation. For example, organisational analysis of the ways in which stereotypes about older people might be reproduced throughout an organisation, such as the images used in promotional material, and learning about how to do this differently.

ROLE AND FUNCTION

A council has a culture of knowledge development and application to support effective responses to meet the needs of an ageing population.

STRATEGIC APPROACHES

- Communities of practice that come together, share knowledge and how it can be applied.
- Long-term evaluation of age-friendly initiatives using appropriate methods.
- Engagement of older people in thinking and evaluation.
- Value and learn from the ‘local best practices’ within the local government.

PRACTICAL RECOMMENDATION

- ‘Thinkers in residence’ program as part of an Adelaide City Council community engagement processes.
- Structured seminars or workshops for knowledge exchange about age-friendly best practices within the City of Adelaide.

BEST PRACTICE LITERATURE EXAMPLES COMMUNITIES OF PRACTICE

In Canada, age-friendly communities of practice include a substantive research component. They seek to deepen understandings of best practice and the policy and environmental changes that need to be made (Plouffe and Kalache, 2011).

SIFORAGE

SlforAge has an explicit goal to foster social innovation and to respond and adapt to the ageing of the future. It acts as an incubator for innovative ideas and practical solutions, and works to bring together thinkers, developers and those with the means to make the ideas come to fruition. Members include think tanks, university departments, and innovation agencies. It provides tools to support the translation of ideas into action, and learning exchange platforms. Part of its work is to enable discussions about ethics and ethical issues.

The European Commission’s Innovation Partnership on Active and Healthy Ageing works on the basis that innovative approaches are deemed to be those that focus on finding ways to respond to issues, and which can be ‘technological, process and social innovation’ (EUC, 2011, p.3).

COMMUNITY CONVERSATIONS

Aspirations: The point was made repeatedly that there is much to learn from local examples, local ideas and critical reflection on what happens now. Making this a reality requires purposeful action to engage with local best practices, and to learn from them.

This desire for learning is captured in the following comments:

“Find the jewels in the city.” Respondent

“We are the thinkers in residence.” Older respondent

“What can we learn from what already works in the city?” Older respondent

“How to identify stereotypes and ageism at work?” Respondent



FRAMEWORK FOR AGE-FRIENDLY PLANNING AND ACTION – SUMMARY

LIFE COURSE LENS

A life course perspective on wellbeing and quality of life
“Patterns of ageing are organised not only by organismically based changes but also are fundamentally dependent on one’s social circumstances, opportunities and experiences over prior decades.” (Dannefer and Settersten, 2009, p.4)

COUNCIL ROLE AND FUNCTIONS	STRATEGIC APPROACHES (SOME EXAMPLES)	PRACTICAL RECOMMENDATIONS (SOME EXAMPLES)
<div>LOCAL COUNCIL LEADERSHIP</div> <div>Council is a community leader working with others to advance thoughtful, creative, integrated and community engaged processes to support age-friendly initiatives</div>	<ul style="list-style-type: none">• Council leads in advocating for The Framework for Planning and Action for an Age-Friendly City, in order to develop policy and program responses to an ageing population.• Council leads in supporting links, leverage and learning to support age friendly developments for city residents and city users.	<ul style="list-style-type: none">• This project informs the Picture Adelaide 2040 planning process.• The City Community program of the Adelaide Council works across the organisation to advocate for the implementation of the Framework, and develops tools for its incorporation.• Council instigates a roundtable to scope the possibilities for developing links, leverage and learning opportunities to further an age-friendly city.• Council investigates the value of a digital platform to support inter-sectorial collaboration toward an age-friendly city.
<div>LINKS</div> <div>Council fosters a network of connections to support collaboration. Connections and networks may be formal and informal and link the following:<ul style="list-style-type: none">• Functions within Council (urban and social planning, housing and development and community services etc)• Sectors (tiers of government, not for profit organisations and business)• Communities and generations• Universities and research communities and practice.</div>	<ul style="list-style-type: none">• Establishment of a formal ‘Alliance’ or other-named collaboration which brings together community participants and key stakeholders to work on strategies for action to advance age-friendly initiatives.• The establishment of virtual and real exchange ‘platforms’ that support spontaneous links and connections (e.g. learning networks, inter-generational exchanges, community noticeboards).• A local ‘thinkers in residence’ program which taps into local knowledge of the uniqueness of the city and best practices in the city.	<ul style="list-style-type: none">• An Adelaide City Alliance is established –comprised of local stakeholders and older people – to further responses to some of the issues identified in this report, for example:<ul style="list-style-type: none">• housing options for older residents• ICT access and use• how business could better meet the needs of older customers/ consumers• the placement of allied health clinics within community centres.• The Alliance host a local ‘thinkers in residence’ program.
<div>LEVERAGE</div> <div>Councils catalyse and support existing and potential opportunities in order to enlarge and multiply the gains and benefits.</div>	<p>There is an up-to-date knowledge of Adelaide City opportunities and developments. This could include information about the following:</p> <ul style="list-style-type: none">• Age-friendly initiatives happening in the city and within the Council.• Locally based resources and opportunities to respond to local aged concerns and issues (i.e. universities, SAMHRI projects, community developments, opening windows of opportunities).• What is happening across the Council and where links could be made to maximise the impacts and benefits.	<ul style="list-style-type: none">• Seminars within the Council on particular ageing topics with a focus on what current work occurring in the Council could be linked together as ‘interconnected agendas’, for example:<ul style="list-style-type: none">• working with city traders to expand age friendly initiatives• links with the ‘Urban Micro Climates: Comparative Study of Major Contributors to the Urban Heat Island (UHI) in three Australian cities (Sydney, Melbourne and Adelaide)’• ERGO housing project.
<div>LEARNING</div> <div>A council has a culture of knowledge development, and uses this knowledge to support effective responses and innovation in meeting the needs of an ageing population.</div>	<ul style="list-style-type: none">• Communities of practice that share knowledge and how it can be applied.• Long-term evaluation of age-friendly initiatives using appropriate methods.• Engagement of older people in thinking and evaluation.	<ul style="list-style-type: none">• ‘Thinkers in residence’ program as part of the Adelaide City Council community engagement processes.• Structured seminars or workshops for knowledge exchange of age-friendly best practices within the City of Adelaide.

WHAT NEXT

The Framework for Age-Friendly Planning and Action advocates a life course approach and calls on Council to take the lead in planning for older people in the city, to foster links with and between other organisations and groups, to leverage off existing partnerships and opportunities, and to continue learning about how to respond to the opportunities and needs of an ageing population in innovative and productive ways. If this approach to planning and action is adopted, benefits are likely to be achieved well beyond the demographic that has prompted this research because **“Things that make the city better for 80 year olds are also good for eight year olds”** (O’Conner, 2011).

It is recommended, in the first instance, that Adelaide City Council test the usefulness of the Framework, and develop simple tools to help council programs consider their planning and action through a life course lens. Incorporating a life course perspective into organisational documents, particularly strategy and policy, will foster the shift in thinking that is required for all-ages planning and action. It is also recommended that Council convene an inter-sectorial round-table to identify possibilities for local linkages; opportunities to leverage off existing partnerships and activities; and opportunities for learning and knowledge sharing about local best practices.

Reference to data collected for this project, and the systematic inclusion of community leaders, or ‘thinkers in residence’, will add significant value to the investigation, planning and evaluation processes required to move Adelaide towards a city of great places for all people.



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APPENDIX 1

GLOSSARY

AGE-FRIENDLY COMMUNITIES	A WHO initiative which commenced in 2007 and builds on the WHO Active Ageing policy. Age friendly communities “...offers choices for the individual as it provides social structures, economic and urban planning which enable people of all ages to meaningfully contribute to their families and broader communities throughout their life courses” (2014, p.44).
BEST PRACTICE	Best practice is the lessons and insights derived from case examples that have shown positive outcomes and impacts. These are not ‘recipes’ to be directly followed, but are guides about the sorts of practices that might be adapted because they have something to offer other contexts and practices.
INNOVATE	“Make changes in something established, especially by introducing new methods, ideas, or products.” Oxford Online Dictionary.
INNOVATE IN THE LOCAL GOVERNMENT CONTEXT	Innovation is defined by the Local Government Centre for Excellence as “new ideas that work” to “...improve the lives of people in communities”.
SOCIAL JUSTICE	<p>Social justice is a goal and vision, a state and a process informed by a commitment to respond to disadvantage and promote social inclusion. . The NSW Department of Local Government define social justice as follows: “For Local Government ‘social justice’ is based on the application of the following four principles:</p> <ul style="list-style-type: none">• Equity - fairness in the distribution of resources, particularly for those in need• Rights - equality of rights established and promoted for all people• Access - fair access for all people to economic resources, services and rights essential to their quality of life• Participation - opportunity for all people to genuinely participate in the community and be consulted on decisions which affect their lives.

APPENDIX 2 WHO

AGE-FRIENDLY DOMAINS

WHO AGE-FRIENDLY DOMAIN		ADELAIDE CITY COUNCIL SERVICES, PROGRAMS AND INFRASTRUCTURE THAT SUPPORT POSITIVE AGEING
(Source: who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf; p.9)		
Reliability and frequency Travel destinations Age-friendly vehicles Specialised services Transport drivers Safety and comfort	Transport stops and stations Information Community transport Taxis Roads and parking Driver competence	Market run bus Booked transport to medical appointments and social activities within the city The HACC program City bicycles Bus shelters and seats
OUTDOOR SPACES AND BUILDINGS		
Clean environments Clean and pleasant public areas Green spaces and walkways Outdoor seating Buildings Roads	Traffic Cycle paths Safety Public toilets	Link and Place approach Placemaking and District Plans Community centres (South West Community Centre, North Adelaide Community Centre, Box Factory Community Centre) Libraries (City Library, North Adelaide and Hutt St) Recreational facilities Integrated land use planning Sustainable urban gardens Greening programs Parks and gardens Walking paths Community gardens
HOUSING		
Affordable housing Essential services Design Modifications Maintenance	Ageing in place Community integration Housing options Living environment	Ergo Housing development Universal design principles used HACC Neighbour day activities Social inclusion activities

SOCIAL PARTICIPATION		
Affordable housing Essential services Design Modifications Maintenance	Ageing in place Community integration Housing options Living environment	HACC Services Home Bound Library Service Volunteer program Residents groups Council CD grants Community garden projects Activities through community centres ACC social programs (i.e. Easy Moves and monthly trips) iPad Buddy Program
RESPECT AND INCLUSION		
Respectful and inclusive services Public images of ageing Intergenerational and family interactions	Public education Community inclusion and economic inclusion	Your Say City Community Strategy 2012-2016 Community development Activities through community centres The Access and Inclusion Advisory Panel
COMMUNICATION AND INFORMATION		
Information and oral communication Printed information and plain language	Automated communication and equipment Computers and the internet	City annual survey HACC client customer satisfaction surveys Activities through community centres SAHMRI prototype
COMMUNITY SUPPORT AND HEALTH		
Service accessibility Offer of service Voluntary support and emergency planning and care		HACC service provision (domestic assistance, home maintenance, personal care) Activities through community centres Social support programs Advocacy and support

Key Adelaide City Council policy documents are:
 The City of Adelaide Strategic Plan ‘One City, Many Places’ 2012-2016; Place Making Strategy; Access and Inclusion Strategy, November 2012; Innovation Strategy; City Community Strategy; 2012-2016; City Public Health Plan; Smart Move Strategy 2012-2022.

APPENDIX 3

GLOSSARY

A total of 56 people participated in community conversations. Two focus groups were held at Council’s community centres (South West Community Centre and North Adelaide Community Centre), a discussion was held on the Market bus as it travelled the route from the outside the Market to North Adelaide; a focus group was conducted with workers from the Hutt St Centre’s aged care team and a focus group was conducted with Adelaide City Council staff.

In addition, a small number of face-to-face interviews were conducted with residents together with service providers in the aged care field. The discussions were facilitated by the researcher and based on the Age-Friendly Cities method of inquiry. Each conversation began with an introduction to the Ageing in the City project, and questions about what people liked about living in the city, and what had attracted them to attend the session.

RESPONDENTS
Focus group at South West Community Centre (n=18). Those present had lived in the city for a range of years and were drawn from the south-west corner and the south-east corner. Some were non-city residents who were actively connected to the community centre.
Focus group at North Adelaide Community Centre (n=5). Those present had lived in the city for between 3-8 years and were aged 55-59 (n=1), 60-65 (n=3) and 75 (n=1). Focus group at Hutt St Centre (n=7). Service providers in the homelessness sector.
Discussion on Market bus (n=7). Those on the bus had lived in the city for between 8-48 years.
Focus group in ACC (n=8). Council staff over the age of 50 years.
Meeting with President of the University of the Third Age, Adelaide (n=1).
Multi-cultural Aged Care (n=2). Meeting with the executive director and business/training manager.
Helping Hand (n=1). Meeting with the director of Research and Development.
Discussions with retired academic and retired social worker (n=2).
Discussions with retired academic and retired social worker (n=2).
Alzheimer’s SA Australia (SA) dementia policy officer (n=1). Active Ambassador (n=1).

APPENDIX 4

POPULATION DATA

CITY OF ADELAIDE – TOTAL PERSONS (USUAL RESIDENCE)	2011	2006	CHANGE
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SERVICE AGE GROUP (YEARS)	NUMBER	%	GREATER ADELAIDE %	NUMBER	%	GREATER ADELAIDE %	2006 TO 1011
Babies and pre-schoolers (0 to 4)	533	2.7	6.0	430	2.6	5.7	+103
Primary schoolers (5 to 11)	434	2.2	8.1	363	2.2	8.6	+71
Secondary schoolers (12 to 17)	444	2.3	7.5	445	2.7	7.8	-1
Tertiary education and independence (18 to 24)	5,198	26.5	9.8	4,179	25.1	9.9	+1,019
Young workforce (25 to 34)	4,584	23.3	13.4	3,713	22.3	12.8	+871
Parents and homebuilders (35 to 49)	3,235	16.5	20.9	3,005	18.0	22.0	+230
Older workers and pre-retirees (50 to 59)	1,940	9.9	13.1	1,955	11.7	13.3	-15
Empty nesters and retirees (60 to 69)	1,779	9.1	10.2	1,252	7.5	8.8	+527
Seniors (70 to 84)	1,124	5.7	8.7	985	5.9	9.1	+139
Elderly aged (85 and over)	368	1.9	2.4	327	2.0	2.1	+41
Total population	19,639	100.0	100.0	16,654	100.0	100.0	+2,985

(Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011. Compiled and presented in profile.id by .id, the population experts).

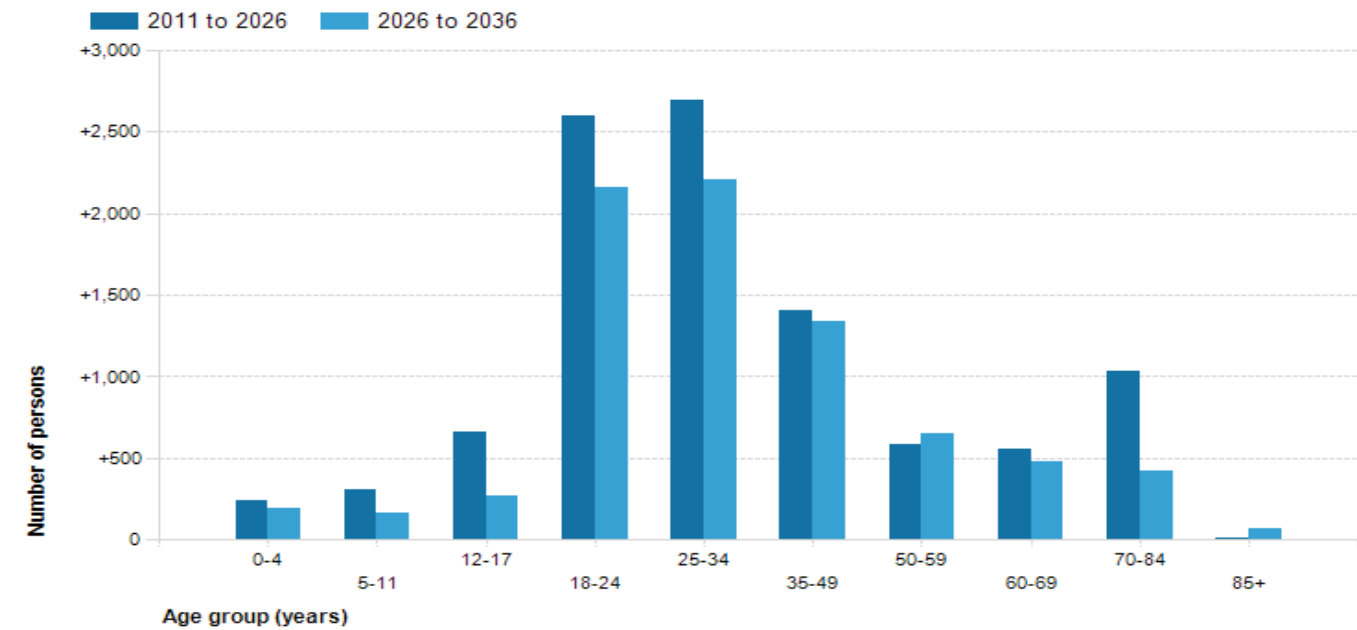
TABLE: AVERAGE ANNUAL GROWTH RATE OVER THE PERIOD 2001-2006

AGE COHORT RESIDENT IN THE CITY OF ADELAIDE	AVERAGE ANNUAL GROWTH RATE % (2001-2006)
75 + years	0.46%
65 years +	1.87%
55-64 years	7.42%

FIGURE: FORECAST CHANGE IN AGE STRUCTURE

Forecast change in age structure - Service age groups

City of Adelaide - Total persons



Population and household forecasts, 2011 to 2036, prepared by .id the population experts, October 2013.

.id the population experts







25 Pirie Street, Adelaide
Ph: 8203 7203
adelaidecitycouncil.com



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