

# AGE FRIENDLY BAYSWATER SNAPSHOT



## What we have done and our next steps

### Here's what's been achieved over the four years of the City's first Age Friendly Strategy 2017–2021:

- 3,500 copies of the City's Directory for older adults distributed since its launch in January 2019.
- 25% increase in membership of the relaunched Bayswater and Morley community centres over the past two years.
- 38 volunteer positions created for older adults across the City's two community centres.
- 84 free upskilling sessions for people aged 50+ facilitated by the City over the past three years.
- 18 partnerships established with local service providers to help implement age friendly actions.
- 91% satisfaction rate from attendees surveyed at information sessions held for older adults.
- 800 volunteer hours contributed by the City's Age Friendly Ambassadors over the past two years.
- 121 bus stop shelters available throughout the City, many with space to sit and room for wheel chairs and mobility aids.
- 28,000 books delivered to older residents through the City's Libraries' Homebound Books, and Books on Wheels programs.
- 34% of the City's Engage Bayswater panel is represented by older adults. This panel provides feedback on important community issues.



### AGE FRIENDLY AMBASSADOR PROGRAM

Launched in April 2019, this is a crowning achievement for the City. Comprising eight older adults from diverse backgrounds and varying ages, the ambassadors have taken a leadership role in our community, connecting people with practical information and services, ensuring older residents have a voice on community issues. It is a program for seniors, delivered by seniors.



### Some of the initiatives that have been delivered as part of the Age Friendly Strategy:

- A dedicated program for older adults at the City's Bayswater and Morley community centres, providing members with access to more than 30 activities and services.
- Installation of age friendly seating and community notice boards in the City's town centres.
- A program to create and upgrade footpaths to improve accessibility within the City.
- Monthly meetings between City staff and Age Friendly Ambassadors to increase awareness of older people's needs.
- Creation of a Technology Uncovered program, with funding through the government's Be Connected initiative, to upskill older adults and increase confidence online.
- New and accessible communication tools, including the *Bayswater Beat* newsletter delivered to more than 30,000 households.
- Stronger connections with local Aboriginal Elders, some of whom are older people, through the City's Reconciliation Action Plan.
- Self-loan kiosks at all City Libraries which can be accessed in the top 20 languages spoken in the City of Bayswater.
- Partnerships to increase older adults' knowledge and participation in health and wellbeing activities, including a 'Get back on your bike program'.



# PURPLE ROAD

In 2020, the City collaborated with Northern Suburbs Community Legal Centre to create our very own Purple Road to raise awareness of elder abuse. More than 450 purple flowers were crafted by the City's community centre members during the COVID-19 lockdown, with each flower representing someone's story, a conversation, or reflection.



## AWARDS

- The City was presented with the 2019 WA Age Friendly Local Government Award at the WA Seniors Awards, in recognition of the successful initiatives delivered in-line with the Age Friendly Strategy 2017-2021.
- The City was presented with the 2020 WA Local Government Professionals Connecting Communities Award for its Age Friendly Ambassadors program.

## How the City has supported older people during the COVID-19 pandemic

To keep our community connected and supported during the height of the COVID-19 pandemic, the City established a Community Care team to make fortnightly calls to older residents between March and June 2020. During this time, the Community Care team made over 5,000 calls, totaling 800 hours of conversation and were able to connect people to a wide range of information and services.

## World Health Organisation affiliation

The City's goal is to become an affiliated Age Friendly City with the World Health Organisation (WHO), the overarching body of Age Friendly cities around the world. This was unable to be achieved during the first Age Friendly Strategy 2017-21, due to the COVID-19 pandemic, as this became a priority for WHO. The City will pursue an affiliation with WHO over the next four years to bring global recognition to the City of Bayswater as an Age Friendly City.



## Next steps to becoming a more Age Friendly City

In 2021, from April to August, the City will be developing its second Age Friendly Strategy to take us to 2025. The strategy will guide the City of Bayswater's approach to becoming an Age Friendly City and will build on the successes of the first strategy. The community will be invited to provide their input to the strategy through surveys, pop-up listening booths and community workshops. It is anticipated the Age Friendly Strategy 2021-2025 will be launched to the community by the end of the year.



## Eight areas guiding our Age friendly journey

World Health Organisation – Age Friendly Cities.

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

For more information visit [bayswater.wa.gov.au/engagebayswater](https://bayswater.wa.gov.au/engagebayswater) or contact the City's Coordinator Active Ageing and Volunteers on 9270 4107.