

# Age Friendly Strategy Two Year Progress Update



In 2017, the City of Bayswater launched its inaugural Age Friendly Strategy (2017 to 2021). The purpose of the Strategy is to guide the City's approach in all of its activities to become an Age Friendly City.

The strategy incorporates the values, principles and definitions as outlined by the World Health Organisation's (WHO) Age Friendly Cities Framework and focuses on two domains - **Communication and Information**, and **Transport**.

To date, the City's Age Friendly Strategy has made positive differences in the community. This document is the two year progress report of age friendly actions undertaken by the City.

The City thanks its community for contributing towards an age friendly Bayswater.

## 2017-19 summary of progress

36 out of a total of 46 actions have been undertaken. A further six are in the planning or implementation stages; and four are pending completion by 2021.



### Domain

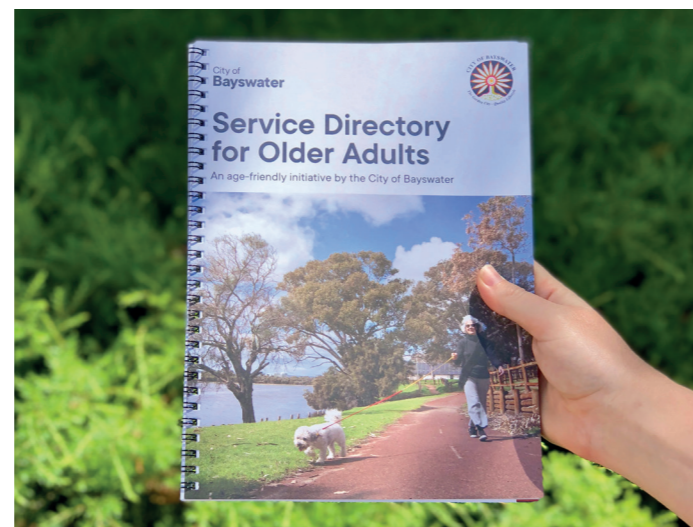
## Communication and Information

“ I want better access to information about what is going on in the community. ”

“ Word of mouth and networking is so important in getting information out there in the community - but how do we tap into this? ”

- Local residents, Age Friendly workshop 2017

- The City's two community centres in Bayswater and Morley were rebranded and launched with a new operational model in January 2019. Members have access to more than 30 activities, onsite hairdressing and podiatry, and monthly bus trips.
- An inaugural Service Directory for Older Adults was published in December 2018. The easy to navigate directory lists a range of government and community support services available in the City of Bayswater.



- The City of Bayswater Age Friendly Ambassador program started in April 2019. This is a network of eight passionate volunteers who connect people with practical information and services, and give older residents a voice on community issues.
- The Engage Bayswater panel launched in May 2019, providing more opportunities for community members of all ages to provide feedback on local projects and initiatives.

- A number of new, inclusive and age friendly information tools have been developed by the City. These include the *Bayswater Beat* newsletter, which is delivered quarterly to 29,870 households; and the re-launch of City of Bayswater's website, which has a browse aloud facility to enlarge and translate text into speech.
- Each library has installed self-loan kiosks, which can be accessed using the top 20 languages spoken in this municipality. This is a useful tool for a community with culturally and linguistically diverse (CaLD) backgrounds, but also enables older adults to take out books at their own pace and in their own time.



“ I’d like to see more bus shelters in the area so it’s easier for me to get to the places I need to be. ”

- Local residents, Age Friendly workshop 2017

- Eight bus shelters have been installed in the last two years. There are now 121 bus shelters throughout the City of Bayswater. The shelters provide spaces to sit with allocated room for wheelchairs and mobility aids. They also provide shelter from weather conditions.

New shelter locations:

- Beechboro Road before Morley Drive, Morley
- Grand Promenade before Park Street, Bedford
- Grand Promenade before Catherine Street, Bedford
- Grand Promenade after Park Street, Bedford.



- A gopher recharge station was installed at the City of Bayswater’s Civic Centre in 2018, bringing the total number of recharge stations in the City to four. The City of Bayswater is one of only three local councils in Western Australia participating in the Recharge Scheme Initiative, which strives for inclusivity and accessibility for those with mobility aids.

Recharge stations are located at:

- The RISE, Maylands
- Bayswater Library, Bayswater
- Bayswater Waves, Embleton
- City of Bayswater Civic Centre, Morley

- Age friendly seating has been installed in the Maylands town centre and the Noranda Nook, providing a place for older adults to take a break, socialise and enjoy the surroundings.
- A pedestrian crossing was installed on Beechboro Road in November 2018 to improve access to the bus stops on both sides of the road.
- During 2018–19, the City’s community bus program carried an average of 3,654 passengers and covered in excess of 15,000 kilometres.

## Priorities 2019-21

The City will focus on the following priorities over the next two years:

- Partner with not-for-profit organisations including the RAC, and National Disability Services to provide support and education on vehicle modifications, driver training, and gopher/mobility safety training.
- Continue to advocate for safe, convenient, affordable and accessible transport options for older people in collaboration with the Department of Transport and Public Transport Authority.
- Continue to plan for adequate and accessible paths, bus stops and road crossings.
- Continue to partner with local agencies to support initiatives that promote alternative transport options and healthy lifestyle initiatives for older people.
- Install community managed notice boards in the City’s town centres.
- Ensure the Age Friendly Ambassadors are actively engaged with the City’s older community.