



# Age Friendly Bayswater

## Community engagement snapshot, June 2021

### Introduction

Thank you to everyone who took their time to share their thoughts on the age friendliness of the City of Bayswater. Your feedback will inform the development of the City's second Age Friendly Strategy 2021-2025.

The purpose of this strategy will be to guide the City's approach in becoming an Age Friendly City and will align to the following eight World Health Organisation (WHO) Outcome areas, which are:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community Support and Health Services

Community engagement for the Age Friendly Strategy welcomed input from those who live, work and recreate in the City of Bayswater. The feedback we received provided a wealth of ideas across the eight WHO outcome areas, with more than 800 comments received though:

- ❖ 295 surveys completed, online and in hard copy
- ❖ 220 people attending one of three pop-up listening booths
- ❖ 77 completed feedback cards
- ❖ 1,200 people visited the Engage Bayswater webpage to self-inform
- ❖ 42 people attending the community workshop

### Community consultation

A range of both face to face and online engagement methods were undertaken, including a survey on Engage Bayswater (the City's online portal), open for comment between 1 April until 6 May 2021. Hard copies of the survey were also available at the City's three libraries, Bayswater and Morley community centres and the civic centre. National Relay Service and Translating and Interpreting Service details were also provided for increased participation.

Pop up listening posts were held at Morley Community Centre on 15 May 2021, Hawaiian's Noranda shopping centre on 23 April 2021, and The RISE in Maylands on 4 May 2021. Community members were asked to share their ideas by speaking to City staff and Age Friendly Ambassadors, completing a survey or a World Health Organisation outcome area themed feedback slip, which provided a simpler way to get engaged.

A collaborative and interactive workshop was also held on 14 May 2021. It was attended by community members, local agencies, cultural groups, Age Friendly Ambassadors and City staff, to further identify key community issues and priorities, and discuss age friendly actions.

## Survey findings and feedback

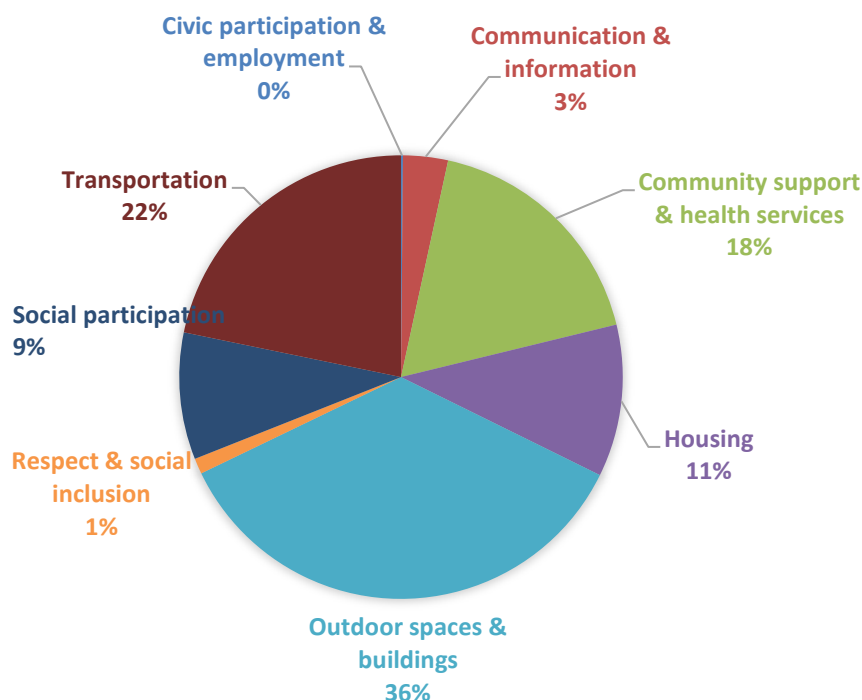
The age range of respondents who completed the Age Friendly Bayswater survey was diverse, ranging from under 11 to 75+ years of age. The highest number of respondents were from the 50 to 75 years of age bracket (66% of respondents).

12% of survey respondents identified as a person with a disability, and 20% of respondents spoke a language other than English at home. Languages included: Italian, Chinese, and Vietnamese, which aligns with the overall demographics of the City of Bayswater as a whole.

### The top three outcome areas people commented on were:

1. Outdoor spaces and buildings
2. Transportation
3. Community support and health services

## MOST COMMENTED ON AREAS



Findings indicated the City of Bayswater is a positive place for older people to live, with 80% of respondents agreeing or strongly agreeing the City is a good place to live. Comments also indicated that people are appreciative of the local environment, facilities and services and want to remain living in the area as they age.

*“There will come a time when I can’t climb the stairs to my unit. I don’t want to leave Maylands, it’s my village and I’m involved in many things here”.*

Overall, key concerns identified were:

- Having clean, accessible, well lit and adequate public toilets.
- Better transport links to community venues, shops, churches and parks.
- Feeling safe when using outdoor spaces; footpaths, crossings and public transport.
- More widely circulated age friendly information about support services, activities and events.

- Having opportunities to upskill, volunteer and gain paid employment as an older person.
- Knowing about appropriate local accommodation options, and being able to age in place.
- Social isolation, loneliness and mental health.

**Please note:** community feedback also included a number of specific resident issues, which were not necessarily related to the age friendly strategy. These issues will be communicated to the relevant operational areas of the City of Bayswater for information and follow up.

### **Next steps**

Findings from survey and community workshop will be analysed against the *World Health Organisation's Age Friendly Cities* eight outcome areas, and will inform the development of actions for the City of Bayswater's next Age Friendly Strategy 2021-2025.

To foster age friendly planning across the organisation, these findings will also be used to inform concurrent plans, as well as linking back to the City's Community Strategic Plan and Access and Inclusion Plan.

It is anticipated a draft strategy will be ready to advertise for public comment in August 2021.

Participants will be updated as the strategy progresses.