

AGE FRIENDLY AMBASSADORS



A program for seniors, delivered by seniors.

The Age Friendly Ambassador program was developed to ensure older community members are engaged, connected, have access to information and support, and have the opportunity to have their voice heard.

Who are our ambassadors?

The City's ambassadors are eight volunteers from diverse backgrounds and varying ages.

They reflect the multiculturalism of the City and four of the Ambassadors speak at least two languages, which is helping with engagement with older adults from CaLD backgrounds.

What do our ambassadors do?

The ambassadors act as a conduit between the City and older people. They:

- Have been trained to link socially isolated older people in the community to practical information
- Are involved in place activation projects to ensure an Age Friendly lens
- Have been trained to navigate the My Aged Care system to help community members and link them to information
- Have a strong online presence to help keep older community members connected
- Meet with City representatives monthly to share feedback from community members, and learn about upcoming projects and opportunities
- Are involved in community engagement activities
- Bring ideas to the City for ways to help our community be more connected.
- Participate in local events

PROGRAM SNAPSHOT

8

VOLUNTEERS

53 > 87

AGE RANGE

4,000+

COMMUNITY
MEMBERS
INTERACTIONS

1,000+

HOURS OF
VOLUNTEER
TIME

6

LANGUAGES SPOKEN

- Four Indian dialects
- Ukrainian
- Sinhala
- Tamil
- English
- German

3,000+

AGE FRIENDLY
SERVICE DIRECTORIES
DISTRIBUTED

“ It's been great to work with the City's Age Friendly Ambassadors to better link residents to My Aged Care information. We need more passionate people like them who can change the world! ”

**Umbrella Multicultural
Community Care Services**

AGE FRIENDLY AMBASSADORS

SECRETS TO SUCCESS

1. Vision and intention
2. Funding
3. Training and communication
4. Identity
5. Resources
6. Time
7. Whole of organisation support
8. Stakeholder support
9. Monitoring and measurements of success
10. Celebrate successes!



Achievements

Since June 2019, the ambassadors have invested more than 1,000 hours of volunteer time into the program.

Over 4,000 community members have engaged with the Age Friendly Ambassadors; and they have distributed more than 3,000 service directories designed to support older adults.

They have also attended more than 40 community events.

The Ambassadors have become a tightknit group and friendships have blossomed.

For more information

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