

Let's build an age-friendly community



About the survey and community conversation events

The City of Casey is committed to creating a more age-friendly community and wants to ensure the needs of residents aged 55 years and more, and carers are considered now and into the future. During September and October 2022, Council invited residents and service providers to take part in the ***Let's build an age-friendly community*** survey and/or a community conversation event.

The **purpose** of the ***Let's build an age-friendly community*** engagement was to gather feedback to strengthen the prioritisation of actions and desired outcomes for Casey to become a more age-friendly planner and decision maker. Feedback from this engagement and previous engagements will inform the development of the Living and Ageing Well Action Plan. This engagement aimed to:

- Identify the vision for making an age-friendly Casey
- Identify the community strengths and enhancements to creating an age-friendly community; and
- Identify the priorities from a list of options within each of the World Health Organisation Age-friendly environments

There were approx. 300 people who took part in the survey and community conversation events. Participants included people aged 55 years and more, of different cultural backgrounds, abilities, sexual orientations and gender identities, as well as their carers and service providers.

We are pleased to now share these key findings as well as our next steps to creating a more age-friendly Casey.

Setting a future vision

An age-friendly vision was explored in the online survey and during the community conversation events . The online survey requested participants to rate their level of support for the draft vision, ***To be an age-friendly city where everyone can live a good quality of life regardless of age, ability or means*** and suggest improvements. Approx. 88% supported the vision with some suggestions for improvements however exploring the vision during the community conversation events elicited a lot more discussion and suggestions for improvements. Through these discussions, participants identified key aspects of a future vision that included:



Older people are happy, healthy, ageing in place with a good quality of life



Older people feel confident, safe, secure, respected and included



Older people can easily get around



Older people are active, engaged, connected and participating



Older people's diversity is celebrated, visible and catered to



Older people have a voice and are heard



Carers and families are well supported with greater certainty



Services and information are available, accessible and easy to find

Community Strengths



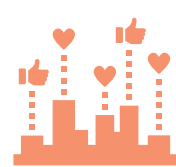
Council Supports Older People
Council has respectful, caring and friendly staff.



A welcoming and diverse community
Casey residents take pride in a strong sense of local community that is welcoming, safe and friendly, and made stronger by the rich diversity.



Ease of access to amenities
Casey has good access to hospitals, health and medical services, as well as shopping centres and restaurants.



Community Facilities
There is a wide range of community facilities available.



Natural Environment
There are a variety of open spaces, green areas, parks, gardens and walking tracks. Residents are also close to other natural environments such as the coast and the Dandenong ranges.



In-home support
Casey has a good history of supporting older through a range of in-home services.

Community Enhancements



Community Priorities

Social Environments

Residents were asked to choose from a list of features adapted from the WHO age-friendly communities framework the two most important things that help people to be able to socially connect in Casey.		Most important %
1	Events and activities are conveniently timed and located, affordable and accessible, easy to find and get to, and appeal to diverse needs and interests.	55%
2	The needs and preferences of older people are specifically considered in communitywide settings, activities, events and services intended for all generations.	47%
3	Older people have a voice in the community and on decision-making bodies to inform the services, programs and policies that impact upon them.	45%
4	Older people are encouraged and supported to participate in civic life through volunteering, education and employment.	21%
5	Older people are visible, recognized for their contributions and positively depicted without stereotyping and discrimination.	18%
6	Opportunities for intergenerational contact between older and younger people are promoted.	13%

Service Environment

Residents were asked to choose from a list of features adapted from the WHO age-friendly communities framework the two most important features about services and supports people need to live and age well.		Most important %
1	Services are accessible, conveniently located and easy to navigate.	57%
2	Planning takes into account the vulnerabilities and capacities of older people, especially those at risk of social isolation.	55%
3	Staff in public and commercial services are respectful, helpful and trained to meet older people’s needs.	35%
4	Important and relevant information is easy to find, clear, and meets a range of communication needs.	27%
5	Economic barriers to older people’s participation and access to services is minimised.	25%

Natural and Built Environment

Residents were asked to choose from a list of features adapted from the WHO age-friendly communities framework the two most important needed to live and age well within the natural and built environments.		Most important %
1	Pavements, pedestrian crossings and pathways are well-maintained and easy to navigate.	66%
2	Public areas, green spaces and public bathrooms are well-maintained and safe.	55%
3	Public transport is affordable, reliable and frequent, and connects to services and activity areas.	37%
4	Buildings, facilities and services are well-signed, close together and accessible.	22%
5	Housing is affordable, safe, close to services and the rest of the community where plenty of shopping facilities and variety of shops close to where people live.	19%

Next Steps

Council will be drafting the Living and Ageing Well Action Plan and will be testing this with community and other stakeholders from January 2023. Finally, thank you to all who took part in the *Let’s build an age-friendly community* engagements and provided valuable feedback.

Thank you

If you have an inquiry about these findings or would like to get in touch to find out how you can provide feedback on the Draft Action Plan please call 9709 9619.