

CITY OF
Rockingham
ALLEN CENTRE



CITY OF ROCKINGHAM

Community Plan Strategy

Seniors Strategy
2025–2029



rockingham.wa.gov.au

Alternative Formats

This publication is available in alternative formats on request from the City of Rockingham on 9528 0333 or at customer@rockingham.wa.gov.au.

Community Engagement

Admin use only: Please select all special interest groups that may be interested in this strategy. Groups selected will be notified using Rock Port.

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|---|--|
| <input type="checkbox"/> Aboriginal and Torres Strait Islanders | <input checked="" type="checkbox"/> New Community Plan Strategies |
| <input type="checkbox"/> Arts and Events | <input type="checkbox"/> New Infrastructure Projects |
| <input type="checkbox"/> Coastal and Marine Environment | <input type="checkbox"/> Planning and Development |
| <input checked="" type="checkbox"/> Community Development | <input type="checkbox"/> Roads and Footpaths |
| <input checked="" type="checkbox"/> Community Safety | <input type="checkbox"/> Safety Bay/Shoalwater Foreshore Revitalisation Masterplan |
| <input checked="" type="checkbox"/> Disability Access and Inclusion | <input checked="" type="checkbox"/> Seniors Facilities and Activities |
| <input type="checkbox"/> Economic Development | <input type="checkbox"/> Sporting Clubs and Facilities |
| <input type="checkbox"/> Emergency Management | <input type="checkbox"/> Strategic Community Planning |
| <input type="checkbox"/> Environmental Interests | <input type="checkbox"/> Tenders and Quotations |
| <input type="checkbox"/> Grants | <input type="checkbox"/> Tourism |
| <input type="checkbox"/> Heritage | <input checked="" type="checkbox"/> Volunteering |
| <input type="checkbox"/> Karnup District Structure Plan | <input type="checkbox"/> Waste and Recycling |
| <input type="checkbox"/> Libraries and Education | <input type="checkbox"/> Youth |
| <input type="checkbox"/> Local Planning Strategy | |

Disability Access and Inclusion

Admin use only: Please consider elements from the City’s current Disability and Inclusion Plan (DAIP) and identify those that are relevant to, or will be impacted by this strategy as per the table below. If you would like to discuss the impacts and relevance of the DAIP to your strategy, please contact the Manager Community Capacity Building.

The Seven Outcome Areas of the DAIP	Will the Key Element be impacted by this strategy? “Y” or “N”	If “Y”, please explain how the actions under this element will be impacted by this strategy
1. Access to City services and events	Y	All services and events will be made accessible through appropriate venue and communication channel choices.
2. Access to City buildings and facilities (including outdoor spaces)	Y	All facilities will be assessed for their accessibility features.
3. Access to information	Y	A range of communication tools and channels will be utilised.
4. Access to quality service from City staff	Y	All City staff undergo professional development and awareness raising opportunities to be best placed to provide quality service.
5. Access to equal complaints procedures	N	
6. Access to participation in public consultation	Y	All consultation opportunities will be widely communicated and promoted.
7. Access to City employment opportunities	N	

Acknowledgement of Country

Rockingham, ngala kaaditj moondang-ak kaaradjiny nidja boodja, Binjareb wer Whadjuk Nyoongar moort, wer baalabang kalyogool dandjoo boodja, kep wer moort.

The City of Rockingham acknowledges the Traditional Owners and Custodians of this land, the Binjareb and Whadjuk Nyoongar peoples and their continuing connection to the land, waters and community. We pay our respects to all members of Aboriginal communities and their cultures, and to Elders past and present.

The City acknowledges that it sits on the boundary of the Whadjuk and Binjareb Nyoongar peoples territories. Given the many plentiful resources in the area particularly around the lakes system, the land and water has sustained many people over many thousands of years.

Consultant Acknowledgement

The City would like to acknowledge SDF Global for their work on the research and community engagement components of the strategy development process.

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1. Executive Summary

In 2009, Council endorsed the Active Ageing Strategy 2009–2014 which was the City’s first strategy designed to address the needs of older people. This strategy reflected key focus areas and principles of the World Health Organisation’s (WHO) Age Friendly Cities Framework, which aims to help cities and communities become more inclusive and supportive of older adults.

The City then built upon this strategic approach, through development and implementation of the Seniors Strategy 2017–2021. Again, this strategy reflected key principles of WHO’s Age-Friendly Framework, and sought to address key local issues identified through research and consultation with the Rockingham community.

For the new Seniors Strategy 2025–2029, emphasis on WHO’s Age Friendly Cities Framework continues to inform the City’s approach. In addition, the WA Department of Communities WA Seniors Strategy 2023–2033 also now informs the City’s strategic direction.

As with the previous City of Rockingham Seniors Strategy 2017–2021, local community consultation was crucial in shaping the actions. Through this consultation, some key themes and focus areas emerged, including:

- health and wellbeing support
- transport and mobility
- housing and ageing in place
- participation and social inclusion
- combatting ageism
- education and workshops on a range of topics relevant to seniors
- communication and information.

Addressing key research findings, and responding to community consultation, the new Seniors Strategy 2025–2029 focuses on four key elements:

Key Element 1 – Support and Wellbeing

Facilitate services for older adults, and empower them to understand, navigate, and access a wide range of community resources and supports.

Key Element 2 – Environment

Plan and advocate for age-friendly housing, support low-income seniors in maintaining independence at home, and reduce barriers to access and inclusion.

Key Element 3 – Participation and Inclusion

Celebrate the contributions and diversity of older residents, support social connections and lifelong learning, and encourage active civic and community engagement.

Key Element 4 – Communication and Information

Empower older adults to access information, provide feedback to the City, and stay connected with their community.

The Way Forward section of this Strategy provides further information about each key element, by outlining:

- the relevant informing research
- the relevant stakeholder feedback
- a brief overview of the programs and initiatives the city will facilitate in response to the research and feedback.

The Implementation Plan section of this Strategy lists the ongoing and new actions in alignment with these key elements, which will be implemented in the 2025–2029 period, in accordance with the outlined timeframes.

2. Strategic Objective

The City of Rockingham's Seniors Strategy 2025 – 2029 vision is:

Creating an inclusive, supportive, and connected community where older residents are supported and empowered to access services, live independently, and actively participate in the life of the City.

The Seniors Strategy 2025–2029 aims to deliver the following aspirations of the City's Strategic Community Plan 2023–2033:

Aspiration 1 - Social: A family-friendly, safe and connected community.

- Connected community: Provide opportunities for community engagement and participation.
- Community Health and Wellbeing: Reinforce a strong sense of safety.
- Community Health and Wellbeing: Strengthen community health and wellbeing.
- Inclusive community: Build connectivity with our diverse community.
- Accessible services: Adapt services to meet changing community need.

Aspiration 2 - Natural Environment: A place of natural beauty where the environment is respected.

- Sustainable natural green spaces: Improve amenity.
- Sustainable natural green spaces: Improve community open spaces.

Aspiration 3 - Built Environment: A built environment carefully planned for today and tomorrow.

- Plan for sustainable growth: Create safe community places to live, recreate and work.
- Accessible and connected: Plan and advocate for transport solutions.

3. Background

3.1. Definition

For the purpose of this strategy, a senior is defined as a person who is 60 years and older, or 50 years and older if from a First Nations background. This is based on the United Nations definition generally using the term ‘older population’ to refer to people aged 60 years and over, and also acknowledges additional complexities and health pressures that First Nations people experience, which often lowers life expectancy.

Whilst this definition provides scope and context for this Strategy, the City of Rockingham is open to people younger than 60 years of age accessing some seniors programs, events and facilities, where relevant and appropriate (e.g. community workshops and events).

3.2. International context

World Health Organisation (WHO) - Ageing Populations

For several decades, global governing bodies have recognised demographic trends that indicate an ageing population, where people aged over 60 make up larger proportions of the population than ever before. According to WHO’s 2022 Ageing and Health fact sheet, recent predictions indicate that by 2030, 1 in 6 people worldwide will be aged 60 years or over. This represents an increase from 1 billion people in 2021 to 1.4 billion in 2030. It is further estimated that the number will double to 2.1 billion by 2050. The number of people aged over 80 will triple in the same period of time to a predicted 426 million.

World Health Organisation (WHO)

Age-Friendly Cities

WHO’s *Global Age-friendly Cities: A Guide*, defines an age-friendly City as one which tailors its infrastructure and services to meet the needs of older adults. These cities prioritise the wellbeing of seniors by ensuring that urban amenities, such as transportation networks, housing options, public areas, and community facilities, are designed with their accessibility and inclusivity in mind. Age-friendly cities prioritise characteristics like safety, social engagement, accessible health services, varied transportation choices, and opportunities for active participation in community life.

According to WHO, age-friendly practices:

- recognise the wide range of capacities and resources among older people
- anticipate and respond flexibly to age-related needs and preferences
- respect decisions and lifestyle choices
- protect those who are most vulnerable
- promote inclusion in and contribution to all areas of community life.

WHO’s Eight Domains

Noting the importance of Age-Friendly environments, WHO developed eight domains which provide a framework for assessing and promoting age-friendly communities. They cover various aspects of urban life that impact the wellbeing and quality of life of

older adults. They also provide a guide for cities and communities to evaluate their age-friendliness and identify areas for improvement. The eight domains 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



Communities that can demonstrate the ability to meet requirements in all eight domains are eligible to join the WHO Global Network of Age-friendly Cities and Communities. The City of Rockingham became a member of the WHO Global Network in 2012. Currently 1,606 cities and communities across 53 countries are members of the network, which benefits 330 million people worldwide. Five WA local government authorities are currently members.

United Nations (UN) Decade of Healthy Ageing 2021–2030

The UN's Decade of Healthy Ageing 2021–2030 is a global initiative aimed at improving the lives of older people, their families, and communities by promoting health, well-being, and dignity throughout the ageing process. The decade's aim is for governments, civil society, international agencies, professionals, academia, the media and the private sector to work collaboratively to improve the lives of older people, their families and their communities.

The UN Decade of Healthy Ageing: Plan of Action 2021–2030 outlines four key action areas:

1. Creating age-friendly environments: Adapting physical and social settings to support the needs of older adults.
2. Combatting ageism: Challenging stereotypes and promoting respect and inclusion for older adults.
3. Providing integrated care: Coordinating health and social services to meet the diverse needs of older adults.
4. Ensuring access to long-term care: Guaranteeing equitable access to long-term care services for older adults.

3.3. National context

Australian Bureau of Statistics (ABS) Data – Older Australia

According to the ABS, as at 30 June 2023 an estimated 4.5 million Australians were aged 65 years and older, comprising approximately 18% of the total Australian population. In line with global trends, this number has rapidly increased from 1.0 million (8.3% of the total population) in 1970, and 2.1 million (12%) in 1995. The trend is predicted to continue, with an estimated 25% of the total population being older than 65 by the year 2066.

This increase reflects Australia's aging population, influenced by longer life expectancies and lower birth rates. The growth of this demographic will likely have significant implications for areas like healthcare, social services, and community planning, particularly in terms of age-friendly policies, programs and infrastructure.

Department of Health – Healthy Ageing Developmental Research Report

In 2018, the Department of Health collaborated with Bastion Latitude to study healthy ageing in Australia, focusing on Australians aged 45 and older. The research revealed that many view their later years as a challenging and uncertain phase, rather than a period of growth and fulfilment.

A key finding emphasised the importance of early planning for later life, to foster a positive mindset and reduce dependency on government resources. The study developed six 'senior zones' to guide the journey towards these later years:

1. Purpose and Flexible Mindset: An overarching zone influencing all other areas.
2. Income and Workforce: Financial stability and continued workforce participation, including retirement planning and career transitions.
3. Finances: Financial management and retirement planning, focusing on budgeting, saving, and investing for long-term security.
4. Healthy Lifestyle: Maintaining health and wellness through exercise, nutrition, preventive care, and managing chronic conditions.
5. Staying Connected: Social engagement to combat loneliness, involving community participation, volunteering, and maintaining relationships.
6. Care: Accessing long-term care and support services, planning for ageing in place, assisted living, or end-of-life care.

Commonwealth Government Services

Financial Support

According to the Australian Institute of Health and Welfare (The Institute), as at March 2023, approximately 63% of those aged 65 and over received income support (around 2.8 million people). Of these, the majority (92%) received the Age Pension.

The Institute also reported that almost 225,000 people aged 65 and over received other income support payments, including:

- Disability Support Pension – 124,700 people
- Carer Payment – 60,800 people
- JobSeeker Payment – 39,100 people

Over the past eight years, the number of Australians aged 65 and over receiving income support has steadily risen, from 2.5 million in June 2014 to 2.8 million in 2023. However, considering the population growth among those aged 65 and over during this time, the proportion receiving income support has actually decreased, from 72% in 2014, to 63% in 2023. This is because there was a 29% increase in the population aged over 65 during that period, compared to a 12% increase in income support recipients.

Additional support for housing costs is also available to those with lower incomes through the Commonwealth Rent Assistance and Home Purchase Assistance programs.

Aged Care Services

The Commonwealth government provides three main types of aged care services:

1. Home Support (Commonwealth Home Support Program): Provides low-level support services such as cleaning, personal care, and transport to help older people remain independent at home. It offers a range of basic services funded by the government, with clients paying a small fee.
2. Home Care (Home Care Packages Program): Offers a higher level of tailored support, including personal and nursing care, home modifications, and more, based on individual needs. Clients receive a set amount of funding for comprehensive care, with contributions based on income and care level.
3. Residential Aged Care: Provides full-time care in a facility for older people who can no longer live independently at home due to high care needs. This care includes personal care, nursing, meals, and accommodation, with costs covered by a combination of government funding, income-tested fees, and personal contributions.

Aged Care Assessment Teams (ACATs) or Regional Assessment Services (RAS) conduct needs assessments for Aged Care services. In 2021-2022, they conducted approximately 273,000 home support assessments and 201,000 comprehensive assessments, which are undertaken for persons with care needs that seem to be greater than what the Commonwealth Home Support Program can support (note, people can undergo both assessment processes and may be counted in both totals). In the same year, 245,000 people aged 65 and over accessed residential and home care services.

The majority of admissions were for residential aged care. Characteristics of those entering aged care include a significant proportion of individuals aged 85 and over, and women entering permanent residential care in higher numbers.

3.4. State Context

According to the 2021 Census data, 456,790 Western Australians were aged 65 years and over. This age group currently represents 17.2% of the total WA population. It is projected that by 2033, the proportion of people aged 65 years and over will represent 20% of the WA population.

Older people in WA have differing backgrounds, needs, and identities. Factors such as location, living arrangements, cultural background and ability can influence their experiences and support requirements. Older Western Australians generally aim to keep active and involved in their communities.

Department of Communities

WA Seniors Strategy 2023–2033

The WA Seniors Strategy 2023–2033 (WA Strategy) aims to coordinate efforts between government agencies and the community to better support the diverse seniors population, addressing their evolving needs and preferences. It is a holistic approach to guiding government and the community to achieve positive outcomes for seniors, ensuring they feel valued, safe and empowered to live fulfilling and happy lives in age-friendly communities.

Underpinning the Strategy are four pillars of change, which also align with WHO's eight domains of the Age-Friendly Communities Framework. These pillars are outlined below.

Pillar	Key Focus Areas	Relevant WHO Domain
Thriving physically and mentally	Housing, staying in place, care and support, wellbeing, support for carers.	Community and health care Housing
Safe and friendly communities	Inclusive communities, infrastructure and spaces, transport, safety.	Respect and social inclusion Transportation Outdoor spaces
Staying connected and engaged	Information, employment, volunteering and social participation.	Communication and information Civic participation and employment, social participation
Having views that are heard	Representation and advocacy, diverse views.	Civic participation and employment Respect and social inclusion

Implementing the WA Seniors Strategy involves collaboration across agencies and all levels of government, the development of five-year action plans, and regular progress reporting.

Programs and services

The WA Department of Communities is committed to supporting older Western Australians through a number of key initiatives, including:

- preventing and supporting older people who experience abuse, as well as awareness raising amongst the community and older people
- grants and funding for a range of services and organisations focused on supporting older people
- age-friendly communities toolkits - to support local authorities to create welcoming and inclusive environments for older people
- WA Seniors Card - providing discounts to older people on a range of products and services
- WA Seniors Week events - focusing on recognising the important role the seniors play in our community and celebrates contributions of older people.

3.5. City of Rockingham Context

Snapshot

According to the 2021 census results, the City of Rockingham is home to 26,320 people over the age of 60, representing 19.4% of the City's total population. This is slightly lower than Greater Perth, at 21.2% of people over the age of 60.

It is predicted that this number will increase significantly over the years, and nearly double in size to 49,499 by 2046, representing 21.38% of the City's total population.

The table below displays the percentage of people aged 60 and over currently residing in each suburb of the City, along with projections for 2046 and the percentage change over time. The top five suburbs for each column have been highlighted:

Suburb	2021	2046	% Change
Baldivis	23.00%	33.07%	+10.07%
Cooloongup	26.45%	30.75%	+4.3%
Golden Bay	10.23%	22.31%	+12.08%
Hillman – East Rockingham	31.25%	31.14%	-0.11%
Karnup – Keralup	12.39%	11.21%	-1.18%
Port Kennedy	17.23%	27.09%	+9.86%
Rockingham – Peron – Garden Island	27.30%	34.14%	+6.84%
Rockingham City Centre	41.42%	29.22%	-12.2%
Safety Bay	29.67%	35.01%	+5.34%
Secret Harbour	9.13%	22.44%	+13.31%
Shoalwater	35.45%	35.16%	-0.29%
Singleton	15.72%	23.44%	+7.72%
Waikiki	21.33%	29.53%	+8.2%
Warnbro	20.68%	26.10%	+5.42%

Health and community support services are currently most highly concentrated in the central and northern suburbs. However, community and industry feedback indicates that these services are operating at full capacity, creating gaps in services provision to meet community need.

To accommodate future growth in the newer suburbs (e.g. Baldivis and the southern suburbs), and noting national trends and strategies to support ageing in place, significant investment in support services and infrastructure will be required in these areas.

Housing

Appropriate housing is crucial for maintaining older adults' functional ability, as inadequate housing can lead to social isolation, mobility issues, and higher injury risks. The Ageing with Choice: Future Directions for Seniors Housing 2019–2024 report highlights the shortage of suitable, affordable housing for older Western Australians, exacerbated by high living costs and resistance to higher-density housing. Many older individuals in WA rent due to health issues, relationship breakdowns, or limited assets, facing high costs and housing insecurity. Prominent housing issues for seniors relate to resistance to home modifications, a lack of affordable housing, and non-age-responsive social housing, increasing the risk of homelessness.

Older individuals often delay planning for their housing needs, limiting their options as they age. Complex contractual arrangements, interactions with the aged care system, and family involvement can further complicate housing decisions. Council of The Aging Western Australia's (COTA) report on Healthy Ageing recommends that older people consider options for housing in their senior years, and plan ahead accordingly.

Although the City isn't directly responsible for providing housing for older adults, it plays a key role in addressing seniors' housing needs through its Local Planning Strategy (LPS). The LPS recognises the growing population of older people in Rockingham and emphasises the importance of considering seniors in future housing developments. It includes focuses on enabling housing provision in areas with good access to public transport and activity centres, and offering a greater variety of housing types and affordability, ensuring suitability for people at different life stages. With an increasing number of older people (60+) and a high proportion of one and two person households, the LPS notes that there is a need for more diverse housing typologies to balance the current dominance of larger homes in low-density areas.

Retirement Villages

The forecasted growth of the over 65 population will likely increase demand for retirement accommodation. Recent estimates are that 7.5% of the Australian population aged 65 and over are living in a retirement village.

Based on the City of Rockingham's population, the estimated number of people in a retirement village would be around 1,974. Currently there are 934 dwellings available in the City through retirement village providers. This does not account for units that are only available to people over 55 through strata agreements.

Aged care facilities

As a result of more people ageing at home and less people entering aged care facilities, federal budget projections are showing a decrease in the number of residential aged care places that will need to be funded. The most recent budget projections show the Australian Government aiming to fund 60 aged care facility beds

per 1,000 people aged over 70, from 2024-25 and for a period of three years. This is a significant reduction from the previous prediction of 78 per 1,000 in 2021-2022.

A recent review of the aged care placements in the City of Rockingham shows there are 770 aged care facility beds available to service the 13,368 people aged over 70. Based on recent federal government aims, this suggests a shortfall of around 32 beds.

The City's role in seniors services

It is important to note that the City does not provide specialist services such as hospitals, medical centres, or specialised home care services. This is the remit of state and federal government, and other specialist service providers.

As a local government, the City addresses the needs of local seniors through a range of other appropriate initiatives, such as:

- Community programs - supporting community members as they age, through a range of community programs, events and workshops, at a range of community facilities and locations.
- Information sharing and awareness raising – ensuring older adults are informed about social inclusion opportunities, events, activities, and support services through various channels, such as a regular Seniors Newsletter, the Seniors and Carers Expo, workshops and information sessions.
- Facilities and spaces - the City's community facilities serve all members of the community, including seniors. Among these are the Autumn Centre, various community centres, Aqua Jetty, Rockingham Aquatic Centre, libraries, Rockingham Arts Centre, clubroom facilities, and numerous public open spaces - all providing opportunities for seniors to learn, engage in recreation, and socialise. The City also supports other community groups to operate and run programs through their facilities, via the community grants program, and a range of other community capacity building initiatives.
- Subsidy Scheme – the City currently provides two subsidy schemes (up to \$150 per year) for people aged over 60 years. A Home Modification and Assistive Equipment category is available to support seniors to manage everyday tasks and remain longer in their own home, and an Information Technology category is available to help seniors connect with friends, family, resources and information.
- Rockingham Connect Community Transport Service (RCCTS) - provides transport assistance for eligible residents who reside within the City to access transport direct from home to a range of community venues including shopping centres, libraries, hardware/garden supplies, the Autumn Centre, community events and social outings. The service is wheelchair and companion card accessible.

The Autumn Centre

The City of Rockingham Autumn Centre is a vibrant community hub catering specifically to the needs of seniors aged 60 and above. It offers a wide range of activities, programs, and services aimed at promoting social engagement, health, and wellbeing among older adults in the City of Rockingham, including:

- Recreational activities - recreational and social programs such as fitness classes, craft workshops, dancing, card games, and special interest groups.
- Health and wellbeing services - regular sessions focusing on physical and mental health, including exercise programs tailored for seniors, wellness talks, and access to health resources.
- Social events - social outings, lunches, and celebrations that help foster a sense of community and connection among its members.
- Learning opportunities - educational workshops and information sessions on topics ranging from technology to safety and lifestyle tips for seniors.
- Volunteer opportunities - encouraging senior members to participate in volunteer roles, supporting the centre's activities and community initiatives.

The Autumn Centre serves as a vital part of Rockingham's strategy to promote active aging and social inclusion, contributing to the overall well-being of its senior community.

In 2021 the City undertook an Autumn Centre needs assessment and feasibility study, which identified that significant works were required to ensure the facility meets compliance and functionality requirements into the future. In 2024 the City completed access upgrades and expansion of the car park, and refurbished the hairdresser salon. A further \$3.3 million is also budgeted to undertake a range of other improvements to ensure the centre meets growing demand and operates in accordance with building compliance requirements for a period of five to ten years.

These include:

- altering doors, steps, panic bars and door hardware to meet safety and accessibility standards
- upgrading the building entrance ramp and handrails for compliance
- reprogramming automatic doors for quicker access
- addressing accessibility issues with the universal accessible toilet (UAT)
- widening doorways in key areas to meet accessibility requirements
- reviewing and improving fire hydrant coverage
- developing a new accessible toilet (UAT) and relocating podiatry services
- opening up the foyer by removing partition walls
- realigning air conditioning ducts and expanding the foyer and dining areas
- adding a new kiosk, dining spaces, and improving kitchen access.

Relevant Community Plan Strategies

The City's Seniors Strategy is the key document which guides the City's programming and initiatives for older people in the community. However, the City also has other relevant Community Plan strategies. The intent is not to duplicate service delivery, but to acknowledge the City's holistic approach to addressing community priorities, and that strategic approaches often intersect. For example:

- The Community Safety and Support Services Strategy 2022–2027 includes actions and focus areas which relate to supporting mental health, community awareness, and providing information and service referral – including for older people in Rockingham.
- The Strategy for Early Years, Children and Young People 2024–2030 contains actions and key elements relating to providing intergenerational relationship building opportunities.
- The Cultural Development and Arts Strategy acknowledges the importance of arts and culture on mental health, and covers a range of activities and opportunities for all demographics, including seniors.
- The Health and Wellbeing Strategy 2024–2029 includes actions relating to promoting and encouraging active and healthy lifestyles, and address issues relating to overcoming isolation and staying connected. These issues are particularly relevant to older community members.
- The Library and Information Services Strategy 2017–2021 notes that libraries form part of a community's culture, providing welcoming and inclusive spaces for a range of activities, including technology programs for seniors.

3.6. Community Consultation

In developing this strategy, the City undertook community consultation and engagement with a range of external stakeholders, including service providers, local clubs, community groups, state government agencies and community members. The consultation process included:

- 26 focus group sessions with community groups
- 15 one-on-one stakeholder interviews
- 27 service provider interviews
- A survey attracting 461 responses – online and hard copies. Questions were based on WHO's Age-friendly Communities Toolkit
- Individual consultation sessions with the City's:
 - Seniors Advisory Committee
 - Disability Access and Inclusion Advisory Committee
 - Aboriginal Advisory Group
 - Rockingham Age-friendly Network.

Key findings

A summary of key feedback and findings is outlined below, grouped under headings which reflect common consultation themes and topics:

Health and wellbeing support

- Older people's scores indicated general satisfaction with:
 - Availability of allied health services (66.50%)
 - Affordability of in-home care services (62.30%)
 - Affordability of health and community services (61.70%)
 - Disease prevention and health promotion programs (61.40%)

- Service providers indicated general satisfaction with:
 - Health and fitness programs (74.80%)
 - Availability of home care services (74.20%)
 - Affordability of health and community services (73.60%)
 - Affordability of health services by public transport (64.30%)
 - Access to cemeteries (63.50%)
 - Disease prevention and health promotion programs (60.40%)

- Older people and carers indicated lower satisfaction with:
 - Availability of home care services (51.40%)
 - Affordability of support to access the community (e.g. health appointments/activities) (56.90%)
 - Availability of mental health services (56.90%)
 - Health and fitness programs (58%)
 - Accessibility of health services by public transport (58.60%)

- Service providers were concerned about whether City services and facilities would continue to meet client needs. Their feedback showed that:
 - 47% of respondents were unsure
 - 28% of respondents did not believe their clients' needs would be met
 - 25% of respondents believe their clients' needs would be met

- Suggested focus areas for the City included:
 - Help with issues such as power of attorney and power of guardianship
 - More pedestrian friendly environments required
 - More services related to technology and cyber safety awareness
 - Additional services for older people experiencing abuse

Abuse of Older People

- 6% of respondents indicated that they had experienced abuse as an older person
- 3% indicated that they were unsure if they had experienced abuse as an older person
- 52% of total respondents indicated that they were aware of how to seek assistance for abuse
- Of those who had experienced abuse as an older person:
 - 84% experienced psychological/emotional abuse
 - 36% experienced financial abuse
 - 24% experienced social abuse
 - 12% experienced neglect
 - 8% experienced sexual abuse
 - 8% experienced physical abuse
- 30% of those who have experienced abuse sought assistance

Transport and parking

- Respondents were concerned about transport for medical appointments, as well as accessing information about transport options, including the City's Rockingham Connect Community Transport Service.
- There was concern regarding a lack of public transport available in new housing developments and near some retirement villages.
- A number of respondents believe there is insufficient parking at Rockingham Foreshore and at the Autumn Centre.
- Feedback included concerns about a perceived lack of ACROD and seniors' parking bays available across the City. (Note: some of the examples provided included private land such as shopping centres, which are beyond the City's control).
- As of 1 June 2022, there were 5,373 ACROD permit holders in the City. Of these permit holders, 84.6% (4,545 people) were over the age of 60. Almost all of the permits issued to this age group (99.7%) were based on mobility restrictions (walking frame 39.0%, wheelchair 8.1%, crutches 4.7%, walking stick 3.1%, other mobility aid 8.7%, no mobility aids 36.4%).

Housing and ageing in place

- 95% of survey respondents indicated a strong preference for remaining in their current accommodation as they age.
- The majority (68%) of individuals and carers indicated that they do not plan to move in the future.
- There is a general preference to age in place (i.e. as people get older they remain living in their own home rather than entering residential care), but only 31% of respondents felt that suitable housing was available to them.

- 40% of respondents felt they couldn't afford the necessary modifications for their home to remain accessible.
- Older people and caregivers' choice of housing is often determined by health or financial concerns, as well as opportunities for socialising. Other factors included safety, independence, privacy, and the convenience of reduced gardening and maintenance.

Outdoor spaces and buildings

- Most respondents appreciate and speak highly of the City's outdoor spaces, parks, beaches and facilities. Moderate to good satisfaction scores were received for:
 - parks and gardens (70.40%)
 - clean and pleasant surroundings (63.60%)
 - cycle paths (60.50%)
 - outdoor seating (60%)
 - access to community facilities (60.0%)
- In relation to the City of Rockingham locality (not necessarily the organisation) older people and carers gave lower satisfaction scores for:
 - customer service (52%)
 - availability and maintenance of public toilets (60.10%)
 - availability, condition and safety of footpaths (62.80%)
 - lack of pedestrian crossings (64%) and the time to allow older people to safely cross at timed traffic light crossings
 - ramps and railings (64.50%)
- In relation to the City of Rockingham locality (not necessarily the organisation), service providers gave lower satisfaction scores for:
 - customer service (37.30%)
 - lack of pedestrian crossings (49.20%) (and the time to allow older people to safely cross at timed traffic light crossings)
 - safety and security (49.30%)
 - noise levels (52.50%)
 - signage (52.50%)
- Survey comments and group discussions also revealed that people were not confident in how to report footpaths and street lighting maintenance issues.

Participation and inclusion

- Respect and social inclusion received satisfactory ratings on average, indicating that older people in Rockingham generally feel included and respected.

- 21% of respondents reported experiencing ageism. 83% of those experiencing ageism reported it in the workplace.
- While events and activities in Rockingham were generally rated well for availability, accessibility, promotion, and variety, 41% of respondents did not feel strongly connected or engaged in community life.
- Feedback highlighted the need for more inclusive social opportunities, particularly for people from diverse identities, cultural backgrounds, and those with disability.
- Building a dementia-friendly community is seen as a priority, with 91% rating it as important or very important.
- Recognising and enabling older people's contributions is crucial for fostering connections and respect. Intergenerational interactions and low-cost, accessible events are key to reducing barriers for those isolated or disadvantaged.
- The Autumn Centre and Rockingham Volunteer Centre are valued for connecting and empowering older people.
- Volunteer opportunities are more available than paid work, however some older people are still interested in paid work, and may face barriers in this regard.

Communication and information

- The City of Rockingham should continue to promote inclusion and respect for older community members by challenging ageist attitudes and recognising their contributions through positive media stories
- Improving accessibility for making complaints, participating in decision making and navigating City services is a priority. This also aligns with the Disability Access and Inclusion Plan 2021–2026.
- Recognition of the older population's diversity includes accommodating various communication platforms, considering factors like accessibility, affordability, and digital literacy.
- 76% of survey respondents use email, and 55% use social media, indicating high digital connection. However, this also suggests that 24% do not use email, and 45% do not use social media.
- The City's current communication channels are deemed satisfactory, but providing diverse channels for all messages remains important.
- Assisting older residents with navigating digital platforms is crucial, with over half expressing interest in learning more about online services. Common barriers include fear of scams (20%), lack of training (18%), and training availability (17%).
- Interest in learning more is high for government platforms like Medicare and My Aged Care.
- Access to information and services, with a focus on overcoming uncertainties about where to start, remains critical.
- Connection to information and services is a high priority for older people, particularly in relation to the following topics:

- finding and navigating local wellbeing services
- how to recognise, prevent and access support for abuse as an older person
- opportunities for social connection
- transport options, including schedules and availability of public transport
- public toilet locations and availability
- channels to report issues or engage with the City's decision making process
- volunteering opportunities
- digital literacy to access services and remain safe online.

Loneliness Survey

In addition to the above consultation, the City undertook a community-wide survey to find out about loneliness in the community. Survey results indicated that feeling lonely is quite common, with one in two respondents reporting they feel lonely sometimes. Loneliness doesn't discriminate, with people from all ages, suburbs and genders amongst the most lonely. Of particular relevance to this strategy, the findings showed that people aged 50 – 59, and 85+, are within the loneliest age cohorts within the City, demonstrating a need for the City to encourage residents to stay connected through all stages of life.

4. The Way Forward

Key Element 1: Support and Wellbeing

Facilitate services for older adults, and empower them to understand, navigate, and access a wide range of community resources and supports.

What the research told us

- WHO's Age Friendly domains emphasise 'support and health services' as a key focus area.
- The United Nations (UN) Decade of Healthy Ageing: Plan of Action 2021–2030 includes a focus on providing integrated and long-term care, ensuring coordinated and adaptable health and social services for older people.
- The WA Seniors Strategy 2023–2033 prioritises care, support, and wellbeing within its 'Thriving Physically and Mentally' pillar. Transport is also a priority, under the 'Safe and Friendly Communities' pillar.
- Commonwealth services include the home support program (entry level support at home) and home care packages (more complex care needs).
- Key state government initiatives include preventing the abuse of older people, grants, age-friendly community efforts, the WA Seniors Card, and WA Seniors Week.
- Planning for later years is vital (e.g. finances, healthy lifestyles, long-term care).

What the local community and stakeholders told us

- While there is currently plenty of positive feedback about services in Rockingham, there is some concern about whether services will continue to address seniors' needs in future.
- Increased education and support around the abuse of older people, including awareness and assistance, are needed.
- There are concerns about insufficient parking and limited transport options - for medical appointments, and in new housing developments.
- Health and wellbeing, both physical and mental, are major focus areas for seniors, carers, and service providers.
- There is desire for education on a range of topics and issues that are relevant to older people (e.g. power of attorney, financial planning, and avoiding scams).

What the City will do

- Use the findings of the City's 2024 Community Services Mapping Report to support and advocate for seniors services in Rockingham.
- Support community-driven initiatives and programs through grant funding and partnership support.
- Provide information to enable seniors and carers to access services and support.
- Continue to deliver workshops, awareness raising campaigns and provide education resources on key topics, such as the abuse of older people.
- Continue to promote and raise awareness of transport options and information, including how to provide feedback and enquiries to Transperth.
- Provide events and opportunities for local service providers and groups to showcase their programs and services to older people.

Key Element 2: Environment

Plan and advocate for age-friendly housing, support low-income seniors in maintaining independence at home, and reduce barriers to access and inclusion.

What the research told us

- WHO's Age Friendly domains emphasise 'outdoor spaces and buildings' and 'housing' as key focus areas.
- The United Nations (UN) Decade of Healthy Ageing: Plan of Action 2021–2030 includes a focus on 'Creating Age-Friendly Environments' – focussing on adapting physical and social settings to support the needs of older adults.
- The WA Seniors Strategy 2023–2033 prioritises inclusive communities, infrastructure and spaces within its 'Safe and Friendly Communities' pillar. Housing is also a priority, under the 'Thriving physically and mentally' pillar.
- Department of Communities Ageing with Choice: Future Directions for Seniors Housing 2019-2024 report identifies the lack of suitable and affordable housing as a significant issue for older Western Australians, worsened by high living costs and resistance to higher-density housing.

What the local community and stakeholders told us

- The majority of older people in Rockingham want to remain in their current accommodation as they age, and do not plan to move in the near future.
- There are concerns about the availability of suitable housing, as well as the affordability of necessary accessibility modifications.
- There is general satisfaction with parks, gardens and clean surroundings, but lower satisfaction for customer service, public toilets, footpaths and pedestrian access-ways, general safety and security, crossings and ramps.
- Building a dementia-friendly community is seen as a priority, with 91% rating it as important or very important.

What the City will do

- Consider age-friendly and dementia-friendly principles when planning for new or upgraded City facilities.
- Advocate to state and federal government to provide incentives which encourage the provision of affordable age-friendly housing and aged care facilities in Rockingham.
- Guided by the Local Planning Strategy, ensure the City's Local Planning Scheme allows for the development of a variety of housing types to enable seniors to maintain a high quality of life.
- Deliver the Home Modification and Assistive Equipment Subsidy Scheme to assist seniors to manage everyday tasks and remain longer in their own home.
- Educate the community about ways to provide input and feedback about outdoor spaces, infrastructure and facilities.
- Provide support programs which enable older people to remain independent within their homes for as long as possible.

Key Element 3: Participation and Inclusion

Celebrate the contributions and diversity of older residents, support social connections and lifelong learning, and encourage active civic and community engagement.

What the research told us

- WHO's Age Friendly domains emphasise 'respect and social inclusion', 'social participation' and 'civic participation' as key focus areas.
- The United Nations (UN) Decade of Healthy Ageing: Plan of Action 2021-2030 includes a focus on combating ageism and promoting respect and inclusion for older adults, encouraging their active participation in society.
- The Department of Health's Healthy Ageing report highlights the importance of social engagement and community participation to combat loneliness and keep older adults involved.
- The WA Seniors Strategy 2023-2033 prioritises social participation, employment and volunteering within its 'Staying connected and engaged' pillar. Respect and advocacy are also priorities under the 'Having views that are heard' pillar.

What the local community and stakeholders told us

- Respect and social inclusion generally received satisfactory ratings from respondents. However, 41% of respondents did not feel strongly connected to community life.
- Around 20% of older people have experienced ageism, and 6% reported experiencing abuse, often in the workplace.
- There is a need for more inclusive social opportunities, particularly for people from diverse backgrounds and/or those with disability.
- Building a dementia-friendly community is a priority.
- It's important to recognise older people's contributions and support intergenerational interactions.
- The Autumn Centre and Rockingham Volunteer Centre are highly valued.
- Volunteering is more available, and more generally sought after, but some older people are still interested in paid work opportunities.

What the City will do

- Facilitate diverse activities and events that enable seniors to network, socialise and connect with the community.
- Provide educational and awareness raising campaigns to community members (not just seniors) on key topics such as living with dementia and age-friendly principles.
- Facilitate and promote training and upskilling opportunities to support seniors to gain/maintain employment.
- Facilitate opportunities to promote and raise awareness of the benefits of employing older people in the workplace.
- Deliver a range of volunteer initiatives for older people, in accordance with the City's Health and Wellbeing Strategy 2024–2029.
- Facilitate and promote initiatives which address ageism.
- Provide/facilitate programs which encourage intergenerational connections.

Key Element 4: Communication and Information

Empower older adults to access information, provide feedback to the City, and stay connected with their community.

What the research told us

- WHO emphasises ‘Communication and information’ as a key Age-Friendly domain.
- The United Nations (UN) Decade of Healthy Ageing: Plan of Action 2021-2030 includes a focus on ‘Creating Age-Friendly Environments’ – noting the importance of the availability of accessible information. Its ‘Combatting Ageism’ area also focuses on the importance of seniors keeping informed and engaged.
- The WA Seniors Strategy 2023-2033 prioritises ‘Information’ as a key focus area within its ‘Staying connected and engaged’ pillar.
- The Department of Health’s Healthy Ageing report highlights the importance of social engagement, which includes access to information and communication tools that help older adults stay connected with their community and services.

What the local community and stakeholders told us

- Clear communication is key for older people to access services, including local wellbeing, abuse prevention, social connections, transport, and public facilities.
- Accessibility efforts should focus on easing participation in City services and decision-making, while addressing barriers like digital literacy.
- With 24% of seniors not using email and 45% not active on social media, helping older residents navigate digital platforms is critical.
- Over half of respondents are interested in learning about online services such as Medicare and My Aged Care, highlighting the need for targeted communication and education.

What the City will do

- Continue to promote inclusion and respect through positive media stories about the contributions older people make within the community.
- Communicate information through a range of platforms and mediums, and in a variety of formats, ensuring it is accessible to all community members as much as practicable.
- Accommodate various communication platforms, considering accessibility, affordability, and digital literacy.
- Facilitate training and education opportunities for seniors which focus on topics such as digital literacy, new technologies, social media platforms and cyber safety.
- Ensure that opportunities for community engagement and feedback, and general access to information, meets the requirements of the City’s Disability Access and Inclusion Plan 2022–2026.
- Utilise existing City resources and facilities to provide information to seniors, including through direct engagement.

5. Measuring success

Implementation of the actions will be measured using a range of evaluation techniques, such as:

- City of Rockingham Population Health Profile ID
- Community Development measurement process
- Annual Resident Perception Survey
- Uptake of programs, services and events
- Budget expenditure
- Feedback
- Organisational partnerships
- Other community surveys (e.g. after programs and activities).

Progress updates will be provided to Council through monthly bulletins.

6. Risk Management

A review of strategy planning and implementation risks has been conducted in line with the City's Risk Management Framework. The project management and customer service program/event risks are either at a low or medium level and will be managed by City staff as part of the planning and implementation of the Seniors Strategy 2024-2029. This is in line with the City's Risk Management requirements.

7. Implementation Plan

7.1. Key Element 1: Support and Wellbeing

Facilitate services for older adults, and empower them to understand, navigate, and access a wide range of community resources and supports.

WHO Age-friendly Cities Domains	
<input type="checkbox"/> Social Participation	<input type="checkbox"/> Respect and Social Inclusion
<input type="checkbox"/> Civic Participation and Employment	<input type="checkbox"/> Communication and Information
<input checked="" type="checkbox"/> Community Support and Health Services	<input type="checkbox"/> Outdoor Spaces and Buildings
<input checked="" type="checkbox"/> Transportation	<input type="checkbox"/> Housing

No.	Task	Ongoing/ New	Annual Cost	Team	2024- 2025	2025- 2026	2026- 2027	2027- 2028	2028- 2029
1.1	Use the findings of the 2024 Community Services Mapping Report to support and advocate for seniors services in Rockingham.	New	Officer Time	Community Safety and Support Services Community Capacity Building Community and Leisure Facilities	✓	✓	✓	✓	✓
1.2	Deliver the Community Grants Program to assist organisations to deliver programs and services for seniors.	Ongoing	As per CGP budget	Community Capacity Building	✓	✓	✓	✓	✓
1.3	Deliver and actively promote the Rockingham Connect Community Transport Service.	Ongoing	As per CSSS operating budget	Community Safety and Support Services	✓	✓	✓	✓	✓

No.	Task	Ongoing/ New	Annual Cost	Team	2024- 2025	2025- 2026	2026- 2027	2027- 2028	2028- 2029
1.4	Deliver programs and workshops, in partnership with external agencies, to raise awareness of community services for seniors.	Ongoing	\$20,000	Community Capacity Building Community Safety and Support Services Library Services Community and Leisure Facilities	✓	✓	✓	✓	✓
1.5	Deliver the annual Seniors and Carers Expo, or explore alternative ways to raise awareness and facilitate access to local services, programs and opportunities.	Ongoing	\$100,000	Community Capacity Building	✓	✓	✓	✓	✓

7.2. Key Element 2: Environment

Plan and advocate for age-friendly housing, support low-income seniors in maintaining independence at home, and reduce barriers to access and inclusion.

WHO Age-friendly Cities Domains	
<input type="checkbox"/> Social Participation	<input type="checkbox"/> Respect and Social Inclusion
<input type="checkbox"/> Civic Participation and Employment	<input type="checkbox"/> Communication and Information
<input type="checkbox"/> Community Support and Health Services	<input checked="" type="checkbox"/> Outdoor Spaces and Buildings
<input type="checkbox"/> Transportation	<input checked="" type="checkbox"/> Housing

No.	Task	Ongoing/ New	Annual Cost	Team	2024- 2025	2025- 2026	2026- 2027	2027- 2028	2028- 2029
2.1	Consider Age-friendly and dementia - friendly principles when planning for new or upgraded City facilities.	Ongoing	Project-specific	Community Infrastructure Planning Infrastructure Project Delivery Community Capacity Building	✓	✓	✓	✓	✓
2.2	Advocate to state and federal government to provide incentives to encourage development of affordable age-friendly housing, including aged care / retirement living, and crisis accommodation.	Ongoing	Officer Time	Statutory Planning Economic Development and Tourism Community Safety and Support Services	✓	✓	✓	✓	✓
2.3	Guided by the Local Planning Strategy, ensure the City's Local Planning Scheme allows for the	Ongoing	Officer Time	Statutory Planning	✓	✓	✓	✓	✓

No.	Task	Ongoing/ New	Annual Cost	Team	2024- 2025	2025- 2026	2026- 2027	2027- 2028	2028- 2029
	development of a variety of housing types to enable seniors to maintain a high quality of life.								
2.4	Deliver the Home Modification and Assistive Equipment Subsidy Scheme to assist seniors to remain longer in their own home	Ongoing	\$80,000	Community Capacity Building	✓	✓	✓	✓	✓
2.5	Provide and promote ways for seniors to give feedback about the City's outdoor spaces, infrastructure and facilities	Ongoing	Officer time	Community Capacity Building Strategy, Marketing and Communications	✓	✓	✓	✓	✓
2.6	Identify and deliver programs and workshops, in partnership with external agencies, which educate seniors about ways to remain independent at home for longer	Ongoing	\$3,000	Community Capacity Building Library Services Community Safety and Support Services Community and Leisure Facilities	✓	✓	✓	✓	✓

7.3. Key Element 3: Participation and Inclusion

Celebrate the contributions and diversity of older residents, support social connections and lifelong learning, and encourage active civic and community engagement

WHO Age-friendly Cities Domains	
<input checked="" type="checkbox"/> Social Participation	<input checked="" type="checkbox"/> Respect and Social Inclusion
<input checked="" type="checkbox"/> Civic Participation and Employment	<input type="checkbox"/> Communication and Information
<input type="checkbox"/> Community Support and Health Services	<input checked="" type="checkbox"/> Outdoor Spaces and Buildings
<input type="checkbox"/> Transportation	<input type="checkbox"/> Housing

No.	Task	Ongoing/ New	Annual Cost	Team	2024- 2025	2025- 2026	2026- 2027	2027- 2028	2028- 2029
3.1	Work with state government and Local Government Professionals' Age-friendly Network to promote age-friendly principles, services and programs within the community.	Ongoing	Officer Time	Community Capacity Building	✓	✓	✓	✓	✓
3.2	Provide/facilitate a range of inclusive programs and activities for seniors through the Autumn Centre.	Ongoing	As per CaLF operating budget	Community and Leisure Facilities	✓	✓	✓	✓	✓
3.3	Provide/facilitate a range of programs and activities for seniors through Community and Leisure Facilities.	Ongoing	As per CaLF operating budget	Community and Leisure Facilities	✓	✓	✓	✓	✓
3.4	Provide/facilitate a range of programs and activities for seniors at City Libraries.	Ongoing	\$5,000	Library Services Community Capacity Building	✓	✓	✓	✓	✓

3.5	Provide training, workshops and relevant information to staff, volunteers and community members to raise awareness of age-friendly topics and issues (E.g. ageism and dementia).	Ongoing	\$5,000	Human Resource Development Community Capacity Building Community Safety and Support Services	✓	✓	✓	✓	✓
3.6	Support local groups and service providers to deliver dementia-friendly programs for people living with dementia, carers and their families.	Ongoing	\$5,000	Community Capacity Building Library Services Community Safety and Support Services	✓	✓	✓	✓	✓
3.7	Liase with the Small Business Development Corporation, and/or Rockingham Kwinana Chamber of Commerce and local businesses to explore ways to address feedback from local seniors relating to reported ageism / age-related customer service issues.	New	\$5,000	Community Capacity Building Economic Development and Tourism	✓	✓	✓	✓	✓
3.8	Liase with relevant external organisations to consider and implement programs for seniors from diverse backgrounds, including First Nations and CaLD communities.	New	\$5,000	Community Safety and Support Services Community Capacity Building	✓	✓	✓	✓	✓
3.9	Provide intergenerational initiatives in line with the City's Strategy for Early Years, Children and Young People 2024–2030.	Ongoing	As per strategy	Community Capacity Building	✓	✓	✓	✓	✓

3.10	Deliver volunteer opportunities in line with the City's Health and Wellbeing Strategy 2024-2029.	Ongoing	As per strategy	Multiple areas	✓	✓	✓	✓	✓
3.11	Ensure that all City programs, services and events meet the requirements of the City's Disability Access and Inclusion Plan.	Ongoing	Service-specific	All areas	✓	✓	✓	✓	✓

7.4. Key Element 4: Communication and Information

Empower older adults to access information, provide feedback to the City, and stay connected with their community.

WHO Age-friendly Cities Domains	
<input type="checkbox"/> Social Participation	<input checked="" type="checkbox"/> Respect and Social Inclusion
<input type="checkbox"/> Civic Participation and Employment	<input checked="" type="checkbox"/> Communication and Information
<input type="checkbox"/> Community Support and Health Services	<input type="checkbox"/> Outdoor Spaces and Buildings
<input type="checkbox"/> Transportation	<input type="checkbox"/> Housing

No.	Task	Ongoing/ New	Annual Cost	Team	2024- 2025	2025- 2026	2026- 2027	2027- 2028	2028- 2029
4.1	Promote positive portrayals of older people through media, communication campaigns and other initiatives.	Ongoing	\$5,000	Strategy, Marketing and Communications Community Capacity Building	✓	✓	✓	✓	✓
4.2	Continue to offer information relevant to older residents in a variety of digital and print formats, and in alignment with age-friendly principles.	Ongoing	\$40,000	Community Capacity Building Strategy, Marketing and Communications	✓	✓	✓	✓	✓
4.3	Promote the City's Community Directory to service providers and organisations, to ensure their information is included and accessible.	New	Officer Time	Community Capacity Building Community Safety and Support Services	✓	✓	✓	✓	✓
4.4	Promote the City's Community Directory to seniors, carers and family members, to enable them to learn about and access local services.	New	Officer Time	Community Capacity Building	✓	✓	✓	✓	✓

No.	Task	Ongoing/ New	Annual Cost	Team	2024- 2025	2025- 2026	2026- 2027	2027- 2028	2028- 2029
				Community Safety and Support Services Community and Leisure Facilities					
4.5	Facilitate training and education opportunities for seniors which focus on using new technologies to stay connected and informed.	New	\$5,000	Library Services Community and Leisure Facilities Community Capacity Building	✓	✓	✓	✓	✓
4.6	Partner with external agencies to facilitate online security education sessions for older people.	Ongoing	\$5,000	Community Safety and Support Services Library Services Community Capacity Building Community and Leisure Facilities	✓	✓	✓	✓	✓
4.7	Develop resources on a range of issues, to be distributed to seniors, carers and family members during City programs and events.	Ongoing	\$5,000	Community Capacity Building Strategy, Marketing and Communications	✓	✓	✓	✓	✓
4.8	Deliver the Information Technology Subsidy Scheme to assist seniors to become more connected with friends, family, resources and information.	Ongoing	\$45,000	Community Capacity Building	✓	✓	✓	✓	✓

8. Stakeholder Engagement List

Key Stakeholders invited to participate	Contributed? (Yes/No)	Engagement method used
Aboriginal Advisory Group	Yes	Consultation
Housing Choices (formerly Acces Housing)	No	
Advocare	Yes	Interview
Aegis Shoalwater	No	
Affinity Village	Yes	Interview
Age-friendly Rockingham Network	Yes	Consultation
Alzheimer's Australia WA	Yes	Interview
Amana Living	No	
Anglicare	Yes	Interview
Aqua Jetty – Live Well Program	Yes	Surveys
Ar Rukun Mosque	No	
Australian Arab Association	No	
Autumn Centre drop in	Yes	Focus Group Discussion
Babbingur Mia - 4 Civic Boulevard	Yes	Interview and Focus Group Discussion
Baldivis Community Gardens	No	
Baptistcare	Yes	Interview
Bert England Lodge (Bethanie Waters)	Yes	Interview
Bethanie Waters Lifestyle Villages (Port Kennedy)	No	
Bethanie Waters	Yes	Interview
Billiard Pool	Yes	Focus Group Discussion
Boxercise	Yes	Focus Group Discussion
Brightwater - The Oaks (Waikiki) - Aged Care	Yes	Interview
Carers WA	Yes	Interview
Carers WA – Aboriginal Engagement Team Services	Yes	Interview
Carpet Bowls	Yes	Focus Group Discussion
Chorus	Yes	Interview

Chung Wah Community and Aged Care	No	
City of Rockingham Autumn Centre	Yes	Interview
Comet Bay Bowls Club (Singleton)	Yes	Focus Group Discussion
Connect Groups	Yes	Interview
Council of The Aging Western Australia (COTA WA)	Yes	Interview
Country Women's Association Safety Bay	No	
Courtyard	Yes	Focus Group Discussion
Crafty Friends	Yes	Focus Group Discussion
Creating Communities	Yes	Interview
Department of Communities – Disability	Yes	Interview
Department of Communities – Housing	Yes	Interview
Department of Communities – Strategy, Research, Initiatives	Yes	Interview
Department of Health - Rockingham Kwinana Mental Health	Yes	Interview
Disability Access and Inclusion Advisory Committee	Yes	Consultation
Forget Me Not Café - Carers - Baldivis	Yes	Focus Group Discussion
Forget Me Not Café - Carers Rockingham	Yes	Focus Group Discussion
GRAI	Yes	Interview
Hall & Prior Rockingham Aged Care	Yes	Interview
Housing Choices	Yes	Interview
Inclusion WA Rockingham	No	
Injury Matters – Stay On Your Feet	Yes	Interview
Interlife	No	
IPAD Workshop	Yes	Focus Group Discussion
Kennedy House, Port Kennedy	No	
Lion's Club of Baldivis	No	
Lions Club of Comet Bay	No	
Lions Club of Port Kennedy	No	

Lions Club of Rockingham	No	
Machine Embroidery Group	Yes	Focus Group Discussion
Mahjong	Yes	Focus Group Discussion
Maori Womens Welfare League WA Inc	No	
Mature Adult Learning Associaton	No	
Medina Aboriginal Cultural Community	Yes	Focus Group Discussion
MercyCare Aged Care Providers	No	
Metropolitan Migrant Resource Centre	No	
Moorditj Koort Aboriginal Corporation	Yes	Interview
Mosaics Group	Yes	Focus Group Discussion
Multicultural Futures	Yes	Interview
National Disability Services WA	Yes	Interview
National Seniors Australia Rockingham Branch	Yes	Interview
NEAMI	Yes	Interview
Office of Multicultural Interests Department of Local Government and Communities	No	
OrangeSky	No	
PARK - (Peel Rockingham, Kwinana) Richmond Wellbeing	Yes	Interview
People Who Care	Yes	Interview
Ping Pong	Yes	Focus Group Discussion
Probus - Baldivis	Yes	Focus Group Discussion
Red Hatters Society	No	
Relationships Australia	Yes	Interview
Rockingham & Districts Alzheimer's Inc.	Yes	Focus Group Discussion
Rockingham Kwinana Older Adult Mental Health Service	Yes	Interview
Rockingham Mens Shed	Yes	Focus Group Discussion
Rockingham Social Centre and Respite Cottage (Silver Chain)	No	
RUAH Community Services	Yes	Interview
Salvation Army	Yes	Interview

Scrapbooking	Yes	Focus Group Discussion
Seniors Advisory Committee	Yes	Consultation
Seniors Recreation Council Rockingham Branch	No	
Seniors Recreation Council WA	Yes	Interview
SilverChain	Yes	Interview
SilverChain Fundraising Group	Yes	Focus Group Discussion
Springfields Retirement Village	No	
Switched on Seniors - Autumn Centre	Yes	Focus Group Discussion
Switched on Seniors - Shoalwater	Yes	Focus Group Discussion
The C.R.E.W.	No	
Tuart Lakes National Lifestyle Villages	Yes	Interview
Umbrella Multicultural Community Care Service	Yes	Interview
University of the 3rd Age	No	
Vibe Baldivis National Lifestyle Village	No	
WA Association for Mental Health (WAAMH)	Yes	Interview
Wasarians	Yes	Focus Group Discussion
Wungening Aboriginal Corporation	No	
City of Rockingham Internal Teams: <ul style="list-style-type: none"> - Community Capacity Building - Community Safety and Support Services - Autumn Centre - Health and Wellbeing - Rockingham Libraries 	Yes	Interviews and participation in Network Focus Group Discussions

9. References

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