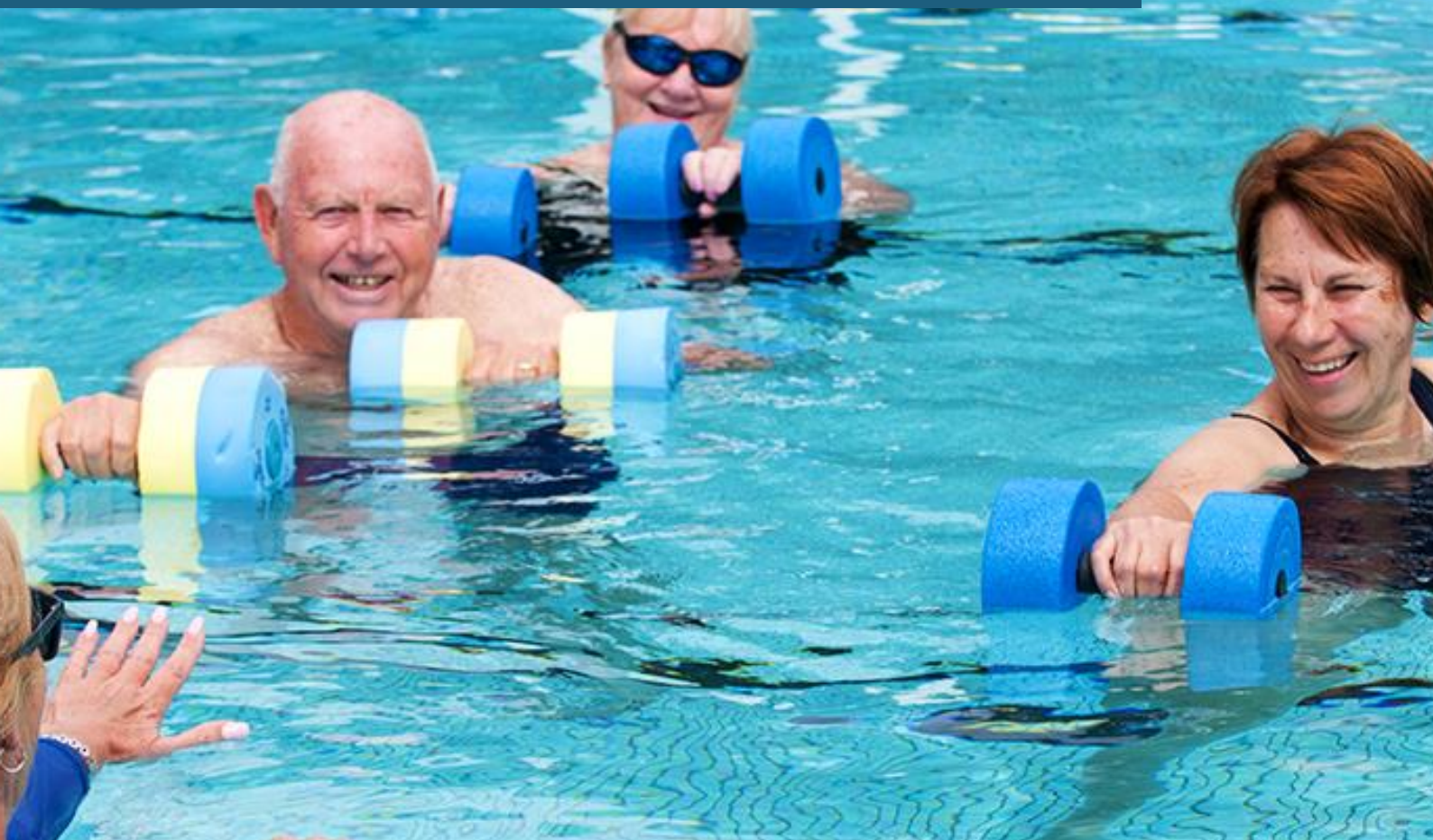


Town of Gawler's Ageing Well Framework 2022 – 2027



Prepared by

The Plug-in.

On behalf of
Town of Gawler

Gawler



The Town of Gawler, in partnership with The Plug-in, have developed the following Ageing Well Framework document. This Framework is based on engagement with community, Council staff and Council members between December 2021 and July 2022.

Council approved the draft Ageing Well Framework to be utilized for community consultation, which was undertaken in July 2022.

For further information on the Ageing Well Framework, please contact Town of Gawler Council directly:

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COTA SA (Council on the Ageing South Australia) is the peak body for over 698,000 older people in South Australia. COTA SA's social enterprise The Plug-in, is a specialist consumer engagement and insights research operation which connects older people with business, industry, and researchers.

The Plug-in is proud to have been engaged by the Town of Gawler to work with older residents, Council members and staff, to develop its inaugural Ageing Well Framework. We look forward to seeing Town of Gawler thrive as an age-friendly city.

You can find more about The Plug-in and become involved in our future work by visiting theplugin.com.au or phoning us in the COTA SA office on 08 8232 0422.

Acknowledgement

The development of an Ageing Well Framework project is supported by an Age Friendly SA Grant from Office for Ageing Well, SA Health.

Supported by Office for Ageing Well



Government of South Australia
SA Health



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Local government has a pivotal role in leading and facilitating communities where people of all ages, regardless of ability or life stage, can live a quality life. An age-friendly city or community is inclusive for all ages and embraces much of what local government does.¹



Introduction to Town of Gawler's Ageing Well Framework

Town of Gawler's Ageing Well Framework has been developed by The Plug-in team at COTA SA to establish principles and practices to inform relevant, timely and responsive action across all areas of the Council. The Framework is a guide for Council as it seeks to create an age-friendly community where the growing population of residents over 65 years are supported to live meaningful, healthy, enriched and socially connected lives.

The Framework is underpinned by Council's Community Plan and other strategic documents, which aim to make Gawler an accessible, inclusive, and sustainable community that provides equitably for all residents and supports them through all of life's stages.

The Framework will guide the Town of Gawler to improve the physical environment of the township and how residents move around; increase social inclusion and community participation; and ensure investment in the right public services and infrastructure, for the benefit of our older residents.

The role and functions of Council as a Regulator, Advocator, Facilitator, Leader, and Service Provider are also considered in the Framework.

The Ageing Well Framework is underpinned by the World Health Organisation's age friendly environments and the eight interconnected domains of urban life that help to identify and address barriers to the wellbeing and participation of older people².

By addressing and overcoming these barriers, the Town of Gawler aspires to create an age-friendly city.

An age-friendly city encourages and supports active and positive ageing and enhances quality of life for people as they age by providing opportunities for health and wellbeing, participation and security. An age-friendly city adapts infrastructure and services to be accessible to and inclusive of older people with varying needs and capacities.

The design of this Framework has been informed through review of both literature and complementary strategy on Ageing Well, extensive community consultation and feedback from internal stakeholders.

¹ [Age Friendly Cities and Communities, Information Kit for Local Government Councillors and Senior Management](#)

² [World Health Organisation](#)



About Town of Gawler

Gawler is located 42 kms north of the Adelaide CBD and is a key regional centre for northern communities. The population at 2021 Census was 24,988 and the services provided by Council are estimated to be in use by up to 120,000 residents of the Town of Gawler Local Government Area and surrounding region. Within Gawler, people aged 65 years plus make up 21.4% of the population and this is expected to increase.

Town of Gawler's Community Plan 2030+ provides the overarching vision from which the Ageing Well Framework will be guided. The vision of the Community Plan is: 'Town of Gawler is a liveable, cohesive, active, innovative and sustainable community'.

Five pillars have been established for the Community Plan which are Identity, Growth, Environment, Community, and Leadership. Under each of these themes are aspects that directly and indirectly impact the experiences of older people to age well within the community, including accessibility, transport, infrastructure design, economic development and education, inclusivity, health, disaster and climate change response, and opportunities for civic participation.



A snapshot of Town of Gawler's older residents

ABS Census data for those aged 65 and older in Town of Gawler (2021, *2016)



11% did not own vehicle*



27% lived alone

16% renting*



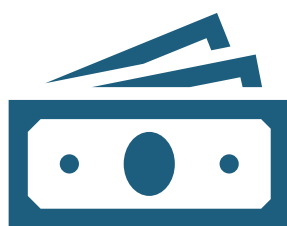
7.5% employed*

16.2% volunteering



9.4% providing unpaid childcare

13% providing other unpaid care



58% low-income earners*

76% on aged pension*



21.3% needing assistance with daily activities due to health or age



Community Insights

The Plug-in took an evidence-based approach to developing the Framework, listening to personal stories from older people living in the Town of Gawler, gathering data through surveys, and working with Council Members and staff.

What older people tell us they love about living in the Town of Gawler



Country feel: friendly community, multiple informal social opportunities



Rural aspect: large properties, agricultural heritage and arable land



Nature and green spaces: wildlife, nature walkways and cycling routes, heritage trees



Supportive community groups, business and other community leaders



Many retirement living options and aged care homes in the area



Centralised layout with easy access to most services/facilities



Ease of travel to the city and other locations of interest (when trains running)



Council's Home Assist program and the **Gawler Elderly Centre**, along with **Council's facilities** such as the libraries, Gawler Civic Centre and Gawler Sport & Community Centre



What older people tell us they would like to see action on in the Town of Gawler

Information and communication: on what is available locally in terms of services, events and activities



Transport: particularly as residents age and wish to reduce driving or may struggle with their mobility. Issues include:

- The loss of the train service into the Adelaide CBD during the Gawler railway line electrification project
- Unreliable bus and private transport services
- Issues with connection of public transport and stops at key locations



Infrastructure:

- Increased traffic congestion due to population growth and low use of bypass
- Lack of pedestrian-friendly infrastructure, particularly footpaths
- Low suitability of existing infrastructure for mobility scooters



Social isolation and exclusion: of those in geographically isolated areas or struggling to access transport



Development and Infill: including flow-on effects on infrastructure usage and reduced tree canopy.



Some concerns over access to **health and ageing support services** in the area.



Context of the Ageing Well Framework

Town of Gawler is already providing a Home Assist program for older people, which has been successfully assisting older persons in the area to age in place. Multiple strategies and policies are already adopted by Council which support ageing well in the community.

Other State Government strategies were also identified through literature review to provide supporting elements for an Ageing Well Framework.

Relevant existing documentation that contributes to this Framework:

Town of Gawler Policies and Strategies:

- Community Plan 2030+
- Disability Access and Inclusion Plan
- Walking and Cycling Plan 2018–2028
- Environmental Management Plan
- Regional Health Plan

State Government Strategies:

- SA's Plan for Ageing Well 2020–2025
- Healthy Spaces and Places
- Green Star Communities
- Housing SA Design Criteria for Adaptable Housing

Legislative and other requirements, including the Disability Discrimination Act 1992, Building Codes, and Australian Standards for building and design are detailed in supporting documentation for this Framework.

The aim of the Ageing Well Framework is to fit with these existing strategies, providing a complementary age-friendly lens to Council actions.

The Ageing Well Framework has also been designed to recognise that Council has a unique position to facilitate partnerships and collaborations across multiple community organisations, State and Local Governments, and community members to achieve goals for ageing well in Town of Gawler.

These partnerships can help to identify where gaps exist and where existing expertise in the community can be leveraged. The following page lists current possible community stakeholders who may have a role to play in creating the outcomes identified in the Framework, through facilitation by Council.



List of stakeholders who could have input to Ageing Well in Town of Gawler

Internal:

- Council members
- Senior management
- Corporate planning and finance
- Communications and marketing
- Community engagement
- Customer service
- Human resources
- Building, planning and development
- Libraries
- Parks and gardens
- Community centres
- Asset management
- Volunteers

External:

- Residents and community members
- State Member of Parliament – Light
- Federal Member of Parliament – Spence
- Local media and communications – Gawler Bunyip
- Neighbouring Councils – Barossa, Lower North, Light, Playford
- Office for Ageing Well & SA Health
- Department for Infrastructure and Transport
- Service providers & NGOs (Anglicare, Centacare, UnitingCare, Salvation Army, ECH, ACH, Helping Hand, Resthaven, Life Without Barriers, etc.)
- Community organisations (Meals on Wheels, Red Cross, U3A)
- Local businesses
- Residential property developers
- Private health and aged care providers
- Centrelink, job network providers (APM) and volunteer support organisations (Volunteering SA & NT)

Provider list

Retirement and residential aged care, supported living in the area:

- Gawler Community Retirement Homes
- Southern Cross Care Bellevue Court
- Gawler Grande Views
- Oasis Garden Village
- Calvary Trevu house
- Gawler Supportive Care
- Eldercare Evanston Park
- The Vines Lifestyle Village

Care and social assistance providers in the area:

- Resthaven Northern Community Services
- Feros Care Barossa
- Meals on Wheels Gawler
- Gawler Home Services
- Country Home Services
- Life Without Barriers
- KinCare
- Twenty80
- Inner North Country Health Services

Other Health Services in the area:

- Gawler Continence Care
- Back in Health Gawler
- Gawler Health Service



Town of Gawler's Ageing Well Framework



Town of Gawler's Ageing Well Framework is underpinned by the World Health Organization (WHO) Age Friendly Environments model. The WHO identifies eight interconnected domains within three environments and these are the pillars on which to build an Age Friendly City:

Physical Environment

- 1 Outdoor and Built Environment
- 2 Transport and Mobility
- 3 Housing

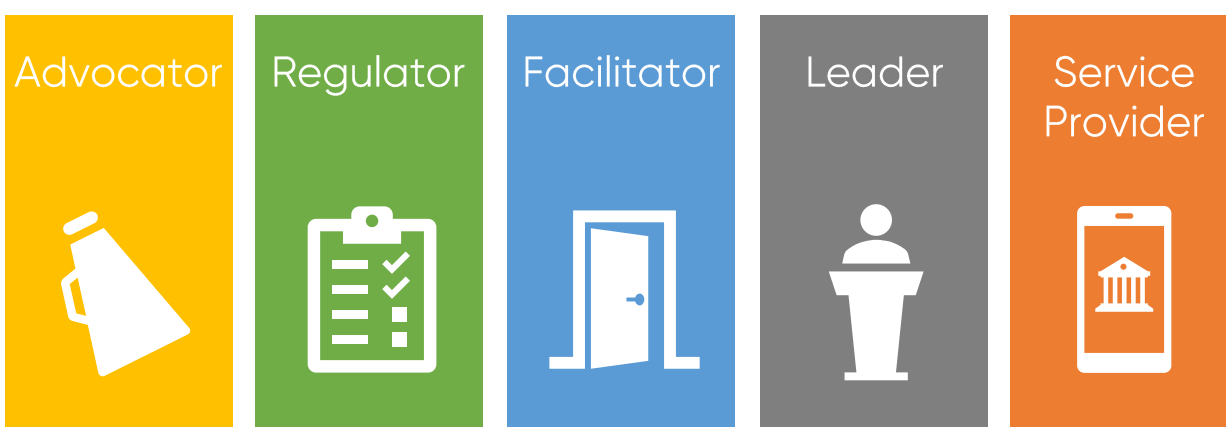
Social Environment

- 4 Social Participation
- 5 Social Inclusion
- 6 Civic Management and Employment

Civic Services

- 7 Communication and Information
- 8 Community and Health Services

The Framework includes **recommended strategies for Council implementation** in each of the eight domains, and **indicates the capacity in which Council might act**, according to Council's five roles:



Physical environment

The physical environment is comprised of the urban amenity, outdoor and open spaces, publicly accessible buildings, how people move around using transport options, and housing – one of the most fundamental human needs.



1. Outdoor and built environments

Definition: Accessible public spaces, both built and natural, provide opportunities for social connection and recreation. Infrastructure such as street furniture (public seating) and toilet facilities are essential for many to feel comfortable when leaving home, and design of the local amenity and infrastructure is critical to their mobility and participation in community life.

Indicator 1: Outdoor and built environments support older people regardless of physical capacity to access the social and recreational activities they enjoy

2. Transport and mobility

Definition: Suitable, accessible and reliable transport options help older people remain connected and able to participate in social activities such as visiting family and friends, and to access health services and other activities for independence.

Indicator 2: Town of Gawler is an accessible urban environment with quality infrastructure to support older citizens to feel safe and confident to move around

3. Housing

Definition: Housing security and urban infill are both increasingly becoming important issues at a local level. Housing options should reflect a variety of household structures and be suitable for changing mobility over time, or modifications affordable and easily undertaken.

Indicator 3: Town of Gawler has adequate housing for the older population with supports to remain in the community



Suggested strategic actions:

1 Outdoor and Built Environments



Create accessible and age-friendly spaces that engage and support older people to move around the Town of Gawler and participate in community life – for example accessible footpaths, public toilets with adequate facilities, street furniture with sufficient and suitable resting points, lighting.



Undertake biannual accessibility audits of Council assets to identify accessibility needs across all Council owned and managed facilities and in accordance with the Town of Gawler's Disability Access and Inclusion Plan.



Ensure that age-friendly, accessible (physical, financial, and psychological) design concepts are included in the design and development of any new facilities, buildings, open spaces and infrastructure.



As an advocate, build awareness of the benefits of age-friendly design in residential developments to help Town of Gawler residents of all ages live independently in their homes as they age.



Work with local businesses and service providers to apply learnings from this Framework so they might make their outdoor and built environments more age-friendly for the growing population of older customers.

2 Transport and Mobility



Support for movement of older people around the Town of Gawler to be provided through age-friendly approaches incorporated into infrastructure strategy and planning (upgrades, maintenance, and provision), with particular focus on age-friendly requirements in areas where there is higher usage by older people, e.g. near retirement living and aged care, business and service precincts, etc.



Prioritise and promote pedestrian accessibility and safety through initiatives including the installation of wider footpaths and pedestrian crossings on council-owned roads and advocating for them on State-owned roads.



Advocate to State Government for adequate, safe and reliable public transport services that support older people to use them.



Promote the use of public transport to older people and offer services that build confidence in older people to use public transport, e.g. Seniors on Board Program.



Consider Council's capacity to introduce a free/low-cost community transport service focussed on key local destinations (retail, medical, Council, etc.) to meet the demand for reliable, safe, and accessible transport for older people.

Legend



Advocator



Regulator



Facilitator



Leader



Service Provider



3 Housing



Advocate for increased supply of affordable and social housing development that is adaptable to suit varying needs within the community, including the needs of older people and those with low income.



Facilitate working partnerships with relevant market experts, developers, service providers, and Government to ensure that local housing is meeting the needs of older people as the community ages.



Encourage dwelling and community design that meets the needs of older people, e.g. accessible for those with disability/low mobility, design that supports use of mobility aids.



Council to provide affordable and quality home modification and maintenance services to older residents to allow them to age in place in their homes.



Legend



Advocator



Regulator



Facilitator



Leader



Service Provider





Social environment

Social participation has the potential to impact every aspect of health and wellbeing, while social isolation can be severely detrimental when combined with other risk factors or barriers such as poor physical health or financial challenges.

4. Social participation

Definition: Creating social opportunities in the local community is imperative to wellbeing, hence events and activities should be physically and financially accessible, while catering to an array of interests.

Indicator 4: Older people are supported to participate in a range of activities and to lead healthy and active lives

5. Social inclusion and non-discrimination

Definition: By creating inclusive and connected environments, where older people are celebrated, and encouraged and supported to contribute, we can make a positive impact on their overall health and wellbeing. The ability to have a say is critical for older people to feel empowered and takes advantage of a wealth of knowledge and expertise that they can provide.

Indicator 5: Older people are recognised and celebrated for their contributions to the community

6. Civic management and employment









Definition: With retirement ages stretching out, more people seek meaningful opportunities into their later years— paid or unpaid. The Council can play an important role in helping older people stay connected and active in this way through supporting and providing volunteer and other participatory experiences.

Indicator 6: Older people are provided with accessible and meaningful opportunities to participate in their local community and inform local decision-making







Suggested strategic actions:

4 Social participation

-  Offer a range of low or no cost health and wellbeing initiatives that support older people to be active e.g. Strength for Life fitness classes, walking groups, accessible community fitness and exercise equipment in parks.
-  Continue to invest in and promote libraries as safe and accessible places for older people to access important and relevant information and lifelong learning programs (including digital skills development). Consider how library services can adapt to the needs of those with limited mobility as the community ages, e.g. home delivery.
-  Review Council-managed community centres, programs, and groups that are aimed at older residents to ensure they are accessible, welcoming of new members, and provide sufficient options for both men and women to be involved.
-  Support local social groups for older people, ensuring that they meet community needs, such as through venue provision, skills development and training, etc.
-  Support and promote low or no cost activities and events for older people to remain active and participating in community and social life, e.g. through advertising and communications for local groups, facilitating social/interest group forums or expos, etc.
-  Support and facilitate opportunities for intergenerational activities, such as through school or youth mentoring programs, and age-friendly Council spaces that promote social connections across different age groups.
-  Deliver Council-led events that promote social inclusion for all ages and are delivered in accordance with accessibility guidelines.
-  Deliver programs that encourage and support development of neighbourhood networks for the benefit of formal and informal social connection for older people.

5 Social inclusion and non-discrimination

-  Provide and support programs that promote positive and active ageing and challenge stereotypes of ageing.
-  Actively promote positive ageing imagery and messaging through the Council's marketing and communications.
-  Support a positive community attitude to ageing, by acknowledging and celebrating the contributions of older people through Council activities and communications.
-  Provide age-friendly services training to all staff and volunteers and extend offering to community groups and organisations delivering services for older people.

Legend



Advocator



Regulator



Facilitator



Leader



Service Provider



6 Civic management and employment



Increase awareness of opportunities for older people to be active contributors to the local community through work and volunteering, e.g. promotion during key events such as International Day of the Older Person to showcase local contributions from older workers and volunteers.



Provide information to older people on local employment and volunteering opportunities and organisations that support these.



Encourage and support older people to have a voice and participate in local decision making through accessible consultation and engagement opportunities across all areas of the Council. Consider older peoples' access to decision-making opportunities in a similar manner to how the Disability Access and Inclusion Plan is applied.



Consider an Age Friendly Advisory Group to advocate for older people within the community, inform and assist with Council decision making and planning processes and develop age-friendly initiatives, sharing relevant findings with local stakeholder organisations where relevant.



Provide opportunities for skills development for older people to build their leadership skills and act as a voice for others in the community.



Legend



Advocator



Regulator



Facilitator



Leader



Service Provider





Civic Services

Council currently provides a range of services for the community but as the community and their needs evolve, so too should the provision of programs and services.

7. Communication and information

Definition: Council must ensure that all information is communicated in a way that is accessible and easy to find. The information should be provided through dedicated channels that allow whole of community access, as well as through a variety of mediums to cater for different abilities and diverse backgrounds.

Indicator 7: Council is a provider of easily accessible, relevant and timely communications about programs, services and important information

8. Community and health services

Definition: Health and care services are increasingly important as people age and require more support. Having access to necessary services in the local area that cater for older residents is vital to maintaining wellbeing across the lifespan.

Indicator 8: Older people have ready access to a range of relevant and high-quality community and health services in the Town of Gawler



Suggested strategic actions:

7 Communication and information



Develop a communications strategy that encompasses a range of relevant channels outside of digital platforms to reach older citizens and inform them about important Council information and local, interest-based events, activities and initiatives e.g. a bi-monthly or quarterly newsletter.



Ensure that all Council publications and communications, including direct mail, are accessible, written in plain English and can be easily understood by older people with different needs.



Provide opportunities for digital literacy skills building amongst older residents of Town of Gawler to assist with accessing online services from Council.



Offer accessible face-to-face communication and engagement opportunities for older people to talk to Council members in places that are easily and readily accessed by older people e.g. through libraries, community centres, shopping centres. Consider additional phone or similar remote opportunities to engage those struggling with mobility.



Regular review of Council policies and procedures to ensure they reflect an age-friendly and accessible approach, providing excellent customer service and timely responses.



Legend



Advocator



Regulator



Facilitator



Leader



Service Provider





8 Community and health services



Consider an internal age-friendly working group that evaluates Council services and communications to ensure that where possible, everything that Council delivers is accessible to older people with a range of needs.



Involve older people in the design, delivery and evaluation of the services that they need and that impact their lives, e.g. through age-friendly advisory panel.



Advocate to Federal and State Governments for provision of public health services to suit older people's increased health needs and support them to 'age in place' (independently or in supported accommodation) in Gawler.



Make information available to older residents to build awareness of third-party services who can support in facilitating access to health providers and in-home support, e.g. Aged Care Navigators.



To help older people manage their health needs across a range of services and providers (e.g. GPs, specialist, pharmacy, in-home care), work with local health and ageing providers to help them to build collaborative approaches to community health.



Facilitate solutions for medical access and transport in partnership with Gawler Health Advisory, other Local Governments, and State Government.

Legend



Advocator



Regulator



Facilitator



Leader



Service Provider





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