

Liveable Community resources

This document briefly summarises additional Australian and international resources you may find useful to understand what liveable (or age-friendly) communities are and how you can implement them.

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Tasmania's Active Ageing plan

Strong, liveable communities: Tasmania's Active Ageing Plan 2017-2022:

https://www.communities.tas.gov.au/csr/for_and_about/older_persons

Tasmania's Active Ageing plan was released May 2017 and outlines 19 priority initiatives in health, lifelong learning, participation and security to support older Tasmania's to age well.

COTA Active Ageing Plan: Strategic directions paper — Part A:

https://www.cotatas.org.au/programs/liveable_communities/the_plan/

Strategic directions and priority actions identified through state-wide community consultations conducted by COTA Tasmania in 2016/2017 were detailed and used to inform the Tasmanian Government's Strong, liveable communities: Tasmania's Active Ageing Plan 2017-2022.

COTA Active Ageing Plan: Background paper — Part B:

https://www.cotatas.org.au/programs/liveable_communities/the_plan/

Methodology and feedback from state-wide community consultations conducted by COTA Tasmania in 2016/2017 were detailed and summarised in this document. It also includes national and international background research in the active ageing and liveable community space.

Tasmanian Council Ageing Plans/strategies

A number of Tasmanian councils have already recognised the need to support older people in their community and have adopted ageing plans or strategies. These may be useful if your council is going to developing or updating an ageing strategy.

- Burnie City Council: [Age Friendly Communities Program 2016](#)
- Central Coast Council: [Age-Friendly Strategy 2018-2023](#)
- Circular Head Council: [Age-Friendly Communities Plan 2019-2024](#) (with Waratah Wynyard Council)
- Clarence City Council: [Age-Friendly Clarence Plan 2018-2022](#)
- Glenorchy City Council: [Successful Ageing Framework 2019-2024](#)
- City of Hobart: [Positive Ageing Strategy 2014-2019](#)
- Kingborough Council: [Positive Ageing Strategy 2018](#)
- Launceston City Council: [Living as a Senior in Launceston Framework and Action Plan 2017-2020](#)
- Waratah Wynyard Council: [Age-Friendly Communities Plan 2019-2024](#) (with Circular Head Council)
- West Coast Council: [Liveable Communities Strategy 2019](#)
- West Tamar Council: [Positive Ageing Strategy 2016-2021](#)

Liveable and Age-Friendly information and guides

Livable Communities, AARP:

www.aarp.org/livable-communities

AARP offers a vast array of information, articles and case studies about liveable communities and older person issues. The website has specific sections about liveability in action, housing and getting around (walkability and transport), and also provides additional tool kits, fact sheets (www.aarp.org/livable-communities/info-2014/livable-communities-fact-sheet-series.html) and resources you will find useful. You can also sign up to receive newsletters and updates about liveable communities from AARP.

WHO Age-friendly Cities: A Guide, WHO:

www.who.int/ageing/age_friendly_cities_guide/en

The WHO developed this resource through consultation with older people in 33 cities across WHO regions, including Australia. The guide provides a background about population ageing and age-friendly cities. It explains core age-friendly features in outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services. Each feature includes a checklist for community assessment.

WHO Age-friendly Cities Project Methodology: Vancouver Protocol, WHO:

https://www.who.int/ageing/publications/Microsoft%20Word%20-%20AFC_Vancouver_protocol.pdf

The Vancouver Protocol provides a research approach to assessing community age-friendliness to identify areas for action. It includes information about identifying project objectives and workplan, community focus group methodology and procedures, and example forms and discussion questions.

Age-friendly Toolkit, Queensland Government:

<https://www.communities.qld.gov.au/seniors/queensland-age-friendly-community/age-friendly-toolkit>

The Queensland Government Age-friendly Toolkit is part of the Government's age-friendly community strategy. It introduces age-friendliness and its benefits, the risks and missed opportunities that come with not being age-friendly, and tools and resources to assist with the development, implementation and evaluation of age-friendly initiatives, plans and programs.

Age Friendly WA Toolkit, Government of Western Australia:

<https://dlgc.communities.wa.gov.au/Publications/Pages/Age-FriendlyWA-Toolkit.aspx>

Building on WHO and the Vancouver Protocol, the Government of Western Australia developed this Toolkit in partnership with the City of Melville. It includes the steps to finding out if your community is age-friendly, and discussion questions and guidelines for consultation.

Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government, Government of South Australia:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/e373ac0042a5706fa978edd8cec31b16/Age-friendlyGuidelinesLocalGovernment2012-PC-OFTA-20131218.pdf>

These guidelines and toolkit represent an innovative application of the WHO age-friendly checklist to the South Australian context, where local strategies meet local needs. Guidelines address the WHO domains of age-friendliness and the toolkit assists councils in developing an age-friendly action plan in consultation with their key partners and community stakeholders.

Creating Liveable and Healthy Communities, The Australian Prevention Partnership Centre:

<http://preventioncentre.org.au/our-work/research-projects/creating-liveable-and-healthy-communities/>

This project aimed to identify liveability factors in a community that could improve health and wellbeing, and how urban planning policies across liveability domains affected health outcomes. Indicators to measure community liveability were developed to support government and planners to create neighbourhoods that support health and wellbeing.

Building Age-Friendly Communities: A guide for local action, Alberta Government:

www.seniors-housing.alberta.ca/documents/AgeFriendly-Guide-2012.pdf

This report from Alberta, Canada, provides information about the benefits and key elements of age-friendly, or liveable, communities. It includes a useful guide about how local governments can establish an age-friendly city through the establishment of an age-friendly committee, passing resolutions, conducting age-friendly assessment and developing a liveable action plan.

Age-Friendly Communities in Canada: Community Implementation Guide Toolbox, Government of Canada:

<https://www.canada.ca/en/public-health/services/publications/healthy-living/age-friendly-communities-canada-community-implementation-guide-toolbox.html>

This Toolbox contains practical tools and resources to guide the process of developing an age-friendly community. These include workplans, timelines and checklists to help implement and assess progress in creating age-friendly communities.

Examples of Liveable Communities

Communities all over the world are becoming more liveable and age-friendly. You can look at how these communities are promoting liveability through their ageing plans and strategies. A good starting point is in Tasmania (see *Tasmania's Active Ageing plan* above), Australia (see *Australian Liveable Communities* below) and many of the guides above include examples of community initiatives that are improving their liveability, but a range of examples can be found through the WHO and AARP:

WHO Global Network of Age-friendly Cities and Communities (GNAFCC):

www.who.int/ageing/projects/age_friendly_cities_network/en/

This network fosters exchange of experience and mutual learning between a diverse range of age-friendly cities and communities worldwide.

WHO Global Database of Age-friendly Practices:

https://extranet.who.int/datacol/custom_view_report.asp?survey_id=3536&view_id=6301&display_filter=1

The WHO lists a range of programs, big and small, that support age-friendly communities across the world.

AARP Network of Age-Friendly Communities:

www.aarp.org/livable-communities/network-age-friendly-communities/

This network includes communities in the United States that have made a commitment to actively work toward making their community a place for people of all ages.

Examples of what some Liveable Communities are doing to improve liveability are also available through the AARP website.

Age-friendly Report: Inspiring Communities, AARP:

<http://www.aarp.org/livable-communities/network-age-friendly-communities/info-2015/8-domains-of-livability-case-studies.html>

AARP present two examples from across the world that address each of the domains of liveability.

Where We Live: Communities For All Ages, AARP:

www.aarp.org/livable-communities/toolkits-resources/info-2016/where-we-live-communities-for-all-ages.html

Both the 2016 and 2017 editions of this book are available online through request email to AARP (no personal information required). These books have over 100 examples of community initiatives that are improving liveability through the United States.

Australian Liveable Communities

ACT

Age-Friendly Canberra: A vision for our city:

<https://www.communityservices.act.gov.au/wac/seniors/age-friendly-city/age-friendly-canberra-a-vision-for-our-city>

'Everyone benefits when the intrinsic worth of older people and their active involvement in the community, and as decision makers, is valued and fostered.'

NEW SOUTH WALES

Ageing Strategy 2016-2020:

<https://www.facs.nsw.gov.au/inclusion/seniors/overview>

'People in NSW experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities.'

NORTHERN TERRITORY

Strong Seniors: Seniors Participation Framework 2016-2019:

www.dcm.nt.gov.au/supporting-government/strategies-and-plans/strong-seniors-seniors-participation-framework-2016-19

'Senior Territorians are valued members of the community able to make decisions that support their independence and wellbeing.'

QUEENSLAND

Queensland: an age-friendly community:

<https://www.communities.qld.gov.au/seniors/queensland-age-friendly-community>

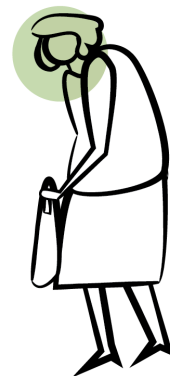
'A community where older people are supported to lead healthy and productive lives ... they have access to a range of lifestyle opportunities, and care and support appropriate to their needs.'

SOUTH AUSTRALIA

Prosperity Through Longevity 2014-2019:

www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/publications+and+resources/plans/prosperity+through+longevity+south+australias+ageing+plan

'To ensure South Australians have a fulfilling, active and enjoyable life at every age, gaining maximum benefit from longevity linking personal wellbeing with social and economic productivity.'



VICTORIA

The Age-Friendly Victoria initiative:

<https://www.seniorsonline.vic.gov.au/get-involved/for-organisations/age-friendly-victoria>

'Seniors make a valuable contribution to our society – many are active workers, helpers, volunteers, parents, grandparents and carers in our community.'

Checklists

Listed some resources that your council can use to assess and guide liveability in your community. However, it is important to note that these checklists provide general guidance and that each community may contain less obvious or more complex unique features that must be considered to ensure older people are truly supported. Each council should consult with members of their community to identify particular issues that inhibit or support liveability.

WESTERN AUSTRALIA

Age Friendly Communities:

<https://dlgc.communities.wa.gov.au/CommunityInitiatives/Pages/Age-Friendly-Communities.aspx>

'... it benefits both seniors and their communities to have opportunities to stay connected, to have a say in the services that affect them, and to remain mentally and physically active. When seniors benefit, the whole community benefits.'

Checklist of Essential Features of Age-friendly Cities (WHO):

https://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf?ua=1

Eight Domains Assessment Checklist (Queensland Government):

<https://www.communities.qld.gov.au/seniors/queensland-age-friendly-community/age-friendly-toolkit/tools-resources/eight-domains-assessment-checklist>

Building Age-friendly Communities: Age-friendly checklist:

www.seniors-housing.alberta.ca/documents/AgeFriendly-Checklist-2012.pdf

General information and guides

Accessibility Design Guide: Universal design principles for Australia's aid program, AusAID:

<https://www.dfat.gov.au/about-us/publications/Pages/accessibility-design-guide-universal-design-principles-for-australia-s-aid-program>

This Australian Government document provides clear definition of universal design and its principles, focusing primarily on physical accessibility to built environment both in Australia and abroad. It details design guidelines for built environment, health, hygiene facilities, housing, information and communication, transport systems, rural development and more.

Starting the Innovation Age, TACSI:

<https://www.tacsi.org.au/work/innovation-age/>

This report from the Australian Centre for Social Innovation details the experiences of a group of Australians as they age to determine what it means for them to age well and what happens when this does not occur. It identifies some key themes around positive ageing through family and friends, participation, money, housing and caring with the aim of engaging a community-wide approach to address these.

Silver Linings: the Active Third Age and the City, Building Futures:

<https://www.architecture.com/-/media/gathercontent/silver-linings/additional-documents/silverliningstheactivethirdageandthecitypdf.pdf>

This UK document investigates how an increasing number of active, healthy older people could positively affect society by addressing current economic and social challenges. Opportunities for older populations to shape future cities is discussed in relation to tourism, housing, social and retail areas, intergenerational knowledge transfer, and infrastructure and services that promote health.

Aging and Urbanization, McGraw Hill Financial Global Institute:

https://globalcoalitiononaging.com/wp-content/uploads/2018/06/AgingUrbanization_115.pdf

Developed by McGraw Hill Financial (now known as S&P Global), this report explains the importance of embracing an ageing population to ensure cities in the 21st century can thrive. It identifies four key areas that need to be addressed to ensure this occurs – infrastructure and transportation, housing, community health programs, and continuing work, education and recreation. The report also presents case studies of age-friendly principles from across the world, and how investment can be reorientated to best promote age-friendly growth.



Outdoor Spaces and Buildings

Walkability Audit, COTA Tasmania:

https://www.cotatas.org.au/programs/liveable_communities/walkability/

COTA Tasmania has developed an audit that prepares council and community members to assess walkability in their community. It provides tips on what to consider when assessing walkability, checklists to use, and what steps to take next.

Design for Safe and Healthy Communities: The Matrix of Like Design Considerations for Tasmania, Heart Foundation Tasmania:

https://www.healthyactivebydesign.com.au/images/uploads/Publications/Healthy_By_Design_Tas_Matrix.pdf

This matrix is used in conjunction with Healthy by Design® to support urban planners and designers in designing community environments. It includes considerations in terms of physical activity, shade, safer design, access design and road user safety for a range of public spaces and features.

Healthy by Design®: A Guide to Planning and Designing Environments to Active Living in Tasmania, Heart Foundation Tasmania:

www.heartfoundation.org.au/programs/healthy-by-design-tasmania

Developed for the Premier's Physical Activity Council, Healthy by Design® provides research-based guidelines for planners and urban designers for designing community environments that encourage people to walk and cycle as part of daily life. It provides a Tasmanian context to community design to ensure that it is local and relevant. Tasmanian case studies are included in addition to planning and design considerations, implementation and an action checklist.

Alternative Age-friendly Handbook, MICRA:

www.micra.manchester.ac.uk/connect/news/headline-431019-en.htm

This UK handbook provides innovative ways to identify and address barriers and solutions to liveable communities. It discusses the importance of including older people in auditing and mapping of community liveability. It also uses personal experiences to help contextualise how moving through a community may be affected as we age and help identify features that inhibit and promote liveability. Innovative ways about how to improve liveability are also reported.

AARP Livable Communities: Getting Around:

www.aarp.org/livable-communities/getting-around

AARP presents a range of American and international information, resources, articles and case studies about getting around in liveable communities. This includes information about improving community walkability and traffic safety. Some examples of this include how road 'diets' reduce traffic incidents, improve pedestrian safety and are good for business (www.aarp.org/livable-communities/info-2014/road-diets-factsheet.html) and what you should avoid when designing walkable communities (www.aarp.org/livable-communities/info-2014/slideshow-dangerous-streets.html#slide1).

Design for Access 2, Manchester City Council:

www.manchester.gov.uk/downloads/download/5366/design_for_access_2

Developed to improve accessibility for people with disabilities, Manchester Council's Design for Access 2 details many design standards that improve community accessibility and liveability for older people. These standards cover external areas, community buildings, dwellings and general design. This document includes information about designing car parking, pedestrian crossings, pathways, street furniture and seating, ramps and steps, entry ways and doors, toilets and internal spaces, plus more.

Age friendly Manitoba: Outdoor Spaces, Buildings and Safety, University of Manitoba:

www.umanitoba.ca/centres/aging/media/CoA_factsheet_OutdoorSpaces_final.pdf

Developed through community consultation, this 6-page document details priorities and potential actions for age friendly communities throughout Manitoba, Canada. It includes recommendations about accessibility of buildings and outdoor spaces, community walkability, parking and pedestrian safety.

Guidelines for Planning for Older People in Public Open Space, Sarkissian, W. & Stenberg, B.:

<https://sarkissian.com.au/wp-content/uploads/sites/13/2013/09/Older-people-in-residential-public-open-space.pdf>

This paper provides detailed examples of how to develop community spaces to encourage use by older people. It includes guidelines about general outdoor space design, how to facilitate social interaction and recreation through design, landscaping, walkability, accessibility of community spaces, traffic management and safety.



Transportation

Roadmap to Livability: Transportation Workbook, AARP:

<https://www.aarp.org/content/dam/aarp/livable-communities/livable-documents/documents-2018/Book-4-Roadmap-to-Livability-Transportation-051118lr.pdf>

The Transportation Workbook is the fourth workbook in AARP's Roadmap to Livability series. It provides tools and worksheets that can help engage a community in the development and implementation of a transportation action plan, to make the community a better place to live for people of all ages.

The Whole Journey: A guide for thinking beyond compliance to create accessible public transport journeys, Department of Infrastructure and Regional Development:

<https://www.infrastructure.gov.au/transport/disabilities/whole-journey/index.aspx>

The Department of Infrastructure and Regional Development developed this guide for policymakers and planners to create transport options that are seamless for all people from pre-travel planning to getting where you need to be and back again. It has a particular focus on ensuring that this is made possible for people who face barriers to accessing public transport, explains the principles of universal design and details information about each stage of journey that need to be considered.

Making Transportation Age-Friendly, Senior Care Advice:

<https://seniorcareadvice.com/making-transportation-age-friendly.htm>

Making Transportation Age-Friendly is a website with information about consideration to make with regards to transportation for older people. It includes simple and important information about how to make transport age-friendly, which while developed for the US, is applicable for Tasmanian communities.

Engaging Older Adults in Transportation Planning, Age Friendly Initiative Miami-Dade County:

<https://agefriendlymiami.org/transportationplanning/>

Engaging Older Adults in Transportation Planning is a guide that supports communities to include older adults' needs, efforts, wisdom, and perspective in transportation policies and planning. It explains the importance of including older community members in transportation considerations, specific considerations to remember when working with older people, and additional resources.

How to Develop a Pedestrian and Bicycle Safety Action Plan, U.S. Department of Transportation:

<http://superseniors.msd.govt.nz/documents/age-friendly-communities/making-active-ageing-a-reality.pdf>

This document details an overview and framework to develop and implement a safety action plan to make roads safer for cycling, walking, and ultimately, driving. It aims to guide state and local government through the process of understanding and identifying current safety issues, ways to improve safety, how to involve stakeholders, selecting safety improvements and program funding, implementation, and evaluation.





Housing

Housing Decisions of Older Australians, Productivity Commission:

www.pc.gov.au/research/completed/housing-decisions-older-australians

This report presents statistics, issues and choices that older Australians face with regard to housing. It also explores Australian policies that affect housing for older Australians and how these can affect people's housing choices as they age.

Ageing and homelessness: solutions to a growing problem, Mission Australia;

<https://www.missionaustralia.com.au/news-blog/news-media/mission-australia-report-shows-homelessness-is-a-growing-concern-for-older-australians>

This report presents the current issues that are increasing the risk of older Australians being pushed into homelessness. It explains gender and culturally specific challenges to keeping people in appropriate housing as they age. Mission Australia is calling for all levels of government to take a stand to reduce homelessness and details some possible solutions to do this, as well as current initiatives and case studies.

Livable Housing Design Guidelines, Livable Housing Australia:

http://www.livablehousingaustralia.org.au/library/SLLHA_GuidelinesJuly2017FINAL4.pdf

This document has guidelines for universal housing design for people at every life stage. It explains a range of key living features at silver (basic requirements), gold and platinum (best practice) levels.

Housing for older people globally: What are best practices?, Ferreira, M.:

http://www.ilc-alliance.org/index.php/reports/report_details/housing_for_older_people_globally_what_are_the_best_practices_an_ilc_global

This discussion paper describes international examples in housing innovations for older people. It brings together findings from 10 countries to determine where older people live, analyse different policies for providing adequate housing for older people and report on best practice.

AARP Public Policy Institute: Strategies to Meet the Housing Needs of Older Adults:

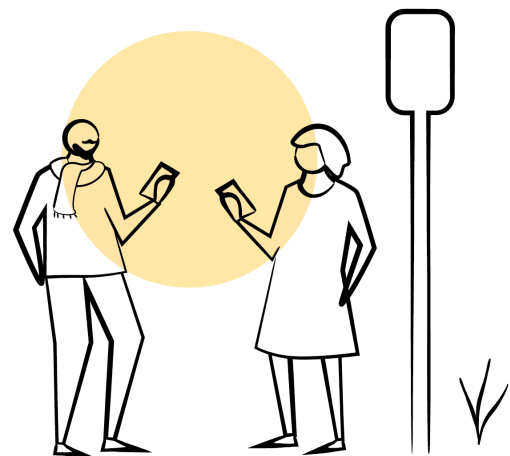
<https://assets.aarp.org/rgcenter/ppi/liv-com/i38-strategies.pdf>

This document provides an overview of some of the housing issues that older people face, and makes some recommendations about overcoming these. Though the focus is on America, recommendations in this paper could be transferred into an Australian context.

AARP Livable Communities: Housing:

www.aarp.org/livable-communities/housing/

AARP presents a range of American and international information, resources, articles and case studies around housing in liveable communities. This includes housing design and co-housing opportunities.





Social Participation

Making Active Ageing a Reality: Maximising Participation and Contribution by Older People, University of Waikato:

https://www.waikato.ac.nz/_data/assets/pdf_file/0019/242317/Making-Active-Ageing-A-Reality.pdf

This New Zealand report explores how older people remain active and participate in their community through their aspirations, employment and digital media. It includes personal strategies and policy interventions at both community and national level for government and organisations to consider for the future wellbeing of their community.

Constructing Connections: A profile of Men's Sheds in Tasmania, TasCOSS:

https://issuu.com/tascoss7/docs/tasmanian_mens_sheds_final_050916

This report provides a profile of Men's Sheds in Tasmania and the benefits for men who attend these groups and the community at large. It identified that the majority of men who attend Men's Sheds are retired and over 65 years of age, and that participation in these groups promotes social connections, health and wellbeing, and in some cases, disrupts the progression of mental health issues.

Complete Streets Archive, AARP:

www.aarp.org/livable-communities/archives/info-2014/complete-streets.html

AARP have a range of resources for communities to use to create Complete Streets, or Safe Streets. These resources help to improve the safety of all road users, enabling people of all ages to safely and easily participate in community life.

Age-Friendly Resource Kit for Outdoor Recreation Clubs, Outdoors Victoria:

<https://outdoorsvictoria.org.au/age-friendly-resource-kit-for-outdoor-recreation-clubs/>

The Age-Friendly Resource Kit for Outdoor Recreation Clubs provides practical strategies and guidelines for recreational clubs and associations to encourage older people to participate in their nature-based activities. The website has information about being age-friendly, checklist and guidelines to enable Clubs to check their age-friendliness, and tips about how Clubs can encourage older person participation.

COTA Tasmania's Community Activities webpage, COTA Tasmania:

<https://www.cotatas.org.au/information/activities/>

COTA Tasmania's Community Activities webpage includes physical, learning and social activities and events for older Tasmanians located across the State. Older Tasmanians can find activities in their local area and contact groups to become involved and remain connected.



Respect and Social Inclusion

Creating an Age-friendly Business in B.C, Seniors' Healthy Living Secretariat:

http://smallbusinessbc.ca/wp-content/uploads/resource_files/SeniorsBC_agefriendly_business_guide.pdf

This guide explains the advantage of having an age-friendly business for both community and business. It provides information about how to improve services and design to better engage people of any age and ability, specific examples of changes businesses can make and a tool to assess business age-friendliness.

Disability Inclusion Planning – A Guide for Local Government, Australian Local Government Association:

<https://alga.asn.au/disability-inclusion-planning-guide-for-local-government/>

This guide explains the importance of social inclusion, Australian and state disability legislation and policy, successful initiatives and programs, good practice for local government and a guide to developing and implementing a disability inclusion action plan with a planning checklist. It also includes useful disability policy resources from global, national and state levels.

The Australian Local Government Association website (www.alga.asn.au) has a range of publications and resources that local government will find useful.

How does Mathers House facilitate social connections?, City of Hobart:

www.hobartcity.com.au/Community/Community-Programs/Positive-Ageing

Mathers House is an initiative of the City of Hobart that supports an inclusive and accessible community for all older people to participate in. This report identifies how community programs can successfully create social connections for people with a variety of needs, interests and abilities. It includes the responses from people about why they attend these programs, how this affected their life, what made them want to keep attending, and what could be done better.

I Need You, You Need Me: The Young, The Old and What We Can Achieve Together, Generations United & The Eisner Foundation:

<https://www.gu.org/resources/i-need-you-you-need-me-the-young-the-old-and-what-we-can-achieve-together/>

Bringing together people from all generations to share skills, experiences and fun benefits everyone involved. This background paper and executive summary explain the importance of bringing generations together, and has lots of heart-warming examples of intergenerational programs that have changed the lives of younger and older people. It also includes tips for how to start a program in your area, including for small towns.

Respect and Social Inclusion, Centre for Ageing Better:

<https://www.ageing-better.org.uk/respect-and-social-inclusion>

The Respect and Social Inclusion website includes links to UK and international tools, resources and case studies that can help increase respect and social inclusion for older members of the community, but that benefit people of all ages. These include a number of intergenerational programs, age-friendly business and addressing barriers to economic consumption in later life.

Positive Ageing Ambassadors Toolkit (an Age-friendly Resource), Colac Otway Shire Council:

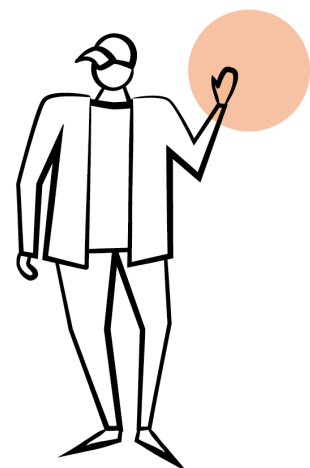
https://www.mav.asn.au/_data/assets/pdf_file/0017/7082/Positive-Ageing-Ambassadors-Toolkit.pdf

The Colac Otway Shire Council recruited older community members to become their Positive Ageing Ambassadors to engage other community members and develop local projects that would benefit them. Ambassadors received funds to implement these projects. Council and Ambassadors benefitted from this project, which fostered respect and leadership for community members. The Toolkit explains how the project was developed and implemented, what made it successful, and the community projects that resulted.

GrandPals, Princeton Public Schools & Princeton Senior Resource Center:

www.princetonsenior.org/grandpals.cfm:

GrandPals is an intergenerational education program that connects kindergarten, first- and second-graders with older volunteers. Volunteers visit the school once a week for 30 to 40 minutes to read and talk to the children, with pairings carefully selected to encourage shy children to become more social, and matching children who speak different languages with a volunteer who does as well. The program not only encourages a love of reading for younger children and fosters strong intergenerational relationships, but also provides older volunteers with the opportunity to share their skills, experience and interests.





Civic Participation and Employment

Safe and Healthy — A Guide to Managing an Ageing Workforce, Better Work Tasmania:

Available from COTA Tasmania, rosalindh@cotatas.org.au.

This guide explains the ageing workforce in Tasmania, misconceptions about older workers, how the physical and mental effects of ageing can affect impact work, work health and safety regulation and how to create a safe and healthy workplace for people of all ages.

Employ Outside the Box: The Business Case for Recruiting and Retaining Mature Age Workers, Australian Chamber of Commerce and Industry:

https://www.australianchamber.com.au/wp-content/uploads/2018/01/eotb_-_mature.pdf

Part of a series of reports about the rewards of a diverse workforce, this straightforward document explains the myths, importance and benefits of employing older workers. It explains how to recruit and retain older workers as well as where to go for help.

Age management toolkit for employers, National Seniors:

Available on request from COTA Tasmania rosalindh@cotatas.org.au

This toolkit guides employers through the process of age management using evidence-based information, resources, guidelines and good practice examples. It allows consideration of organisation's specific goals, size and age profile, recognising that one size does not fit all.

Preparing for an Aging Workforce: Strategies, Templates and Tools for HR Professionals, Society for Human Resources Management:

<https://www.shrm.org/hr-today/trends-and-forecasting/research-and-surveys/Documents/Preparing%20for%20an%20Aging%20Workforce%20-%20Strategies,%20Templates%20and%20Tools%20for%20HR%20Professionals.pdf>

This guide includes background about the ageing workforce, and strategies, templates and tools to effectively recruit and employ older workers. Case studies of organisations that have already identified action in this area are highlighted.

Age-Friendly Workplaces: Promoting Older Worker Participation, Federal/Provincial/Territorial Ministers Responsible for Seniors:

www.canada.ca/en/employment-social-development/corporate/seniors/forum/older-worker-participation.html

This document explains the importance of recruiting and retaining older workers, and how to effectively recruit and support an age diverse workforce. It has useful information about how to start the process of becoming age-diverse and case studies of businesses that have already done so.

Age Smart Employer New York City, Robert N. Butler Columbia Aging Center:

<https://aging.columbia.edu/international-longevity-center/age-smart-employer/2015-age-smart-employer-awards>

The Age Smart Employer website provides a broad range of information about and examples of age-friendly workplaces. Industry guides are available on the website, created from consultation with small businesses for family business, food services, manufacturing and not-for-profits, with real examples of what businesses have done to ensure productivity and prosperity with an ageing workforce.

The New Flexible Retirement, Aegon Center for Longevity and Retirement:

https://www.transamericacenter.org/docs/default-source/global-survey-2015/tcrs2016_sr_the_new_flexible_retirement_report.pdf

The New Flexible Retirement report explains how the concept of retirement is changing as people look to combine work and leisure in later life. It highlights steps being taken around the world to promote flexible retirement that enable older workers to continue working and transition to retirement.

The National Standards for Volunteer Involvement, Volunteering Australia:

www.volunteeringaustralia.org/policy-advocacy/national-standards-and-supporting-material/

These Standards have been developed through consultation with the Australian volunteering sector to support organisations to consider the role of volunteers, effectively and meaningfully involve them through strategies and practices, and ensure that their rights are protected and they are adequately supported in their role.



Communication and Information

For more resources about Communication and Information, see the *Communicating with Your Community* fact sheet.

Finding Out: Supporting older people to access the right information, COTA Tasmania:

www.cotatas.org.au/action-advocacy/finding-out-report

As service and community information move online, older people who have not grown up with digital technology face discrimination, disconnection and isolation. COTA's Finding Out report provides information about how older Tasmanians access information about health, transport, social activities, home help, financial advice and keeping up with changing technology, and how councils can ensure they engage this demographic to improve their liveability.

Engaging with Older People: Evidence Review, AgeUK:

www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Evidence_Review_Engagement_with_Older_People.pdf?dtrk=true

This review explains a variety of ways to engage older people in consultation and decision-making. It explains the benefits and essential elements of engaging community members.

Better Together: a practical guide to effective engagement with older people, Government of South Australia:

<http://bettertogether.sa.gov.au/prepare>

The Government of South Australia developed this guide with members of the community. It explains the principles of engagement, some of the myths and stereotypes about older people, feedback about how older people like to engage, the benefits of engagement, and how to engage effectively with examples of methods. A preparation checklist is also provided.

Community Planning Toolkit: Community Engagement, Community Places and BIG Lottery Fund:

www.communityplanningtoolkit.org/sites/default/files/Engagement.pdf

This UK document provides guidance on issues to consider when planning and designing community engagement. It includes information about identifying stakeholders to engage, barriers you may face and how to overcome these, quality standards for community engagement and different methods of engaging and their strengths, weaknesses and appropriateness.

Aboriginal and Torres Strait Islander Cultural protocols, *Oxfam Australia*:

https://www.oxfam.org.au/wp-content/uploads/2015/11/2015-74-ATSI-Cultural-Protocols-update_WEB.pdf

This document provides guidance for working respectfully with Aboriginal and Torres Strait Islander people. It explains what cultural protocols are and the culturally rights of Aboriginal and Torres Strait Islander people, why these protocols are important and the principles underlying them.





Community and Health Services

Blue Zones Project:

<https://communities.bluezonesproject.com/>

The Blue Zone project is based on communities around the world that harbour the highest concentrations of centenarians. The project aims to improve community health by promoting walkability and wiser eating choices, enhancing social connections and creating positive mindsets. Watch Dan Buettner, the mind behind Blue Zones, explain how this project works: www.youtube.com/watch?v=waGHi6aMzh8

Roadmap to Livability: Health Services and Community Supports Workbook, AARP:

<https://www.aarp.org/livable-communities/tool-kits-resources/info-2017/roadmap-to-livability-collection.html>

The Health Services and Community Supports Workbook is the fifth workbook in AARP's Roadmap to Livability series. It provides tools and worksheets to help engage a community in the development and implementation of an action plan for health services and community supports. Many of the health-related examples focus on the needs of people ageing with chronic illness or a disability, but can apply to people of all ages and abilities.

How to Engage Older People in Sport and Physical Activity, COTA Victoria:

<https://outdoorsvictoria.org.au/resources/how-to-engage-older-people-in-sport-and-physical-activity/>

Despite the benefits of exercise, many older people struggle to access appropriate levels of physical activity, and providers of activities may feel uncertain about how to support older people. This document provides information about how to attract older people to participate in groups and respond to concerns about exercise programs and includes case studies.

Tasmanian Health Directory, Primary Health Tasmania:

<https://www.tasehealthdirectory.com.au/directory/>

This state-wide directory aims to connect people to health professionals, providers and services. You can search by region or by organisations or individual names.