# Agenda
# Seniors Interests Advisory Committee

A MEETING WILL BE HELD IN

**CONFERENCE ROOM 2**
**JOONDALUP CIVIC CENTRE**
**BOAS AVENUE, JOONDALUP**

ON

**WEDNESDAY, 4 FEBRUARY 2009**

COMMENCING AT

**9.30 am**

**Note:**

**Clause 77 of the City's Standing Orders Local Law 2005 states:**

**"Unless otherwise provided in this local law, the provisions of this local law shall apply to meetings of committees with the exception of:**

**(a)       clause 29 (Members seating;) and**

**(b)       clause 54 (Limitation on members speaking.)"**

**GARRY HUNT**
Chief Executive Officer
**23 January 2009**

# CITY OF JOONDALUP

Notice is hereby given that a meeting of the **SENIORS INTERESTS ADVISORY COMMITTEE** will be held in Conference Room 2, Joondalup Civic Centre, Boas Avenue, Joondalup on **WEDNESDAY, 4 FEBRUARY 2009** commencing at **9.30 am.**

GARRY HUNT
Chief Executive Officer
23 January 2009

Joondalup
Western Australia

# AGENDA

## Committee Members (12)

| | | |
|---|---|---|
| *Cr Brian Corr* | *Presiding Person* | *South-East Ward* |
| *Cr Fiona Diaz* | *Deputy Presiding Person* | *South Ward* |
| *Ms Margaret March* | | *Community Member* |
| *Ms Joy Coleman* | | *Community Member* |
| *Ms Valerie Corey* | | *Community Member* |
| *Ms Patricia Geary* | | *Community Member* |
| *Mr Allyn Bryant* | | *Association of Independent Retirees* |
| *Ms Maria Bunn* | | *Multicultural Aged Care Services WA* |
| *Ms Lynda Waterman* | | *Senior Community Liaison Officer* |
| *Mr Alex Cilia La Corte* | | *National Seniors* |
| *Mr Patrick Wyburn* | | *WA Retirement Complexes Association* |
| *Ms Anne Pike* | | *Advocare Inc* |

## Quorum for meetings (6)

The quorum for a meeting is to be at least 50% of the number of offices (whether vacant or not) of members of the committee.

## Simple majority:

A simple majority is to be more than 50% of those members present at the meeting.

## Absolute majority: (7)

An absolute majority is to be more than 50% of the number of offices (whether vacant or not) of the committee.

## Casting vote:

In the event that the vote on a motion is tied, the presiding person must cast a second vote.

## Terms of Reference

> ➢ To oversee the strategic coordination of all seniors' issues across Council.

> ➤ To provide advice to Council to ensure that the concerns of seniors are adequately represented in the City's planning processes and the strategic directions being developed for older people across the City.

**DECLARATION OF OPENING**

**APOLOGIES/LEAVE OF ABSENCE**

**CONFIRMATION OF MINUTES**

MINUTES OF THE SENIORS INTERESTS ADVISORY COMMITTEE HELD 3 DECEMBER 2008

**RECOMMENDATION**

**That the minutes of the meeting of the Seniors Interests Advisory Committee held on 3 December 2008 be confirmed as a true and correct record.**

**ANNOUNCEMENTS BY THE PRESIDING PERSON WITHOUT DISCUSSION**

**DECLARATIONS OF INTEREST**

**IDENTIFICATION OF MATTERS FOR WHICH THE MEETING MAY SIT BEHIND CLOSED DOORS**

**PETITIONS AND DEPUTATIONS**

**REPORTS**

| Item 1 | **Presentation- The Vario Wellness Clinic  - [55511]** | **Page 4** |
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| Item 2 | **Intergenerational Cultural Activities – [55511]** | **Page 5** |
| Item 3 | **Adopt a Pensioner  - [55511]** | **Page 10** |
| Item 4 | **Universal Building Design - Ageing in place – [55511]** | **Page 16** |

**MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN**

**REQUESTS FOR REPORTS FOR FUTURE CONSIDERATION**

**CLOSURE**

## ITEM 1      PRESENTATION- THE VARIO WELLNESS CLINIC - [55511]

**WARD:**          All

**RESPONSIBLE**    Mr Clayton Higham
**DIRECTOR:**      Planning and Community Development

The Program Manager of the Vario Wellness Clinic will provide Seniors Interests Advisory Committee members with information about the Vario Wellness Clinic.

In November 2007, the Edith Cowan University launched the Vario Wellness Clinic, the first of its kind, offering a multidisciplinary approach to wellness with exercise physiology, psychology, nutrition and physiotherapy being the core focus areas. The philosophy behind this initiative is that humans operate most effectively when their minds, physical function and nutrition are optimised simultaneously.

Vario (which is Latin for "different" or "to change") was established in order to provide much needed evidenced-based wellness programs to the community and this has been accomplished through the development of the Vario Health Institute.  This research facility has provided a number of highly successful wellness programs by looking into the areas of illness prevention, wellness and disease management.

The Vario Wellness Clinic goes on to deliver these evidence-based programs from the Health Institute to the community through the services of highly experienced health professionals.

The Vario Health Institute works to optimise collaborative health research and enhance synergies between different research disciplines, industries and government bodies, with the aim of strengthening knowledge and understanding of how to improve health and well-being across the lifespan and within differing social, cultural, political and environmental contexts.

**ATTACHMENTS**

Attachment 1                              Vario Wellness Clinic Information Sheet

**RECOMMENDATION**

**That the Seniors Interests Advisory Committee NOTES the presentation on the Vario Wellness Clinic.**

## ITEM 2        INTERGENERATIONAL CULTURAL ACTIVITIES – [55511]

**WARD:**          All

**RESPONSIBLE**   Mr Clayton Higham
**DIRECTOR:**      Planning and Community Development

### PURPOSE

To provide the Seniors Interest Advisory Committee with information about Intergenerational Cultural Programs in the City of Joondalup.

### EXECUTIVE SUMMARY

The City's Cultural Program includes events which cater to a wide range of audiences in an effort to shape an inclusive, connected community across generations.

*It is recommended that the Seniors Interests Advisory Committee NOTES the information provided in the report.*

### BACKGROUND

Research conducted through the Seniors Plan Review has identified that intergenerational activities are important to help break barriers between age groups and teach younger people how to behave with, and respect seniors. Many older people would prefer not to attend senior specific events, feeling they are "separated as a different species" in community events which could lead to the generational gap growing larger.

### DETAILS

Summer in the City

The City of Joondalup program of free outdoor concerts planned for the 2008/09 summer period aims to appeal to a wide range of audiences. The Summer Concert Series offers four free, live outdoor smoke free music events, giving residents the opportunity to enjoy world class entertainment, in their own community. This season includes three Summer Concerts, held around the Joondalup region and a special Valentine's Concert held at the Joondalup Resort.

This season's performances include:

City Blues Jam

Featured Chicago blues act Diamond Dave and the Doodaddies, supported by blues and roots singer songwriter Simon Kelly.
7pm -10pm, Friday 5 December 2008, Joondalup CBD.

Jazz in the Park

Featuring The James Flynn Big Band performing the classic repertoire of Frank Sinatra, Nat King Cole, Dean Martin & Bobby Darin, supported by jazz ensemble Tim Jago Trio.   6pm - 9pm, Saturday 17 January 2009, Mawson Park, Flinders Ave, Hillarys.

Valentine's Concert

Featuring Damien Leith and Band performing the classic 60's and 70's repertoire, supported by folk-jazz singer songwriter Freya Hanly and band.   6.30pm – 9.30pm, Thursday, 12 February 2009, Joondalup Resort, Country Club Boulevard, Connolly.

Retro Beach Party

Featuring the 1950's Rock- a- Billy, retro-swing, jump blues and dance acts including Jus Jump, The Rusty Pinto Combo, The Hullaballoo Hoppers lindy hop dance troupe and Perth's best retro Hot Rods on display.   5pm - 8pm, Sunday 15 March 2009, Sorrento Foreshore, West Coast Drive, Sorrento.

**Joondalup Festival**

The City of Joondalup Festival has traditionally attracted predominately young people and families. The free event will be held over the weekend of 28-29 March 2009 in the Joondalup CBD. The Joondalup Festival is the northern corridor's largest and most significant cultural event and will celebrate its 11th anniversary in 2009. The City has developed programs which are targeted at a range of audiences including adults and older people.

The City expects to attract approximately 50,000 people and is currently in negotiations with a range of exciting, high profile performers to light up this year's event, along with all the traditional highlights and a few new features.

Additional Acrod (accessible) parking sections are now designated in front of Lotteries House for the festival. This will be of particular benefits to many seniors in the community.

Current planning is aimed to broaden the festival's appeal and increase the older patronage and includes:

- Festival Markets
- Street Art Performers
- Art Exhibition
- Food and Wine Festival
- Festival Parade
- Continuous Live Music

The City is currently calling for local groups, businesses and community members who would like to get involved. There are a range of opportunities. Expressions of Interest are now being accepted for the Food and Wine Festival, Festival Street Parade and Community Performers. The Festival Street Parade offers an exciting opportunity for community group's promotion and the showcase of their creativity.

**Sunday Serenades 2009 Concert Series**

Sunday Serenades is a series of fine music concerts held in the City of Joondalup Civic Chambers on the third Sunday of every month, from April to December.  The Sunday Serenades includes a selection of music such as jazz, classical, choral, opera and Broadway with something to appeal to a wide range of preferences.

Individual ticket prices are $10 concession and $12 full-price. In 2009, the City will be offering a new subscription package, so patrons can save time and money while enjoying memorable music every month.

**NAIDOC Week 5-12 July 2009**

The City of Joondalup, in partnership with Edith Cowan University, West Coast TAFE and the Blend[er] gallery, celebrates NAIDOC Week with a range of activities for people of all ages and backgrounds. The events highlight the history, culture and achievements of Aboriginal and Torres Strait Islander people. Activities often include an Official Launch and Flag-Raising Ceremony, traditional story-telling sessions, Indigenous Art Exhibition, Indigenous Film screenings, and dance performances.

**Community Art Exhibition**

The City of Joondalup Community Art Exhibition is considered the premier annual event for local artists. In 2008 it attracted 155 artworks by local artists ranging from school children to seniors, showcasing the diversity and talent within the Joondalup region.

**Invitation Art Award**

The Invitation Art Award is a prestigious annual exhibition for WA's art community, held in an accessible and community-friendly space at Lakeside Joondalup Shopping City in October each year. The acquisitive prize is one of the largest acquisitive cash prizes in the State, a cheque for $10,000, and the City adds the winning artwork to its growing art collection which is on display in the Civic Chambers, Administration Building and Libraries for the enjoyment of the whole community.

**Library Programs**

Discovery Sessions

Discovery Session sessions include interactive workshops, information sessions, entertainment and new learning experiences. Discovery Sessions are aimed at anyone over the age of 18 and cover a diverse range of topics from forensic science to gardening, mosaics to travel. Presentations are held throughout the year at all four Joondalup Libraries and consist of morning, afternoon or evening sessions. There is a charge of $2.50 per session payable on arrival.

Mahjong

Mahjong involves skill, strategy and calculation, as well as a certain degree of chance. Mahjong commenced at Joondalup Library in April 2005 with a group of 5 people interested in learning the game. The group has grown since then, newcomers are welcome.

For newcomers          2nd and 4th Thursday mornings of the month
For experienced players    Friday afternoons

Book Clubs

Book Club members discover new authors and expand their knowledge in a friendly and social environment.  Participants engage in discussion and the sharing of ideas with like-minded people. Five book clubs have come into being throughout Joondalup and have continued to provide reading opportunities and social engagement for many patrons. The Library provides tea and coffee and the book (for a $5 hire charge) which includes reading notes to assist with the book discussion. The 12 book club members choose from a list of 430 titles, which include classic literature, fiction, non-fiction, children's literature, biographies and many award winning titles. New titles are always being added to this list.

Joondalup Library – 1st Wednesday of the month at 11.00am
Joondalup Library – 2nd Monday of the month at 7.00pm
Duncraig Library – 2nd Tuesday of the month at 10.00am
Whitford Library – 3rd Monday of the month at 6.30pm
Duncraig Library – 3rd Tuesday of the month at 6.30pm
Woodvale Library – 4th Thursday of the month at 10.00am

Criminal Profiling Club

These groups meet monthly to discuss different crimes, analyse crime scene construction and practise the art and science of criminal profiling. The many Crime Investigation programs on TV are an indication of the popularity of this topic and of the interest in solving crimes; in particular the many unsolved crimes, whether recent or historical. The groups consist of 20 members, facilitated by Mr John Earley, a Criminal Behaviour Profiler who provides handouts and information on crimes such as: the Beaumont children, the Jonestown Massacre, the Peter Falconio case; and serial killers like the Birnies, Jack the Ripper and Ivan Milat.

Joondalup Library,Club third Tuesday morning of the month, 10.00am.
Whitford Library Club,second Saturday morning of the month, 10.00am
The sessions run for 2 hours and there is a charge of $2.50 for each meeting.

The Writers Group

The Joondalup Library Writers' Group meets once a month on a Sunday afternoon to pursue and support each other in their writing endeavours. Homework is set each month with an exercise to do at each session. Presenters are also organised throughout the year to assist and encourage members with their writing.

There is a charge of $2.50 per session and $5.50 with a presentation.

**Issues and options considered:**

Not Applicable.

**Link to Strategic Plan:**

Not Applicable.

**Legislation – Statutory Provisions:**

Not Applicable.

**Risk Management considerations:**

Not Applicable.

**Financial/Budget Implications:**

Not Applicable.

**Policy implications:**

The provision of services, events and activities for seniors by the City is linked to the Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

**Regional Significance:**

Not Applicable.

**Sustainability implications:**

Not Applicable.

**Consultation:**

Not Applicable.

**COMMENT**

The provision of accessible and inclusive cultural programs to all age groups is important to enhance the development of a healthy community.

**ATTACHMENTS**

Not Applicable.

**VOTING REQUIREMENTS**

Simple Majority.

**RECOMMENDATION**

**That the Seniors Interests Advisory Committee NOTES the information provided in the Report.**

## ITEM 3          ADOPT A PENSIONER  - [55511]

**WARD:**          All

**RESPONSIBLE
DIRECTOR:**     Mr Clayton Higham
                      Planning and Community Development

### PURPOSE

To provide the Seniors Interests Advisory Committee (SIAC) with options for exploring the provision of a service similar to the Adopt a Pensioner website.

### EXECUTIVE SUMMARY

The Adopt a Pensioner website provides a way for the general public to support pensioners through gifts, assistance with transport, shopping, household chores and gardening. While the majority of donors or helpers will be genuine, pensioners must be urged to exercise caution in accepting in-kind assistance through the Adopt a Pensioner site. Older people who are in most need of assistance may have no computer knowledge or ability to access the internet in order to use the Adopt a Pensioner site.  Although the purpose of this initiative is to provide practical assistance, the website has the potential to prevent social isolation in older people who are living alone without a supportive network of family and friends.

Possible options include advocating for an increase in the safety of those Joondalup residents accessing the Adopt a Pensioner site, development of a similar service for City residents or raising both awareness and capacity of other community service providers to meet community need.

*It is recommended that the Seniors Interests Advisory Committee CONSIDERS the options and implications presented in this report and PROVIDES ADVICE to the City on how to progress this issue.*

### BACKGROUND

The Adopt a Pensioner website was initiated in May 2008 by a private web developer following significant media and community concerns that the Commonwealth Government budget did not contain substantial increases in the single age pension.

Adopt a Pensioner was launched and promoted on national television appealing to the general public to assist struggling pensioners, particularly those trying to survive on the $273 per week paid to (approximately 2 million) senior citizens on the single age pension. Thousands of dollars were also collected through the Adopt a Pensioner national campaign. This money has now been converted to shopping vouchers and distributed to pensioners who apply with the Combined Pensioners and Superannuates Association of New South Wales. The generosity of the general public has been greatly appreciated by those pensioners receiving support.

The recent Federal Government economic stimulus bonus of $1,400 for singles or $2,100 per couple provided to Senior Health Care Card holders will also have provided some immediate financial relief.

**DETAILS**

There are currently 7500 'friends' and only 256 pensioners registered on the Adopt a Pensioner website. In exploring ways to promote the site or a similar program to older people and the community, the following additional challenges were identified with the Adopt a Pensioner website:

- Those that need the service may not want to register for assistance.
- The word 'adopt' could be viewed by older people as a term for looking after someone who is incapable. Those in need of support may feel stigmatised by the name of the program and may not wish to be 'labeled' as a pensioner. It might be better to research into a more empowering name that reflects the contribution and value seniors have made to the community and that others are giving back. For example, the words 'companionship' and 'community' suggest something more empowering.
- Those older people most in need of the service may not have access to or the knowledge of how to use the internet.
- People may feel vulnerable in receiving help from a stranger in the community. The Adopt a Pensioner website requires an email address to sign up. Personal information, such as addresses and contact details, are not given. The website does suggest the initial meeting is in a public space however there are no safeguards in place.

Concerns in relation to the security of people utilising the Adopt a Pensioner have been raised with the private web developer however further advocacy in relation to this issue is required.

The Adopt a Pensioner website lists the ways in which people can provide support to pensioners as being companionship, transport and shopping, gardening and general assistance. The following is a summary of groups in the City of Joondalup that provide similar services to the community.

**Companionship**

Within the City of Joondalup there is a wide range of opportunities for seniors to engage socially through a number of service clubs, social clubs, cultural activities, church groups and seniors events.

Other programs that target social isolation through companionship and social programs include the Home and Community Care (HACC) funded services such as Volunteer Taskforce Social Support program and Wesley Do Care. Both programs have indicated difficulties in identifying isolated clients. Do Care introduces a volunteer visitor to a lonely older person with the aim of providing social contact and a link back to the community. Volunteers participate in information sessions before being introduced and all older people are visited by co-ordinators to ensure a suitable introduction is made.

The Federal Government funds the Community Visitors Scheme that operates in aged care facilities through a variety of community-based organisations to carry out the tasks of:
- recruiting, training and supporting volunteer community visitors
- matching volunteers to residents in aged care homes
- supporting visitor-resident relationships.

**Transport and Shopping**

The City of Joondalup Community Transport Program takes elderly clients who are not able to use public transport to social clubs and shopping. The Volunteer Task Force Transport Program provides transport to medical appointments to clients who meet the Home and Community Care (HACC) criteria. There are no local services available for seniors who do not meet HACC criteria to attend special appointments. The City receives enquiries from older people who would benefit from such a program.

**Gardening**

The Volunteer Task Force provides a gardening service to clients who meet the HACC criteria. The current average waiting period for new clients is between 18 months and 2 years. There are no local services available for seniors who do not meet HACC criteria and cannot afford a gardener. The City has received a number of enquiries from older people who are distressed by the state of their garden, need assistance and cannot afford to pay commercial rates for services.

**General Assistance**

The Volunteer Task Force provides a maintenance service (for non trade tasks) to assist clients who meet the HACC criteria. The HACC Program provides basic support and maintenance services to frail people to assist them to continue living independently at home. There are no local services available for seniors who do not meet HACC criteria and need general assistance. The City has received a number of enquiries from older people who are in need of general assistance and professional trade services and cannot afford commercial trades people.

**Issues and options considered:**

Program Delivery to the Isolated

It is important to work with health professionals and community service agencies to reach those who are at risk of isolation. Challenges with running programs that provide services to the socially isolated include:

- Difficulty in the identification of clients due to their isolation.
- Often people who request services are already accessing sufficient services.
- The reluctance of some people to get involved due to limited mobility even when offered additional support.
- Prolonged isolated leads to reluctance to get involved due to loss of social confidence.

Recruiting Volunteers

The following are considerations in recruiting volunteers or 'friends' to assist older people:

- The expectations of volunteers are often different to what is actually involved. Orientation and training is integral to a successful volunteer program.
- One full time volunteer program co-ordinator has the capacity to manage approximately 70 friend-to-older person matches.  This gives an indication of the budgetary commitment in terms of staffing levels for a community service provider to deliver such as service.

- Volunteers are often rewarded through the friendship that is formed in the process however it is difficult to find volunteers willing to partner with people that suffer from mental illnesses including dementia.
- It is important for volunteers to be aware of support services available as they are often the only connection the older person may have who can refer them to necessary services.

Considered Options

A number of alternatives are proposed for further consideration, a solution may consist of one or a combination of the following options.

*Option 1*

1. The City undertakes further advocacy with the private web developer and other interested stakeholders such as the Commonwealth and State Governments to address the challenges and concerns in relation to security, terminology used on the website (ie "adopt"), lack of awareness of the service and how to access the internet.

2. The City liaises with other Local Governments to identify common challenges and develop a co-ordinated approach to Commonwealth and State Governments to raise awareness and seek support.

*Option 2*

The City engages with community based organisations such as Community Vision and the Volunteer Taskforce Group to explore:

1. Utilising the current Adopt a Pensioner website to:
   - Develop a service that operates to register on behalf of City-based seniors.
   - Increase quality assurance by screening people offering assistance.
   - Promote the Adopt a Pensioner website to agencies and residents which includes information on how to safely benefit from the process.

2. Creating and managing a similar website that links volunteers to pensioners in the City of Joondalup. Staff will match the seniors to the volunteer who best suits their requirement and facilitate the process.

3. Developing and maintaining a form on an existing agency website for residents registering to volunteer to assist older people in need in the community. Advertise to seniors who need gardening, maintenance and transport. Staff will match the seniors to the volunteer who best suits their requirement and facilitate the process.

The reasons for exploring this option with community-based organisations is that they are already delivering complementary services to seniors and volunteers, they have well developed networks with this client base and there is greater likelihood of securing funding from external sources.

*Option 3*

Undertake further research into the City of Joondalup providing the services outlined in Option 2 or 3. Considerations include whether the City wishes to embark on new service delivery in this area when other community-based organisations already

engage with the potential clients, the resource implications (potentially $80,000 to $100,000 for a this new service), and the City's ability to attract external funding.

### *Option 4*

Work with the Joondalup Volunteer Resource Centre to develop a public relations program to further increase the number of volunteers in the City engaging in programs that target the socially isolated and those in need of support. Such a program will include working closely with local agencies such as local media, service clubs, Community Vision and Neighbourhood Watch to increase community awareness of services that may benefit people who are isolated and in need.

It is possible that if the number of volunteers engaging through the Joondalup Volunteer Resource Centre can be increased and connected to seniors requiring services, this will negate the need for a separate Adopt a Pensioner website.

For each of the above options, conducting a focus group with isolated older people will assist with program development or advocacy work targeted to meet their needs.

### Link to Strategic Plan:

The provision of services, events and activities for seniors by the City is linked to the Strategic Plan through the outcomes, objectives and strategies under the Strategic Plan Key Focus Area- Community Wellbeing; The City of Joondalup is committed to enhancing the wellbeing of all people in the community – socially, emotionally, culturally and physically.

### Legislation – Statutory Provisions:

Not Applicable.

### Risk Management considerations:

There are some risks associated with the wellbeing of older people when providing assistance from volunteers. The risks can be mitigated through screening processes.

### Financial/Budget Implications:

Depending on the direction taken there may be budgetary implications that will need to be identified and considered.

### Policy implications:

Not Applicable.

### Regional Significance:

The challenges faced by older people across Australia to manage on a single pension and the Adopt a Pensioner website has been identified through state wide and national media.

### Sustainability implications:

Not Applicable.

**Consultation:**

The Adopt a Pensioner website developer, relevant agencies and community services organisations have been consulted whilst gathering information to develop this report.

**COMMENT**

There are approximately 109 pensioners and 690 'friends' who are currently registered with the Adopt a Pensioner and reside in the City of Joondalup. It is encouraging to see the public support from people willing to volunteer their time and resources to help older people in need through the Adopt a Pensioner website. It is important to see caring and pro-active community members linked with those who are most in need in our community who may not have access to the internet or may be apprehensive about putting themselves in a vulnerable situation.

With a rapidly ageing population and over 10,000 people over the age of 60 years in the City of Joondalup, there is a growing need for assistance in the areas of transport, shopping, maintenance and gardening for those that are relying on the Government pension to survive.

There are a range of options and considerations for discussion. Preliminary consideration of the options by the City indicates a preference for Option 1 and/or Option 2.

**ATTACHMENTS**

Not Applicable.

**VOTING REQUIREMENTS**

Simple Majority.

**RECOMMENDATION**

**That the Seniors Interests Advisory Committee RECOMMENDS the City ADOPTS Option 1 and/or Option 2 as outlined in the Report.**

## ITEM 4    UNIVERSAL BUILDING DESIGN - AGEING IN PLACE – [55511]

**WARD:**          All

**RESPONSIBLE**    Mr Clayton Higham
**DIRECTOR:**      Planning and Community Development

### PURPOSE

To provide the Seniors Interest Advisory Committee (SIAC) with information about the City's recent funding submission to partner in Ageing in Place research and investigation of the principles of universal building design as part of the District Planning Scheme review.

### EXECUTIVE SUMMARY

Universal design in the built environment benefits people of all ages and abilities and is an important strategy to assist older people to remain in their own homes as they age. Implementing Universal Design principles in all new residential buildings means that homes do not have to be modified (ie widening doorways) at a later stage to accommodate wheelchairs or mobility supports.

The City of Joondalup District Planning Scheme Review is currently in progress. With several stages in the process, the review can take several years to complete. The inclusion of Universal Building Design will be investigated as part of the District Planning Scheme review.

Understanding the aspirations and needs of local residents aged 50+ is a central concern of Local Government. The Australian Research Council Linkage Project will assist the City in collecting meaningful data which will inform the City's planning processes.

*It is recommended that the Seniors Interests Advisory Committee NOTES the information provided in the report.*

### BACKGROUND

Housing and community well being for seniors is a complex and multifaceted issue. Despite the very pressing issues of housing affordability and rental stress, some consistent and positive ideas for working through the complexity have emerged.

Investigating the principles of universal building design has been requested as part of the District Planning Scheme Review and will be an important strategy towards effectively responding to the needs of the City's older residents.

The City has recently partnered in a submission to the Australian Research Council Linkage Project to assist with funding for research into older peoples' preferences for ageing in place and the implications for support and care.

The research will be led by the Centre for Research and Ageing Curtin University of Technology; other partners include Melville, Rockingham and Fremantle local governments, aged care providers – Silver Chain and Bethanie Care Group and the seniors' peak body – National Seniors. The project will include the surveying of 30,000 WA residents aged 55+ years and 300 in depth interviews over a 3 year period.   Between 5% and 10% of the population surveyed will be Joondalup residents.   The City will be provided with access to both the aggregate and disaggregate (City specific) data from the project. Findings will enable the City to respond to the needs of an ageing population through effective planning and relevant across-sector community development strategies for social support and care.

**DETAILS**

**Issues and options considered:**

Not Applicable.

**Link to Strategic Plan:**

The provision of services, events and activities for seniors by the City is linked to the Strategic Plan through the outcomes, objectives and strategies under the Strategic Plan Key Focus Area- Community Wellbeing; The City of Joondalup is committed to enhancing the wellbeing of all people in the community – socially, emotionally, culturally and physically.

**Legislation – Statutory Provisions:**

Not Applicable.

**Risk Management considerations:**

Not Applicable.

**Financial/Budget Implications:**

Not Applicable.

**Policy implications:**

Not Applicable.

**Regional Significance:**

Not Applicable.

**Sustainability implications:**

Not Applicable.

**Consultation:**

Not Applicable.

**COMMENT**

Meeting people's deep wish to 'age in place' and utilising what technology and universal design have to offer is integral to future vitality of our ageing community.

The City's District Planning Scheme is a document that sets the objectives and principles for development within the City.  It is noted that the appropriate place for the specific provisions in regard to universal design is within the state based Residential Design Codes or the national based Building Code of Australia.  These documents prescribe, in detail, the requirements for the approval and construction of dwellings and buildings.  Universal design provisions are incorporated to a degree within these documents, however, further incorporation of these provisions will require support at the state and national levels.  Notwithstanding, it is appropriate that the objective of universal design be investigated for incorporation in the District Planning Scheme.
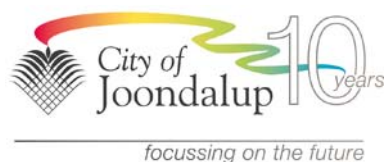
## ATTACHMENTS

Attachment 1               The Principles of Universal Design
Attachment 2               Accessibility Management Fact Sheet

## VOTING REQUIREMENTS

Simple Majority.

## RECOMMENDATION

**That the Seniors Interests Advisory Committee NOTES the information provided in the Report.**

# APPENDICES FOR AGENDA OF
# SENIORS INTERESTS ADVISORY COMMITTEE

| ITEM | TITLE | APPENDIX | PAGE |
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| **Item 1** | **Presentation - The Vario Wellness Clinic** | **1** | **1** |
| **Item 4** | **Universal Building Design - Ageing in Place**<br>Attachment 1   The Principles of Universal Design<br>Attachment 2   Accessibility   Management   Fact<br>Sheet | **2** | **2** |

vario **vario wellness clinic**

ECU AUSTRALIA EDITH COWAN UNIVERSITY

## BECOMING A MEMBER OF VARIO

An initial consultation is carried out with an exercise physiologist who will conduct a pre-exercise screening process to ascertain the best program which will meet your specific needs.

Specialised programs have been designed for people with chronic conditions including:

- Type II Diabetes
- Cancer
- Obesity
- Parkinsons
- Cardiovascular disease
- Motor Vehicle or work related injuries

We also have more general programs available for:

- Seniors – Wellness programs and 'Living Longer, Living Stronger'

- Veterans – 'Fighting Fit Veterans'

## DIAGNOSTIC AND ASSESSMENT EQUIPMENT

Thanks to the support of ECU, we are able to provide our clients with state of the art diagnostic and assessment equipment; these tests provide participants with important pre and post program feedback to see whether you need to improve, or have improved your balance, bone and muscle strength, lung and heart function etc; this will be used when tailoring a program to suit your needs, and lifestyle goals.

## CONTACT INFORMATION

Vario Wellness Clinic

Telephone: (08) 6304 3444

Email: variohealth@ecu.edu.au Website: www.varioinstitute.org

# THE PRINCIPLES OF UNIVERSAL DESIGN
Version 2.0 (4/1/97)

## 1 EQUITABLE USE

The design is useful and marketable to people with diverse abilities.

**GUIDELINES**
1a. Provide the same means of use for all users; identical whenever possible; equivalent when not.
1b. Avoid segregating or stigmatizing any users.
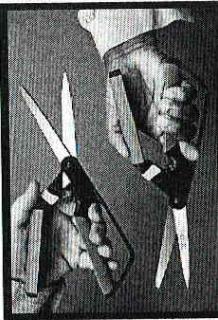1c. Make provisions for privacy, security, and safety equally available to all users.
1d. Make the design appealing to all users.

**EXAMPLES**
- Power doors with sensors at entrances that are convenient for all users
- Integrated, dispersed, and adaptable seating in assembly areas such as sports arenas and theaters

## 2 FLEXIBILITY IN USE

The design accommodates a wide range of individual preferences and abilities.

**GUIDELINES**
2a. Provide choice in methods of use.
2b. Accommodate right- or left-handed access and use.
2c. Facilitate the user's accuracy and precision.
2d. Provide adaptability to the user's pace.

**EXAMPLES**
- Scissors designed for right- or left-handed users
- An automated teller machine (ATM) that has visual, tactile, and audible feedback, a tapered card opening, and a palm rest

## 3 SIMPLE AND INTUITIVE USE

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

**GUIDELINES**
3a. Eliminate unnecessary complexity.
3b. Be consistent with user expectations and intuition.
3c. Accommodate a wide range of literacy and language skills.
3d. Arrange information consistent with its importance.
3e. Provide effective prompting and feedback during and after task completion.

**EXAMPLES**
- A moving sidewalk or escalator in a public space
- An instruction manual with drawings and no text

## 4 PERCEPTIBLE INFORMATION

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

**GUIDELINES**
4a. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
4b. Maximize "legibility" of essential information.
4c. Differentiate elements in ways that can be described (i.e. make it easy to give instructions or directions).
4d. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

**EXAMPLES**
- Tactile, visual, and audible cues and instructions on a thermostat
- Redundant cueing (e.g., voice communications and signage) in airports, train stations, and subway cars

## 5 TOLERANCE FOR ERROR

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

**GUIDELINES**
5a. Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
5b. Provide warnings of hazards and errors.
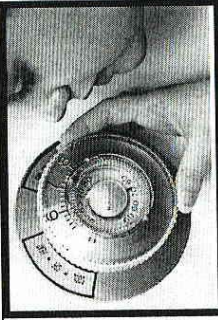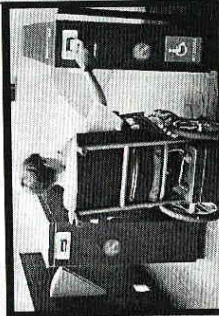5c. Provide fail safe features.
5d. Discourage unconscious action in tasks that require vigilance.

**EXAMPLES**
- A double-cut car key easily inserted into a recessed keyhole in either of two ways
- An "undo" feature in computer software that allows the user to correct mistakes without penalty

## 6 LOW PHYSICAL EFFORT

The design can be used efficiently and comfortably and with a minimum of fatigue.

**GUIDELINES**
6a. Allow user to maintain a neutral body position.
6b. Use reasonable operating forces.
6c. Minimize repetitive actions.
6d. Minimize sustained physical effort.

**EXAMPLES**
- Lever or loop handles on doors and faucets
- Touch lamps operated without a switch

## 7 SIZE AND SPACE FOR APPROACH AND USE

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

**GUIDELINES**
7a. Provide a clear line of sight to important elements for any seated or standing user.
7b. Make reach to all components comfortable for any seated or standing user.
7c. Accommodate variations in hand and grip size.
7d. Provide adequate space for the use of assistive devices or personal assistance.

**EXAMPLES**
- Controls on the front and clear floor space around appliances, mailboxes, dumpsters, and other elements
- Wide gates at subway stations that accommodate all users

THE PRINCIPLES WERE COMPILED BY ADVOCATES OF UNIVERSAL DESIGN, IN ALPHABETICAL ORDER:

Bettye Rose Connell, Mike Jones,
Ron Mace, Jim Mueller,
Abir Mullick, Elaine Ostroff,
Jon Sanford,
Ed Steinfeld, Molly Story,
and Gregg Vanderheiden.

**NOTE:**
The Principles of Universal Design are not intended to constitute all criteria for good design, only universally usable design. Certainly, other factors are important, such as aesthetics, cost, safety, gender and cultural appropriateness, and these aspects must also be taken into consideration when designing.

# THE PRINCIPLES OF UNIVERSAL DESIGN

Version 2.0 (4/1/97)

**UNIVERSAL DESIGN:** The design of products and environments to be usable by all people, to the greatest extent possible, without adaptation or specialized design.

The authors, a working group of architects, product designers, engineers and environmental design researchers, collaborated to establish the following Principles of Universal Design to guide a wide range of design disciplines including environments, products and communications. These seven principles may be applied to evaluate existing designs, guide the design process, and educate both designers and consumers about the characteristics of more usable products and environments.

**1 EQUITABLE USE**

The design is useful and marketable to people with diverse abilities.

**2 FLEXIBILITY IN USE**

The design accommodates a wide range of individual preferences and abilities.

**3 SIMPLE AND INTUITIVE USE**

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

**4 PERCEPTIBLE INFORMATION**

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

**5 TOLERANCE FOR ERROR**

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

**6 LOW PHYSICAL EFFORT**

The design can be used efficiently and comfortably and with a minimum of fatigue.

**7 SIZE AND SPACE FOR APPROACH AND USE**

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

ATTACHMENT

- - - 2 - -

APPENDIX

6 - 2 - -

Hotline 03 9658 9658
enquiries@melbourne.vic.gov.au
www.melbourne.vic.gov.au

city of
Melbourne

# FACT SHEET

# Accessibility Management

## Are you planning to construct or refurbish a building?

### A City for Everyone

The City of Melbourne is committed to encouraging and promoting development that is inclusive of all people regardless of their background, mobility or sensory ability.

All permit applications (including Town Planning, Building, Temporary Occupancy and Site Services) are assessed against industry best practice standards to ensure that suitable access and facilities are provided for as early as possible in the design stage.

### What is Good Design?

Universal access ways, tactile indicators and signs, simple and clear signage, hearing augmentation and sanitary facilities catering for the whole community represent good design.

Statistics show that a large proportion of the population will be directly affected either temporarily or permanently by a disability. When the needs of an ageing population are factored in the numbers are significant.

Good design will streamline the permit process and broaden the potential market for any business.

So good design is also good business.

### When is it Considered?

All new developments refurbished or building extensions, alterations, fit-outs and applications relating to site works are checked for compliance with relevant legislation.

This includes the Building Code of Australia (BCA), referenced Australian Standards and in addition, advice is given in relation to the expectations of the Commonwealth Disability Discrimination Act 1992 (DDA).

Local laws also specify requirements in relation to various activities within the street and Council's guidelines under the local laws reflect access requirements.

### What Features Should be Included?

The typical features that should be considered in relation to access and facilities include:

- Car parking
- A continuous path into the building
- Tactile indicators at stairs and ramps
- Ramped entrances with handrails
- Suitable signage (simple, clear, tactile)
- Contrasting colours on surfaces/edges
- Accessible sanitary facilities
- Circulation spaces at doors & passages
- Hearing augmentation at reception areas and where a PA system is provided
- Accessible accommodation
- Spaces within auditoriums

### Unjustifiable Hardship

The DDA recognises that there may be cases where the provision of facilities strictly in accordance with the Codes and Regulations could result in an unreasonable financial loss or hardship that makes full compliance very hard to justify (unjustifiable hardship).

If you are unsure of what you need to do it may be appropriate to engage a consultant specialising in accessibility.

### Access Consultants

There are a number of recognised access consultants who can assist you in assessing plans prior to lodging.

Some details are included overleaf.

### Further Information

The City of Melbourne has building and planning technical officers who can provide initial information and assistance in relation to disabled access to buildings.

City of Melbourne Hotline 9658 9658

# Accessibility Information

### Where can you go for professional advice or further assistance?

## Community groups

There are various community groups and associations that provide specialist services and support for persons with specific disabilities. In addition numerous construction industry groups have projects underway relating to access and facilities.

The list below provides you with phone numbers and web addresses if you would like to find out more on how a design can best meet the needs of specific users or if you wish to find out about the latest developments in this area.

Association of Access Consultants Australia
(ACAA)
Ph: (03) 5221 2820
Email: acaa.secretary@bigpond.com
Web: www.access.asn.au

Department of Human Services
Ph: 1300 650 172
TTY: (03) 9096 0133
Email: disability.services@dhs.vic.gov.au
Web: www.dhs.vic.gov.au/disability

Victoria Council of Deaf People
Ph: (03) 9521 2466
TTY: (03) 9521 2466
Email: info@vcod.com.au
Web: www.vcod.com.au

Human Rights Equal Opportunity Commission
(HREOC)
Ph: (02) 9284 9600 / 1300 369 711
TTY: 1800 620 241
Email: complaintsinfo@humanrights.gov.au
Web: www.hreoc.gov.au

Blind Citizens Australia
Ph: (03) 9654 1400 / 1800 033 660
TTY: (03) 9376 9275
E-mail: bca@bca.org.au
Web: www.bca.org.au

Vision Australia
Ph: 1300 847 466
www.visionaustralia.org.au

Building Commission
Ph: (03) 9285 6400
Web: www.buildingcommission.com.au

Property Council of Victoria
Ph: (03) 9650 8300
Web: www.propertyoz.com.au

Australian Building Codes Board
Ph: 1300 134 631
Web: www.abcb.gov.au

The Centre for Universal Design
Web: www.design.ncsu.edu/cud

Disability Online
Web: www.disability.vic.gov.au

## Relevant Legislative Requirements

Legislation exists at a variety of levels specifying obligations and design requirements relating to access and facilities. The key ones are listed below:

- Disability Discrimination Act 1992 (DDA).
- Building Code of Australia (BCA)
  general access requirements for building work.
- AS 1428.1 General requirements for access – new building work.
- AS 1428.2 Enhanced & additional requirements – buildings and facilities.
- AS 1428.3 Requirements for children & adolescents with physical disabilities
- AS 1428.4 Tactile ground surface indicators for orientation for people with vision impairment.
- AS 1735.12 Lifts, escalators and moving walks, facilities for persons with disabilities;
- AS 2890.1 Off street car parking facilities

## How do you vary requirements?

Where a design cannot meet the specific design requirements, an alternative solution may be appropriate if it can be demonstrated that it will meet the intent of the related legislation. In such cases it is important to liaise with a recognised professional group or consultant and gain formal (written) approval prior to finalising the design.

## Further Information

The City of Melbourne has building and planning officers who can provide initial information and assistance in relation to access to buildings for people with a disability.

In addition, the City of Melbourne has a developed an 'Access for all abilities website' which provides guides, maps and support services. In addition a publication is available titled "Good Access is Good Business".

**www.melbourne.vic.gov.au**