

# KNOX ACTIVE AGEING ADVISORY COMMITTEE

**5 September 2018**

**Time: 5:30-8:00pm**

**Meeting Room 4**

**Knox Civic Centre, 511 Burwood Highway, Wantirna South, 3152**

**Phone 9298 8000**

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*As this advisory committee has been established by Council and includes at least one Councillor and a staff member it is an Assembly of Councillors in accordance with the Local Government Act.*

*Councillors and staff are required to declare any conflict of interest that they may have in regards to any item discussed that is intended or likely to be the subject of a report to Council or a decision of an officer under delegation. In declaring a conflict of interest the Councillor or staff member must leave the meeting whilst the matter is being discussed. A definition of conflict of interest in accordance with the Local Government Act is provided in the Active Ageing Advisory Committee Folder.*

*Community representatives on the committee are not subject to these provisions; however they are required under their terms of appointment to declare any conflicts of interest that may arise for them from time to time. It will be a matter for the Chair to determine if the community representative is required to leave the meeting whilst a particular matter that is subject to a conflict of interest is being discussed.*

## 1. Welcome and Apologies

Evelin Martin, Wina Kung, Rita Lang, Judy Chalkley, Michelle Dumble

## 2. Conflict Of Interest Declaration

None declared

## 3. Items for Discussion

### 3.1 Future Self and Design Living Lab

Overview of the Living Lab, key projects undertaken to-date, and what's coming up

**Presenter:** Gareth Priday, Co-Founder of the Australian Living Labs Innovation Network

- This is the only 'Living Lab' focused on health and ageing in Australia
- Funded through Swinburne University, Grants, and individual project partners
- Lab focused on three key areas: Social Isolation; Things to keep people in the home and staying for home longer; Things that people can wear and take outside of their home
- Lab stakeholders currently discussing a fourth focus – Smart Cities.
- 'Keira' the Robot is being used to lead exercise classes; storytelling activities; and as a subject for knitting classes

For further information, please refer to the accompanying presentation.

Action: Stuart/Judy to feed into Swinburne/Knox partnership meeting discussion on Monday 24 September the potential to explore projects related to employment and employment growth within the City of Knox.

### 3.2 Age Friendly Cities

Overview of where Knox AA&DS is currently at and proposed next steps

**Presenter:** Stuart Ireland, Senior Active & Healthy Ageing Strategic Officer, Knox City Council

#### **Council activity around Age-friendly Communities - MAV report on data collected from Local Government**

- 66 of 79 Councils completed the MAV survey
- 39 have Positive Ageing/ Age Friendly strategies in place; over half have an 'older persons' reference group in place; and approximately 10 have an 'Ambassador Program' in place
- Referring to the 8 domains of the Age Friendly Cities Framework:
  - Most councils largely focusing on Social Participation, Respect and Social Inclusion, and Community Support and Health Services
  - Few councils focusing on Housing and Transport
- WHO Global Network – 8 councils are members, 7 are exploring
- 68% of Councils identified requiring additional funding to progress, whilst 53% identified the need for additional age-friendly training

#### **Knox Key Life Stages Plan and Age Friendly Cities**

- 49 actions contained within Key Life Stages Plan
  - 29 actions aligned to the Global Age Friendly Cities Framework
  - 20 actions aligned to one domain; 8 actions to two domains; and 1 action to 3 domains
- Social participation and Community Support & Health Services the two key focus domains

#### **KCC AA&DS next steps**

- Implement new strategies into the AA&DS Business Plan that address the National Aged Care Reforms and that will improve Knox AA&DS services and programs
- Plan and conduct (within current budget) a comprehensive review of the Community Transport, Food Services, and Social Support Group programs
- Review the approach taken by relevant Eastern Metropolitan Region Councils to becoming a WHO Global Network member/ Age-Friendly City and Community
- Draft an action plan that incorporates a focus on:
  - Progressing towards becoming an Age-friendly City
  - Sector and service/ program mapping and collaboration
  - Service and program and project design, monitoring and evaluation
  - Data collection and use to inform service and program activities and decision making, and future research and advocacy efforts
  - Understanding the contribution of each service and program to participant health and wellbeing and value for money

### 3.3 Active Ageing & Disability Services Seniors Support

Update on Bright Ideas Network and Knox Seniors Festival planning

**Presenter:** Linda Keenahan, Seniors Support Officer, Knox City Council

#### Bright Ideas Network

- In the past 12 months, on average 11 people have attended each of the meetings
- The e-newsletter database has increased from 180 to over 335. Two of our community newspapers are regularly using some of the articles/What's On entries from the Bright Ideas Newsletter in their publications
- The Bright Ideas Network was integral to planning (through the brainstorming of ideas) the Knox Active Ageing Expo. A sub-committee reviewed applications and selected exhibitors and many of the attendees volunteered on the day
- The Bright Ideas Network is a great opportunity to engage with our older residents and hear their thoughts and ideas.

#### 2018 Knox Seniors Festival

This year's theme is get social and there are all sorts of activities to try including gardening, bus tours, board games, meditation, music, cooking and history.

- Embolden 2018 – a two day conference being held at St Kilda Town Hall on 9 and 10 October. Conference will celebrate ageing and promote respect for older people.
- KCC has received a grant from the State Government which has enabled us to engage International Melbourne Comedy Festival star Monica Dullard and her show Ageing with Attitude (Knox Community Arts Centre, 16 October)
- Closing Ceremony features The Melbournaires - a 50 men singing a-capella (20 October)

The Knox Over 55s Zest4Life program is ~12 months old and has been a huge success. This program enables us to run activities, workshops and events throughout the year. Total attendance numbers for program activities for 2017/18 was **5,358** (this includes 3,902 for the Seniors Festival and 350 for the Active Ageing Expo).

Some further highlights include:

- The Round Dancing event had 70 participants. As a result, the Round Dancing Association has created a new club in Knox which has over 40 members.
- EACH have reported a steady increase of people who are now using their services
- U3A have a good conversion rate of people attending activities to becoming members
- Bayswater Senior Citizens and Knoxfield 55 Plus have both had increases in membership
- Orana Neighbourhood House has found that people who attended their events have then signed up for other classes.

#### Peninsula Advisory Committee for Elders (PACE)

- Mornington Peninsula Shire's equivalent to Knox's KAAAC
- Are extremely active and are consulted and provide meaningful input around a range of areas including but not limited to Elder Abuse, Housing and Transport

## 4. Confirmation of Minutes of Previous Meeting

Approved – Moved by Lynda Carroll, Seconded by Bronwyn Stephen

## 5. Business Arising from Previous Meeting

### 5.1 Car Park design and identification – Best Practices

- Judy has raised within the EMR Managers Group. It is something that Boroondara is interested in and have started to look at to. This is something that AA&DS will be linking to the Age Friendly Cities piece of work over the coming 6 months

Action: Stuart/ Judy to follow up with the City of Monash re: The Glen redevelopment and the presence of 'Senior's parking bays. Seeking to understand if the City of Monash were involved and to what extent. If not, suggestion is to explore having a representative from The Glen's Centre Management team/ other to come and speak to KAAAC and explain their thinking behind and the process they went through.

### 5.2 Boronia renewal parking issues at Dorset Square Coles and an agreement to park in the loading zone. Feedback that buses can't access parking bays because of their length, and this use of their hoist intrudes into the road area

- Cr. Mortimore clarified that this action pertained to minibuses from retirement villages and their use of the Coles loading bay. This could result in the issuing of fines, and therefore this needs to feed into a broader discussion around car park design.
- Cr. Seymour suggested that whilst Council can't create specific Policy around this, that Car Park design guidelines can be created to ensure an age friendly lens is considered.

### 5.3 Building Department and AA&DS future collaborations

- This action primarily links to the previous points re: car park design and next steps.

### 5.4 Review of facilities for future Expos

- This action is ongoing, with the date for the next Active Ageing Expo not yet determined.

### 5.5 MEPACS communications to clients in regards to phone and NBN.

- Judy has spoken to MEPACS, and MEPACS needs to check if phones are compatible. AA&DS is relaying that information to our clients.
- Bronwyn suggested there is anecdotal feedback that NBN also needs to be involved in these discussions.

Action: Stuart/ Judy to explore with Council's IT and Customer Service teams the opportunity to have targeted 'older persons' information and communications as part of Council's hold music/ messaging e.g. to prompt action re: personal alarms.

## 6. Other Business

### 6.1 Emerging Issues

- Eastern Regional Libraries (ERL) have completed copying the Access Keys and copies are available for anyone that needs them (Judy Chalkley via Stuart Ireland)
- Cr. Seymour mentioned ERL's Home Library Service and the many options available to the public, but that many older people would possibly not be aware of the service.
- Stuart spoke to a meeting held with Sarah Hopkins from ERL on Monday 6 August and how the service would be promoted by AA&DS Home Support Workers to CHSP clients and through AA&DS' Active Connections newsletter. In addition, that Stuart and Judy have an upcoming meeting with Sarah to further explore the possibility of AA&DS staff working out of Knox libraries on a rotating basis, to increase general public access to Council staff, information and resources.

Action: Stuart to follow up with Sarah Hopkins regarding the potential to access further copies of the Home Library Service brochure, for placement in other Council facilities.

- Lynda raised the challenge faced by her elderly parents to attend their church for spiritual wellbeing. Cr. Seymour reiterated that spiritual wellbeing is just as important as mental and physical wellbeing and provided a number of suggestions including exploring transport options with their Church and through My Aged Care and Home Care Packages.
- Edmond spoke to the ~500 Flu Shot immunisations having been given in Knox.

### 6.2 Life Stages Group Committee meeting – general discussion

- Draft agenda is in development with possible agenda items to be:
  - An overview of the Early Years, Youth Advisory and Active Ageing Advisory Committees
  - Spotlight on two intergenerational projects
  - Group discussion of potential intergenerational opportunities
- Cr. Mortimore suggested that Winchelle Chuson, Council's Sustainable Transport Planner, could provide a valuable contribution to the Life Stages Group Committee meeting

Action: Stuart to follow up with (Winchelle and then) the Life Stages Group Committee planning partners the possibility of Winchelle presenting/ having an active role at the Committee meeting.

Action: Stuart to provide KAAAC members with a high level summary of the purpose and possible agenda items for this meeting, and KAAAC members to provide feedback and suggestions to Stuart by the end of September.

### 6.3 AA&DS Client Survey 2018 – results

- Survey seeks feedback from clients (aged 65 years plus) about our services, including domestic assistance, personal care, flexible respite, delivered meals, social support (individual or group), occupational therapy, home maintenance and home modifications
- 46% response rate (139 of 300 surveys distributed) compared to 27% in 2017 (82 of 300)

- Greater than 75% of clients indicated the highest positive ratings for the following:
  - Council's provision of information about services available and My Aged Care
  - Client knowledge on how to change a booking
  - Client confidence in Council upholding client confidentiality
  - Client knowledge on how to make a complaint
  - Active Ageing and Disability services
- Compared with 2017, clients' responses have improved about their experiences of:
  - Feeling safe in the home
  - Managing day to day tasks
  - Council services still meeting their needs
  - Active Ageing and Disability Services

Next steps:

- Continue to provide clear information through service delivery and reviews and ongoing mechanisms to improve clients' knowledge of How to make a complaint to Council, and, client rights to an Advocate and how to access one
- AA&DS to communicate with clients regularly regarding updates to Knox-provided services, client rights, what clients should do if they require more help, including how to access additional services via My Aged Care and/or appeal Assessment decisions
- AA&DS to provide useful information (beyond AA&DS service delivery) to residents on the KCC website, via Expos/community groups, and to clients at home visits, such as 'how to apply for and use the half price taxi card' and 'IT for seniors'
- AA&DS needs to obtain a better understanding of clients' meaning of the term "safe"

Action: Stuart to provide KAAAC members with the specific question concerning "safety" and KAAAC members to provide feedback and suggestions to Stuart regarding future approaches to understanding client perceptions of safety.

## 7. Next Meeting

### **Life Stages Group Committee Meeting**

**Thursday, 15<sup>th</sup> November, Room 2, 6:30pm – 8:30pm**

A light supper will be available from 6.30pm

Meeting scheduled to commence at 6.40pm, concluding at 8.30pm

Meeting Coordinator: to be confirmed