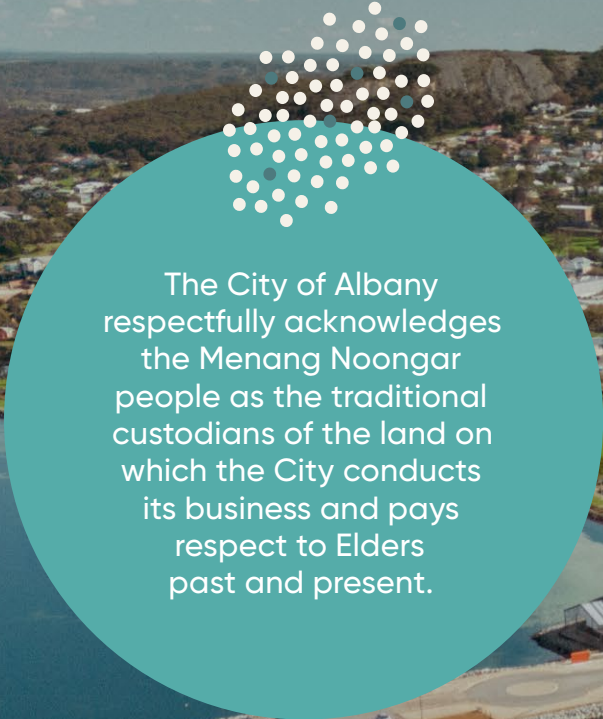# Age-Friendly Albany Plan

2023–2027

The City of Albany respectfully acknowledges the Menang Noongar people as the traditional custodians of the land on which the City conducts its business and pays respect to Elders past and present.

CITY OF Albany

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Albany City Council
Chief Executive Officer

Alternative Formats

The information in this document is available in alternative formats, including large print, audio, and braille, on individual request.

Please contact the Community Development Team on (08) 6820 3008 for more information.

Language Assistance

We can provide access to City of Albany services and information for non-English speaking residents.

Interpreting and translating services are available via the Translating and Interpreting Service (TIS). The service provides language interpreting in 160 languages. To use this service, please phone TIS on 13 14 50 or contact the City of Albany Community Development Team on (08) 6820 3008 for assistance.

The National Relay Service (NRS)

The NRS can contact the City of Albany on your behalf:

• TTY/Voice Calls: 133 677

• Speak and Listen: 1300 555 727

• SMS Relay: 0423 677 767

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Message from the Mayor

Between the comfortable climate, natural landscapes, and wide range of services; Albany is one of the most sought-after places to live. With a vibrant community, relaxed lifestyle, and numerous places to explore, many residents have made the easy decision to spend the rest of their lives in the Great Southern.

With a growing population and increasing number of senior community members, the City of Albany is committed to ensuring our community achieve a high quality of life through health and wellbeing, participation, and security as they age.

The City's first Age-Friendly Plan was developed in 2016 following increased awareness on the importance of planning for an ageing population. The Age Friendly Albany Plan 2023-2027 has considered the achievements and lessons learnt from the 2016-2020 Plan and aims to direct the City's age-friendly priorities over the next four years.

The Plan includes a detailed action plan informed by extensive consultation with community members and City of Albany staff throughout 2022-2023 which will guide the work that the City undertakes in this space.

By working together, we can create a city where all generations can thrive and barriers to living a full life are dismantled. In Albany, anything is possible for young and for old.

Dennis Wellington
MAYOR

What is an Age-Friendly City or Community?

An age-friendly city or community is a place that supports people to age actively by:

- Recognising the wide range of capacities and resources among seniors;
- Anticipating and responding flexibly to age-related needs and preferences;
- Respecting their decisions and lifestyle choices;
- Protecting those who are most vulnerable; and
- Promoting their inclusion in and contribution to all areas of community life[1].

The City of Albany's age-friendly approach is informed by the World Health Organisation (WHO) Age-Friendly Cities initiative. Established in 1991, the Age-Friendly Cities initiative was created in response to an ageing global population and the growth of cities[2]. The WHO Age-Friendly Cities model encourages local action to improve the quality of life for people as they age. In 2007, the WHO developed the Age-Friendly Cities Guidelines to support the development of age-friendly communities irrespective of population size or geographical location[2].

The Guidelines are based around eight interconnected domains:

1. Outdoor spaces and buildings

Well maintained, safe, and accessible recreational areas, venues, and facilities that contribute to an ideal living environment where seniors feel connected to their community and can age in place.

2. Transportation

A variety of well-maintained, accessible, and affordable transport options to ensure seniors remain engaged with their community and have access to health and social services.

3. Housing

Access to affordable and diverse housing options with strong connectivity to local services and the community, allowing seniors to live comfortably, safely, and independently.

4. Respect and Social Inclusion

An age-friendly city or community encourages seniors to participate in social, civic, and economic life, and ensures they are respected and feel valued for the contribution they make to their community.

5. Social Participation

Seniors have access to a diverse range of affordable social activities. Developing strong social connections is vital to maintaining ones physical and mental wellbeing, and sense of belonging.

6. Civic Participation and Employment

An age-friendly city or community ensures opportunities are available for seniors to make valuable contributions to their community through voluntary or paid work, and keeps seniors engaged in decision making and political processes.

7. Communication and Information

Seniors stay connected with events, news, activities, and services through the distribution of accurate information, available in a range of formats.

8. Community and Health Services

Supporting seniors to stay healthy, independent, and active through the availability of accessible, affordable, and good quality community and health services.

The WHO has declared 2021-2030 as the Decade of Healthy Ageing. This is a global collaboration that aims to improve the lives of seniors, their families, and the communities in which they live[3].

The decade focuses on four areas of action:

| Age-friendly environments | Combating ageism | Integrated care | Long-term care |

Importance of Planning for an Ageing Community

Australians are living longer than ever before. Over the past 30 years, life expectancy has increased from 77.4 years to 81.3 years for males and 80.3 years to 85.4 years for females[4]. Like most developed countries, Australia's population is also ageing, with the number of Australians aged 65 and over expected to increase from an estimated 16% of the population in 2020 to 21%-23% of the population by 2066[5]. The proportion of those aged 85 and over has increased from 1.1% in 1995, to 2.1% in 2020[5]. By 2066, the proportion of those aged 85 and over is expected to rise to 3.6%-4.4% of the population, placing further demand on aged and community services[5].

The City of Albany has a higher proportion of residents aged 65 and over when compared with regional WA, WA as a whole, and Australia. Albany's 65 and over population has grown significantly from 14.6% in 2001 to 23.4% in 2021[6]. With an ageing population across Australia, governments, service providers, and communities need to be proactive in their approach to ensure seniors achieve a high quality of life through health and wellbeing, participation, and security as they age.

Age-friendly cities or communities benefit those of all ages through their accessibility, diversity, inclusivity, and cohesiveness[7]. Age-friendly cities or communities allow people to stay active, keep connected, and have the ability to contribute to the economic, social, and cultural life of their community[7]. An age-friendly city or community is a home for life, it is a place for all generations, where people can live close to their family and friends as they age[7].

The quality of the natural and urban environment we live in has a strong impact on our health and wellbeing[8]. An age-friendly city or community incorporates well-planned urban environments which foster healthy ageing, consider the diverse needs of its population, and prioritise a sense of belonging, community life, and lifestyle choice[8]. As populations are ever changing, it is crucial for cities and communities to remain dynamic and proactive in their planning approach[8].

City Demographics
Population 40, 434
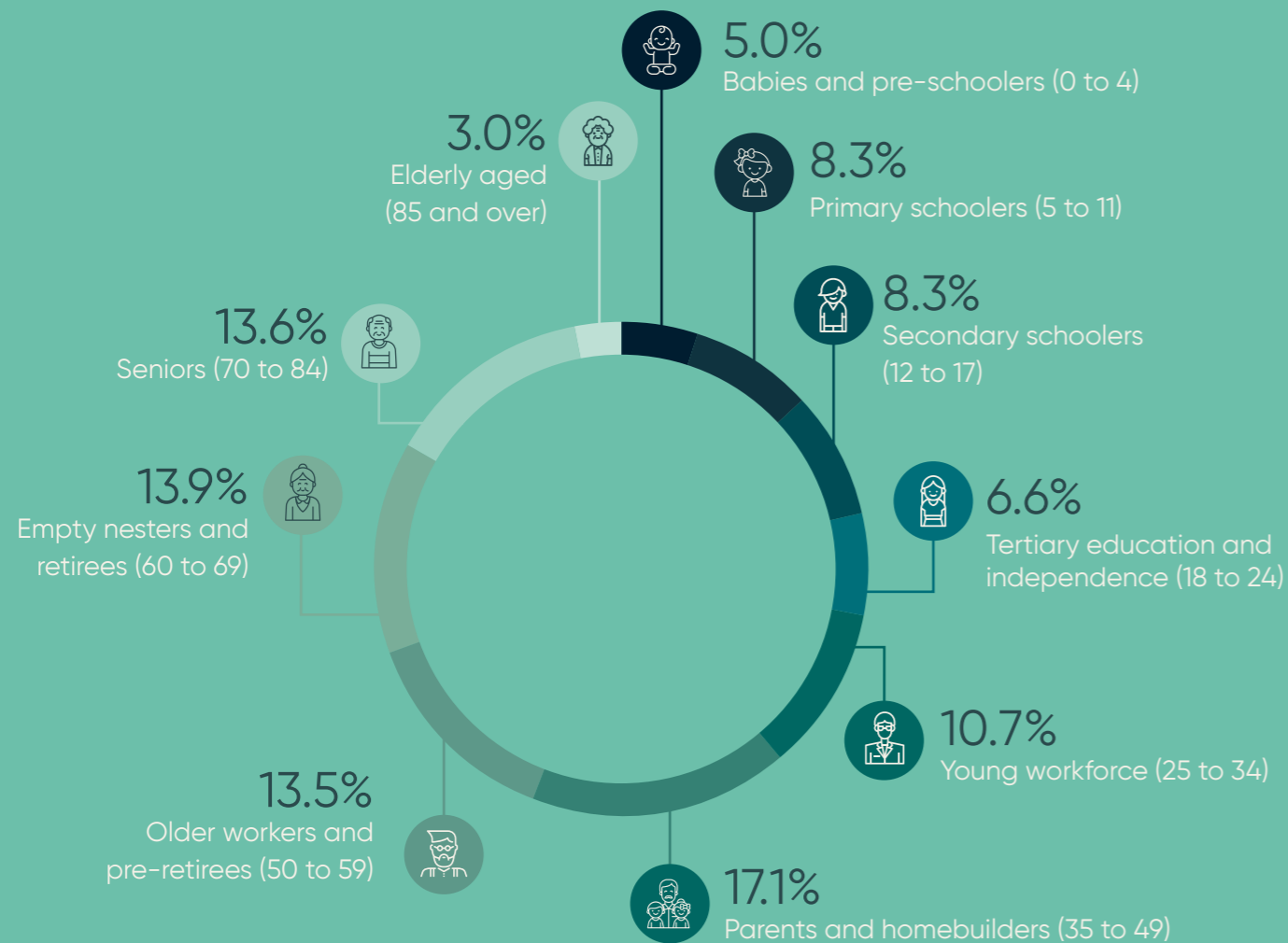
5.0% Babies and pre-schoolers (0 to 4)

3.0% Elderly aged (85 and over)

8.3% Primary schoolers (5 to 11)
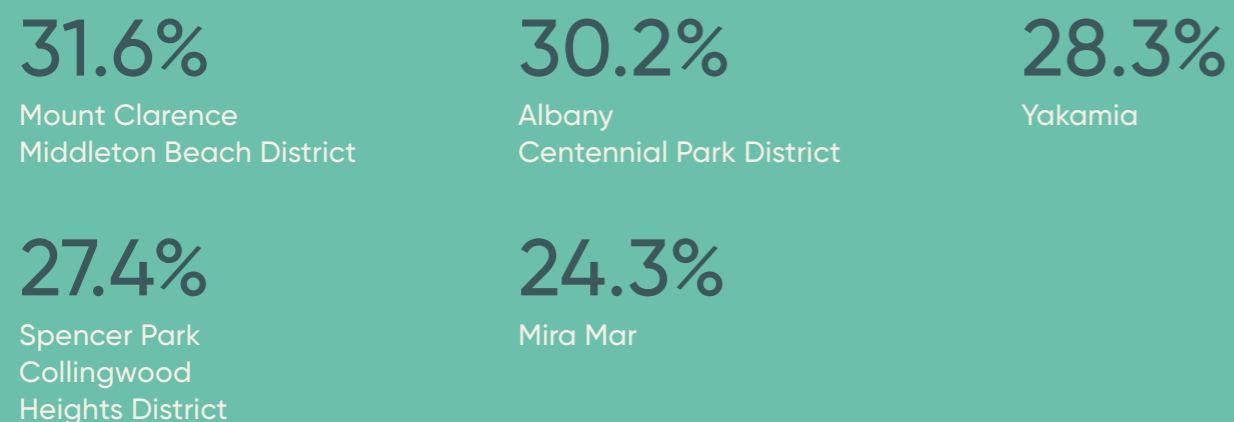
8.3% Secondary schoolers (12 to 17)

13.6% Seniors (70 to 84)

6.6% Tertiary education and independence (18 to 24)

13.9% Empty nesters and retirees (60 to 69)

10.7% Young workforce (25 to 34)

13.5% Older workers and pre-retirees (50 to 59)

17.1% Parents and homebuilders (35 to 49)

Suburbs with the highest proportion of people aged 65 and over:

31.6% Mount Clarence Middleton Beach District

30.2% Albany Centennial Park District

28.3% Yakamia

27.4% Spencer Park Collingwood Heights District

24.3% Mira Mar

Seniors (people aged 65 and over) represent 23.4% of the Albany population.
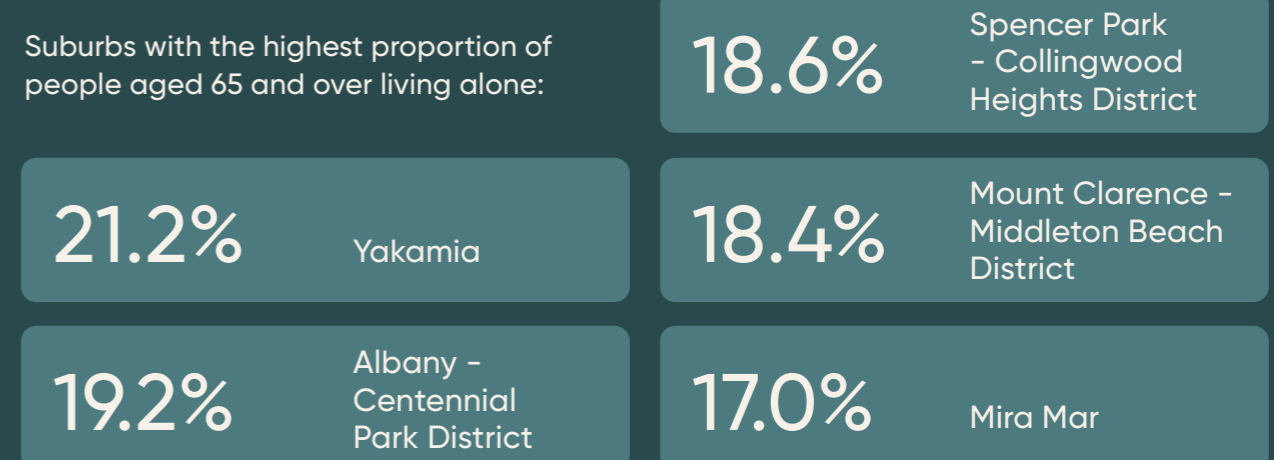## In comparison, seniors make up:

17.2% of the Australian population

16.1% of the WA population

17.5% of regional WA population

Albany has a high percentage of older lone person households (13.8%) compared to 9.4% in regional WA, 9.6% of Western Australia[6].

Suburbs with the highest proportion of people aged 65 and over living alone:

18.6% Spencer Park - Collingwood Heights District

21.2% Yakamia

18.4% Mount Clarence - Middleton Beach District

19.2% Albany - Centennial Park District

17.0% Mira Mar

Albany has a higher percentage of people needing assistance with day-to-day activities compared to regional WA and WA as a whole. The percentage of people needing assistance with day-to-day activities significantly increases with age.

Need for assistance with day-to-day activities by age group (2021)

Assistance needed by age group (years)	Percentage of total age group		
	% Albany	% Regional WA	% Western Australia
0 to 4	1.3	1.0	1.2
5 to 9	4.3	3.4	3.6
10 to 19	4.8	3.3	3.4
20 to 59	3.3	2.3	2.1
60 to 64	5.1	4.7	4.9
65 to 69	5.6	6.2	6.1
70 to 74	7.6	8.6	8.9
75 to 79	15.4	13.7	14.3
80 to 84	24.6	22.3	24.4
85 and over	41.7	42.1	45.6

Guiding Policies, Strategies and Frameworks

Links to the City of Albany Strategic Community Plan 2023

Pillar: People

A diverse and inclusive community.

A happy, healthy, and resilient community.

A safe community.

Pillar: Planet

Sustainable management of natural areas; balancing conservation with responsible access and enjoyment.

Pillar: Place

Responsible growth, development, and urban renewal.

Interesting, vibrant, and welcoming places.

Local history, heritage, and character is valued and preserved.

A safe, sustainable, and efficient transport network.

Pillar: Leadership

A well informed and engaged community.

Other City of Albany documents informing the Age-Friendly Albany Plan 2023-2027

- Access and Inclusion Plan 2023-2027
- Corporate Business Plan 2021-2025
- Public Health Plan 2018-2022
- Community Development Strategy 2019-2022
- Compassionate Communities Charter

While each document is a standalone document, there are numerous objectives that are interlinked, and outcomes will have impact across multiple plans and strategies.
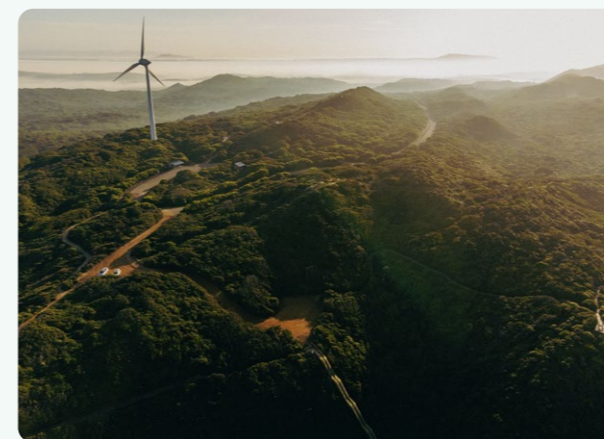
Other City of Albany documents informing the Age-Friendly Albany Plan 2023-2027

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- Corporate Business Plan 2021-2025
- Public Health Plan 2018-2022
- Community Development Strategy 2019-2022
- Compassionate Communities Charter

Current Age-Friendly Practices

The City of Albany delivers a range of programs, initiatives, and services for seniors, including:

- Albany Public Library Home Library Service;
- Albany Public Library Select and Collect Service;
- Albany Public Library Digital Drop in Service;
- Regular seniors' programs and activities promoting health and wellbeing, social connection, and active ageing;
- Long Live You fitness program for residents aged 50 and over at Albany Leisure and Aquatic Centre;
- Assisted household bin service for residents who are elderly and/or are living with mobility difficulties;
- Regular excursions for aged care residents to Albany Regional Day Care Centre; and
- Volunteer opportunities for seniors at Albany Public Library and the National Anzac Centre.

The City also supports a range of social and recreational groups for seniors across Albany.

With an ageing population, the City continues to advocate for increased services and accommodation to ensure seniors can age in place.

Developing the Age-Friendly Albany Plan 2023-2027

Between April and June 2022, the City of Albany conducted extensive consultation with community members and key stakeholders to inform the development of the Age-Friendly Albany Plan 2023-2027.
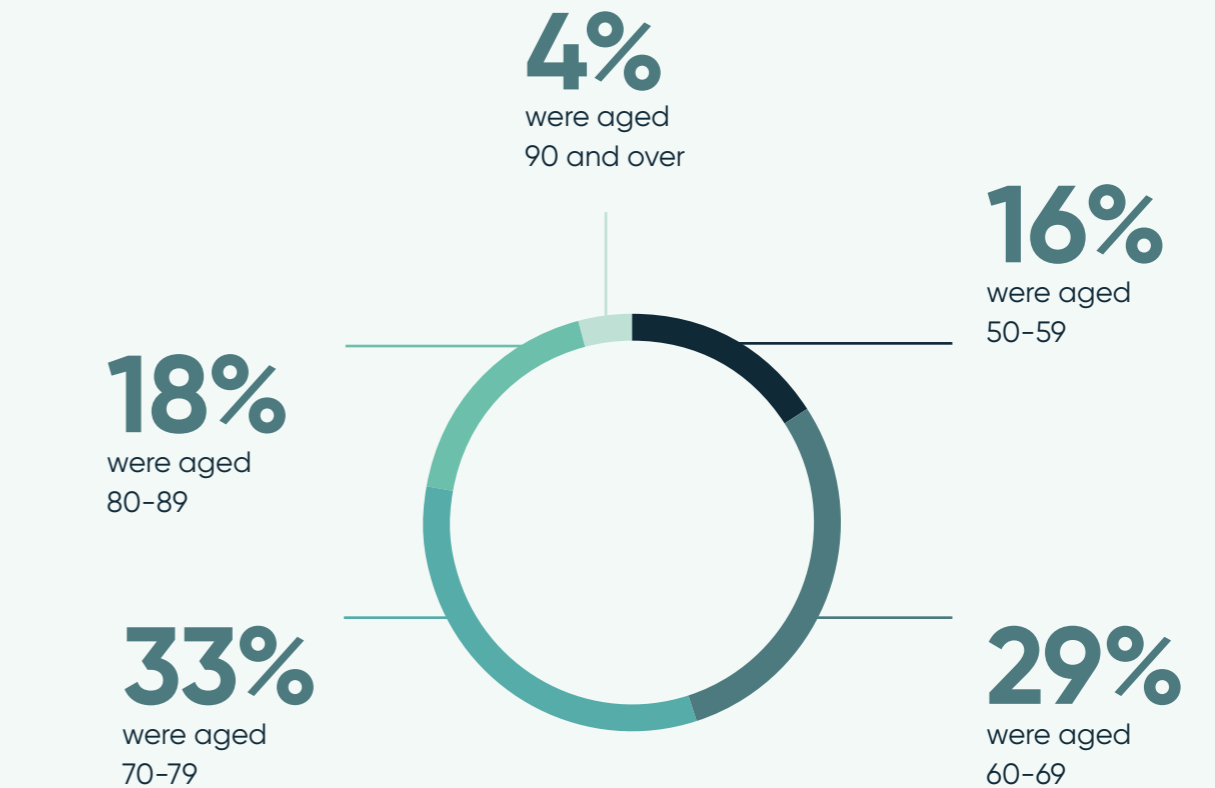
Consultation included:

- Community survey – available online and in hard copy;
- Stakeholder survey – available online and in hard copy;
- Workshops with community groups including Men's Shed, Albany Over 50's, and the Over 50's Cycling Club;
- Community workshops held at Albany Public Library and the City of Albany Civic Rooms;
- One on one interviews and discussions with key stakeholders and community members; and
- Discussions with key City of Albany staff.

Consultation for the Age-Friendly Albany Plan 2023-2027 was promoted through:

- City of Albany social media platforms, website, and newsletters;
- Local newspaper and radio;
- Targeted letter drops to retirement villages, pharmacies and other health services, general stores, and community groups; and
- Targeted emails and phone calls to key stakeholders and service providers.

Approximately 441 community members participated in the consultation process, including 15 City of Albany staff members.

300 residents completed the community survey. Of those who participated:

4% were aged 90 and over

16% were aged 50-59

18% were aged 80-89

29% were aged 60-69

33% were aged 70-79

2% do not speak English as their first language

72% own their own home

58% live with a spouse or partner

3% identify as Aboriginal or Torres Strait Islander

75% are retired

36% live alone

Emerging Themes

Our community acknowledged the City of Albany is an enjoyable place to live, with many consultation participants commenting on the wide variety of services, facilities, and natural spaces available.

You told us the City of Albany does well at:

- Delivering programs and services for seniors including Long Live You, Seniors Week, and Library programs;
- Providing community facilities including the National Anzac Centre, Library, Town Hall, and Albany Leisure and Aquatic Centre; and
- Maintaining outdoor spaces including parks, sports fields, and natural reserves.

Priorities

You told us the City needs to prioritise the following to support seniors living in Albany:

- Housing affordability and availability;
- Access to information on community events and services;
- Upgrades to roads and footpaths to improve accessibility;
- Encourage active ageing by improving cycling and footpath networks, increasing shade and seating along key routes and destination, and continuing to deliver health and wellness programs, events, and activities;
- Well-connected public transport networks; and
- Deliver programs to encourage community connection and reduce social isolation.

The Age-Friendly Albany Implementation Plan 2023-2027 addresses the above priority areas as well as other areas of importance through 49 actions under the eight World Health Organisation Age-Friendly Cities domains.

Implementation of the actions listed under the Age-Friendly Albany Implementation Plan 2023-2027 will be influenced by factors including funding and/or budget availability, Council priorities and capacity, and levels of stakeholder and/or community support.

Measuring Progress and Success

The success of this Plan is dependent on building partnerships between the City and key stakeholders in the community. These include seniors, community organisations, and State and Federal government agencies. Community Services is the lead department for monitoring and reviewing achievement of the Age-Friendly Albany Plan, however the Plan requires a whole-of-City response to be successful. Community Development will be responsible for ongoing advocacy of the Plan within and outside the City, as well as monitoring and reporting on progress.

Evaluation of the success of the Plan will be measured through:

- An annual progress report overseen by the Community Development team to track short term and ongoing actions;
- Feedback from community members, stakeholders, and City staff where relevant; and
- A final review in 2027 to identify actions requiring ongoing measurement and monitoring. Ongoing actions will be included in the 2028-2032 Plan with updated measurement strategies where required.

Age-Friendly Albany Implementation Plan 2023-2027

Outcome 1: Community and Health Care

Goal: Seniors are well connected to the health and community services they need.

Action	New or Continued Action	Timeline	Measure	Responsibility
1.1. Advocate for increased availability and accessibility of health services across the region.	New	Ongoing	Involvement in advocacy efforts, projects, and stakeholder engagement.	Community Development, Library, Recreation Services, Arts and Culture, Elected Members
1.2. Continue to offer and promote free / low-cost health checkups, wellness programs, and health related information sessions for seniors.	New	Ongoing	Number of initiatives and programs delivered annually. Participation statistics and engagement.	Community Development, Library, Recreation Services
1.3. Provide educational opportunities to increase awareness of building healthy and active lifestyle habits.	New	Ongoing	Number of initiatives and programs delivered annually. Participation statistics and engagement.	Community Development, Library, Recreation Services
1.4. Provide education opportunities to encourage people to proactively plan for their future health, housing, and care needs.	New	Ongoing	Number of initiatives and programs delivered annually. Participation statistics and engagement.	Community Development, Library, Recreation Services
1.5. Improve the usability of the 'Age-Friendly Albany' page on the City of Albany website by including content on key community, health, and support services.	New	2023-2025	Update content on the Age-Friendly Albany page regularly to ensure information is timely and accurate. Page visitation statistics and user feedback.	Community Development
1.6. Continue to support 'end of life' programs and initiatives.	New	Ongoing	Delivery of awareness projects e.g. Palliative Care Week. Number of initiatives and programs delivered annually. Participation in State Compassionate Communities Network and Great Southern Compassionate Communities Network.	Community Development, Arts and Culture, Library

Outcome 2: Transport

Goal: Transportation services and infrastructure that allows seniors to stay connected with their community.

Action	New or Continued Action	Timeline	Measure	Responsibility
2.1. Investigate opportunities to increase the availability of ACROD and seniors parking bays near key locations managed by the City of Albany (CBD, Library, ALAC, medical and allied health professionals), to improve access to services frequently utilised by seniors.	New	2024-2027	Finalise investigation by 2026. Plan delivery of investigation outcomes if suitable by 2027.	Engineering and Sustainability, Community Development
2.2. Advocate for a review of the public transport service to increase network connection and service to outer urban areas.	Continued	2023-2027	Provide information to the Public Transport Authority on key locations in need of review. Engage with relevant state agencies as part of upcoming review of Albany Local Planning Strategy 2019 to identify opportunities for improvement to the City's public transport service network.	Community Development, Planning and Building Services
2.3. Investigate options for low-cost community transport for seniors with transport barriers.	Continued	2024-2027	Investigation completed by December 2024. Plan delivery of outcomes if suitable by 2027.	Community Development
2.4. Encourage active transport through the continued expansion of cycling and footpath networks across Albany.	New	Ongoing	Continued improvements to cycling and footpath network connectivity. Facilitate delivery of active transport outcomes when considering new large-scale subdivision proposals, new structure plans or local development plans, to ensure accessibility and connectivity across street and path networks between residential areas, activity centres, and public open space.	Engineering and Sustainability, Planning and Building Services
2.5. Develop an Integrated Transport Plan and update existing cycling strategy.	New	2023-2025	Finalise Integrated Transport Plan and updated cycling strategy by 2025.	Engineering and Sustainability, Recreation Services

Outcome 3: Housing

Goal: Seniors have access to the resources, services, and information they need to age in place.

Action	New or Continued Action	Timeline	Measure	Responsibility
3.1. Advocate for new housing developments that prioritise sustainability, community connection, and meet the needs of seniors.	New	Ongoing	Involvement in advocacy efforts, projects, and stakeholder engagement.	Community Development, Planning and Building Services, Elected Members
3.2. Facilitate new retirement accommodation and aged-care developments in areas of activity and high amenity, to ensure access and connectivity to essential services and facilities for seniors.	Continued	Ongoing	Appropriate zoning and land use permissibility is implemented through the local planning framework, to ensure delivery of new aged care facilities and retirement accommodation developments are well-serviced and connected to the community, including being within close proximity to activity centres and public open space.	Planning and Building Services
3.3. Support and deliver programs and services aimed at assisting seniors to live independently and safely for as long as possible.	New	Ongoing	Number of programs and services supported and delivered annually. Participation statistics and engagement.	Community Development, Library, Recreation Services
3.4. Facilitate opportunities to raise awareness of home modifications to assist people to age in place.	New	Ongoing	Number of sessions delivered annually and uptake of information.	Community Development, Library, Recreation Services
3.5. In partnership with key agencies, deliver regular information sessions to educate seniors and their families on retirement planning and aged care services.	New	Ongoing	Number of sessions delivered and supported annually. Participation statistics and engagement.	Community Development, Library
3.6. Advocate to State Government and service providers to address homelessness and lack of affordable housing.	New	Ongoing	Continue to provide information and statistics to State Government and key service providers. Support events and projects addressing homelessness and affordable housing. Participation in Great Southern Homelessness Forum.	Community Development, Library, Arts and Culture, Elected Members

Outcome 4: Social Participation

Goal: A range of affordable and accessible activities and programs that encourage seniors to age actively and stay connected with their community.

Action	New or Continued Action	Timeline	Measure	Responsibility
4.1. Continue to deliver the Long Live You Program at Albany Leisure and Aquatic Centre.	New	Ongoing	Maintain or increase membership numbers annually. Obtain regular feedback from members to ensure program continues to meet the needs of the community.	Recreation Services
4.2. Continue to deliver a variety of affordable and accessible activities specifically for seniors, focused on improving health and wellbeing, promoting active living, building social connections, and skill development.	New	Ongoing	Number of activities and programs delivered annually. Participation statistics and engagement.	Community Development, Library, Recreation Services, Arts and Culture
4.3. Encourage seniors to develop social connections with their neighbours through programs such as 'Neighbour Day'.	Continued	Ongoing	Number of Neighbour Day applications received annually. Investigate opportunities to deliver additional programs to support neighbourhood connection.	Community Development
4.4. Identify opportunities to increase social connection for seniors living alone.	New	2023-2027	Conduct a research project to determine the best approach to reduce social isolation in Albany. Implement new program to address social isolation by 2027.	Community Development, Library
4.5. Explore opportunities to encourage socially isolated seniors to participate in activities through community support programs.	New	Ongoing	Frequency of collaboration with service providers. Participant statistics and feedback at events delivered by the City of Albany.	Community Development
4.6. Continue to support the expansion of library services and activities to create an 'accessible hub' for seniors.	New	Ongoing	Number of programs delivered for seniors annually. Participation statistics and engagement.	Library, Community Development
4.7. Deliver a range of affordable and accessible social activities to celebrate Seniors Week.	New	Ongoing	Number of activities and events delivered annually. Participation statistics and feedback.	Community Development, Library, Recreation Services, Arts and Culture
4.8. Continue to promote and deliver Albany Public Library's home library service and select and collect service.	New	Ongoing	Maintain or increase service usage annually. Obtain regular feedback from service users to ensure services continue to meet the needs of the community.	Library

Outcome 5: Outdoor Spaces and Buildings

Goal: Suitable outdoor environments and public facilities that support the mobility, independence, and quality of life of seniors.

Action	New or Continued Action	Timeline	Measure	Responsibility
5.1. Ensure contemporary accessibility standards are met for all new development and redevelopment projects managed by the City of Albany.	Continued	Ongoing	New and redeveloped venues, facilities, and outdoor spaces to meet current accessibility standards.	Major Projects, Engineering and Sustainability, Reserves, Planning and Building Services, Operations
5.2. Consider age-friendly and dementia friendly design guidelines for all new development and redevelopment projects managed by the City of Albany.	New	Ongoing	Improved awareness and implementation of age-friendly and dementia-friendly design principles.	Major Projects, Engineering and Sustainability, Reserves, Planning and Building Services, Operations
5.3. Improve accessibility and/or availability of public seating, trees, and shelter along key routes and destinations.	Continued	Ongoing	Identify popular routes and destinations, including those frequently used by seniors. Number of improvements at key routes and destinations annually. Increased availability of public seating to meet the need of seniors (i.e., higher seats and seats with handrails).	Reserves
5.4. Continue to implement strategies to support seniors to safely walk their dogs at parks and beaches.	New	2024-2027	New dog exercise area installed at Centennial Reserve by June 2024. Number of community education initiatives delivered to raise awareness of safe dog handling.	Reserves, Rangers
5.5. Ensure natural spaces are preserved for current and future generations.	New	Ongoing	Maintain communication with residents to ensure their aspirations and/or concerns are heard. Continue to ensure retention of the natural environment is prioritised for all new development and redevelopment projects.	Reserves, Engineering and Sustainability, Major Projects, Elected Members, Planning and Building Services

Outcome 6: Respect and Social Inclusion

Goal: A City where seniors feel valued, respected, and included in all aspects of community life.

Action	New or Continued Action	Timeline	Measure	Responsibility
6.1. Deliver opportunities for seniors to share their stories to preserve for future generations.	New	2023–2027	At least one project delivered between 2023–2027. Community engagement and participation statistics.	Bicentenary, Community Development, Library, Arts and Culture
6.2. Facilitate intergenerational initiatives to encourage connection between different age groups and acknowledge the skills of seniors.	New	2023–2027	Continuation of regular aged care visits to Albany Regional Day Care Centre. At least one additional project delivered between 2023–2027. Community engagement and participation statistics.	Community Development, Day Care, Library, Arts and Culture
6.3. Facilitate initiatives that raise awareness of elder abuse and available services for those who have experienced elder abuse.	New	Ongoing	Number of sessions delivered and supported. Participation statistics and engagement.	Community Development, Library
6.4. Continue to explore opportunities to increase the accessibility of major City of Albany events for seniors.	New	Ongoing	Ensure major event post-event surveys include questions about accessibility. Implement ideas based on community feedback where suitable.	Events

Outcome 7: Civic Participation and Employment

Goal: Community members continue to have opportunities to contribute to their community as they age.

Action	New or Continued Action	Timeline	Measure	Responsibility
7.1. Develop targeted strategies to promote volunteer opportunities to seniors, highlighting the benefits of volunteering on health and wellbeing.	New	2024–2027	Identify suitable events to promote volunteering opportunities to seniors. Number of seniors registering to volunteer after key promotional events.	Community Development
7.2. Continue to provide volunteering opportunities through City business units.	Continued	Ongoing	Number of seniors volunteering with the City of Albany.	Library, National Anzac Centre
7.3. Explore opportunities for elected members to engage with seniors more often.	New	2023–2024	Opportunities to deliver engagement event identified by January 2024. Delivery of event(s) if suitable by June 2024. Continued delivery of events if successful.	Community Development, Office of the CEO, Elected Members
7.4. Continue to deliver a range of regular community skill development workshops, including workshops specifically for seniors.	New	Ongoing	Number of programs and activities delivered annually. Participant statistics and engagement.	Community Development, Library, Recreation Services, Arts and Culture
7.5. Continue to utilise a range of engagement methods to ensure seniors are aware of upcoming community consultation opportunities.	New	Ongoing	Number of seniors engaged in community consultation opportunities. Improved understanding on preferred communication methods to engage with seniors.	Community Relations, Planning and Building Services, Reserves, Major Projects, Facility Managers
7.6. Ensure seniors are regularly consulted on issues and projects that affect them.	New	Ongoing	Number of seniors engaged in community consultation opportunities.	Community Relations, Planning and Building Services, Reserves, Major Projects, Facility Managers
7.7. Continue to recognise the contribution seniors make to the community through annual awards ceremonies and special weeks facilitated by the City of Albany.	Continued	Ongoing	Number of seniors nominated for annual award ceremonies. Identify additional opportunities to recognise seniors for the contribution they make to the Albany community.	Community Development, Office of the CEO

Outcome 8: Communication and Information

Goal: Seniors have access to readily available, accurate information to ensure they stay connected with their community and the services they need.

Action	New or Continued Action	Timeline	Measure	Responsibility
8.1. Continue to deliver technology assistance programs at Albany Public Library.	Continued	Ongoing	Ensure service continues to meet the needs of the community through consistent review of participation statistics and feedback.	Library
8.2. Explore options to expand the availability of technology assistance programs across Albany including retirement/ lifestyle villages, community groups, and rural halls.	New	2023–2027	Identify potential locations for program delivery. Delivery of programs if suitable.	Library
8.3. Increase promotion of City of Albany communication platforms to seniors, including newsletters, social media, and websites.	New	2023–2027	Number of opportunities utilised to promote City of Albany communication platforms annually. Number of seniors registering to receive communications from the City of Albany.	Community Development, Library, Communications, Events
8.4. Investigate options to improve the distribution of information to seniors on upcoming City events and programs, health and community services, and community events.	New	2023–2027	Proposal completed by June 2024. Implement outcome of proposal by June 2027.	Community Development, Communications
8.5. Continue to ensure City information is available in a variety of formats, including online (e.g., website, newsletter, social media) and hard copy (e.g., flyers, letters, newspaper).	Continued	Ongoing	Each department to provide information in a variety of formats. Review distribution of information annually to identify opportunities for improvement.	All departments
8.6. Continue to improve access to City communication platforms and customer services through the implementation of assistive technology.	New	Ongoing	Conduct consultation to identify community need for assistive technology devices and programs. Installation of suitable assistive technology devices based on community feedback where suitable.	IT

Thank you

The development of this Plan would not have been possible without the valuable contribution of our community. Thank you to those who shared their priorities and aspirations for an age-friendly City during our community consultation. We look forward to working with the Albany community over the next four years to implement the Age-Friendly Albany Plan 2023–2027.

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