

Understanding Your Community

An age-friendly checklist





Age-Friendly Northeast Victoria is a collaborative partnership of older people, state and local governments, community-based non-government organisations, and researchers. It is a common platform for action to improve the health and wellbeing of older people, now and in the future, for themselves and their communities through the creation of an age-friendly northeast Victoria.

Central Hume Primary Care Partnership is the host organisation for Age-Friendly Northeast Victoria

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Introduction

Supporting communities to become age friendly is one of the most effective strategies to create thriving places in which everyone can live, learn, work, play and age to the best of their abilities.

Many people are growing old in the towns and communities where they have always lived. At the same time, many people are moving into rural communities in later life perhaps to escape an unsupportive urban environment. Tourists of all ages spend time in rural communities and are essential for the economic prosperity of our region.

Creating age-friendly environments is crucial for communities to be places where older people can continue to develop personally, contribute

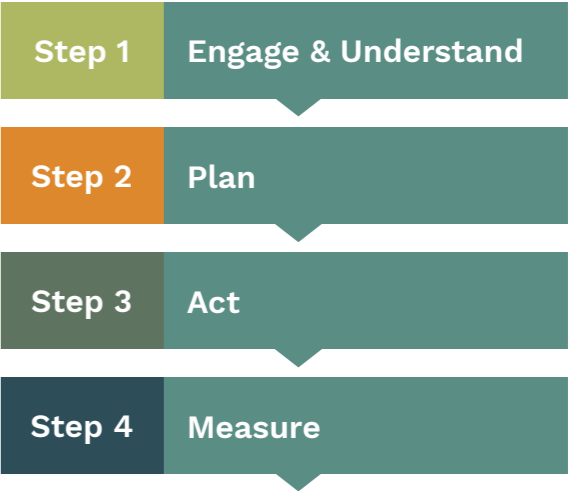
to their communities, and age safely in a place that is right for them. Such places promote health, remove barriers to participation, and provide support to people experiencing losses in mental or physical capacity.

The Age Friendly Rural Victoria Checklist is a tool from the Age-Friendly Northeast Victoria Handbook, a step-by-step guide for communities interested in implementing the World Health Organization Global Network for Age Friendly Cities and Communities (WHO AFCC) approach.

WHO AFCC employs a simple, effective four-step approach to creating age-friendly communities.

This Checklist can assist with the first step in the process—understanding how aspects of community life enable, or create barriers, to healthy ageing.

The Checklist is a way for communities to come together to see themselves from the perspective of older people. It provides an opportunity to identify and understand what’s working well, and areas that could be improved to become more age-friendly.



How was the checklist developed?

The Age Friendly Rural Victoria Checklist is based on the WHO Checklist of Essential Features of Age-friendly Cities (2007) and Public Health Agency Canada's Age Friendly Rural and Remote Communities: A Checklist (2007). Both these documents are used extensively internationally, and in Australia, to assist communities to assess the age-friendliness of their local urban and rural communities. However, many elements of these Checklists may not always be relevant to Australian communities.

We adapted these guides following a review of Australian and international research on

what helps people live a good later life in rural settings, and the views of older people found in local data collections.

Residents in all communities across the Mansfield Shire Council, through their Age-Friendly Mansfield project, trialled the Checklist, providing constructive advice and valuable feedback.

The Age Friendly Rural Victoria Checklist follows the eight domains of the original WHO Checklist, reflecting the essential, interconnected areas of life that impact on our ability to age well.

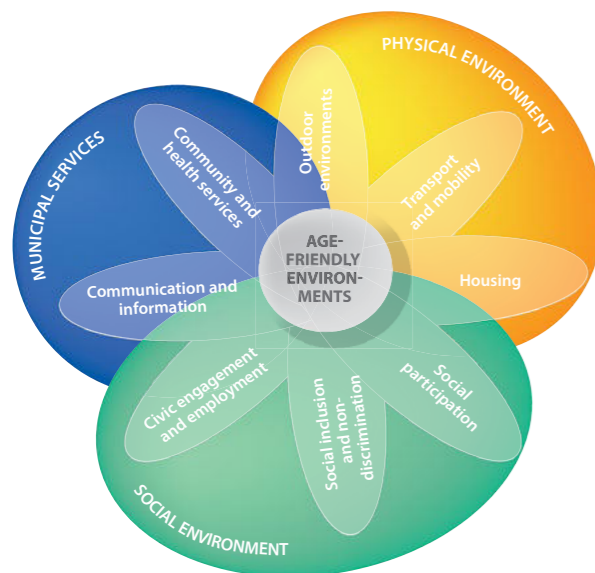


Figure 1, WHO Regional Office for Europe: The eight domains reflect the social determinants of ageing.

Physical Environment

The first three domains (Outdoor Space and Buildings, Transport and Housing) provide key features of the physical environment. These aspects strongly influence personal mobility and access, safety, physical health and social participation.

Social Environment

The following three domains (Social Participation, Respect and Inclusion, Civic Participation and Employment) list aspects of the social environment and culture that affect income, participation, security and subjective wellbeing of people.

Municipal Services

The last two areas (Communication and Information and Community Support and Health Services) list the factors that shape the ways older people develop knowledge of the world around them with a specific focus on the social and health services available to them.

Who should use this checklist?

The Age Friendly Rural Victoria Checklist was developed to provide a baseline assessment of the age-friendliness of rural and regional communities. This assessment is part of the first step in the World Health Organization (WHO) Global Network for Age-friendly Cities and Communities approach (GNAFCC).

The guide can help:

- Communities at the beginning of their age-friendly journey to understand the perspective of older residents, tourists, businesses and employees.
- Local Governments with well-established community consultation approaches by reviewing their processes through an age-friendly lens.
- Form the baseline age-friendliness of a community and to monitor progress over time.
- Identify areas that impact on older people's capacity to age well that may not have been considered previously.
- Build more effective communication between residents, elected councillors, council staff, community-based organisations and government departments.
- Provide an opportunity for residents to work alongside council staff to contribute equally to the creation of an age-friendly community.

In order for older people to be equal collaborators, the following principles, developed by the WHO GNAFCC and the National Development Team for Inclusion, should be considered:

- Involve the diversity of older people living in the community from the beginning to the end of the assessment.
- Provide a range of ways in which older people can contribute in ways that are meaningful to them.
- Ensure meetings, materials, and venues are accessible – all older people can get there, are able to prepare for the meeting, and be heard, hear, and follow the progress of creating an age-friendly community.
- Create spaces where everyone feels safe to speak up and to be listened to.
- Use the skills, knowledge and experiences of older people in multiple, different ways.
- Ensure decision-making is transparent.

When undertaking the assessment it is essential to include the active participation of the diversity of older people in the community. It must be undertaken in a way that supports their involvement.

Using the Checklist will give a view of the community through the knowledge, experience and perspectives of older residents. This will provide the work with an important source of evidence for the parts of the community that support healthy ageing now, and what features need to be improved.

How to use this checklist

The aim of assessing the age-friendliness of the community using the Age Friendly Rural Victoria Checklist is to ensure that future actions reflect the needs and preferences of the whole community. It also establishes a sound baseline against which the progress of work can be measured.

There is no prescriptive way of using the Checklist. It is important to determine what approach will work best for the community, given its geography, timeframe and resources. One community may choose to use the whole Checklist, while another may focus on one domain at a time, or a cluster of domains. Individual items in the Checklist might also be used as a basis for surveys or conversations with residents, businesses, government or services.

However it is used, the assessment should be conducted over a set period of time with a firm date for reporting back to the organising body and the community.

Below are some of the ways in which communities might consider using the Checklist:

Follow the Vancouver protocol

The Vancouver protocol is widely used in communities around the globe. It was the research protocol for the collaborating groups in cities that led to the development of the WHO Global Age-Friendly Cities Guide and companion, Checklist of Essential Features of Age-Friendly Cities.

The protocol is straightforward, requires a minimum of material and technical resources, and is adaptable to varying cultural and economic contexts. Separate focus groups are conducted with a diversity of older people, including those with physical and cognitive impairments, informal carers, and providers of services, council staff from planning, social and health services, chambers of commerce, restaurants and cafes, tourism and recreation, religious organisations and volunteer organisations.

In semi-structured focus groups, participants are asked by a facilitator to identify the positive and negative features of their community in each of these eight domains, using the items in the Checklist as prompts. This Checklist can be used the same way.

In Hong Kong, the Vancouver Protocol was adapted with focus groups comprising of a mix of older people who were representatives of place-based organisations, government representatives, academics and representatives of commercial companies.

Community group meetings

The Age Friendly Rural Victoria Checklist can be used as the basis for community group meetings, public forums, or 'listening posts'. These can be held for the whole community, or in smaller meetings using existing groups.

Consider the groups that are already formed in the community. Approach them to complete the Checklist in one of their meetings. This might include: Senior Citizens, University of the Third Age (U3A), Red Cross, CWA, CFA, Historical Society, Men's Shed, Carers groups, sports clubs such as golf, football, cricket, netball or walking; bushwalking groups; hobby groups such as quilting, sewing, wood work; performing and visual arts groups; or volunteer groups.

Mansfield Shire Council in Victoria brought together older people in each township to complete the Checklist. Through lively, engaging conversations, participants discussed each item, reaching agreement on some items, and noting the different perspectives on others.

In Montreal, Canada, the Mayor held a townhall meeting, with councillors facilitating a table of older people from their particular ward. Each table worked through the WHO Checklist over the course of the day.

Walking assessment

Walking around a defined part of the community is a very effective way of completing many items in the Checklist. Existing walking groups can be encouraged to take part, or small groups of community members can be brought together to walk and discuss their findings.

In Hamilton, Canada, a walking assessment of the built environment was led by Occupational Therapy students, while in the United States of America, Portland brought together intergenerational groups of residents with a Councilor and senior Council staff member to

complete an age-friendly assessment of parts of their community.

In Tweed Heads, Australia, older people used an iPad app with a modified version of the WHO Checklist pre-loaded. They were asked to complete a 400 metre walk in a radius from a central point at various times across a month, making notes and taking photographs of what was, and was not, age-friendly.

Community surveys

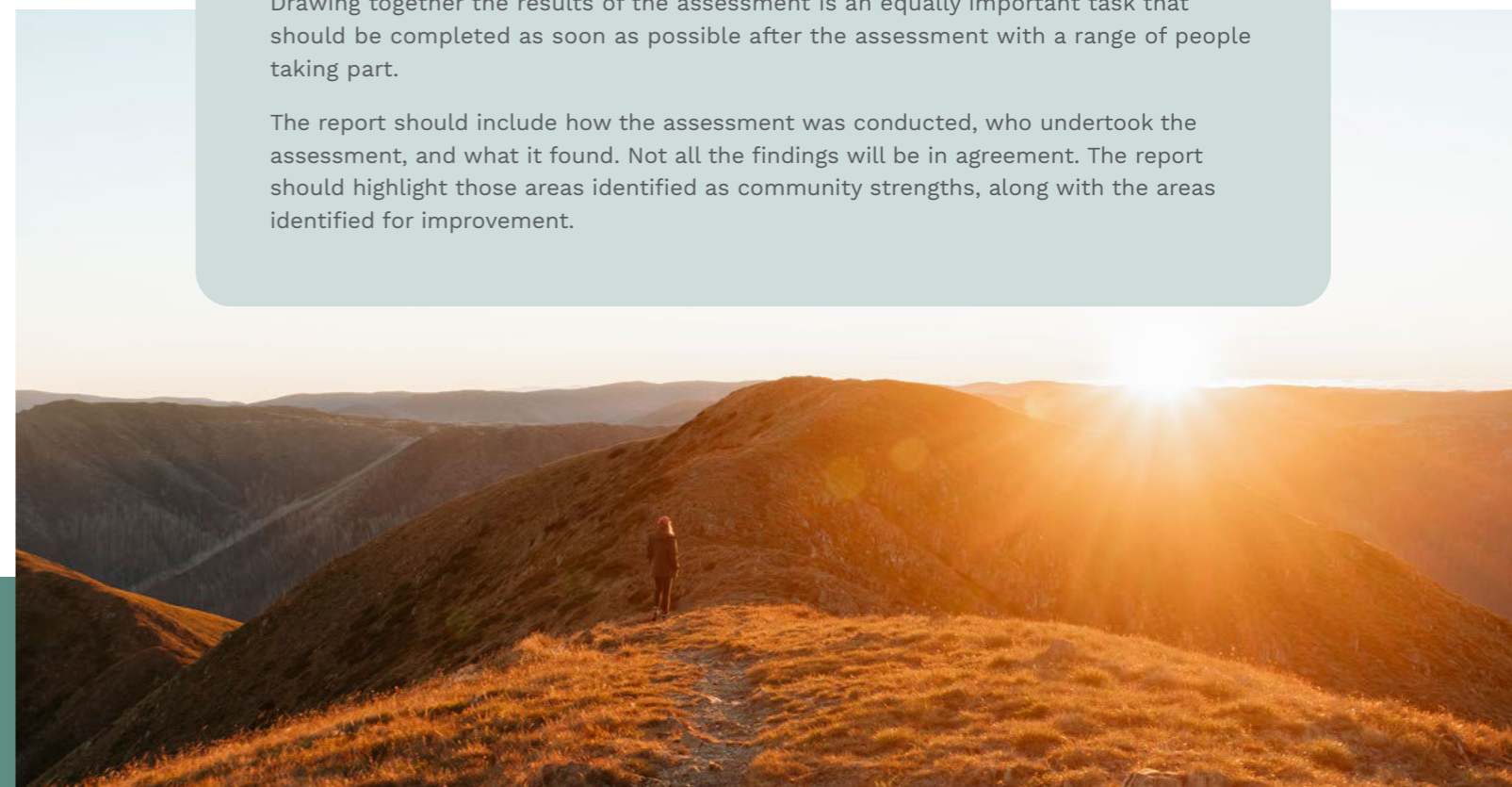
The Checklist can be adapted to a paper or electronic survey. Particular items might be selected for a brief survey held over a short period of time, perhaps one month, and then a new set of items for each month over a year. Alternatively, a larger survey might be undertaken covering a selected number of items from each of the eight domains.

Benalla, in Northeast Victoria, Australia employed a survey at the beginning of their Age-friendly journey. Comprising many of the Checklist items, the survey was widely distributed across Benalla Rural City, with trained older people assisting with data collection.

Report the results of the assessment

Drawing together the results of the assessment is an equally important task that should be completed as soon as possible after the assessment with a range of people taking part.

The report should include how the assessment was conducted, who undertook the assessment, and what it found. Not all the findings will be in agreement. The report should highlight those areas identified as community strengths, along with the areas identified for improvement.





Age Friendly Rural Victoria Checklist

Outdoor Spaces & Buildings

Pathways, where present, are well-maintained, promptly cleared of debris and obstructions.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There are traffic islands on wide streets or safe roadside spaces to enable pedestrians to move to the side in the face of approaching vehicles.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There are signs warning vehicle users to slow down when a rural road goes through a town.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There are clearly marked pedestrian crossings in townships and traffic light signal timing is adequate to enable safe crossing.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There is access to the natural environment and access to green space with seating.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There is adequate, accessible seating on pathways that is shaded.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Services are grouped together, linked by footpaths with kerb ramps that can accommodate wheelchairs and scooters

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There is a consistent and continuous wayfaring system, including direction signs, emergency and hazard warnings, for people with low vision or blindness

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Signage in outdoor spaces and buildings, including information notice boards and location signs, are clear, easy to read and understand, properly lit at night, visible and well located.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public buildings conform to universal design.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public buildings have areas with heating and cooling and are open to older people during weather extremes.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Towns have public areas for social interaction (e.g. a community hall).

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Township areas are well lit at night.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public toilets, where available, are accessible, regularly cleaned and maintained and conveniently located.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Action is taken to lower crime rate and anti-social behaviour.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Council by-laws that pertain to the rights of pedestrians are enforced.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

The community feels safe

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Comments:



Age Friendly Rural Victoria Checklist

Transport

Roads in townships are well-maintained, well-lit and supported by visible signage.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Paths, roads and tracks are cleared regularly of overgrown vegetation and unnecessary obstacles.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Practical driver refresher courses are available and affordable.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Parking is located close to amenities; parking regulations are enforced; drop-off and pick-up areas are clearly marked; and there are a sufficient number of disabled parking spots

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Scooter recharge points are available.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Affordable and accessible community transport services are available, including for people with a variety of disabilities.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public transport is affordable and there are known, accessible outlets to purchase tickets.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public transport connects smaller towns with larger service centres throughout the day and evening.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Where public transport exists in towns, it is accessible, operates at various times, and connects older people with the services they need.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public transport services are integrated so people can move between different forms of transport with ease and safety.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public transport waiting areas are sheltered from extremes of weather and have adequate seating.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public transport vehicles have appropriate waiting areas, access, accessible priority seating, adequate hand grips and non-skid surfaces.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public transport information has clear pictograms, large print route numbers and/or destination signs for those with low vision; audible announcements are made with sufficient time to respond.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Public transport encourages safety and courtesy to all passengers.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

The use of public and alternative transport is promoted in the community.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Taxis are available, accessible and affordable.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Comments:



Age Friendly Rural Victoria Checklist

Housing

A range of comfortable, accessible, affordable housing options for sale and rent are available including one, two or three bedroom separate houses, flats, units or apartments; multi-unit dwellings, independent living units and residential aged care.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Affordable assisted living and residential aged care is available and located within the community.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Subsidised housing is available, comfortable and accessible.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Subsidies are available for utilities and other housing-related costs and charges.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

New housing is designed and built for accessibility, comfort and ease of use to meet the needs of people across the life-course.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Housing is located close to key services.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Housing is located to take advantage of the natural environment and provides access to green space.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Older people are supported to heat and cool their homes.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Affordable services and supports are available to enable older people to remain at home.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Affordable general maintenance and modification of homes is available.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Services are available and affordable to assist older people to relocate from rural areas to larger towns.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Comments:



Age Friendly Rural Victoria Checklist

Social Participation

Venues for events and activities are conveniently located, accessible, with restrooms, well-lit and easily reached by public transport.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

A wide variety of indoor and outdoor activities is offered to appeal to the diverse population of older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Activities are hosted by a wide range of organisations.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Community gatherings include older people and are held in various local community spots, such as recreation centres, schools, libraries, community centres, churches and parks.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Activities are available and promoted that provide for intergenerational and diverse groups to mix.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Events are held at times convenient for older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Activities and events can be attended alone or with a companion.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Activities and attractions are affordable, with no hidden or additional participation costs.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

The rights of older people who are not interested in participating in community life are respected.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Detailed information about activities and events is provided in a range of formats, including details about accessibility of facilities and transport options.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There is consistent outreach to include people at risk of social isolation.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Residents in aged care facilities are connected to community activities.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Comments:



Age Friendly Rural Victoria Checklist

Respect & Social Inclusion

Older people are treated respectfully by the community as a whole.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Towns promote the importance of local culture and a sense of community.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Emergency management provides for the capabilities and vulnerabilities of older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Contributions of older people across all facets of life are honoured through events and/or awards.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Older people are regularly consulted by public, voluntary and commercial services.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Older people are visible in the media, and are depicted positively and without stereotyping.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Services and products to suit varying needs and preferences are provided by public and commercial services.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Discounts for services and products for older people are widely available and promoted.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Businesses and organisations have age-friendly training and policies; staff are courteous and helpful.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Affordable, local lifelong learning opportunities are provided.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Older people are specifically included in community activities for ‘families’.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Townships acknowledge and celebrate diversity within their communities.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Schools, TAFEs and Universities provide opportunities to learn about ageing and older people, and involve older people in activities.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Comments:



Age Friendly Rural Victoria Checklist

Civic Participation & Employment

Older people are encouraged to volunteer and remain engaged in the community by providing them with a range of flexible and accessible opportunities.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Individuals are approached personally to participate in volunteer activities.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Volunteers are supported in their volunteer work with training, guidance and compensation for personal costs.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Volunteering options allow for intergenerational involvement.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Older people who are not interested in volunteering are respected.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

There is a range of paid employment opportunities for older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

The qualities of older employees are well promoted.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Age-discrimination policies are enacted to ensure all people are treated equally in the hiring, retention, promotion and training of employees.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Older people are fairly compensated for their work.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Older people with disabilities are accommodated in volunteer, civic or paid work.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Older people are included in public discussions.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Older people are active as community leaders working with a shared sense of purpose within townships and across regions.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Local leadership training invites the participation and mentorship of older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Older adults are well represented on councils, boards and committees at local, regional and national levels.

☐ Yes ☐ No ☐ Not sure

Is it adequate ☐ Yes ☐ No

Is it a priority? ☐ High ☐ Med ☐ Low

Comments:



Communication & Information

A basic, effective communication system reaches all residents.

☐ Yes ☐ No ☐ Not sure

Information and communication technology (ICT), including telephones, public access terminals (such as automated teller machines and points of ticket sale), television, information technology, and websites, are fully accessible for older people including those with sensory and physical disabilities.

☐ Yes ☐ No ☐ Not sure

Digital connections are affordable, useable and available, especially for older people in isolated areas.

☐ Yes ☐ No ☐ Not sure

Access to computers and the internet is available at a local centre open to the public.

☐ Yes ☐ No ☐ Not sure

Training on new technologies is available and accessible to older people in an appropriate setting.

☐ Yes ☐ No ☐ Not sure

There is regular and reliable distribution of information about events and programs (including contact information) through local government and/or voluntary organizations.

☐ Yes ☐ No ☐ Not sure

Information is disseminated/ posted where older people conduct their daily activities—such as the post office, gyms, places of worship, local shopping centres and town halls and at regularly occurring community gathering.

☐ Yes ☐ No ☐ Not sure

Local channels, including local newsletters, newspapers, TV and radio, provide information, advertise community events and news items of interest to older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

There is a central directory where older people can find information about what activities and services are available, and how to access them (including phone numbers).

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Information to older adults who are socially isolated is delivered by phone, or through personal visits.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Written communication is clearly printed in large letters and is easy to read, with simple messaging.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Comments:



Age Friendly Rural Victoria Checklist

Community Support & Health Services

There is an adequate range of community support and health services for promoting, maintaining and restoring health.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Primary health services (e.g. general practitioners, dentists, pharmacists) are available, affordable and accessible in a timely manner.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Telehealth services are available and meet the needs of older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Economic barriers impeding access to health and community support services are minimized.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Delivery of community support and health services is coordinated and administratively simple.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Community support and health services are fully accessible, conveniently located and accessible by all means of transport.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Specialty services are regularly available in the community.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Services are available to assist older people in their emergency planning.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Evacuation centres meet the needs of older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

All staff are respectful, helpful and trained to work with older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Home care services include health, personal care, housekeeping and gardening are available in a timely manner.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Voluntary community support and home services by people of all ages are encouraged and supported.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Community members provide support to people with cognitive and other impairments in their everyday interactions.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Community-based services are available to assist older people plan transitions in later life.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Affordable meal programs are available.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Physical activity programs are available and welcoming of older people.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Respite and support services are available for caregivers.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

There are sufficient and accessible grave sites; burial and cremation options are available and affordable.

☐ Yes ☐ No ☐ Not sure

Is it adequate

☐ Yes ☐ No

Is it a priority?

☐ High ☐ Med ☐ Low

Comments:

References

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