



City of
Kalgoorlie
Boulder

Age-Friendly Strategy 2022-2026



ACKNOWLEDGMENT OF COUNTRY

The City of Kalgoorlie-Boulder acknowledges the Traditional Custodians of this land and pays its respect to elders past and present.



Definitions

For purpose of this strategy, an older person is a person who is 65 years and older or 50 years and older if from an Aboriginal and Torres Strait Islander background.

Accessibility

This publication is available in alternative formats, including a hard copy in large print or standard print.

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Becoming an Age-Friendly City



It is with considerable pride that I present the City of Kalgoorlie-Boulder's first ever Age-Friendly Strategy, which will provide outcomes to enhance the health and well-being of older people in the city.

The City of Kalgoorlie-Boulder's Age-Friendly Strategy 2022 to 2026 will build on the significant consultation undertaken with our senior community this year. It will ensure that the City and senior service providers work together to create a city that is Age-Friendly for the benefit of all senior community members.

It is intended that this Strategy will direct several actions to assist the city in becoming a place where older adults feel valued for the contribution they make to the community. Our vision is to ensure that older adults can live an engaged, healthy, and connected life in the city.

In the last four years, the city's older adult population increased by 2.3% demonstrating that these residents are remaining in a community where they can maintain their connections and lifestyle.

By 2050, people over the age of 65 years old will make up more than 18.2% of the city's population; planning for this population increase is required to ensure our city remains inclusive and accessible for this demographic of our population.

A handwritten signature in black ink that reads "John Bowler". The signature is fluid and cursive, with a large loop at the end of the word "Bowler".

John Bowler
Mayor
City of Kalgoorlie-Boulder

Inclusive and responsive to our community



Listening to our community helps to guide the development of Strategies such as the Age-Friendly Strategy that will deliver real outcomes for the older residents in our community.

In the last year, the City of Kalgoorlie-Boulder has consulted with our older adult population to ensure that City services align with their expectations and needs.

The City received over 300 comments through various engagement processes including afternoon tea consultations, senior service provider roundtable discussions and survey results.

I would like to thank everyone involved in attending the consultation events and responding to the surveys; all of which informed the development of this inaugural strategy.

A major achievement already has been the establishment of a Seniors Focus Group which comprise of passionate and dedicated older adults from many walks of life. This group will be responsible for guiding the City and its stakeholders in decision-making that directly impacts our senior population.

City Officers are passionate about ensuring older adults are connected to community, and will be guided by this strategy when developing initiatives, activities and programs for the future.

A stylized, handwritten signature in black ink, appearing to read 'Andrew Brien'.

Andrew Brien
Chief Executive Officer
City of Kalgoorlie-Boulder



Ageing trends and issues

Australians have one of the **highest life expectancies** in the world



80.9
years old



85
years old

Australians over 65 years old contribute **\$39 billion** in unpaid care and volunteering contributed per annum

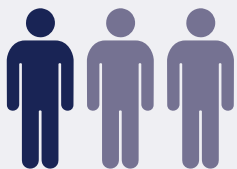


Most older Australians **live independently at home.**

Only one in four people aged 85 years or over live in care accommodation



Many older people say that negative attitudes can translate into **unfair treatment and social exclusion**



1 in 3 Australians aged 65 years and older come from diverse cultural and linguistic backgrounds



More than **1 in 4** older Australian's live in poverty

Older Aboriginal and Torres Strait Islander people experience **poorer health** and have **higher rates of disability** than other Australians of the same age





About the City of Kalgoorlie-Boulder

The City of Kalgoorlie-Boulder is located approximately 594 kilometres east of Perth. It encompasses an area of 95,575.1 km² and since 1989 stands as the amalgamation of the town of Kalgoorlie and the shire of Boulder.

Over 30,000 people live in the city and the surrounding region, and they enjoy a relaxed lifestyle complemented by a diverse natural environment.

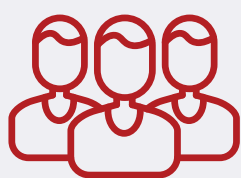
Famous for the gold discovery in 1893 by Irish prospectors Paddy Hannan, Tom Flanagan and Daniel Shea, Kalgoorlie-Boulder continues to thrive with a multitude of mining and processing companies operating in the area.

The city has its own unique heritage, stemming from the gold rush of the 1890s, which generated a population boom for the fledgling state of Western Australia. Kalgoorlie-Boulder played an instrumental part in the federation of Australia and is home to the richest square mile of gold in the world.

The city of Kalgoorlie-Boulder provides excellent amenities, community activities and events throughout the year providing a comfortable lifestyle with plenty to see and do.

With over 150 sporting and community groups, there are a range of opportunities for people to connect. Quality recreational facilities bring the community together with activities available for everyone.

City of Kalgoorlie-Boulder statistics



29,306

total residents (approx.)
in 2021



2,660

seniors (9.1% of
the population)



Suburbs with the highest
number of people aged 65
and older

499

BOULDER

489

STH KALGOORLIE

429

KALGOORLIE

17%

Speak a language
other than
English at home



Top three languages spoken



Tagalog



Afrikaans



Filipino



People with dementia projections

in comparison with other LGAs
(Local Government Area)

2010

119

RANK 13

2050

541

RANK 12

An Age-Friendly Kalgoorlie-Boulder

As part of the development of the Age-Friendly Strategy, older adults were asked which areas of city services would be beneficial to them and what changes should be made over the next four years to enhance the liveability of Kalgoorlie-Boulder for seniors. Older adults and senior service providers raised several initiatives and innovative ideas that addressed the World Health Organisation's outcome areas.

The city of Kalgoorlie-Boulder's Age-Friendly Strategy 2022-2026 identifies community priorities, service development opportunities, and new initiatives that will enhance the health and well-being of older people living, working, and visiting the city. The strategy also includes an implementation plan over four years for achieving the priority outcomes. This plan will be reviewed and amended according to senior's feedback on an annual basis.

What is an age-friendly community?

According to the World Health Organisation (WHO) an age-friendly city or community is "health promoting and designed for diversity, inclusion, and cohesion, including across all ages and capacities." Most importantly, "age-friendly cities and communities enable people to stay active, keep connected, and contribute to their community's economic, social, and cultural life."

The WHO Guidelines describe an age-friendly community as a place where 'policies, services, settings, and structures support and enable people to age actively by:

- recognising the wide range of capacities and resources among older people;
- anticipating and responding flexibly to age-related needs and preferences;
- respecting their decision and lifestyle choices;
- protecting those who are most vulnerable; and
- promoting their inclusion in and contribution to all areas of community life.'

WHO determined that every aspect of a person's life can be addressed within the following eight domains which are addressed in the City of Kalgoorlie-Boulder's Age-Friendly Strategy:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services



What we have achieved

In 2022, the City of Kalgoorlie-Boulder commenced significant consultation with older adults on areas of service delivery that was important to them. The following achievements have been completed and are included in the Age-Friendly Strategy:

- Development of a Seniors Focus Group to connect the senior community with information and provide ongoing consultation opportunities to the city of Kalgoorlie-Boulder and senior service providers.
- A program to undertake disability signage installation for car parks via an audit in Kalgoorlie and Boulder.
- Delivery of a Seniors Week program of events, designed from feedback received from the senior's consultation.
- Delivery of improved fitness classes at the Eastern Goldfields Community Centre which includes chair aerobics and other activities.
- Provision of monthly afternoon teas/lunches at the Eastern Goldfields Community Centre.
- Delivery of a self-defence program to be delivered as a four-week program.
- Development of a monthly newsletter targeted to older adults to communicate monthly activities at the Eastern Goldfields Community Centre.
- Investigations into digital connectivity programs to be held at the library.



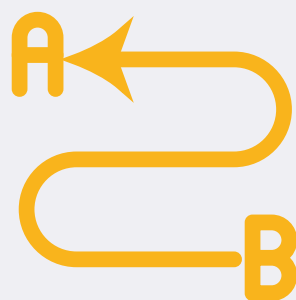
City of Kalgoorlie-Boulder's Seniors Focus Group 2022 to 2024

The World Health Organisation – Age-Friendly City Framework

An age-friendly community addresses eight areas identified in the WHO framework...



Outdoor spaces and buildings



Transportation



Respect and social inclusion



Housing



Communication and information



Civic participation and employment



Community support and health services



Social participation

Integrated planning and reporting framework

The City of Kalgoorlie-Boulder has several planning and reporting documents that articulate the community's vision, as described in the Strategic Community Plan 2020-2030.



Guiding policies, strategies, and frameworks

World Health Organisation (WHO) Age-Friendly Cities Framework

WHO has developed an Age-Friendly Framework and Tool kit as a guide for assessing the age friendliness of communities around the world. The values, principles and definitions of the Age-Friendly Cities Framework were used to guide the development of the City of Kalgoorlie-Boulder strategy.

Western Australia Seniors Strategy

In November 2021, the State Government announced the development of the 10-year WA Seniors Strategy which is expected to be launched in 2023. The WA Seniors Strategy is a 10-year whole-of-government strategy being developed by the Department of Communities to support older Western Australians to live their best life as they age.

The Strategy will aim to:

- Support older Western Australians of all backgrounds throughout the state to achieve better life outcomes.
- Help guide whole-of-community efforts to support older Western Australians to live their best life as they age.
- Be implemented through action plans that will connect, coordinate, and evaluate activities across State Government agencies.
- Align with other State Government strategies and priorities that address older people's needs.

Seniors in the community were engaged in the Department's consultation held in November 2022, as part of the state's overall consultation process.

My Aged Care

My Aged Care is an online portal for accessing Australian Government funded services and providers within communities. The City has an integral role to play in connecting people within the community to the portal.

The online service had been established to help people navigate the aged care system and give people choice, control, and access to a full range of services, including home care packages, specialist nursing, palliative care, and allied health services. This service is for people aged 65 years and over or 50 years and older if from an Aboriginal and Torres Strait Islander background.

WA Strategy to Respond to the Abuse of Older People 2019 to 2029

Elder abuse is a significant issue within communities and the WA Government has developed the strategy supported by action plans that respond to outcomes achieved, new challenges, opportunities, priorities, and emerging evidence.

The City of Kalgoorlie-Boulder is committed to supporting the Department of Communities with their action plans for the Kalgoorlie-Boulder community as well as advocating for respectful and positive communication and relationships with our senior members of the community.

Mental Health Commission

The Mental Health Commission released the Western Australian Mental Health Services Plan 2015-2025, to reform and improve mental health in communities. There are 29 key focus areas in the WA State Priorities 2020-2024, and they are likely to have a maximum positive impact and provide for further improvements in the future.

Council on the Ageing WA (COTA WA)

According to COTA WA, Western Australia will be home to more than one million people aged 65 and over by 2050, a projected increase of 18% of the population in 2050 from 13% now. COTA WA is an independent organisation working towards an equitable, just, and an inclusive society for older people.



Current City services

The City of Kalgoorlie-Boulder currently offers the following services to older residents in the community:

- Library services providing a range of programs including a book delivery service, fortnightly book club, computer and printing assistance and a daily newspaper.
- C.Y. O'Connor Men's Shed is a City of Kalgoorlie-Boulder staffed inclusive and well-equipped facility for everyone. Services include - wood working facilities; furniture repair assistance; information sessions and skill-building opportunities; book swap library and the Men's Shed, regular morning teas and social get-togethers to promote connectivity, health & wellness.
- Goldfields Arts Centre – Morning Melodies Series; a tailored arts and cultural experience for seniors.
- Goldfields Oasis – an accessible recreational and aquatic facility.
- The Eastern Goldfields Community Centre offers a staffed meeting place for many senior-focused activities and services such as:
 - Dizzy Fingers
 - Chair Aerobics
 - Seniors Indoor Bowls
 - Boot Scooting
 - Bingo
 - VIP's (Vision Impaired People)
 - OWLS (Older Wiser Livelier Seniors)
 - Regular social functions including crafts, information sessions and afternoon teas
- The Eastern Goldfields Community Centre provides access to a magnifying reader for vision impaired community members.
- A Seniors Focus Group - dedicated group of volunteers who are the primary point of contact for seniors to voice their opinions, put forward suggestions to improve services and facilities for seniors and connect them with information on community issues.
- Christmas Seniors Luncheon – an annual event to honour the significant contributions of our senior community members.
- Live Life Well Seniors Expo

How we developed the Age-Friendly Strategy

The City of Kalgoorlie-Boulder’s journey to develop the Age-Friendly Strategy commenced in February 2022 when a survey probed the current offerings of the Eastern Goldfields Community Centre.

In June 2022, Councillors were involved in various roundtable discussions and in July, a motion was raised to consult more broadly with seniors in the community to obtain feedback on the current provision of services and activities in Kalgoorlie-Boulder.

A city-wide survey was issued which obtained 138 received and two afternoon tea sessions held with City Officers and approximately 70 seniors at each event to obtain their feedback. A senior services roundtable was also held to obtain feedback from service providers on what is required in the city that would benefit seniors.

An Expression of Interest was released to seniors in the community to obtain interest in joining a Seniors Focus Group and in November 2022, the Group held their inaugural meeting where the Strategy activities and outcomes were discussed. Feedback from the Seniors Focus Group along with eight months of feedback informed the development of the Strategy, primarily focusing on the outcomes of ensuring Kalgoorlie-Boulder works towards its goal of becoming a World Health Organisation recognised Age-Friendly City.



138

surveys completed online and in hard copy



140

people attended Afternoon Tea (community consultation) sessions



195

people visited CKB Unearthed



10

Senior Service Providers attended Roundtable Discussion



66,794

Estimated Audience Reach from Public Relations Coverage



117

Social Media Post Engagement Received (Comments, Likes and Shares)

What our community shared with us

The consultation conducted by the City of Kalgoorlie-Boulder provided the following feedback from our senior community members:

- A need to review parking and disability access in and around CBDs.
- The need to provide a lunch service for seniors at the Eastern Goldfields Community Centre.
- Suggestions for new activities and programs tailored to seniors to be offered at the Eastern Goldfields Community Centre including – fitness, intergenerational activities and tourism experiences.
- More communication and collaboration is required between the community, City of Kalgoorlie-Boulder, and service providers.
- There is a need to improve the safety for seniors, including footpaths and other mobility access.

"I would like to see the beautiful kitchen come up and running again for our seniors. Also, for lunches for the seniors any day of the week."

"More transport for events such as Spring Festival, Goldfields Arts Centre Morning Melodies and to Eastern Goldfields Community Centre due to limited parking availability closer to the entrance."

"A safer community, as Kalgoorlie was in the past."

"I would like more home help."

"I would love to feel continuing to age in the Goldfields would be a possibility (not to have to leave the Goldfields going forward)."

"I love what the girls do at the centre for us. Thank you. Your team does a great job. I love the arts and crafts. Biscuits, tea and coffee are nice. "



Implementation plan

Outcome Area 1: Outdoor Spaces and Buildings

Goal: Outdoor spaces are safe and accommodate for older adults and their various mobility requirements.

Deliverable	Responsibility	Timeframe				Anticipated Budget
		2022 /23	2023 /24	2024 /25	2025 /26	
Develop a program to upgrade footpaths to improve accessibility in the Boulder town centre.	Engineering			X		Capital Works
Review existing or implement options to install new tactile markers to ensure consistency through the CBDs.	Engineering	X	X			Capital Works
Continue to engage with community members, businesses and Kalgoorlie Police to identify crime hotspots and ensure there is a targeted approach to community safety issues.	Development and Growth	X	X	X	X	Operational
Conduct mobility mapping on CBD footpaths, tourism assets and City of Kalgoorlie Boulder facilities to assist in the planning of improved accessibility.	Engineering	X				Capital Works
Based on the outcomes of the mobility mapping, plan capital works to address accessibility in the Kalgoorlie and Boulder town centers.	Engineering		X	X	X	Capital Works

Implementation plan

Outcome Area 2: Transportation

Goal: Transport infrastructure including parking and services meet older people's needs and requirements.

Deliverable	Responsibility	Timeframe				Anticipated Budget
		2022 /23	2023 /24	2024 /25	2025 /26	
Develop a program to undertake disability parking signage renewal via an audit in Kalgoorlie and Boulder town centres.	Engineering	X				Capital Works
Invite Public Transport Authority representatives to inform and engage with Seniors Focus Group on public transport and access for seniors.	Community Development	X				Operational
Investigate options for bus hire (or purchase) to City of Kalgoorlie-Boulder major events and activities in order to maximise participation of older residents.	Community Development	X	X			Operational
Conduct parking audit to ascertain appropriate parking availability at the Eastern Goldfields Community Centre.	Engineering		X			Operational

Implementation plan

Outcome Area 3: Housing

Goal: Information about aged care support services and housing options is communicated, to ensure older adults are supported to age in place.

Deliverable	Responsibility	Timeframe				Anticipated Budget
		2022 /23	2023 /24	2024 /25	2025 /26	
Arrange regular in-person sessions with key senior service providers to inform the Seniors Focus Group and other seniors on aged care support services including safety at home sessions.	Community Development	X	X	X	X	Operational
Continue to partner with senior service providers to deliver regular My Aged Care information in-person sessions.	Community Development	X	X	X	X	Operational
Pilot a self-defence program for older adults as a home safety initiative.	Community Development	X				Operational
Facilitate retirement village information sessions to encourage aging in place.	Community Development	X	X	X	X	Operational

Implementation plan

Outcome Area 4: Social Participation

Goal: Ensure that activities and services to older adults are accessible, affordable, and inclusive.

Deliverable	Responsibility	Timeframe				Anticipated Budget
		2022 /23	2023 /24	2024 /25	2025 /26	
Continue to support and promote the City's Library Services delivery program.	Community Development	X	X	X	X	Operational
Continue to deliver free/ low-cost activities and events at the Eastern Goldfields Community Centre, Library and Men's Shed via the trial employment of a Seniors Activity Officer.	Community Development	X	X	X	X	Operational
Facilitate the development of a Seniors Expo to attract service providers from outside of the region.	Community Development		X	X	X	Operational
Conduct investigations into digital connectivity programs to be held at the library and deliver for the benefit of seniors.	Community Development	X	X	X	X	Operational
Together with key stakeholders (i.e Alzheimer's WA - Kalgoorlie), investigate new initiatives such as a <i>Forget Me Not</i> Café program.	Community Development	X				Operational
Deliver accessible fitness classes at the Eastern Goldfields Community Centre which are fitness trainer facilitated such as chair aerobics and other inclusive activities.	Community Development	X	X	X	X	Operational
Trial the provision of lunches twice a week at the Eastern Goldfields Community Centre.	Community Development	X				Operational
Investigate options for the best use of the Eastern Goldfields Community Centre's kitchen to benefit seniors.	Community Development	X				Operational
Games Afternoons with BBQ - Men's Shed.	Community Development	X				Operational
Kits for Senior Women's Engagement Project - Men's Shed.	Community Development	X				Operational
Maintenance Course for Seniors - Men's Shed.	Community Development	X				Operational

Implementation plan

Outcome Area 5: Respect and Social Inclusion

Goal: Older people are respected for their role in the community and are provided the opportunity to engage with inclusive community services and activities.

Deliverable	Responsibility	Timeframe				Anticipated Budget
		2022 /23	2023 /24	2024 /25	2025 /26	
Provision of administrative support to the Seniors Focus Group and encourage opportunities for them to consult with older residents.	Community Development	X	X	X	X	Operational
Conduct an annual review of the City of Kalgoorlie-Boulder's Reconciliation Action Plan with local Aboriginal Elders.	Community Development	X	X	X	X	Operational
Meals at Home – Develop report for Senior Focus Group on the feasibility of the program.	Community Development		X			Operational
Improve consultation with other senior residents by implementing Focus Groups.	Community Development		X	X	X	Operational

Implementation plan

Outcome Area 6: Civic Participation and Employment

Goal: Opportunities for older people to upskill, volunteer and gain employment are actively facilitated and promoted.

Deliverable	Responsibility	Timeframe				Anticipated Budget
		2022 /23	2023 /24	2024 /25	2025 /26	
Invite Seniors Focus Group members to volunteer at City events to promote their activities.	Community Development	X	X	X	X	Capital Works
Ensure that the City of Kalgoorlie-Boulder's Access and Inclusion Plan includes outcomes for the employment of older adults.	Community Development	X	X	X	X	Operational
Apply for relevant awards for the outcomes achieved by the Seniors Focus Group.	Community Development	X	X	X	X	Operational
Determine upskilling activities required by older adults in the community through consultation led by the Seniors Focus Group.	Community Development	X	X	X	X	Operational

Implementation plan

Outcome Area 7: Communication and Information

Goal: Older adults are provided with information on initiatives in requested media platforms whilst ensuring that older adults who may be difficult to reach are provided with access to the same information.

Deliverable	Responsibility	Timeframe				Anticipated Budget
		2022 /23	2023 /24	2024 /25	2025 /26	
Development of a Seniors Communication Strategy to ensure appropriate methods of communication for this demographic.	Community Development	X				Operational
Facilitate a focus group with key stakeholders to investigate ways the City of Kalgoorlie-Boulder can improve the promotion of its activities, services and events to increase participation by older adults; especially CALD and First Nations People.	Community Development		X			Operational
Undertake an audit of health services provided and determine any gaps in provision of services.	Community Development		X			Operational
Develop a monthly newsletter targeted to older adults to communicate monthly activities at the Eastern Goldfields Community Centre.	Community Development	X				Operational
Develop remote learning and workshop accessibility (video conferencing system and new computers) for Men's Shed.	Community Development	X				Operational
Marketing and promotion for Men's Shed.	Community Development	X				Operational
Seniors Focus Group to create methods to ensure the well-being of seniors in the community (i.e. daily telephone calls or visits).	Community Development		X	X	X	Operational



Monitoring and review

The Seniors Focus Group and City of Kalgoorlie-Boulder officers will conduct an annual review of the progress of this strategy for Council in April/May. The results will be available in the annual report, on the City of Kalgoorlie-Boulder website, or in hard copy. A full review of the City of Kalgoorlie-Boulder's Age-Friendly Strategy 2022-2026 will take place in 2026 in consultation with the Seniors Focus Group and stakeholders.



City of
**Kalgoorlie
Boulder**

Contact us

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