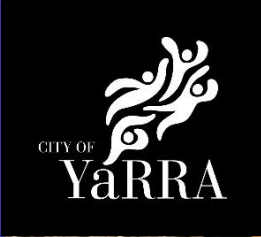




**Yarra  
Ageing Well  
Policy**



Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations and to their Elders past, present and future.

**National Relay Service**

TTY 133 677 then (03) 9205 5055

**Languages**

العربية 9280 1930

中文 9280 1937

Ελληνικά 9280 1934

Italiano 9280 1931

Español 9280 1935

Tiếng Việt 9280 1939

Other 9280 1940

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# Overview

## Purpose

The purpose of this Policy is to ensure the invaluable contribution of older people to the Yarra community is acknowledged and celebrated. It also outlines Yarra's commitment to fostering an inclusive, supportive, and responsive environment to enable our residents to age well. The Policy is designed to prioritise and address the evolving needs of Yarra's ageing population through commitment across key priority areas.

## Scope

This Policy focuses on older people living, visiting, or working in Yarra. It aims to reflect the diversity of ages and individual circumstances in which people experience significant life transitions, reflecting a lifespan approach. While older people are generally recognised as people over the age of sixty-five, we recognise that people have varied and unique life experiences and may access health and ageing support services at different times.

This Policy applies to the delivery of Council services, programs and activities as well as the design, provision and management of facilities, infrastructure and open spaces. All Councillors, employees, volunteers and contractors carrying out work on behalf of Council are required to comply with this Policy.

## Alignment with broader Council Policy

The Ageing Well Policy aligns with Yarra City Council's current strategic frameworks, including the Community Vision, Council Plan 2025–2029, the Municipal Public Health and Wellbeing Plan 2025–2029, and Yarra's Social Justice Charter, all of which outline Council's commitment to equity, inclusion, and community wellbeing.

This Policy supports the realisation of those objectives by promoting healthy ageing, social connection, active participation, and equitable access to services for people aged 65 and over across Yarra.

While grounded in the current strategic environment, the Ageing Well Policy has been designed as a long-term framework. It will remain adaptable over time and may be updated to reflect changes in Council direction, relevant state and federal public policy, or shifts in the broader social, economic, and cultural landscape.

## An intersectional lens

Yarra recognises the diversity of older people. The Policy acknowledges the intersectional nature of ageing, recognising that many older individuals bring a lifetime of diverse experiences, including those shaped by culture, race, language, gender, socioeconomic status, and disability, which collectively influence their journey through later life. These overlapping identities can increase marginalisation and reduce visibility. Council is committed to addressing these barriers and supporting all older residents to age well in an inclusive community.

## Ageing equity and First Peoples

Council acknowledges the impacts of colonisation on older First Peoples and Elders and members of the Stolen Generations. This contributes to health inequality and a lower life expectancy than non-Indigenous Australians. Due to this, First Peoples are often defined as older from the age of 50 years, rather than 65 years used for non-Indigenous populations. This specific definition is primarily used by state and commonwealth government agencies, including the Australian Institute of Health and Welfare (AIHW). Council also acknowledges the strengths and contributions of First Peoples and Elders. Council is committed to partnering with aged care services and other organisations using an approach, grounded in self-determination, ensuring that First Peoples have control over decisions affecting their health and aged care.

## An 'ageing well' lens

The Policy welcomes the demographic shift towards population ageing as a unique opportunity to harness the wisdom, experience, and capabilities of older people. It acknowledges that ageing itself is not a concern – instead, the societal and environmental barriers which limit full engagement and participation are. Yarra commits to providing a variety of equitable and inclusive initiatives, facilities, services, and programs to create an environment that supports ageing well.

## Alignment with the Universal Design and Disability Inclusion Policy

The Ageing Well Policy overlaps with the Universal Design and Disability Inclusion Policy in relation to the 'Age-friendly Environments' and 'Community Services' priorities, which also align with the systemic reforms in the Victorian Government's Disability Access and Inclusion Plan 2021–2025.

1. Accessible communications
2. Universal design
3. Disability confident workforce

**Universal design** relates to the principles of 'equitable and flexible use', aiming to ensure that programs and services are accessible to as many people as possible, inclusive of all ages.

**Accessible communication** relates to equitable access to key information, providing information in formats that are accessible to ensure the inclusion, participation and safety of people with diverse communication needs (including visual and sensory impairments).

**A confident workforce refers to Yarra's workforce's capability to deliver** inclusive services, including intersectional approaches and cultural safety. This includes awareness and inclusion training, enabling us to understand and confidently meet the needs of our diverse communities.

## Review of the Policy

A review of the Policy will occur at the point of significant change to Council's policy context or the broader social or Policy environment.

## Our Community

Yarra respects and celebrates the contributions of older people in our community. Understanding data such as where older people live, the language spoken at home, and the challenges to health and wellbeing helps us provide supportive environments and inclusive services that support positive ageing.

### Local data from ABS – people aged 65 years and over

The following demographic data is from ABS (2021) and is about Yarra's ageing population, who are aged 65 years and over.

**12% of Yarra's population (~10,660 people) are aged 65 years and over**

#### The population grew by:

**46%** between 2011 (7,300) and 2021 (10,660)

#### The population is forecasted to grow by:

**30%** between 2021 and 2031 (13,900)

**80%** between 2021 and 2046 (19,400)

### Of people aged 65 years and over in Yarra:



**44%** were born overseas. The top five countries of birthplace are Greece, United Kingdom, Vietnam, Italy and China



**16%** speak don't speak English not well or at all



**12%** reported needing assistance with core activities



**62%** had at least one long-term health condition



The **5** most commonly reported long-term health conditions are:

1. Arthritis
2. Asthma
3. Cancer
4. Dementia
5. Diabetes



**19%** were in the labour force, unchanged from 2011. (Greater Melbourne is 14%)



**13%** provided unpaid care (11% in Yarra and 14% in Greater Melbourne)



**12%** provided unpaid childcare (17% in Yarra and 13% in Greater Melbourne)

**Regarding households of people 65 years and over and comparisons to Yarra's total population:**

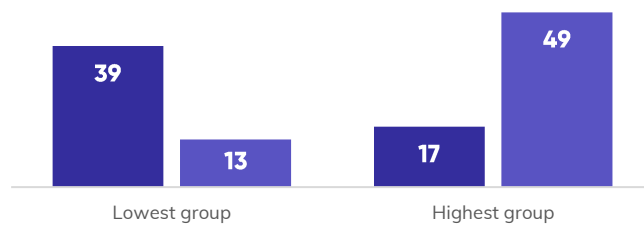


**34%** were lone person households, higher than Yarra's total population (18%)



Household income<sup>^</sup> quartiles, %

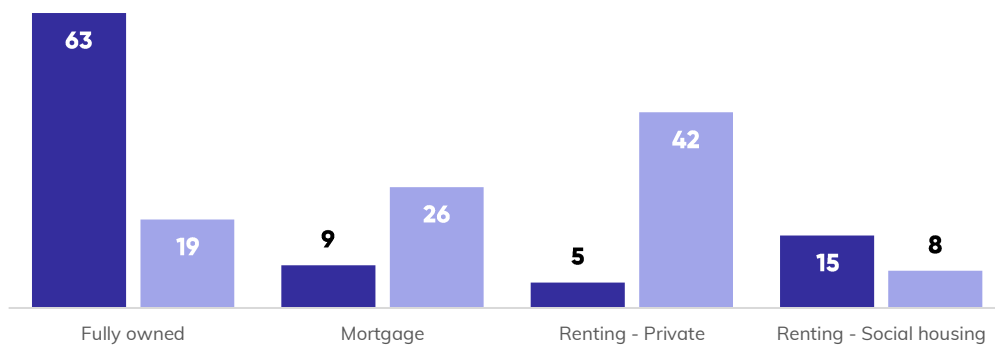
■ Yarra - 65 years + ■ Yarra - total population



<sup>^</sup> Income is defined as the total of all wages/salaries, government benefits, pensions, allowances and other income the person usually receives

Housing tenure, %

■ Yarra - 65 years + ■ Yarra - total population



## Local data from Social Indicators Survey – people aged 65 years and over

In this section, data is drawn from the Social Indicators Survey (Yarra City Council, 2024)<sup>1</sup>.

↑ and ↓ = significant difference between the over 65s community when compared to the total population of Yarra



**76% ↓** rated their physical health as good / very good / excellent, which is *significantly lower* than Yarra's total population (83%)



**88% ↑** rated their mental health as good / very good / excellent, which is *significantly higher* than Yarra's total population (76%)



**15% ↑** did not exercise for at least 30 minutes on any day of the week, which is *significantly higher* than Yarra's total population (8%)



**14% ↓** experience loneliness, which is *significantly lower* than Yarra's total population (26%)



**76% ↑** are satisfied with their community inclusion, which is *significantly higher* than Yarra's total population (61%)



**87% ↑** are satisfied with the home they live in, which is *significantly higher* than Yarra's total population (71%)



**58% ↑** have had no concerns about personal safety, which is *significantly higher* than Yarra's total population (34%)



**11%** had experienced family violence, which is *comparable* to Yarra's total population (12%)



**34% ↑** reported having any disability or impairment, which is *significantly higher* than Yarra's total population (21%)



**29% ↑** did unpaid volunteering, which is *significantly higher* than Yarra's total population (23%)



**44% ↓** participated in or attended and arts or cultural event in the past 12 months, which is *significantly lower than* Yarra's total population (57%)



People aged 65 years and over are more likely to use parks and public space for walking compared to Yarra's total population, **87% ↑** vs 72%

<sup>1</sup> The Social Indicators survey was conducted by Yarra in 2024 and surveyed a total of 940 residents.

## Context and frameworks

Initiatives from the Australian Government and the international landscape have specifically informed our Policy. They inform a vision for a vibrant, age-friendly, and universally accessible city where older people are not only fully included but also celebrated for their experience and vital contributions to our community.

### Federal context

The Australian Government supports healthy ageing through the provision of aged care programs, such as the Commonwealth Home Support Programme and Home Care Packages, which help older people stay independent at home. These will transition to the Support at Home Program under the new Aged Care Act 2024, starting in November 2025.

National initiatives such as LiveUp and Choose Health, Be Active, also promote wellbeing and active lifestyles. These efforts align with local government goals to support ageing in place and community connection.

### Victorian context

#### Ageing Well in a Changing World

In 2020, the Commissioner for Senior Victorians released the *Ageing Well in a Changing World* report, aiming to improve wellbeing and quality of life for older Victorians. The eight attributes of ageing well (see text box) guide actions that aim to support older people in living well, independently, and with dignity.

#### Ageing in place

Supporting Victorians to age in place means helping people stay independent in the familiar places where they live. It involves connections to local neighbourhoods and communities. Most people prefer to age in place. Ageing in place becomes possible through:

- age-friendly environments for mobility and safety,
- local social activities, and
- opportunities for volunteering and exercise.

For some, ageing in place becomes possible through help with daily activities. Older people living in aged care facilities also have the right to age well with:

- essential services,
- community and family support, and
- opportunities for social participation and lifelong learning.

#### Attributes of Ageing Well:

1. A positive attitude
2. Life has purpose and meaning
3. Respected and respectful
4. Connected to family, friends and society
5. In touch with a changing world
6. Safe and secure at home and financially
7. Able to manage health issues including mental health
8. Able to get around

## Ageing Well Action Plan 2022-2026

Eight attributes of ageing well guide the Victorian Government's Ageing Well Action Plan 2022–2026. It outlines a commitment to support older Victorians to live healthy, active, and connected lives. It focuses on four priority areas.

It encourages the use of an "ageing well lens" across all government services to ensure inclusive design and delivery. The Policy promotes age-friendly communities and inclusive service design, with targeted support for diverse populations, including those with dementia, in care relationships, or experiencing housing insecurity.

## Age-Friendly Declaration

In 2016, the Victorian Government signed the Age-Friendly Declaration, committing state and local governments to create age-friendly communities. Yarra City Council is a signatory to this declaration, which is based on the World Health Organisation's Global Age-Friendly Cities Guide. This guide outlines eight key domains that influence the wellbeing of older people. Yarra's Policy and activities have been developed in alignment with these domains.

Yarra City Council has different roles and responsibilities across the Age Friendly City domains:<sup>2</sup>

### Ageing Well Action Plan Priorities:

1. Resilient, connected seniors
2. Tech-savvy seniors
3. Valuing senior Victorians
4. Health self-care

### Age Friendly City Domains:

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

### Leader

Delivers services or facilitates collaboration

### Stakeholder

Has a vested interest in outcomes

### Advocate

Promotes change at other government or organisational levels

As a leader, advocate, and/or stakeholder, Yarra is committed to exploring new avenues to enhance healthy ageing across the municipality, advocating for city-wide improvements which benefit older people, and acting as a proactive stakeholder. Council's role may vary in different circumstances.

<sup>2</sup> See Appendix 1 for ages friendly domains, components and Council role

## What Yarra does

Yarra City Council partners with local groups and organisations to support the inclusion and wellbeing of seniors in Yarra. These connections help us stay informed, share vital information, and collaborate on meaningful programs and projects. We advocate for inclusion, challenge ageism, and ensure our work reflects the diverse experiences and contributions of older people in Yarra.

### Events and Celebrations

Dancing from the heart	Yarra-run accessible music events at the Leaps and Bounds festival	Range of community events throughout Seniors' Month
Bent Twiggs community lunch	Birrarung and Tai Chi	Dying to Know Day event

### Community Support

Supporting culturally and linguistically diverse seniors' groups	Community Grants specifically to support and include older people	Men's Shed at Collingwood Estate
Companion Animal Support Program	Seniors and Sprouts (intergenerational program)	Bent Twiggs Community group for LGBTQIA+ seniors

### Advocacy, Visibility and Awareness Campaigns

Raising awareness of elder abuse in the community	Advocacy for more accessible public transport	Active Ageing Advisory Committee
#oldisbeautiful – an exhibition to celebrate ageing	The Biscuit Tin project to promote equality and respect for older women	Yarra Events calendar promoting intergenerational events

### Networks and partnerships

Local Community Health Organisations	Aged-care sector network meetings	Neighbourhood houses
Hoarding Support Network	University of the Third Age (U3A)	Municipal Association of Victoria

### Seniors-specific programs and services

Willowview Seniors Centre and day programs	Move for Life exercise classes for older adults	Home Maintenance, Community Transport and Meals
Support to improve the thermal efficiency of homes	Nutrition Support Funding	Gentle exercise classes

## Guiding Principles

Our six guiding principles, shaped through community consultation, were endorsed in 2022 to guide decisions on Yarra's role in aged-care service delivery and also broader support for older residents through community-wide services and initiatives.

### The Council will:

- 1 Be a robust advocate and steward for the provision of quality and accessible aged-care services for our community,
- 2 Further grow the sphere of attention and activity from a smaller number of advanced age clients to older residents and people with disability,
- 3 Invest funds to ensure the delivery of services and programs that align with the Ageing Well and Disability Access & Inclusion Strategies,
- 4 Reach out and listen to the voices of all our communities and together develop programs and services that are inclusive, empowering and build a strong sense of community for all older people and people with disability,
- 5 Invest funds to address gaps to ensure that at risk, vulnerable and isolated community members are supported, engaged, and linked to local services and programs, and
- 6 Expand the support and information delivered to all branches of Council to ensure the needs of people with disability and older people are incorporated into the day-to-day programs and services delivered to our community.

## Our Commitments

Guided by the adopted frameworks and principles, Council will continue to make Yarra an age-friendly, inclusive and accessible city. We will:

**Show visible leadership** – champion the needs of older people and people with disability across Council and in the community, and share progress as our work evolves.

**Focus investment where it counts** – direct resources to initiatives and services that deliver the strongest outcomes and address clear gaps.

**Strengthen participation and collaboration** – work with residents, service providers and partners to help shape programs and approaches that support positive ageing.

**Embed inclusive thinking across Council** – progressively integrate age-friendly and disability-inclusive considerations into planning, infrastructure and service delivery decisions.

**Build and nurture partnerships** – deepen our relationships with service providers, community groups and stakeholders so older residents can connect with healthy-ageing opportunities.

## Priority areas

This Policy and our commitments consider input from our community, obtained through detailed consultation and engagement exercises, and ongoing advice and direction from Council's Active Ageing Advisory Committee.

<b>Priority 1</b> Advocacy and Stewardship	<b>Priority 2</b> Opportunities for Healthy Ageing	<b>Priority 3</b> Age-friendly Environments	<b>Priority 4</b> Community Services
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### Priority 1: Advocacy and Stewardship

Council will maintain a strong advocacy and stewardship role on behalf of, and in partnership with, older residents. We will work with other levels of government, service providers and community stakeholders to improve outcomes for older people in Yarra.

#### 1.1 Influence government and service providers to meet older people's needs better

What will we do?	<ul style="list-style-type: none"> <li>Champion the availability of appropriate, accessible community and home-based aged-care services for all residents.</li> <li>Seek improvements to the local transport network to ensure it is well-connected, affordable, and accessible for older people.</li> <li>Promote the inclusion of accessible, age-friendly housing in public, social and affordable housing developments.</li> </ul>
	<ul style="list-style-type: none"> <li>Support the delivery of aged-care services that respect the diverse preferences, cultures and needs of older residents, including the provision of culturally appropriate services for First Peoples and CALD community members.</li> </ul>

#### 1.2 Stewardship for At-Risk and Vulnerable Communities

What will we do?	<ul style="list-style-type: none"> <li>Facilitate access to local supports and services for at-risk and vulnerable older residents.</li> <li>Increase community awareness of elder abuse and integrate the needs of older people into family-violence prevention and community-safety initiatives.</li> <li>Engage with older residents to understand their experiences and the barriers they face in accessing aged-care services.</li> <li>Prioritise responses for older women who face heightened risks of poverty, housing insecurity and homelessness.</li> </ul>
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#### 1.3 Challenge ageism and promote respect for older people

What will we do?	<ul style="list-style-type: none"> <li>Promote awareness of ageism and encourage inclusive practices within Council and across Yarra.</li> <li>Highlight and support Yarra's diverse older communities — including First Peoples, LGBTQIA+ and CALD community members.</li> <li>Celebrate the contributions and achievements of older residents in civic and community life.</li> </ul>
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## 1.4 Value the voice of older people

What will we do?	<ul style="list-style-type: none"><li>• Engage with older residents through the Active Ageing Advisory Committee and other forums.</li><li>• Seek to understand barriers linked to gender, sexuality, language and cultural diversity to improve equity of access.</li><li>• Gather feedback on satisfaction with Council services and programs to inform continuous improvement.</li></ul>
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## Priority 2: Opportunities for Healthy Ageing

We will work to ensure older people in Yarra have equitable access and opportunities to participate in community life, with a focus on fostering physical, mental and emotional health and wellbeing.

### Supporting active lifestyles

What will we do?	<ul style="list-style-type: none"><li>• Review Yarra's leisure centres and aquatic facilities to identify opportunities to support age-friendly services and environments, including affordability considerations.</li><li>• Offer targeted physical activity and movement programs tailored to our diverse older communities.</li><li>• Partner with Yarra's sports clubs to expand inclusion of older people.</li></ul>
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### Supporting social connection

What will we do?	<ul style="list-style-type: none"><li>• Expand affordable opportunities for community connection that promote social and mental wellbeing.</li><li>• Sustain our partnership with neighbourhood houses and other local organisations to strengthen inclusion, skills and participation.</li><li>• Support older adults to connect with local volunteering and employment opportunities and showcase the value of employing older adults in local jobs.</li><li>• Develop targeted programs to support social connections for older people with disability or health conditions who cannot easily leave their homes.</li><li>• Support older adult clubs/community groups to meet locally by providing access to facilities, improving accessibility, affordability, and reducing administrative burdens.</li></ul>
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### Inclusive access in communications, program and service design

What will we do?	<ul style="list-style-type: none"><li>• Build on Council's existing work to make information and publications accessible and easy to understand for older residents, while continuing to explore new approaches – such as alternative formats (including video) and, where required, major community languages – to further improve access over time.</li><li>• Consider the needs of older people in broader program and service designs across Council.</li></ul>
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## Priority 3: Age-friendly Environments

We will implement actions at a whole-of-Council level to create an age-friendly city that has accessible and safe open spaces, buildings, pavements, and walkways.

### Accessible and safe open spaces

- |                  |   |
|------------------|---|
| What will we do? | <ul style="list-style-type: none"><li>• Work to ensure that Yarra's open spaces are welcoming for older people, with seating, shade and opportunities for intergenerational play.</li><li>• Explore ways to expand age-friendly outdoor fitness opportunities.</li><li>• Increase the availability of accessible walking tracks in and around natural outdoor spaces that are suitable for a range of physical abilities.</li></ul> |
|------------------|---|

### Council buildings and facilities

- |                  |  |
|------------------|--|
| What will we do? | <ul style="list-style-type: none"><li>• Progressively improve the accessibility and usability of Council buildings and facilities, including inclusive and accessible signage, applying universal design principles, so spaces are safer and more welcoming for all.</li><li>• Incorporate accessible bathrooms, clear signage, acoustics and lighting when planning refurbishments.</li><li>• Better promote Council's fully accessible spaces to intergenerational and older community groups.</li></ul> |
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### Navigation of the public realm

- |                  |  |
|------------------|--|
| What will we do? | <ul style="list-style-type: none"><li>• Progressively enhance footpaths, cycling paths, and traffic intersections to improve safety, comfort and accessibility for older residents.</li><li>• Improve wayfinding across the municipality, especially connections to accessible public transport and key community destinations, including dementia-friendly design.</li><li>• Capitalise on opportunities to improve safe, accessible parking for older residents across all relevant upgrades and new developments.</li><li>• Investigate how to promote pedestrian accessibility by developing walking maps with accessibility descriptions.</li></ul> |
|------------------|--|

### Access to appropriate housing

- |                  |  |
|------------------|--|
| What will we do? | <ul style="list-style-type: none"><li>• Apply recognised accessibility standards — such as AS 4299 <i>Adaptable Housing Standard</i>, the <i>Liveable Housing Design Guidelines</i> and <i>Australian Network for Universal Housing Design principles</i> — across strategic and statutory planning, and educate developers, partners and the community to strengthen support for accessible housing.</li><li>• Leverage planned housing growth in Yarra to promote diverse, accessible and affordable local options that support older adults to downsize within their established neighbourhoods and age in place.</li></ul> |
|------------------|--|

	<ul style="list-style-type: none"> <li>Educate and engage private, community and government developers to incorporate universal design, adaptability and accessibility features into new housing developments so older residents can age in place and downsize locally.</li> </ul>
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## Priority 4: Community Services

Council will work with partners to strengthen community supports and equip our workforce to better understand and support positive ageing, aiming to improve inclusion, reduce isolation, and help address gaps in aged care.

### Connecting and Navigating

What will we do?	<ul style="list-style-type: none"> <li>Work with existing and emerging networks and local providers using a collective impact approach to improve access, coordination and shared accountability across aged care and disability services.</li> <li>Support locally run programs that reduce loneliness and isolation among older people who face barriers to mainstream community services.</li> <li>Explore and pilot future initiatives that strengthen social connection, digital inclusion and intergenerational activities.</li> </ul>
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### Equipping Our Workforce

What will we do?	<ul style="list-style-type: none"> <li>Build staff capability to deliver a better customer experience for older people, including those with physical, sensory, neurological or cognitive impairments.</li> <li>Increase staff understanding of the ageing-well and inclusion principles to improve how services are planned and delivered for older residents.</li> <li>Strengthen cultural competence across Council so staff can better support older people from diverse cultural, linguistic, and community backgrounds, and First Peoples.</li> </ul>
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### Supporting Those Most at Risk

What will we do?	<ul style="list-style-type: none"> <li>Continue providing material support to enable nutritional support and community lunches for older residents.</li> <li>Support initiatives to improve thermal comfort for older households.</li> <li>Maintain the capacity to link people living in unsafe housing with multidisciplinary support services and to provide focused advocacy.</li> </ul>
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## Implementation, Monitoring and Evaluation

An accompanying operational plan will be developed to ensure the priority areas outlined in this Policy are implemented in a structured and effective manner. Council will produce an annual report on activities undertaken in the context of the Ageing Well Policy and associated implementation Plan, to be included in its annual reporting on the delivery of the Council Plan. The priority areas outlined in this Policy will be reviewed, and the success of their implementation will be evaluated annually.

### Monitoring success indicators

Where possible, the metrics below will be used to measure outcomes and satisfaction for older people in Yarra, helping us evaluate the impact of our efforts and investments.

Performance metric	Source
Percentage of older library members who report feeling more connected and engaged in the community as a result of their participation in library services and programs	Yarra Libraries Membership surveys
Satisfaction with activities/programs offered at neighbourhood houses	Neighbourhood houses annual reports
Participants in targeted older persons programs reporting greater connection and engagement	Council Plan 2025-2029: performance metrics
Participants in active ageing programs supported through Neighbourhood Houses	Neighbourhood houses annual reports
Number of seniors card holders accessing leisure centres	Leisure centres membership data
Satisfaction with programs implemented to support at-risk members of the community	Council Plan 2025-2029: performance metrics
Expand Yarra's public open space portfolio, ensuring safe and accessible spaces	Council Plan 2025-2029: performance metrics
Community satisfaction with parks, gardens and open spaces	Annual Customer Satisfaction Survey
Number of pedestrian improvement-related projects delivered across the municipality	Council Plan 2025-2029: performance metrics
Community satisfaction with the delivery of major transport-related projects	Council Plan 2025-2029: performance metrics
Community satisfaction with public arts access and initiatives	Annual Customer Satisfaction Survey
The community is supported to access affordable, healthy and culturally appropriate food	Municipal Health and Wellbeing Plan 2025-2029
Better awareness of shaded routes and wayfinding to access essential services, school and public transport	Climate Emergency Plan 2024-2030
Neighbourhood houses and other relevant organisations are well prepared to support their local community during extreme weather events	Climate Emergency Plan 2024-2030

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## Appendices

### Appendix A: Age-Friendly Domains, Components and Council Role

Age-friendly Domain	Components	Council Role
Housing	Affordable, well-designed and safe housing	Advocate Stakeholder
	A range of housing options with good connectivity to social services and the community	Advocate
Social Participation	A range of accessible and affordable activities	Leader
	Encouraging participation and intergenerational integration	Leader
Respect and Social Inclusion	Respect for seniors	Leader
	Social and economic inclusion	Advocate
Civic Participation and Employment	Volunteerism and employment opportunities	Leader Advocate
	Encouraging civic participation	Leader
Communication and Information	Appropriate and age-friendly distribution of information	Leader Advocate
Community Support and Health Services	A wide range of accessible and affordable health services	Advocate Stakeholder
Outdoor Spaces and Buildings	A pleasant and clean environment with green spaces	Leader Advocate Stakeholder
	Age-friendly buildings, pavements and walkways, safe pedestrian crossings and adequate rest areas	Leader Advocate Stakeholder
	A secure environment	Leader Advocate Stakeholder
Transportation	Accessible, affordable and safe public transport	Leader Advocate
	Age-friendly driving conditions and parking facilities	Leader Advocate Stakeholder