Age Friendly Knox – Evaluation Report

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Statement of Acknowledgement

Knox City Council acknowledges the Wurundjeri and Bunurong people of the Kulin Nation as Traditional Custodians of the land. The Knox Aboriginal and Torres Strait Islander Community come from a variety of different Nations within Australia and Torres Strait, including the Traditional Custodians and Stolen Generation. As such we pay respect to all Aboriginal and Torres Strait Islander Elders, past and present, who have resided in the area and have been an integral part of the region's history.

Located at the foot of the Dandenong Ranges, Knox has many places of historic significance to the Kulin nation. Important cultural and historical sites within Knox hold both the traditional knowledge of the First Nations People and the traumatic stories of colonisation.

The journey ahead for Knox involves the land, the traditional custodians, the local Indigenous community, the wider community and the Council itself. Walking together and listening together to create a culturally safe and culturally rich community for all.

Background

In 2006, the World Health Organisation (WHO) brought together 33 cities in 22 countries for a project to help determine the key elements of urban environment that support active and healthy ageing. These results are outlined in The Global Age Friendly Cities Guide (Global age-friendly cities: a guide (who.int)) which identifies the need to include older people as active participants in current and future planning processes.

On 4 June 2019, Knox City Council was formally accepted into the WHOs Global Network of Age Friendly Cities and Communities and commenced working towards becoming an age friendly community.

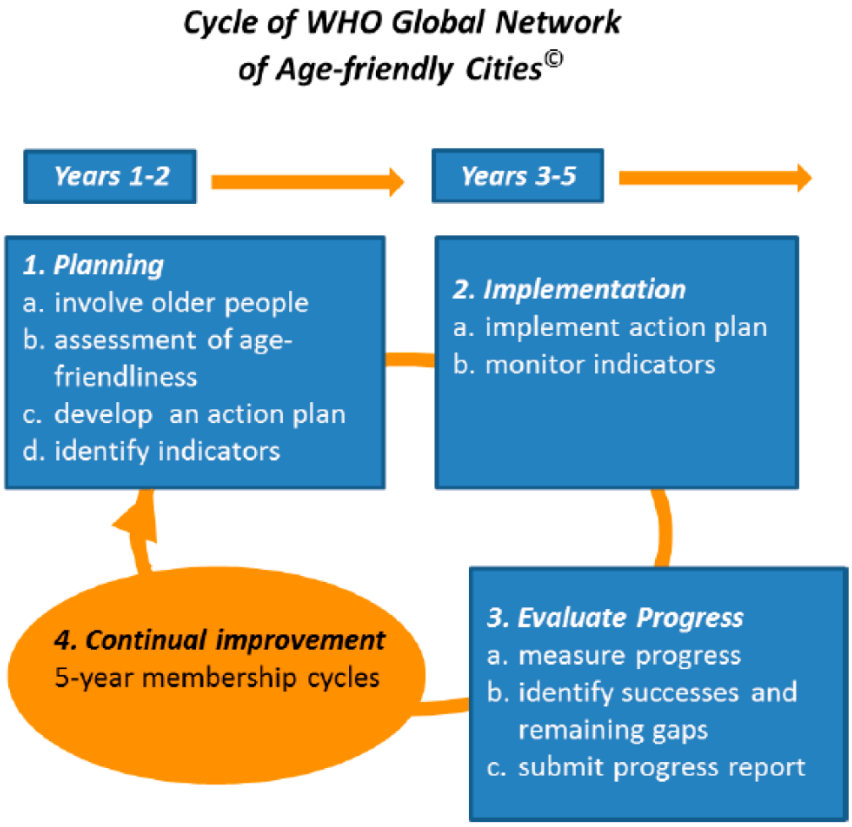
The Age Friendly Cities Programme is an international effort to help cities prepare for two global demographic trends:

- The rapid ageing of populations
- Increasing urbanization

The Programme targets the environmental, social and economic factors that influence health and wellbeing of older adults and has identified eight areas of urban life which age friendly communities should work to address:

"An age friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age." World Health Organisation

Development of the Knox Age Friendly Cities programme



Planning (Years 1-2)

- **2019: Project Established**
  - In committing to the WHOs Global Network, Knox City Council made a commitment to a five-year cycle of planning, implementation and evaluation.
  - At the beginning of this process, preliminary Age Friendly related discussions were held with various Councils within the Eastern Metropolitan Region (Boroondara, Maroondah and Monash), as well as a variety of service providers in Knox:
    - EACH
    - Martin Luther Homes
    - Mountain District Learning Centre
    - Salvation Army
    - Swinburne University of Technology
    - U3A Knox.

- **2020: Project Planning**
  - Age Friendly project team established. After an expression of interest process, the Knox Age Friendly Steering Committee was formed in 2020 and comprised of seniors in Knox (55+ years). The purpose was to build an accessible and inclusive community where people of all ages have opportunities to thrive and participate in the full breadth of community life and activity.
  - Baseline assessment conducted. A community wide survey was created in 2020 and was based on the eight areas of urban life:
    - 1182 responses received from people across all City of Knox suburbs
    - 83% of respondents were aged over 70+ years
    - 45% people reported living alone

- **2021: Project Planning**
  - Action Plan drafted (Child, Youth and Seniors Plan). Results from the Age Friendly Knox 2020 survey were used to inform new initiatives and actions outlined in both the Knox Council Plan 2021-2025 and Knox Child, Youth and Seniors Plan 2021-2025.

    In addition, the Knox Age Friendly Steering Committee endeavoured to focus on the following key areas:

    - Ageism
    - Dementia
    - Housing
    - Physical Activity (Seniors Exercise Parks)
    - Social Isolation and Loneliness (Social Prescription)
    - Technology
  - Intergenerational Project Officer recruited to deliver the Ageism and Intergenerational strategies.
  - Development of Ageism presentation for community.

Implementation (Years 3-5)

- **2022: Project Implementation**
  - The Knox Child, Youth and Seniors Plan 2021-2025 adopted by Council.
  - Showcase of Living Options for Knox Over 55s event held.
  - Healthy Ageing Project Officer recruited to deliver the Seniors Exercise Park strategy.
  - Seniors Exercise Park opened at Carrington Park, Knoxfield and Seniors Exercise Park Champions (volunteers) recruited and trained.
  - Partnership with Dementia Australia established and Knox Dementia Advisory Group formed.
  - Knox Digital Connection Stakeholders Group formed.
  - Ageism Awareness Day held.
  - Intergenerational Connection in Knox videos created.

- **2023: Project Implementation**
  - 'Building Connections between Generations' (hybrid) event was held.
  - Knox Dementia Friendly Action Plan 2023-25 endorsed by Council
  - Delivered Knox Dementia Friendly Launch and Mini-Expo
  - Supported the development of sustainable intergenerational programs within the Knox community including The Basin Kindergarten and Martin Luther Homes Aged Care
  - Voices of Over 55s – photography exhibition reactivated.
  - Age Awareness Workshop: What's Age got to do with it?
  - Swinburne University and Knox Library piloted an intergenerational program with Boronia K-12.

Evaluation (Years 3-5)

- **2024: Project Evaluation**
  - Progress evaluation conducted. The Knox Age-Friendly Cities 2023 survey was circulated to community:
    - 627 responses received from people across all City of Knox suburbs
    - 92% of respondents were aged over 70+ years
    - 48% people reported living alone

- **2024: Project Evaluation**
  - Progress evaluation: a series of Focus Groups conducted on the topics of safety, transport, cost of living and emergency management and preparedness.

The Story of Knox

159,103

Total Population

30.8%

Aged 55+ years

28,000

Residents have a disability of some kind (17%)

1,022

Residents identify as Aboriginal or Torres Strait Islander (0.6%)

1 in 3

Born overseas

Australia (64%)
China (5.3%)
United Kingdom (3.9%)
India (3.2%)
Malaysia (2.5%)

31.4%

Speak a language other than English at home

Mandarin (7.3%)
Cantonese (3.5%)
Sinhalese (1.7%)
Greek (1.1%)
Hindi (0.9%)

1 in 7

Live in a low income household

1 in 6

Adults are socially isolated

19,547

Residents identify as LGBTIQ+ (15%)

Figures sourced from 2021 Census data

What we have achieved so far

- **Mechanisms strengthened**
  - Knox Active Ageing Advisory Committee
  - Knox Bright Ideas Network

- **Stakeholder groups formed**
  - Knox Age Friendly Steering Committee
  - Knox Dementia Advisory Group
  - Knox Digital Connection Stakeholder Group
  - Knox Seniors Exercise Park Champions

- **Baseline established**
  - 1,182 residents completed the Age Friendly Knox 2020 survey
  - Age Friendly Knox Survey Results 2020 infographic developed

- **Focus Group discussions held**
  - Affordable and alternative Housing
  - Gardening services and supports
  - Building confidence through physical activity
  - Internet access and computer skills
  - Dementia Friendly Communities
  - Community Safety
  - Community Transport
  - Stretching your weekly budget (cost of living)
  - Emergency Planning and Preparedness

- **Age Friendly Futures Steering Committee meetings**
  - 30 meetings held (as of May 2024)

- **Action Plans endorsed**
  - Child, Youth and Seniors Plan 2021-2025 Note: Community survey conducted (150 respondents preferred term is Seniors)
  - Knox Dementia Friendly Action Plan 2023-2025

- **Progress evaluation commenced**
  - 627 residents completed the Age Friendly Knox 2023 survey

Key Project Updates

- ## Ageism

Overview

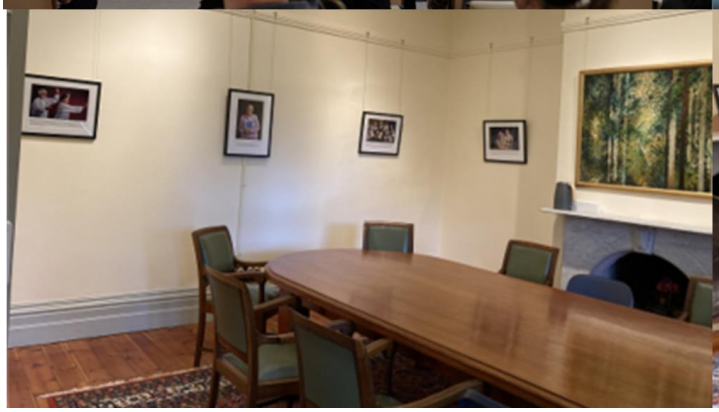
The Knox Bright Ideas Network identified the need to challenge ageist stereotypes by developing a short film and photo exhibition. This culminated in the Voices of Over 55s photo exhibition in 2019.

In 2021, an Intergenerational Project Officer was recruited. The focus of this role was to raise awareness of ageism, strengthen policy, improve education and increase intergenerational contact within the community. Conducting an annual Ageism campaign was identified as a key component of this role with the purpose of this campaign to challenge stereotypes and assumptions of age.

Highlights

- A mix of staff and residents were selected to undertake the EveryAge Counts advocacy training. This had a flow-on effect when not only one of the participants called out an ageist comment at their local bowls club, but then witnessed a few weeks later, a club member calling out someone else for being ageist. It was great to see how these lessons were being spread, rather than someone being 'told off' for being ageist and then dismissing the learning.
- In October 2022, staff and invited members from the community attended the Ageism Awareness Day. The purpose was to raise awareness of ageism and increase community respect and social inclusion for all ages across Knox. This event was well attended by community, social clubs and service providers and guests were encouraged to Take The Pledge - EveryAGECounts
- The Voices of Over 55s photo exhibition was re-activated and displayed at Millers Homestead in 2023. Two of our Age Friendly Steering Committee Members delivered Ageism Awareness presentations to compliment the exhibition.
- Ageism Awareness presentation delivered to various community groups including Lions, Rotary and other seniors clubs across Knox.
- In 2023, a member of the Age Friendly Steering Committee contributed to research conducted by the Australian Human Rights Commission on 'Changing perspectives: testing an ageism intervention'.
- Knox City Council took part in the collaborative event 'A Question of Age: In Conversations with Jacinta Parsons' led by Eastern Community Legal Centre (ECLC) to acknowledge Ageism Awareness Day in 2023.
- In November 2023, staff were invited to attend an Age Awareness Workshop, 'What's Age got to do with it?' facilitated by Joanna Maxwell (Project Director of Age Research – Australian Human Rights Commission).

EveryAGE Counts
knox
I pledge
'I stand for a world without ageism where all people of all ages are valued and respected and their contributions are acknowledged. I commit to speak out and take action to ensure older people can participate on equal terms with others in all aspects of life.'
knox
Community Ac
& Support



What's age got to do with it?
Joanna Maxwell
Director, Age Research

- ## Dementia

Overview

In 2024 over 421,000 people are estimated to be living with dementia in Australia. In Knox, there are 2,787 people living with dementia and this is estimated to increase by 148% over the next 35 years.

Knox City Council has partnered with Dementia Australia to implement the Dementia Friendly Communities program. The program aims to build awareness, understanding and acceptance of dementia, so that people living with dementia (and their carers) can participate and remain active in the community.

Highlights:

- The Knox Dementia Advisory Group was established in 2022. This comprises of people with dementia, carers and service providers in Knox.
- Conducted a community wide Dementia Friendly survey in 2022 and received over 380 responses.
- A series of Focus Group sessions were conducted in 2023.
- Developed the Knox Dementia Friendly Action Plan 2023-25, which was endorsed by Council in July 2023.
- Created the Knox Dementia Friendly Information Pack to promote the various services and social supports available to people with dementia and their carers
- Delivered the Dementia Friendly launch and mini expo in September 2023, which featured presentations and a panel discussion featuring someone living with dementia and a carer of someone with dementia.

  A music therapist demonstrated the benefits of music and the mini-expo featured various service supports and social inclusion programs available including:

▪ Bridges Connecting Communities	▪ The Haven Day Centre	▪ VMCH
▪ Caladenia Dementia Care	▪ Knox City Council: Short Term Support and Regional Assessment Teams	▪ Viv's Recare
▪ Care Finder Program	▪ Living Our Best Life (social prescription) and Talking Cafes	▪ Your Library.
▪ Eastern Community Legal Centre	▪ Services Australia	

- In 2024, delivered three 'Become a Dementia Friend' awareness sessions to Your Library staff, Knox City Council staff and residents of Knox.
- In May 2024, Professor Cassandra Szoeke delivered a 'Healthy Brains' session to community at Knox Library and provided dementia prevention tips.
- Bilingual Music Therapy delivered a 'Music Takes Me Back' music therapy session in May 2024.

Music brings back memories

Participants of a music therapy session at The Haven Day Centre in Boronia.

The sound of Frank Sinatra's *Fly me to the Moon* recalls another time, stirring memories for a roomful of people singing along.

It's Tuesday morning and a music therapy session is in full swing at The Haven Day Centre in Boronia, a not-for-profit charity for those with dementia still living independently at home or with a carer.

Archie, who used to play guitar in a jazz band in the city, has requested the song and the group joins in enthusiastically.

Council has provided funding for the seven-week program, culminating in a concert for family and carers, which is led by music therapist Ajay on guitar.

"When a person has dementia, the last part of the brain to atrophy is one of the parts where music lives," Ajay says. "Memories also live in the same place. So, we can access memories and music when a lot of other faculties may be reduced. One of the benefits of the use of music is the release of emotions and quality of life."

Lucia asks for the song she's named after, *Santa Lucia*, before taking the spotlight to sing the track in her native Italian.

Nick, who hails from New Zealand, requests traditional Maori love song, *Pokarekare Ana*.

"I like Maori songs because they remind me of New Zealand," he says. "It's a lovely place. We actually bought 40 acres on an island off the coast of Auckland, Great Barrier Island.

"With these sessions, it makes a difference here. Basically we're more lively."

Carol requests *Sweet Caroline* by Neil Diamond while her friend Kay enjoys a rendition of *Wooden Heart* by Elvis.

"We talk amongst ourselves," Carol says. "We've all got different problems and it doesn't seem to matter. Music is universal. We enjoy the company and have a common cause."

Centre coordinator Kathy Miller says the program wouldn't have been possible without Council support.

"This has been a wonderful opportunity for us to explore music with our memory loss and dementia groups that we otherwise would not have been able to enjoy," she says.

"Music is so inclusive and engaging, whether it's toe tapping, shaking a tambourine, banging a drum, singing a tune or dancing. It's so nice to see their smiling faces. Moods have been boosted and often the singing extends right throughout the day."

Music is universal. We enjoy the company and have a common cause.

How can a community grant support your group? Visit knox.vic.gov.au/grants

Council has partnered with Dementia Australia to become a more dementia friendly community. Find out more or obtain an information pack: knox.vic.gov.au or 9298 8000.

- # Housing

Overview

Feedback from the Age Friendly Knox surveys showed:

48% of respondents live alone

46% of respondents have resided in Knox for 40+ years

79% of respondents indicated they either could not afford/or did not know if they could afford to move to another home in their current suburb (should they need to move from their current housing situation)

41% use a mobility and/or sensory aid

Highlights

- Showcase of Living Options 2022. This event was designed to help seniors in Knox make informed housing choices and included presentations on:
  - Current housing options and statistics in Knox
  - Innovations including co-housing and shared living
  - What to look out for when considering a retirement village
  - Tips on how to adapt your home as you age
  - Downsizing and decluttering
- Age Friendly Steering Committee were consulted and contributed to the Social and Affordable Housing strategy 2023-27 and Preventing Homelessness Among Older Women research project.
- Resizing Housing Toolkit for Seniors created
- Find Your Joy – resize/downsize, housing possibilities toolkit and information session

- ## Intergenerational

Overview

Knox City Council is committed to increasing intergenerational contact and connection within the community. In December 2021, Knox City Council became a founding member of the Australian Institute of Intergenerational Practice (AIIP.) Through this membership, Knox City Council have been supported with resources and updates/networking opportunities in developing and promoting meaningful and sustainable programs within the community.

Highlights

- In 2022, a series of short videos titled 'Connection in Knox' were created in partnership with Humankind Enterprises. The purpose of these videos was to facilitate and support connections across generations and have been viewed over 1400+ times.
- 'Building Connections between the Generations' (Hybrid) Forum/Event for staff and community hosted.
- Supported the development and partnerships of Intergenerational Programs at both our Knox Children and Family Centres (Bayswater and Wantirna) as well as the development of another hugely successful program between The Basin Kindergarten and Martin Luther Homes Aged Care residents.
- Partnered with Playgroup Victoria in trialling two Intergenerational Playgroups at two Aged Care facilities within Knox. This pilot will provide valuable data to develop a toolkit for Playgroup Victoria to share with other Playgroups throughout the state in developing a sustainable Intergenerational Playgroup in their community.
- In 2023, Knox City Council participated in The InterGen Project, facilitated by Swinburne University of Technology (SUT) which was commissioned and funded by VicHealth. The aim of this project was to learn more about community based approaches to intergenerational social connection over a 12 week period.

  The study was evaluated and a resource kit is being developed by SUT, which is on track to be launched mid-July 2024. The purpose of the toolkit is to support other community groups and organisations who may wish to start their own Intergenerational program.
- Building on the success of the pilot project facilitated by SUT in 2023, The InterGen Project between Your Library – Knox and Boronia K-12 College recommenced in 2024 to support the continuation of this program for the Knox community.

Building connections no trivial pursuit

Mitchell Knight, Ashley Davies, Trevor Gough and Mia Duckworth enjoying a game.

Students and seniors are breaking down barriers and forming bonds over board games like Scrabble, Battleship and chess.

Council has launched the InterGen Project with Boronia K12 College and Your Library, as part of a Swinburne University research project into intergenerational social connection.

Participant Trevor Gough, 84, was surprised how quickly everyone gelled.

"It was quite extraordinary, which I didn't expect," he says. "It was very pleasant and I hope I've been able to contribute something to it. It gave me a far better understanding about how the younger generation thinks.

"It's nice to be able to mix on the same level as the younger generation. You can get encouragement from them because they've got that sparkle of life."

For the students, mixing with seniors has brought about positive changes.

Hannah says the program made her "more open, caring and mindful" while Mitchell says he "loves spending time with the elderly and making new bonds with people I never knew."

Cailey says both younger and older people can be judged because of age but this program made them realise their similarities.

"There's a lot of stigma around certain ages with this idea that youth are ignorant or stupid or reckless," she says. "Then there's the opposite stigma where people who are older are withering away or whatever it may be. So, coming here and having the ability to connect the youth with people who are older, it shows there can still be similarities and age holds no difference when it comes to a person."

Ashley says different generations don't usually have a space where they can meet.

"They don't have many opportunities where they cross," she says. "I think this is good because it brings everyone together and we can all communicate. I make some friends and have some fun experiences."

Mia says before the program the only time you might hang out with an older person was with your grandparents or other relatives.

"I think it's helping me develop as a person because I'm interacting with the older people, which I'm not used to, and it's made me see that I can have fun and enjoy time with older people," she says.

College Wellbeing Leader Nicole Costa says the program brought out the best in students.

"We loved seeing the students and older participants form bonds that grew stronger over the weeks and learning new games along the way as it quickly became the best part of our week," she says.

"We are so proud of the way our students went into the program with an open mind and caring nature to make sure that no one, young or older, was left behind.

"Since the project has ended, we have continued to see our students show kindness, care and interest within our school community."

Council is expanding the program in Knox and a resource tool kit is being developed for community groups that want to implement an intergenerational program. The initiative is part of Council's Child, Youth and Seniors Plan, which identifies opportunities for intergenerational activities that build respect and understanding and strengthen community connections.

Having the ability to connect the youth with people who are older, it shows there can still be similarities and age holds no difference when it comes to a person.

Find out more call 9298 8060 or email intergenerational@knox.vic.gov.au

Don Brown and Tom have formed a friendship through shared interests.

Bridging the generation gap

Some of Knox's youngest and oldest residents are making 'friends for life' through a new Council program.

Children from The Basin Kindergarten and residents from Martin Luther Homes Aged Care have been enjoying reciprocal visits and activities such as reading and painting, says the kindergarten's Jodie Stephens.

"Both the children and residents have been excited and can't wait for the next visit," she says. "The children would ask me every day: 'Are we going to the aged care home today?'

"The residents say one of the things they love is looking at the children's faces and listening to their stories.

"One of the children, the first time he met one of the residents, turned around and said to us, 'I just made a friend for life'. He really connected with this resident because they both play golf."

The resident, Don Brown, is a former Knox Citizen of the year and local primary school principal who describes the program as a wonderful experience.

"The children are always so keen to see us, so it is very easy to form friendships with them," Don, 91, says. "I was dubious at first at whether I would be able to relate to the children but that all changed when Tom, younger than some of my great grandchildren, said about me that he had found a friend for life. My daughter also attended the same kinder nearly 60 years ago."

Tom, aged five, says he's looking forward to seeing his new friend's paintings.

"I know he is a good painter and would like to see one of his paintings one day," he says. "He is my best friend for life."

Council is exploring expanding the program within Knox. The initiative aligns with Council's Child, Youth and Seniors Plan, which aims to identify opportunities for intergenerational activities that build respect and understanding and strengthen community connections.

The children are always so keen to see us, so it is very easy to form friendships with them.

Jodie says there is a wealth of research about the benefits of intergenerational interaction for both children and seniors.

"In Boston, they've actually set up a secondary school and aged care on the same ground so they're integrated and supporting each other's programs," she says. "Over time, researchers have said that dementia or the decline in skills is a lot slower when they've had the intergenerational programs occurring."

Martin Luther Homes' Debbie Gray says the residents have "absolutely embraced" the program.

"Our first session was at the kinder to ensure the children felt comfortable in their own environment and from the minute we walked in the door to a chorus of 'they're here', not one of the children was afraid to interact with the residents," she says.

"Since that first session, the children have visited Martin Luther Homes, which has been wonderful and allows for many more of our residents to enjoy the wonderful experience. The children bring such a happy feeling to the facility; it's just infectious. The benefits of this program are endless."

- ## Physical Activity (Seniors Exercise Parks)

Overview

Partnering with the National Ageing Research Institute (NARI), Knox City Council (KCC) installed an outdoor park with specialised exercise equipment for older people at Carrington Park, Knoxfield, the first of its kind in Knox.

The seniors exercise park is equipment, purpose-built to support older adults gain, maintain and improve their balance, mobility, function, coordination and strength as well as retain their independence and reduce the risk of falls.

Feedback from participants has indicated that using the equipment has enhanced their physical, mental and social wellbeing:

- *"I am almost 80 years old, it gets me out of the house, I can use the equipment on my own, I can walk around the oval following exercise, something to look forward to."*
- *"I am meeting like-minded people. Improving my strength and balance."*

Our Seniors Exercise Champions (who are community volunteers) attended each of the 'Come and Try' sessions, guiding participants on how to use the equipment safely and effectively. The peer support was welcomed by participants, helping them feel more at ease and open to learning.

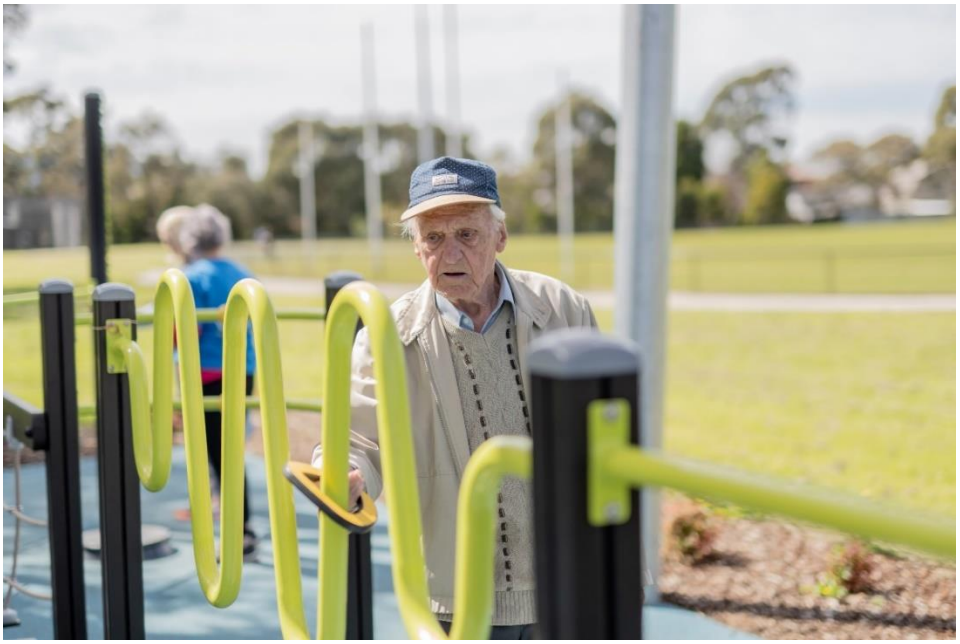
Highlights

- The volunteer Seniors Exercise Park Champions completed a 10-week 'train-the-trainer' program.
- In its first 12 months, the Come and Try sessions recorded over 600 participants and continues to attract regular attendance. Some memorable moments included:
  - Supporting a 97 year-old man to safely use the SEP, who now frequents the SEP on a regular basis
  - Training a group of women in their 80s who continue to meet weekly to enjoy their workout together
- Two additional Seniors Exercise Parks are scheduled for installation during the 2024/25 financial year.

Seniors Exercise Park

Seniors Exercise Park

Seniors exercise
park a Knox first



- ## Social Isolation and Loneliness (Social Prescribing)

Overview

Knox City Council regularly refers people who are socially isolated and looking to reconnect with community to the Living Our Best Life (LOBL), which is a social prescribing model and was created by the Community Houses Association of the Outer Eastern Suburbs (CHAOS) Network. The project launched in the City of Knox at the beginning of 2020 and has since expanded to cover Maroondah, Manningham, Whitehorse and Yarra Ranges. The Living Our Best Life model has two components:

- Community Connector. This involves a volunteer (who is a local resident aged over 60 years) who is matched with someone to help them identify one or more activities that will improve their wellbeing and support them getting started.
- Talking Cafes offering a regular weekly chat session with community volunteers for people aged over 60. Sessions include guest speakers talking about their community group or organisation.

Participants have come from a range of cultures and abilities and the overwhelming feedback from them is that support they received to connect with community has been life-changing.

LOBL was identified by the Age Friendly Futures Steering Committee as best practice for a social prescription program, following a review involving interviews with various Councils within the Eastern Metropolitan Region (Boroondara, Manningham and Maroondah) and service providers (Access to Community (A2C); Alfred Health; Campaspe Regional Library Service; EACH; Gippsland PHN; Latrobe Health Assembly; Living Our Best Life; PHN Gippsland; and Your Library).

Highlights

- Talking Cafes operate in Knox in Boronia and Upper Ferntree Gully
- Participants have been quoted as saying:
  - "My life has definitely improved. I'm feeling more connected and part of a community. It's amazing the amount of knowledge you gain and what you learn at a Talking Café. I've received personal referrals for local tradies etc which is very useful."
  - "It's always easy and… always a pleasure to see smiling faces. The smiling faces are more important than the coffee."
  - "I've been able to stop some of the antidepression meds. It's actually changed my life. I feel like there is purpose to my day where before I wouldn't bother hardly getting out of bed before 2-3 o'clock.

For further details about the LOBL program, please contact:

Mobile: 0457 646 384

Email: livingourbestlifeproject@chaosnetwork.org.au

Knox City Council

LIVING OUR BEST LIFE PROJECT

Trialling social prescribing in the City of Knox

Written by Leanne FitzGerald, Project Worker

Special thanks to Life Connect (Neami National) for providing guest speakers for our Talking Cafes, making insightful observations of our Talking Cafes and training for our volunteers.

Also to Linda Keenahan from Knox Council for championing the project to so many people including guest speakers for the Talking Café and the general community.

An ageing innovation project funded by Selwyn Henry Langston Trust, managed by Equity Trustees

A partnership between Community Houses Association of the Outer-eastern Suburbs (CHAOS) and Temple Society

- ## Technology

Overview

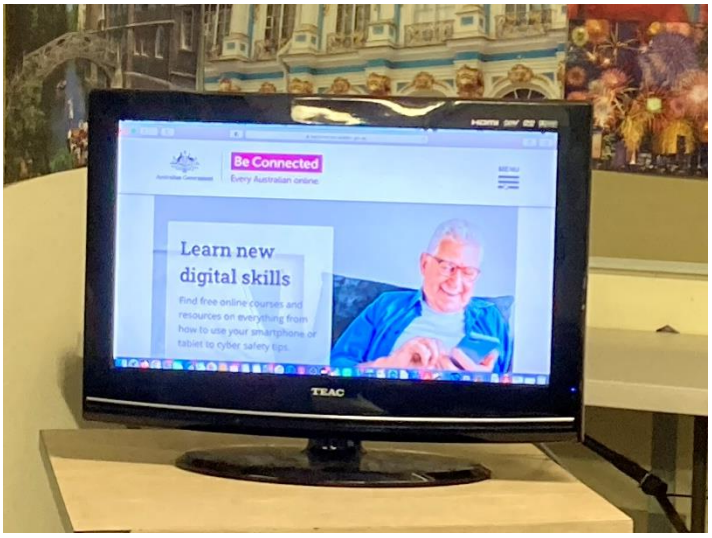
The Ageing Well Action Plan 2022-2026 was released by the Commissioner for Senior Victorians in June 2022, and highlighted the fact there is a digital divide amongst senior Victorians and how digital connection has both social and economic benefits. In addition, and within Knox, we were aware that one in six people identified as either socially isolated or lonely. Therefore, the Knox Digital Connection Stakeholder Group was established to address the digital divide. The Group consisted of:

Bridges Connecting Communities	EACH	Swinburne University of Technology
Community Learning Centre	Knox City Council	U3A Knox
Coonara Community House	Services Australia	Your Library

Highlights

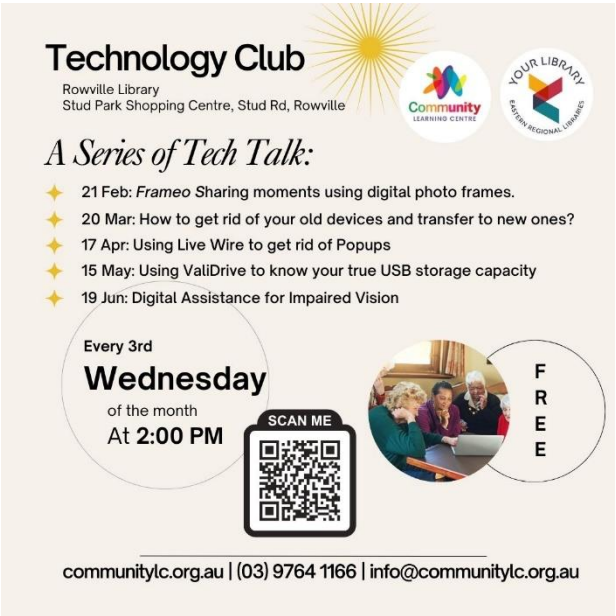
While service providers and community clubs within Knox already offered existing and ongoing digital connection training. As a result of the Stakeholder Group discussions, the following outcomes were addressed:

- Community Learning Centre provided technology skills training for culturally and linguistically diverse (CALD) residents within the Knox Housing Estates.
- Bridges Connecting Communities and Your Library provided technology skills training for older people living in Knox Housing Estates – provided “on site” to address barriers such as transport.
- U3A Knox donated six repurposed laptops for older residents in housing estates within Knox.
- Supported the study on Voice Assistants and Social Connection which was conducted by University of Nebraska-Lincoln and Swinburne University.
- Your Library purchased two Big Purple Phone handsets, so that community can conduct research before deciding if they want to purchase the device. This enables people to review the phone and discover its features.
- Community training was offered in the following areas:
    - Understanding My Health Records and My Aged Care (Bridges Connecting Communities and Services Australia)
    - Monthly Tech Talk/Technology Club sessions (Community Learning Centre)
    - Online Safety Session delivered by Bendigo Bank to support people in understanding how to check their bank statements (Community Learning Centre)
    - Tech Talks – Big Purple Phone (Your Library)
    - I-Pad training (U3A Knox)
    - U3A Knox has combined innovative technology to enhance their craft sessions. This involved purchasing 3D printers (Circuit Maker 3).
    - Services Australia delivered a Carers Payment session.
- Service providers in Knox were provided with tips and resources for cyber security and online safety.


Be Connected
Learn new digital skills
TEAC

features without fandangle
Photos
Camera
Weather
Radio

SCAN ME
FREE SCAM TALK BY
Bendigo and Adelaide Bank
How to spot
Bank Impersonation Scams?
Understanding the intricacies of financial scams and how to safeguard yourself from becoming one of the victims losing your life savings.
SCAM
WED
1st May
At 1:30 PM
Venue:
Community Learning Centre
How to tell if the bank statement is real?
How to protect yourself from financial scams?
More to cover...
15-minute Q&A session at the end
40 Fulham Road, Rowville
communitylc.org.au | (03) 9764 1166 | info@communitylc.org.au


Technology Club
Rowville Library
Stud Park Shopping Centre, Stud Rd, Rowville
Community Learning Centre
Your Library
A Series of Tech Talk:
21 Feb: Frameo Sharing moments using digital photo frames.
20 Mar: How to get rid of your old devices and transfer to new ones?
17 Apr: Using Live Wire to get rid of Popups
15 May: Using ValiDrive to know your true USB storage capacity
19 Jun: Digital Assistance for Impaired Vision
Every 3rd
Wednesday
of the month
At 2:00 PM
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FREE
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Resources:

The Global Network for Age-friendly Cities and Communities has numerous freely available resources. It was established to support cities through their age friendly journey by connecting them to ageing and civil society experts; to access technical guidance and training; to explore opportunities for partnerships with other cities; and to better develop programs and services that are relevant, appropriate, sustainable and effective for older people.

- The Global Network for Age-friendly Cities and Communities: Looking back over the last decade, looking forward to the next. World Health Organization (2018). www.who.int/ageing/publications/gnafcc-report-2018/en/
- Measuring Age-friendly Cities. World Health Organization (2015). www.who.int/ageing/publications/measuring-cities-age-friendliness/en/
- Guide to Age-friendly Cities. World Health Organization (2010). https://www.who.int/ageing/age_friendly_cities_guide/en/
- Child, Youth and Seniors Plan 2021-2025
  Child Youth and Seniors Plan 2021 to 2025.pdf (knox.vic.gov.au)
- Knox Dementia Friendly Action Plan 2023-25
  Knox Dementia Friendly Action Plan - 2023-07-24.pdf

Acknowledgements

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Christine Pow	Resident
Gary Cantwell	Resident
Geoff Deacon	Resident
Linda Black	Resident
Lynda Carroll	Resident