# KNOX ACTIVE AGEING ADVISORY COMMITTEE

**16 May 2018**

**Time: 5:30-7:45pm**

**Meeting Room 2**

**Knox Civic Centre**

**511 Burwood Highway, Wantirna South, 3152**

**Phone 9298 8000**

*As this advisory committee has been established by Council and includes at least one Councillor and a staff member it is an Assembly of Councillors in accordance with the Local Government Act.*

*Councillors and staff are required to declare any conflict of interest that they may have in regards to any item discussed that is intended or likely to be the subject of a report to Council or a decision of an officer under delegation. In declaring a conflict of interest the Councillor or staff member must leave the meeting whilst the matter is being discussed.*

*A definition of conflict of interest in accordance with the Local Government Act is provided in the Active Ageing Advisory Committee Folder.*

*Community representatives on the committee are not subject to these provisions; however they are required under their terms of appointment to declare any conflicts of interest that may arise for them from time to time. It will be a matter for the Chair to determine if the community representative is required to leave the meeting whilst a particular matter that is subject to a conflict of interest is being discussed.*

## Welcome and Apologies

## Conflict Of Interest Declaration

None declared

## Items for Discussion

* 1. **Access Keys**

Presenter: Maxine Parker from AccessAbilityAustralia

* AAA provide support for people with invisible and visible disability through development of access keys
* Access keys provide orientation to spaces and sensory information, prepares people with disabilities prior to attending events and locations
* Access keys can be customised to individual businesses and processes
* Philosophy of authentic inclusion, sensory friendly opportunities for people
* Access keys *prepare* people before attending a venue or event, rather than changing the venue itself
* Costs around $3000 per access key, one off payment
* Access keys sit on the client website and AAA website
* Goal is to increase accessibility and participation in the community
* New skills, new knowledge and new attitude for access key users
* Businesses pay for access keys, carers and families get the access key for free
* Access keys can be customised around specific events in specific locations (eg: to cater for specific segments of the population who are most likely to attend the event)
* Design based on: prediction, structure, orientation, sensory integration, accessibility features, free to download
* Video format access keys being introduced with audio access keys to follow
* AAA showcases what facilities have on offer, rather than making design/improvement suggestions
* Group discussed key issues for aging population in Knox:
  + Transport/parking options when arriving to shopping centres
  + Mayor suggested introducing a community feedback section on the website or within the business where people can feed in ideas about needs
  + Location of toilets, especially those with stairs
  + Adequate and appropriate seating (eg: not too low)
  + Access to lifts
  + Information on where to get help in an emergency is a concern for some older people
  + Need for bench seats in supermarkets for older people who need a rest while shopping
  + Cr Nicole: potential to develop an access key for the community bus
* *ACTION*: Facilitate connection between AAA and eastern regional libraries to explore possibilities
* *ACTION*: Robbie to pass AAA details to Linda for attendance at Bright Ideas
* *ACTION*: Robbie and Judy to progress a conversation about access keys for the community bus

## Confirmation of Minutes of Previous Meeting

Moved Lynda, seconded by Evelyn

## Business Arising from Previous Meeting

* 1. **Community Transport Forum outcomes**
* Well attended by service providers and residents
* Very informative for community transport team
* Not everybody knows what is on offer
* Findings being collated at the moment and compiled into a report for EMT in June
* Identified gaps and opportunities for partnerships going forward
* Ideas for better utilization of council buses
* Interesting to hear other councils struggling with similar issues
* Challenge is to get information out to the community about what is available
* Survey went out to 300 clients not currently accessing transport; 128 responses received – surprise to learn that people who have cars are still having difficulty getting to medical appointments
* KCC to explore how to partner and do better

*ACTION*: distribute results from community transport survey to KAAAC

* 1. **Seating on Stud Road**

Suzi reported that three locations have been identified along Stud Road for installation of seats and that seats are due to be installed by the end of the financial year.

Committee happy with the installation of the three seats

## Other Business

* 1. **Knox Active Ageing Expo – 30th May**
* 46 exhibitors confirmed, no room for any others
* Next time consider looking for a bigger venue
* Great involvement from bright ideas network
* 75 people already registered, but hope to have 200 attend
* Free flu injections and physio at the expo
* Social media plan in place promoting the expo and wide reaching advertising
* 14% of Knox seniors are accessing facebook, as advised by KCC communications team
* AA&DS working with Comms team to increase older residents participation in facebook; if community builds KCC will consider creating a closed facebook page where people can interact
  1. **Knox Seniors Festival (October) and Knox Over 55s Zest4Life program**
* Applications are open until 25 May to hold an event/activity during the Knox Seniors Festival (Oct) and Knox Over 55s Zest4Life program (Sept, Nov & Dec).
  1. **Elder Abuse Research Project**
* Suzi provided group with information on the thinkimpact ECLC research project including details for participation
  1. **Emerging issues from Committee Members – round the room discussion**
* Cr Mortimore noted the resignation and acknowledged the contribution of Michael Lo Bianco over his time in KAAAC and wished him well for his move to New York
* Michael told the group about his potential proxy Sonja
* NOW robots – Michael did a project to investigate if robots could do empathy and provide ‘genuine care’ in an exercise space. Project found that at present robots can’t provide the level of empathy that humans can
* Cr Seymour talked about meal preparation robots example

*ACTION*: technology as an enabler and robots as a potential discussion topic for KAAAC

* European aged care facilities – different to Australian. Open plan, looking like hotels, no uniforms, bistro, café and restaurant open for residents and public (cheap price), floors categorised in terms of colours to signify cohorts, big rooms, pay monthly rather than by bonds, lots of choice for food
* Cr Seymour talked about new facilities being built in Rowville like the European model on a 6 start hotel model
* Aged care facilities that allow people to retain independence are great. Lots of these examples overseas. Also very interested in cohousing as a model for older people. Some of these popping up.
* EACH immunisations for seniors going well
* Rowville-Lysterfield news: Cr Seymour wrote an article on Eastland shopping centre. Cr Seymour assisted a man in the carpark who had lost his car; Cr Seymour contacted centre management and they sent a carpark attendant to assist him via the numberplate recognition technology. Noted role of technology to assist seniors and possibilities for making car parks more accessible through technology in future. Raised the issue of the need for ‘seniors’ bays or similar at shopping centres along with ‘parents with prams’ and ‘disability’ spaces
* Carpark design, inclusion and advocacy – what can the group do on this front? Can Council lead by example in council owned carparks?
* Stockland have spaces for seniors and it works well
* Colours in carparks are helpful for locating your car
* Cr Mortimore noted we’d need a change to council policy around the car parking. Committee could make a recommendation to council around inserting a clause into the appropriate policy. Wording to be worked out after building and planning department attendance at KAAAC, then recommendation put to council

*ACTION*: invite building and planning department to a KAAAC meeting to discuss the best way to influence thinking and action around car parking

## Next Meeting

**Wednesday, 4 July, Room 1, 5:30pm – 7:45pm**

A light supper will be available from 5.30pm

Meeting scheduled to commence at 5.45pm, concluding at 7.45pm

Meeting Coordinator: to be determined