Age'n'dem

AGE AND DEMENTIA FRIENDLY STREETSCAPES

TOOLKIT

City of
Moonee Valley

"An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves."
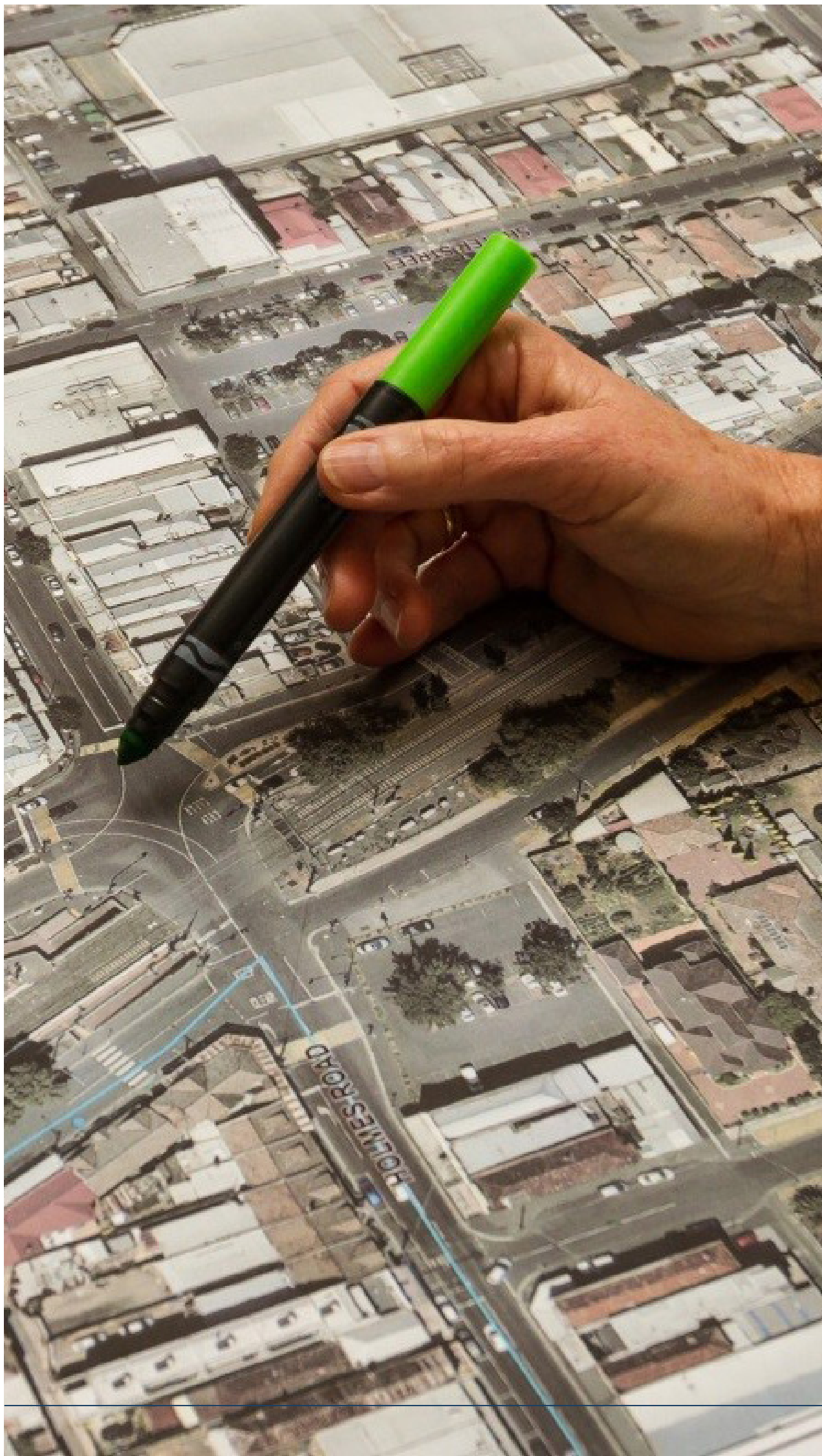
MOONEE VALLEY'S MESSAGE

Australia's population is rapidly ageing.

In 2011 more than 14 per cent of Victorians were aged 65 or older. Many municipalities, including Moonee Valley, have even higher proportions of people over 65 years already. In some coastal communities more than half the population are aged over 50 years. By the middle of this century more than a quarter of the total population of Australia will be aged over 65 years. This change represents one of Australia's most challenging demographic shifts experienced.

It is clear that people want to remain in their homes and their local community as they age. As a greater proportion of people age and people live longer, the rates of older people living in all communities will increase. Projected rates of people living with dementia in the community are also projected to grow.

While we are increasingly aware our designs must be inclusive of the whole of the community, we know they fall short for some - particularly older people - but also people with disabilities, people with young children, and school aged children. Local neighbourhoods, the streets and places where people live, shop and engage - will need to adapt to better support demographic change and better provide for everyone's needs

From an accessibility perspective, while Moonee Valley currently has an estimated five per cent of people with a disability, one third of people aged over 65 have some form of mobility limitation. Fifteen per cent of adults of all ages provide care to children during some part of the week and a further 12 per cent of the population is aged under 10 years, with shorter legs and slower walking times than most adults. Everyone benefits from having accessible public realm, shopping precincts and accessible goods and services. From a human perspective, access and inclusion supports economic vibrancy and social and economic participation in a community built for everyone.

We recognise that we need to provide more equitable access. The difference between an uninviting and non-inclusive built environment and an inviting one, supportive of a robust and vibrant street life that is welcoming to all, is thoughtful design.

The design and features of the communities where older people live have a significant impact on their ability to live comfortably and independently able to participate and exercise their rights as citizens.

With some considered tweaking in design and implementation, and by taking an informed approach to remediation, places can be vibrant, accessible and supportive for all the people who use them - but especially for older people and those living with dementia.

This Toolkit aims to provide that practical, evidence-based design guidance.

We commend it to you.

About Age'n'dem development

Like all participatory design processes, the Age'n'dem Toolkit was developed with our community, in our case with many older residents of Moonee Valley.

Underlying the Toolkit is a desire to change outcomes for older residents. We understood our existing streetscape palette was tired and our aspirations for public realm needed challenging. We chose Union Road, Ascot Vale as our place of investigation.

Union Road had a number of benefits. We knew it still operated as a reasonably intact and attractive environment from a shopping perspective. We knew Union Road was surrounded by the highest density of older people in the municipality, particularly older women shopping for goods everyday.

We knew if we made the street more comfortable we could sustain older residents' interest as they age. We knew if the environment was increasingly supportive it could continue to provide this function, enabling residents to age in place for as long as possible. We knew walking plays a key role in dementia prevention. We had budget for redesign and remediation.

Union Road's intact nature had other benefits. We realised the shops themselves played an important role in supporting people to age in place. The street offered a complete range of services: newsagents, small supermarket, hardware, butchers, bakers and the deli. Even the cakes and coffee are good.

But it was more still. Shopkeepers knew local residents by name, they knew some of their story and looked out for them. In a small community setting Union Road shopkeepers played an informal pastoral role, looking out for their regulars and helping out when and if something happened. This was as true of the newsagent as it was of the bank staff. Residents knew and understood this, they relied on it.

Walking up to the street, passing the time in a familiar place and dropping in on shopkeepers had become part of a daily ritual for many locals over time. We wanted to encourage this to happen, more often and for longer.

In their own way, what the shopkeepers did in informally helping older residents age in place with dignity and independence was more and better than any response any community service could ever offer. Our job at Council became one of supporting a natural and organic response by listening, watching and learning.

Investing in locals knowledge and know how became important. We talked to older residents. We walked with them along the street. We listened to what they had to say about environments that were attractive. We listened to what they had to say about what didn't work for them and what made life more difficult. We checked the evidence, checked back with residents, listened to feedback, and then listened to professionals for final advice. The Age'n'dem Toolkit is a result of this process.

We want to thank you all for your advice and assistance.

Sarah, Kerryn, Elissa, Carmel and Guy,
Aged Friendly Streetscapes Working Group

About Age'n'dem

The Age'n'dem Toolkit has been developed by Moonee Valley City Council (MVCC) as a foundation resource to guide Councils and local authorities in Victoria toward the goal of creating more age and dementia friendly community.

It has four primary uses:

1.   For Councils and built environment contractors
2.   For planning
3.   For infrastructure design and maintenance
4.   As an auditing tool and checklist for assessing compliance with age and dementia friendly design principles and performance against those principles.

This Toolkit has been developed to provide practical guidance for the design of inclusive, accessible streetscapes for all. Based on the best available local and international evidence, it identifies elements that support inclusive built environment outcomes for older people generally as well as for people living with dementia.

The Age'n'dem Toolkit is…

Inclusive

The Toolkit has been designed to be easily accessible and simple to read for a variety of audiences, from members of the community to people working across all social and built environment disciplines. It incorporates consultation and feedback from a wide range of sources and stakeholders including:

•   Victorian Councils through the MAV Positive Ageing Network
•   MVCC Healthy Ageing Reference Group participants
•   MVCC's built environment professionals

Informative

It gives evidence based advice for the most critical on-the-ground issues that people face as they venture out and guidelines about how to make streets and neighbourhoods more age and dementia friendly.

Practical

Real life and everyday practical examples are provided to encourage a better understanding of what the objectives and guidelines aim to achieve and to showcase examples of 'good practice'.

Congruent

Because an environment that is supportive of older people is supportive of all people in the community, care has been taken to illustrate how these strategies also work across other population groups and is consistent with the approach. An age and dementia friendly community is a community friendly to all. See the Table in Appendix pp77-85.
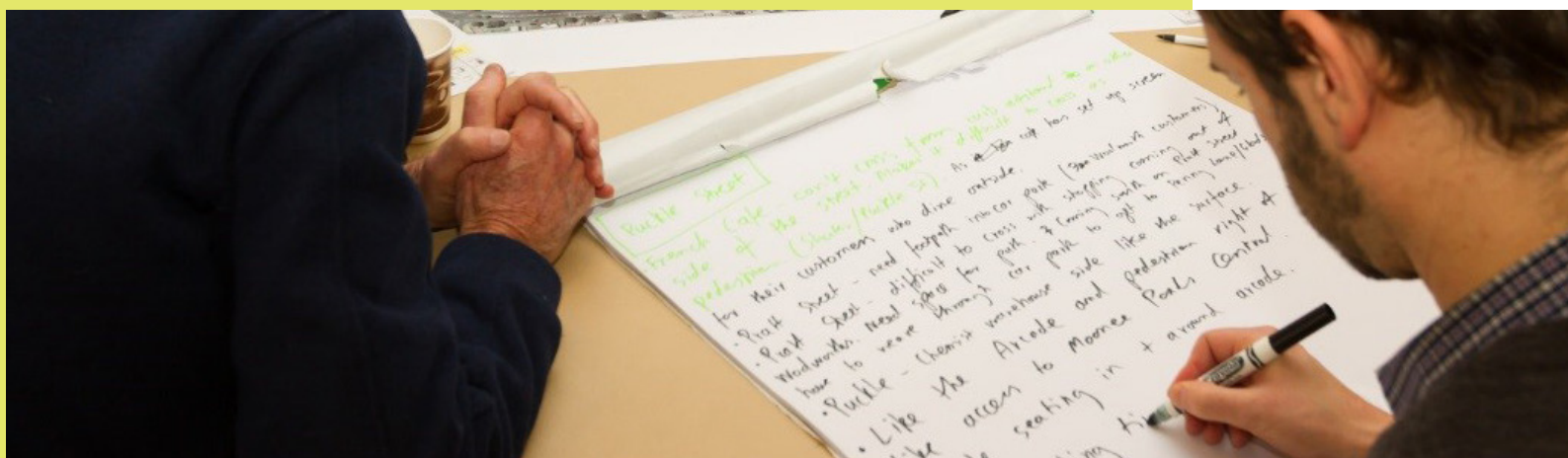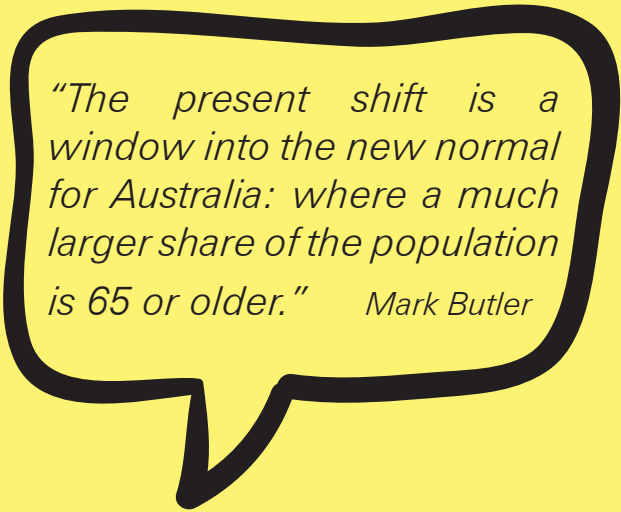

Evidence based

Finally, the Toolkit has been based on the best available evidence drawn from a variety of sources: literature searches; academic papers; other research bodies and advocacy groups and organisations; and similar international and domestic initiatives and experiences. Helpful references have also been provided in the Appendix pp 86-88.

A starting point

These aren't the only elements that should be considered. Any design process that really meets the specific needs of older people and people living with dementia in any local community, should ideally include them as key stakeholders in the design process itself. However, this Toolkit provides an excellent starting point in a journey to providing more inclusive places for older adults and people living with dementia.

> *"The present shift is a window into the new normal for Australia: where a much larger share of the population is 65 or older."*   *Mark Butler*

The new normal?

The post war baby boom, increased life expectancy, sustained immigration and declining birth rates have all contributed to a shift which former Minister for Mental Health and Ageing, Mark Butler, says in his 2015 book, Advanced Australia – the Politics of Ageing, "…is not a one off event isolated to the baby boomers."

"[…] The generations that follow them are even bigger than the boomers. The present shift is a window into the new normal for Australia: where a much larger share of the population is 65 or older."

Overwhelmingly, older Australians want to stay in their own homes as they age, with less than 10 per cent choosing to live in some form of purpose built 'retirement' accommodation. Most people living with dementia (approximately 70 per cent) also live in their own homes.

Older Australians have every right to live where they want but unfortunately many older people become trapped in homes that are increasingly unsuitable to their needs – lonely, isolated and afraid to go out.

With more people choosing to live in denser urban environments and an apparently unstoppable trend toward cities, there is a need for urban centres to become more age and dementia friendly. Programs like the World Health Organisation (WHO) Age Friendly Cities initiative is a starting point and this Toolkit is a next step, providing practical advice about how to make our 'normal' urban environments more aged and dementia friendly.

→ **Keeping it local**

One reason people want to stay in their own homes is because people want to stay in their own neighbourhoods. The reasons are self-evident; a local neighbourhood is familiar, known and comfortable. Older people often have a long relationship with their local community and even rely upon it to sustain them.

Designing local streets that better meet the needs of half or more of the local population is essential for supporting diverse and inclusive community life but the benefits are much wider. Inclusive design is also good for business.

Older people, people with a disability and younger people are less likely to drive than any other group. This group spends a larger proportion of income on consumables, and when they feel comfortable and included locally, are likely to shop locally. They are often the only group on streets shopping during the middle of the day in the middle of the week. A local strip shopping precinct suits them more than, say, the large shopping mall unless that shopping mall is convenient and accessible. Shopping malls can also be confusing and confronting for some people with cognitive difficulties.

If streets are too busy, too noisy, too fast, too difficult to cross or too confusing, they don't encourage pedestrian use. Likewise, if there are no quiet places to rest or meet friends and it is too difficult to find a toilet, the environment will not support inclusive community life.

On the flip side, streets that manage a better balance for both traffic and pedestrians can be both beautiful and functional. And they can support an inclusive mix of people - pedestrian through-traffic, people promenading, shoppers meandering, while also providing a comfortable setting for those socialising with friends and neighbours or passing time.

Other social benefits include: combating isolation and loneliness by being with and meeting up with people; security and safety monitoring by being visible and present and from daily rituals being noticed by others; and by making it easier for people to be involved in activities that give them meaning, like volunteering, classes and interests.

Improving the ability for people to get out and about and engage with the local community benefits not only them but enlivens and activates precincts making for more vibrant and interesting places and helping to support local services and improve viability.

"Places that are appropriately designed, that aid health and wellbeing, promote participation by an increasingly elderly workforce and make cities and neighbourhoods more 'age friendly', will not only benefit individuals but would have bottom line benefits for the economy, potentially decreasing the projected demand on health services and providing a whole new group of active citizens."

Guy Luscombe, The NANA project

→ The environment and dementia

There is now ample evidence that the environment affects people with dementia and it is clear that a dementia friendly environment does have a positive effect and can really help a person living with dementia and those associated with them. Terms like familiarity, community, human scale, visual access and way finding, and reducing confusing and reinforcing positive stimuli are now well accepted desirable features of dementia friendly environment.

While this has been mainly used in the design of dementia specific care buildings and 'dementia gardens', the principles have also been applied to external environments to accommodate the needs of majority of people with dementia who still live in their own homes. Cities around the world are developing initiatives for 'dementia friendly communities' and the evidence thus far is promising. This Toolkit has made use of and applied this data extensively. It is also consistent with, but extends, the recent release of the Alzheimer's Australia 'Dementia Friendly Communities' guidelines.

The move to the cities has inevitably meant the increased need for diligence in the design of urban spaces. Older people will be more likely to go outside if they know they will be safe. People with dementia are more vulnerable and without being overbearing, an age and dementia friendly community recognises and supports the needs of those living with the condition. The 'Safer Design Guidelines for Victoria' (2005) provide a solid basis for a safer urban environment. Those guidelines are also consistent with this Toolkit. A safer city is a more age and dementia friendly city.

→ Walkable neighbourhoods

The evidence is clear: well designed and well serviced communities that encourage and support an active, walking culture are healthy and more sustainable communities. Walking more and walking often is supportive of lifelong physical and brain health. It has even been shown to provide a protective effect against disability and dementia in later life.

The Heart Foundation, for example, actively promotes the need for walking and has produced much evidence based literature on the benefits of walking and the built environment:
"Physical activity is important in reducing risk factors for cardiovascular and other chronic diseases. Promoting walking is recognised as a promising means of increasing population levels of physical activity. The built environment is directly associated with physical activity, particularly walking. The built environment can either facilitate or discourage walking."

For older people and people with dementia the evidence supports numerous benefits derived from walking with physical inactivity: (it is) "… a modifiable risk factor for diabetes mellitus, cancer (colon and breast), obesity, hypertension, bone and joint diseases and depression."

Walking fosters increased opportunities for social interaction and awareness of the local environment and is most easily achieved when it is a part of a person's daily life, in and around their local neighbourhood. Creating communities that encourage walking, sitting and engaging with their neighbourhood helps foster a vibrant local street life and support local shopping, cafe and restaurant trade.

An environment which encourages walking is an age and dementia friendly environment.

How to use this toolkit

Approach

To help illustrate how the physical environment impacts upon the experience of the older person living in the community, the Toolkit has been structured around 'a day in the life' of a typical older resident and follows them through their day.

To give this approach life, we have created a character. We've called her Maria.

Maria's day has been broken in four sections

→ **1.   "I have to go up the street…"**

This section looks at Maria's attitude to the prospect of going out for a walk or to do some chores.
Can I walk? How far do I need to go? How much of an effort is it? Will it be safe? Will it be pleasant? Can I take the dog?

→ **2.   There and back again**

This section looks at Maria's overall experience of the journey.
What are the local features along the way that make it easier? Is there a park? Is there activity? Can I meet with friends?

→ **3.   Easy walking**

This section is about the specific walking experience for Maria – footpaths and pavements.
Is the footpath easy to walk on? Am I concerned about anything like tripping or falling? Are the places I want to go easy to access.

→ **4.   Out and about**

This section identifies other factors that can improve Maria's experience of being out and about and participating in her community.
Are there rest spots? What if I need to go to the toilet? Is there lighting if I am out late?
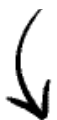
"First life, then spaces, then buildings: the other way around never works"
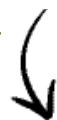*Jan Gehl*

Each section deals with a particular topic.
Within each section there are 4 ways to interpret the information:

Storyline:
Follows 'Maria' through her day

Objectives:
Evidence based principles which act as high level advice

Guidelines:
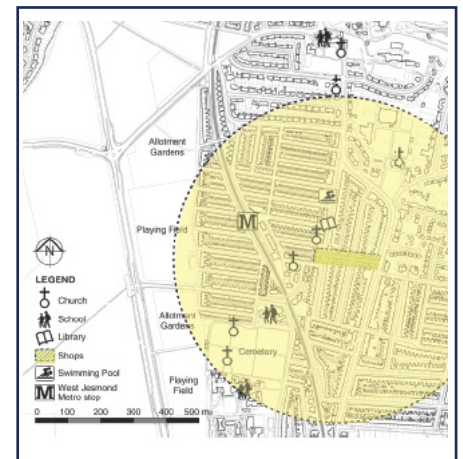More practical advice, explanation or further information of the principles

Examples/ Case studies:
Situations and examples of practice in action

Maria is thinking she needs to go to the shops...

"I ran out of eggs last night and also need to go to the chemist"

Good design for older people starts with good planning. A thoughtfully designed street layout - that is interesting and pleasant, easy to use, well connected to shops and services and with calm places to stop, rest and meet up - is more likely to encourage all people, but especially older people, to use it. For someone who has dementia, the difference can be crucial.

While many areas will already be developed, there are almost always opportunities for improvements to the planning and layout of the community.

| Objectives	Guidelines
1 Land zoning is mixed	Ensure there is a mixture of uses in areas of transition and in new estates. It encourages activity, adds variety and choice and aids recognition by differentiation.
2 Street grid pattern is irregular	Where possible use an irregular street pattern. A regular, monotonous grid layout can confuse some people. Where not possible, use other techniques to aid way finding (see Buildings and landscape, Landmarks, Trees).
3 Street blocks are small	Around 100m or 2-4 mins walk. In existing areas where this is not possible break up long stretches with landmarks, seats and planting.
4 Choices are clear at junctions	T and Y intersections give people a distinct choice, they are 'live' ends. Similarly avoid dead ends and cul-de-sacs.

The toolkit

1.1

The lie of the land: Planning and layout

"I have to go up the street"

Maria is thinking she needs to go to the shops…

"I ran out of eggs last night and also need to go to the chemist"
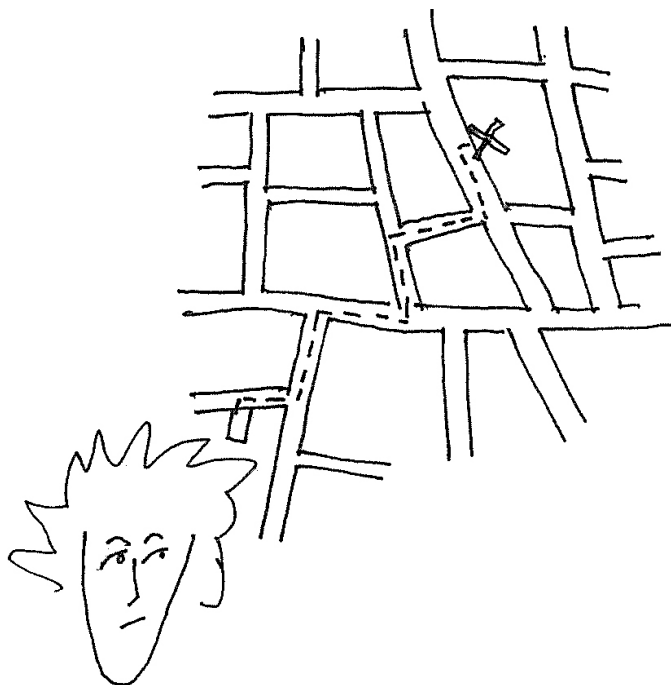
Good design for older people starts with good planning. A well designed street layout - one that is interesting and pleasant, easy to use, well connected to shops and services and with calm places to stop, rest and meet up - is more likely to encourage all people, and especially older people, to use it. For someone who has dementia, the difference can be crucial.

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4	Choices are clear at junctions.	T and Y intersections give people a distinct choice, they are 'live' ends. Similarly avoid dead ends and cul-de-sacs.
5	There is a hierarchy of street types.	Reinforce elements: main streets, side streets, lanes and passageways to assist identification and way finding.
6	Streets are short and fairly narrow.	Long, multi-lane, noisy streets can be hostile and don't encourage street life. Some main streets may be an exception.
7	Longer streets are connected and gently winding.	Break up longer streets, provide interest, reduce perception of endlessness and enable visual continuity.
8	Transport stops are well located.	Locate bus and tram stops at major community buildings, public spaces and other places people are likely to gather and can be seen.
9	Housing is located within walking distance from neighbourhood centres.	10 minutes walk (approx. 500m) from local primary services and facilities like grocery shops, chemist, post office, bank/ATM and transport stop. 800m from secondary facilities; parks, community centre, library.
10	Quiet alternatives to busy streets are provided.	Too much noise and traffic have been shown to have a detrimental effect on older people. Balance need for active street life with provision of adequate security (see Security).

Fig 1.1 500m radius walking circle (about a 10 minute walk). The yellow represents the shopping centre catchment. Note that nearly all the denser housing is within this 500m radius; that there are different uses; and the slightly irregular grid pattern.

Adapted from Wellbeing: A complete reference guide: Wellbeing and the environment, Ch 9 Walkable Neighborhoods

LEGEND

Allotment Gardens

Playing Field

Allotment Gardens

Cemetery

Playing Field

† Church
School
Library
Shops
Swimming Pool
Ⓜ West Jesmond Metro stop

0   100   200   300   400   500 m

Fig 1.2b Pin Oak Crescent, Flemington, is a gently winding road that enhances interest and reduces the sense of 'endlessness' and disorientation
photo: MVCC

1.2

Can I go out now?: Risk reduction

"*I have to go up the street*"

Maria feels safe in her local neighbourhood because she knows the people and places

"*Muhammad the greengrocer is very friendly and understanding, I sometimes forget what I need but always know I can rely upon him to help me*"

Another factor in encouraging older people to go out into their local community is their perception of how safe it is. The prospect of falling from a badly maintained street environment, not being able to get help when needed, poor street lighting, busy roads and other hazards can be enough to keep someone from venturing out unless they really have to.

Fortunately most of these sorts of fears can be addressed with simple, thoughtful planning and design measures, which can encourage older people to venture out and participate in life.

Objectives		Guidelines
1	Reduce risks unobtrusively.	People with dementia require an environment that is safe, secure and easy to move around in without the security being blatantly obvious.
2	The principles of Crime Prevention through Environmental Design (CPTED) are employed.	CPTED is a crime prevention strategy that focuses on the planning, design and structure of cities and neighbourhoods to 'naturally' reduce crime. CPTED strategies encourage positive behaviour and reducing the opportunities for crime by using design and place management principles. For more information refer to the Victorian State Governments 'Safer Design Guidelines' see Appendix.
3	Safe spots and routes are established.	Establish a program of regular locations where people can feel safe with appropriate supervision, activity, lighting and protection.
4	Fall prevention strategies are adopted.	The Commonwealth Department of Health *"Don' fall for it'* document provides more detail. Refer also to '3.0 Walking is easy' section in this document.
5	Lighting enhances safety.	Ensure there is good lighting on a safe path of travel equivalent to main street footpath lighting. See Lighting. Provide lighting and information and ensure lighting enhances visibility so that one can see and be seen.
6	An age and dementia friendly businesses program is established.	Promote programs like Alzheimer's Australia's 'Dementia Friendly Toolkit' or similar programs that have been established where age and dementia friendly places and businesses that are welcoming are recognised with resources, accreditation and signage.

Fig 1.2a Before and after a CPTED transformation, a through passage, no hiding spots and a well maintained area all help reduce risk.
Photo: Pinterest

Large windows at upper levels promote casual supervision of street.

Clear building signage.

Exterior of building well illuminated.

Large windows at-grade promote surveillance from street.

Clearly defined private and public space.

Good pedestrian-scaled lighting on street.

Fig 1.2b A diagram illustrating some CPTED principles; passive surveillance and lighting are simple, non intrusive ways to improve safety and security.
From metrolix.com Mobility Hub Guidelines.

1.3

It's a dog's life:
Pets

"*I have to go up the street*"

Maria has a cat at home but likes it when she sees her friends with their dogs.

"*Perhaps I will see George and Bruno today, Bruno is so good for George now Irena has passed away*"

Owning and caring for a pet has been shown to have many positive benefits - from simple companionship, providing a reason to get out and exercise and, in the case of service dogs, even providing practical assistance.

Whether it's a 'service dog' or just a much-loved companion, a local community that is pet-friendly, where people can easily be with and manage their companion animals, makes it easier for them to engage with their local neighbourhood.

Objectives		Guidelines
1	Pet friendly design features are included.	Simple initiatives like shaded dog tie up spots outside shops and facilities, drinking stations at bubblers and in parks and doggie bag stations with appropriate waste receptacle should be provided.
2	Companion dogs and guide dogs are accommodated.	Greater awareness of and accommodation and allowance for assistive pets should be considered.
3	Pets as therapy initiatives are promoted.	Establish areas where pets are welcome and people can pet them (e.g. cat cafes, chicken runs etc.)
4	The needs of older people and dogs are considered.	Establish zones for on leash and off leash management and control of dogs.

Fig 1.3a,b. Dog waste bags with bins and bubblers that incorporate dog bowls make public areas more pet friendly and make it easier for older people with dogs to get out more.
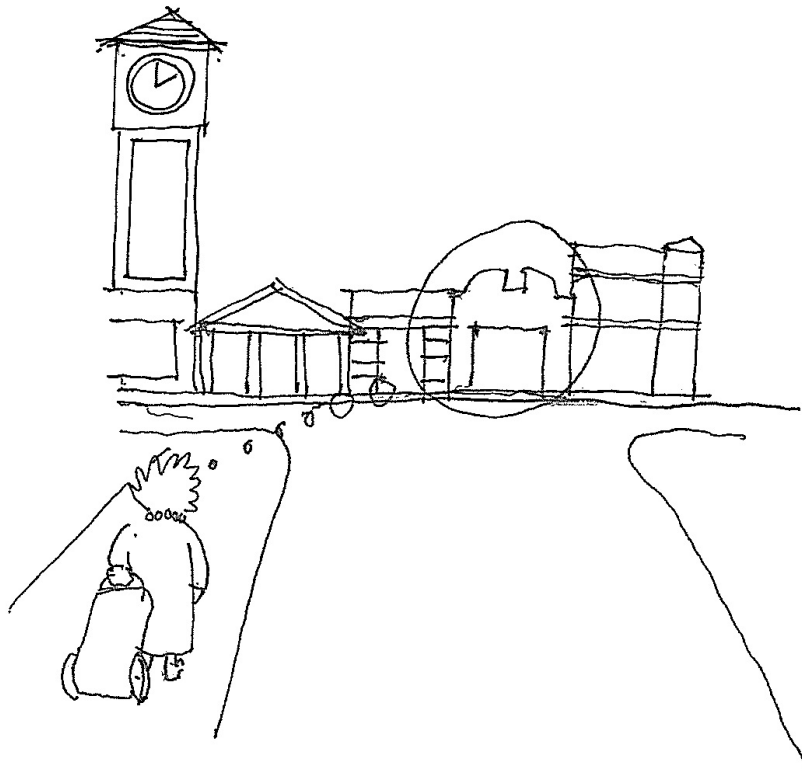
2.1

My neighbourhood: Buildings and landscape

"There and back again"

Maria knows her local area well because it is familiar and distinctive.

*"Ah the town hall clock is wrong again! Some things never change…"*

People identify with their local area and the built environment is a major contributor to the character of a neighbourhood. Buildings and streetscapes that are distinctive and memorable - with attractive shopfronts, familiar features, friendly faces, good smells - stimulate the senses. They not only assist older people and people with cognitive impairment but draw people generally and improve the vitality and viability of an area.

Objectives		Guidelines
1	Urban and building form is varied.	Streets, places, buildings and architectural features should be in a variety of local styles, colours and materials that are familiar to or easily understood by older people.
2	Places and buildings are long established.	Existing places and buildings should be retained or regenerated with any change being small-scale and incremental.
3	The local distinctiveness of the area should be maintained.	Refer to Local Council neighbourhood character guidelines and the Victorian State Government 'Activity Centre Design Guidelines' see Appendix.
4	The function of places and buildings is visible and obvious.	Avoid blank or nondescript facades with no features or cues as to function, including large sections of plate glass. Entries to buildings should be obvious and accessible. See Entrances.
5	Spaces and buildings are designed and oriented to avoid creating areas of dark shadow or bright glare.	Create a gradual transition between light and dark. Methods include feathering edges of light and dark areas; filtering light and using artificial light when and where it is necessary. See Lighting).
6	Smaller, more accessible shopping centres have primary facilities and services.	Primary facilities are groceries, chemist, post office, bank or ATM and transport stops. Cluster these facilities together in neighbourhood activity centres and put a selection of similar shops together in large malls and shopping areas.
7	There are places for shade and shelter.	Provide a variety of places for shade on hot days and shelter from inclement weather.
8	Dangerous, private or noisy areas are disguised.	Place dangerous or noisy areas away from view or shield with screens. Use low walls, fences or hedges to separate private and public space.

Fig 2.1a A small public space in a street closure in New York City with shaded seating and distinctive details which add to the local character of the neighbourhood.
Photo: MVCC

Fig 2.1b The buildings in Union Road, Ascot Vale, have distinctive and varied street frontages which helps to distinguish a neighbourhood centre and helps people locate themselves and facilities.
Photo: MVCC

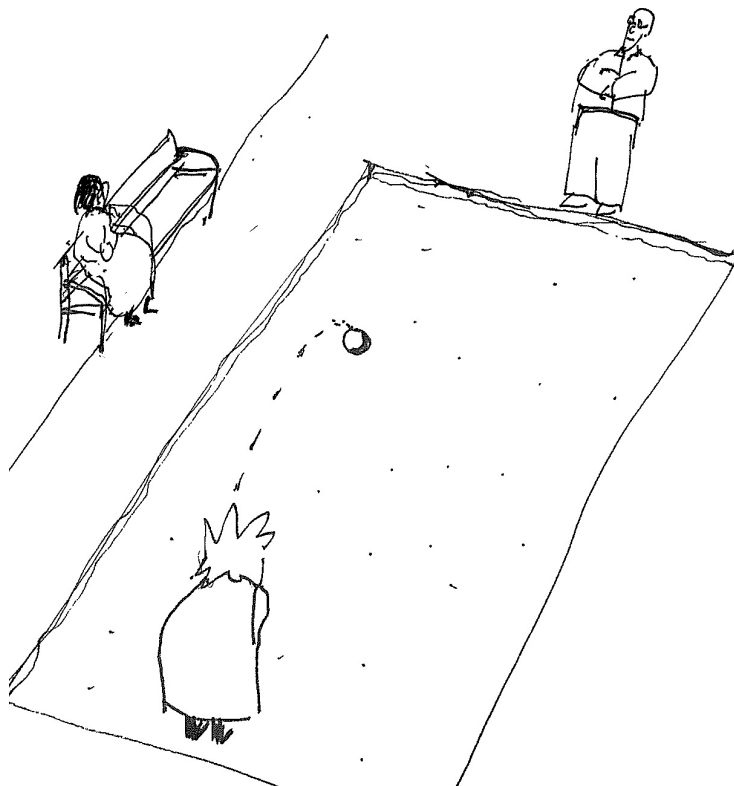# 2.2
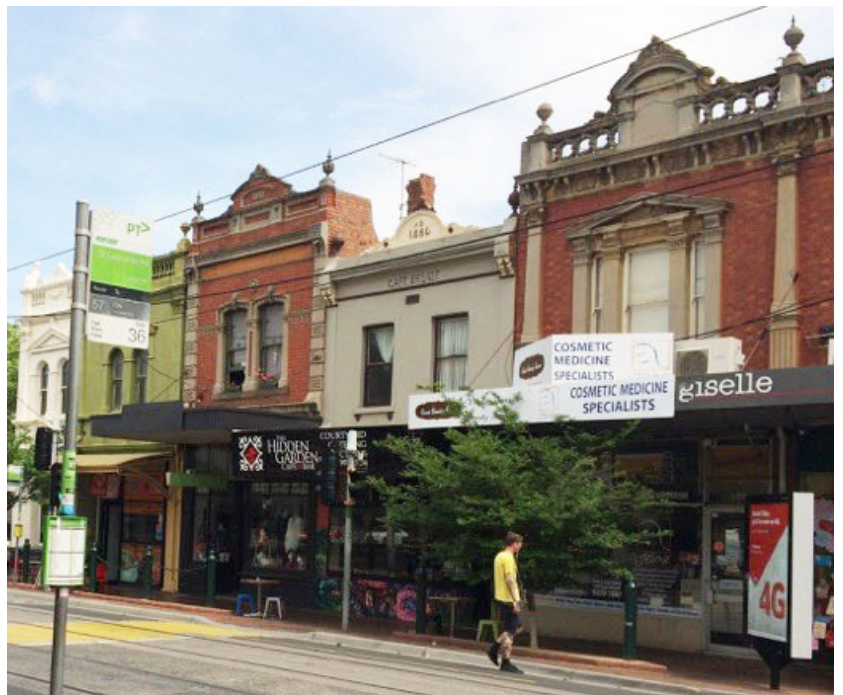
Way to go: Landmarks

Yesterday Maria went to Tai Chi with her friend Grace but today she might stop at the boules court, she might even have a go.

"I wonder if Lee and Grace will be at the café this morning. They may quite like a game and I haven't played for years…"

Landmarks or distinctive elements and experiences in the street and landscape help people with orientation and 'way finding', reducing the fear of getting lost. It might be a clocktower, a memorial monument, street mural, park or square; local landmarks provide a reassuring sense of place and identity. They can enliven a precinct, making it interesting and providing places for meeting and activity.

Objectives		Guidelines
1	There is a variety of landmarks.	Include historic and civic buildings, distinctive feature trees, distinctive structures and places of activity, parks and gardens, artwork and statues.
2	Architectural features are in a variety of styles, colours and materials .	Encourage streetscape facades and key buildings to be differentiated and identifiable.
3	There is a variety of aesthetic and practical features.	Memorable features like distinctive street furniture, trees or aesthetic features should be positioned at view ends and at decision points, such as road crossings, junctions and turns.
4	Existing historic and distinctive buildings, structures and signs are retained or included in new works.	Apart from the heritage value, these have an important roles in identification of and connection to a place. They are familiar and meaningful to older people.
5	There are opportunities for physical activity and activity destinations are created.	Include passive and more active exercise equipment, chess, boules, table tennis equipment outside. Include drinking fountains (and water bowls for dogs - see Pets) to encourage walking.
6	Statues, sculpture and art work are included.	Use to help distinguish between different places and provide memorable features.

Fig 2.2a Landmarks can be traditional spires that give people an obvious reference point.

Figs 2.2 b,c,d They can be activity, tactile and art based so that are memorable and connected to a specific place.
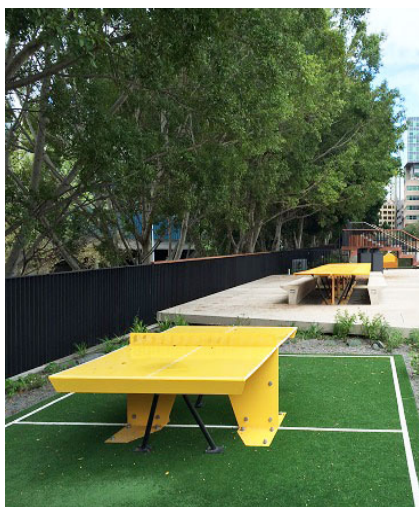
The viewing area, right, has a model of the view seen from that point so that people with visual impairment can participate.

2.3

Fair square: Open space

"*There and back again*"

Maria walks through the park…..

"*I might have a little rest when I get to the other side. Ooh, that looks like Rena on that bench there, talking to Costa. They must be looking after the grandkids today*"

A well located and well designed outdoor space that is usable all year round will attract people of all ages. For older people, having some comfortable places to sit and rest, watch the street or take in a view, can be a big incentive to venturing out. Especially when you can meet friends for a chat or even play a game.

Objectives		Guidelines
1	The outdoor environment is welcoming and not intimidating.	Provide attractive, open, accessible and well maintained public open spaces.
2	There is a variety of welcoming and usable open spaces.	Include squares, parks and playgrounds, village greens and allotments. They provide landmarks and help with orientation. Spaces should be intergenerational with seats, shelter and toilets near playgrounds.
3	There are different outdoor spaces that can be used throughout the year.	Provide sunny spots in winter and shaded spots in summer; create distinctive places with unique qualities like dappled light, special plants and flowers.
4	Larger parks (1 hectare) are within walking distance.	500 to 800 metre maximum distance from housing or urban centres.
5	There is a variety of smaller local open spaces and 'parklets' .	Informal spaces with varied activities, seating, plantings, shade and features within 150-300m from housing. Consider utilising existing road space if not enough room.
6	Busier urban areas have well-defined and distinctive open spaces free from motorised traffic.	Include toilets, seating, shelter and lighting and places to get refreshments. See Toilets, Seating and Lighting.
7	There is good, consistent and continuous lighting in public spaces.	Lighting should come from a variety of sources, avoid glare and high contrast dark areas. See Lighting.
8	Temporary urban strategies and curated events are used.	Consider 'tactical urban' events, farmers markets, seasonal garden and flower displays. Use greenery where possible. See Trees and Planting.
9	Public open space is well maintained.	A badly maintained public area is dangerous for older people. Visibility and trip hazards potentially causing harm. Lack of maintenance is associated with lack of concern and increased opportunity for inappropriate use.

Fig 2.3a Interesting, activated public space in Barcelona, Spain separated from vehicles. These spaces attract people, enliven the street and allow people to use as they choose and move freely and safely through it.
Photo: MVCC

Fig 2.3b Parklet created by re-purposing existing car parking space so that the footpath is not restricted.
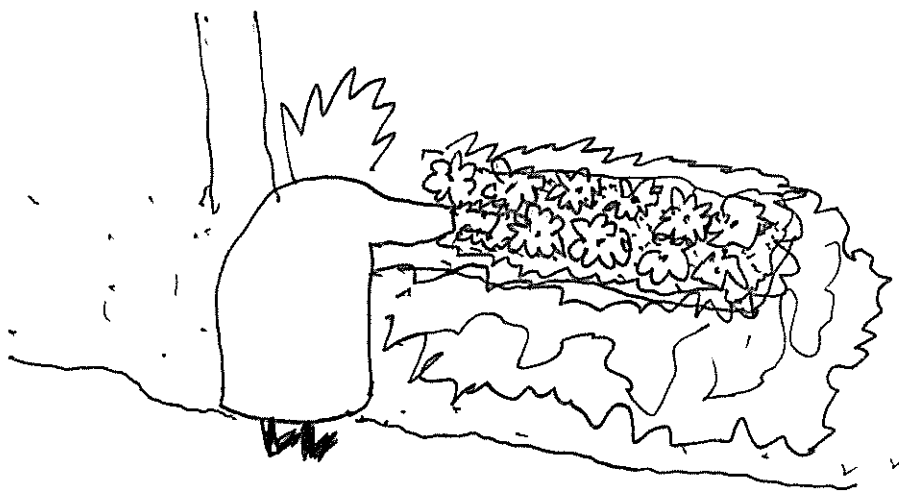source: www.samadesign.com.au

2.4

Pretty green:
Trees and planting

"*There and back again*"

Maria notices the leaves changing colour on the trees,
Autumn is coming she will need to rug up!

"Oh well, that's the end of the summer, then. We'll have to wait for the scent of jasmine before we get warm weather again"

Landscaping and planting plays a big part in both the aesthetic appeal and the lived amenity of any community. A built environment that includes different types of 'green spaces' - shady trees, dappled arbours, lush lawns, hedged borders, floral beds – can provide not only shade, shelter or warmth, but a range of pleasant sensory stimuli.

The experience of the rustle of leaves in a breeze, the scent of flowers, the sounds of bees and other insects and the textures of different plants can contribute significantly to the likelihood of an older person venturing out.

Objectives		Guidelines
1	A range of attractive green spaces are provided.	Use plants and gardens to improve streets and places, provide shade and create interest. Consider the qualitative aspects, for instance dappled light.
2	Ensure trees near footpaths are not a hazard.	Choose tree varieties where their leaves don't stick to the paving when they are wet. Ensure tree roots don't provide a trip hazard on paths.
3	Provide a mix of deciduous trees and flowering shrubs to help show the change in seasons.	Provide a diversity of species with a range of sensory features - fragrances, texture, colour - that feature at different times of the year.
4	Different varieties and species of trees are used for wayfinding.	In gridded streets that are very much the same consider using different trees and plants to distinguish them from each other and make them and make them easily recognisable.
5	Distinctive marker trees and planting are used at major decision points.	Distinctive trees make attractive and memorable landmarks for way finding and legibility. See Landmarks.
6	Shade trees are placed at seating spots.	Trees make attractive spots to sit and they provide shade and shelter. See Seating.
7	Temporary and alternative green strategies are adopted in difficult areas.	Consider planter boxes, green walls, arbours, hanging baskets, and temporary garden displays in places where in ground planting is difficult or not possible.

Fig 2.4a. A shaded green spot set back from the main pedestrian thoroughfares make a pleasant place to momentarily stop and rest.

Photo: MVCC

Fig 2.4b A variety of colours, textures and shapes makes an interesting, attractive and memorable place that people are more likely to go out for and use.
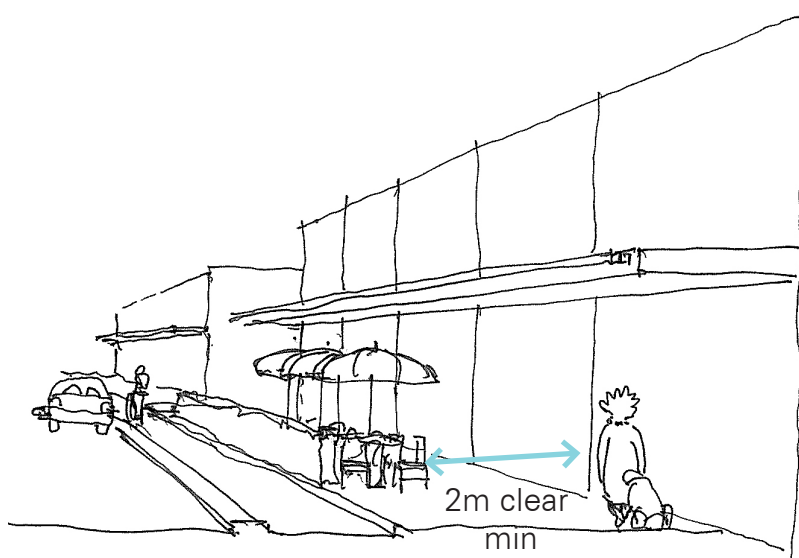
3.1

Walk on the wide side: Footpaths

"Walking is easy"

Maria likes the activity on the street and the wide smooth footpaths.

"These footpaths are going to be fine for Janet on her scooter. Even with all the prams and kids, there's plenty of room to get around."

2m clear min

For anyone travelling on foot, the availability of good, safe footpaths throughout the built environment is essential. For older people, who are frequently less mobile and may use different forms of assistance (e.g.. sticks, crutches, walking frames, wheelchairs) good footpaths are critical. If footpaths are too narrow, crowded, slippery, badly maintained or don't lead to the places you need to go, older people will be discouraged from venturing out.

Objectives		Guidelines
1	Paths, lanes and roads are generally deigned to minimise conflicts between pedestrians, cyclists and vehicles.	Separate bicycle lanes from footpaths. Consider pedestrian only footpaths in busier locations. Consider screening footpaths from vehicles in busier areas with more traffic.
2	There are footpaths on both sides of the street.	Footpaths should have a width of at least 2.0m (1.5m min) clear of all obstructions with well-defined edges with a cross fall of less than 1:40 (2.5%). Consider wider (3m min) paths in busy areas and corners.
3	There are good footpaths to transport stops and stations.	Provide consistent concrete aprons across nature strips and up to and under seating.
4	Paving is flat, smooth, non-slip, clean and well maintained.	Provide a continuous, consistent surface. Joints should be max 5mm wide and deep (Refer to AS1428). Brick or unit paving should only be used with a solid under layer that will prevent vertical movement of the bricks within 2mm Avoid shiny, slippery pavement surfaces.
5	Paving should not have large strong contrasting patterns or textures.	Use contrasting paving for a reason, to indicate potential hazards or changes.
6	There is a continuous, seamless path of travel along footpaths, street crossings and into buildings.	Ensure there are no barriers and hazards to participation. See section on Entrances and Crossings.
7	Grates and drains are flush with the paving.	Less than 2mm difference between grate and surrounding paving. Openings in the grates should be smaller than heels and walking sticks.

Fig 3.1a Clear well defined, non obstructive footpaths separated from cars and bicycles help to make the city more age and dementia friendly. The trees and planting help define the walking path and separate cars from pedestrians.

Fig 3.1b Tactile indicators when used effectively can enhance the footpath and help people with visual impairment.
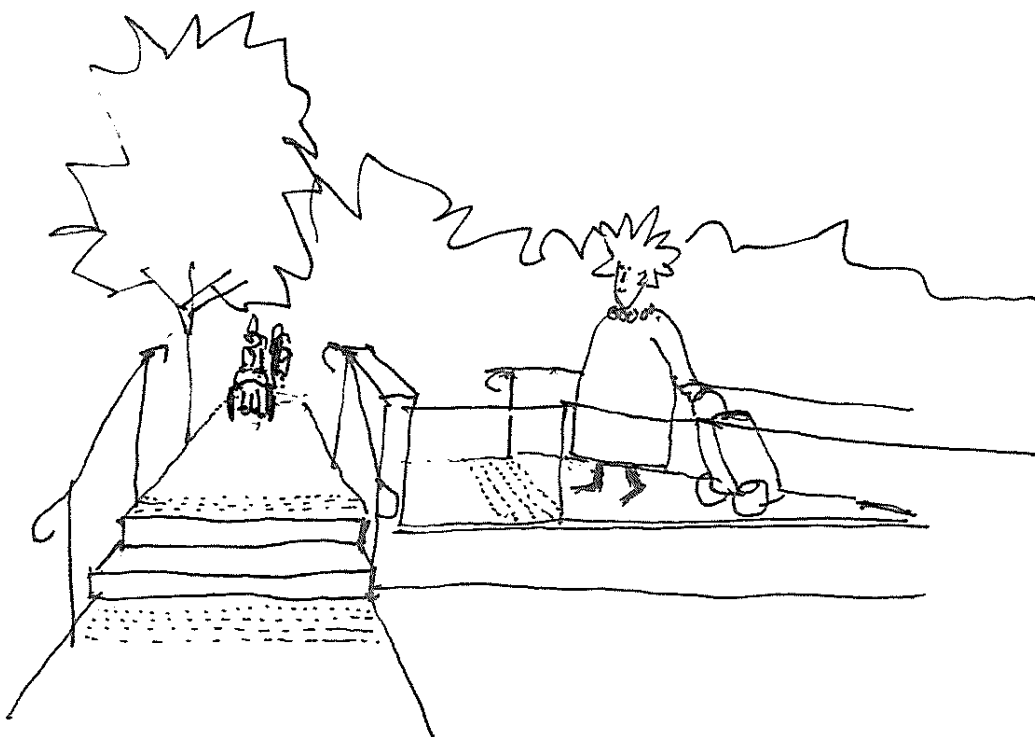
3.2

Up and down:
Level changes

"*Walking is easy*"

She is glad of the handrails that have been installed
(even though she doesn't really need them) just in case…

"The upgraded steps are now easier to negotiate but today I think I'll just stick to the ramp. Don't want to tempt fate!"

Like footpaths, the type and amount of stairs and different surfaces and levels in the built environment can be a major influence in an older person's decision to go out into the community. While they can add interest and improve speed of access for some groups, too many steps and level changes are a real hazard and one of the greatest barriers to older people getting outside.

Objectives		Guidelines
1	Level changes are gentle.	As far as possible maintain a maximum gradient of 1 in 20 (5%). Otherwise generally to AS1428.
2	Level changes are clearly marked and well-lit with handrails and non-slip, non-glare surfaces.	Ensure the use of tactile indicators (TGSIs) will achieve its intended purpose. They can be confusing and have been shown to cause some problems for older people. The I'DGO (Inclusive Design for Getting Outdoors) Guidelines make several recommendations. See references. Refer to AS1428 for handrails and to Lighting section and a specialist lighting engineer for lights.
3	Unavoidable sudden level changes are designed to integrate with surroundings.	Use 'kerb ramps' and 'step ramps' to AS1428 where necessary.
4	Travelators are preferred to escalators.	Escalators can be harder and more confronting for some people to negotiate.
5	Lifts are easily accessed, well signed and visible to the street.	Use lifts where necessary for significant changes in level and over busy streets.
6	Provide accessible Street crossings.	Avoid level changes at street crossings where possible. See Crossings.

Fig 3.2a Simple step ramps are almost invisible, don't take up much space and can provide access for small, tricky changes in level.

Fig 3.2b Some ramps may not strictly comply with access code requirements but can still highlight inclusiveness and provide an alternative to stairs.

Fig 3.2c Access ramp into existing building can be a sculptural feature.
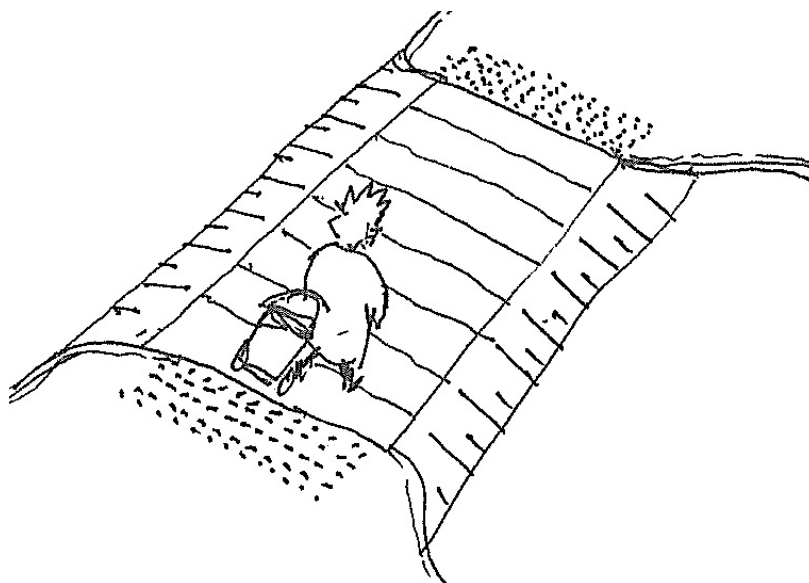
3.3

Why did the chicken... : Crossings

"*Walking is easy*"

Maria appreciates how much easier it is to cross the road.

"I like the way the new crossings are at the same level as the footpath, it is easier for me and feels safer now that the cars have to slow right down."

For people to feel confident and attracted to walking, walking needs to be priortised. Older people prefer separated car, bike and footpath traffic so road crossings need to put pedestrians first. For children, older people and anyone who has problems with vision, hearing, speed or agility, road crossings can be terrifying. Measures to minimise the need for crossing busy roads and to improve the safety and amenity of unavoidable crossings, will help encourage older people to venture out.

Objectives		Guidelines
1	Pedestrians are given priority at crossings.	Continuous footpaths over road crossing give pedestrians priority.
2	Uncontrolled, slip lane and mid block crossings are avoided.	Avoid putting roundabouts and slip lanes in residential areas without formal crossings.
3	Slower pedestrians have time to cross the street at controlled crossings.	Various measure can be employed.: • Reducing the distance to be crossed by narrowing the road at the crossing • Allow pedestrians to cross early and /or extending time to cross • Traffic calming measures – like speed limits of 40km/h in main shopping streets, raised pedestrian crossings and speed humps help promote a sense of safety and security for pedestrians.
4	There are sensory aids to assist people to cross.	Use audible cues at a pitch and timing to suit older people. Include appropriate tactile indicators. See Level Changes. Include handrails where possible at crossings and street islands Ensure sightlines are clear and maintained, keep planting low.
5	Pedestrian crossings are at ground level.	Avoid overhead pedestrian road crossings. Ground level crossings are more easily located, accessed and usable and imply pedestrian priority.

Fig 3.3a Typical uncontrolled, raised road crossing with tactile indicators and 'piano keying' on approach ramps.

Fig 3.3b Intersection Design Principles from *"Boston Complete Streets Design Guidelines"* indicates a typical controlled inclusive road crossing to suit a myriad of users.
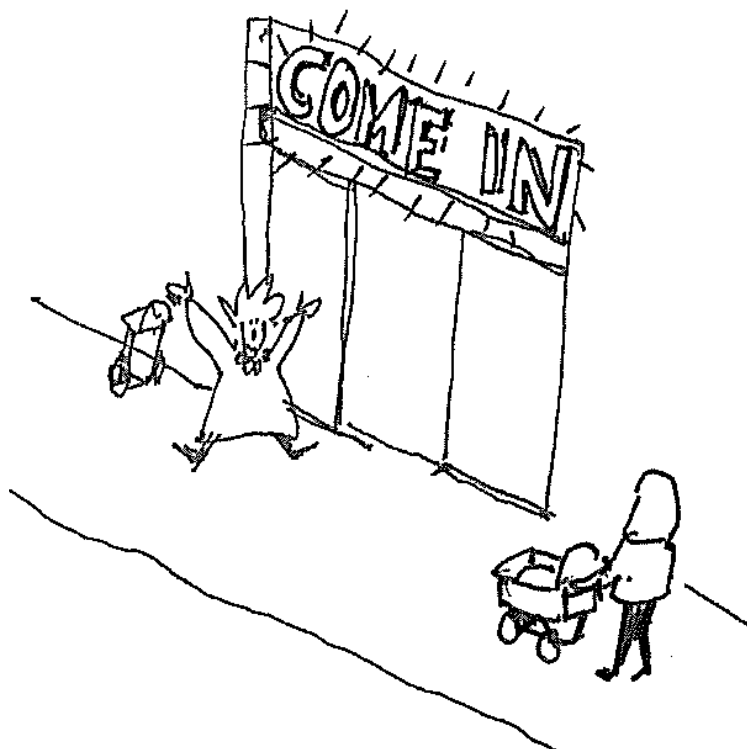Source: http://bostoncompletestreets.org/

3.4
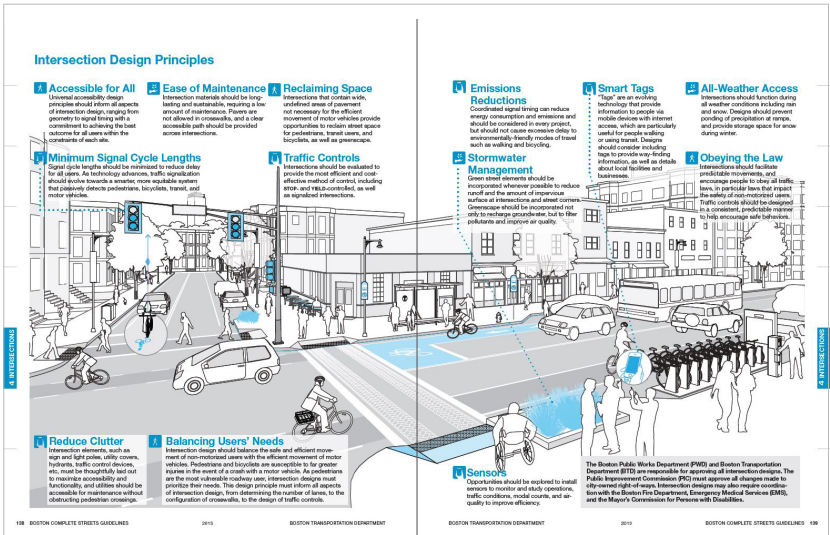
Getting a foot in the door: Entrances

"Walking is easy"

She is especially happy to see shops that she can get into because there are not steps or trip hazards and prefers to shop in them.

"It's marvellous how easy it is for mums to get their prams into the post office these days. Good for me too! Pity it wasn't like that in my day…"

An age friendly outdoors environment has limited impact if it's difficult to gain access to the outdoors in the first place. Entrances to buildings and other facilities that are poorly located, awkward to negotiate and laden with barriers are deterrents for older people contemplating going out. Fortunately these deterrents can usually be fairly easily addressed.

Objectives		Guidelines
1	Entrances to places and buildings are obvious, clearly visible and easy to use.	Ensure glass doors and openings are clearly marked. Gates and doors are to be automatic or have no more than 2kg of pressure to open with clearly visible lever handles. Visual aids highlight entrances. Clear glass is preferred to provide visual access into building.
2	All entrances are accessible and barrier free.	Entrances to buildings have level thresholds. Where unavoidable, threshold ramps are acceptable but ensure they don't obstruct or are a trip hazard. There is a minimum clear width of 900mm into buildings. There are no obstructions and any 'temporary' barriers (e.g. signs or seats) are placed to allow for clear passage.
3	Drop off parking adjacent or close to entrances to key places.	Provide more '2 minute' drive-in/drop-off points at primary and secondary facilities.
4	Access to public service equipment.	Ensure public equipment like telephones and ATM's are accessible for older people. They should be easy to use with large print and buttons.

Fig 3.4a A level, clear entry not only makes it easier to access buildings, but can enhance patronage to shops.
Source: Pinterest

Fig 3.4b The entry to 'the most accessible office building in the world' The Disability Organisations House in Copenhagen has visual and tactile directional aids as well as a level threshold.

4.1

R & R: Seating

"Out and about"

On her way back Maria has arranged to meet Margaret at their favourite seat and have a bit of a natter.

"I wonder how Margaret's cruise went, I wonder if I could do one next year?"

Pleasant places to sit, rest, talk, gather and play are vital to the life and amenity of every community but never more so than for older residents. Knowing there are not only plenty of places to pause and rest, but that the seating is well located and spaced along popular routes and is designed to be comfortable and accessible is important encouragement for older people getting out and about.

Objectives		Guidelines
1	There are plenty of street seating and resting points.	Seats and resting points should be located about every 100m.
2	Seating is accessible.	- Placed on level, concreted ground with a concreted wheelchair and pram footpath access space alongside. - Only some seating is placed on grass and gravel.
3	Seating is usable.	- Has both arm and back rests. - Constructed in materials that do not conduct heat or cold - Sturdy and can accommodate larger bodied people, 250 kg, 800mm minimum width. - Provides some protection from the elements. - Min 460mm seat height.
4	Seating is located strategically so it so it fits in and connects with its surrounds.	Seating is located where it will be most useful and appropriate: places of gathering; near children's playgrounds; places where there is some surveillance and activity.
5	Seating is placed sensitively to encourage older people to gather informally.	- Set back from but connected to the main pedestrian path. - Near activity or features.- Near water and/or sunny, quiet spots and other sensory based features. - Often placed at right angles to help those with hearing and vision loss and to encourage interaction. - Visible from all directions so people can easily see who is coming and going.
6	Seats and street furniture is designed to be familiar to or easily understood by older people.	Seats look like seats and at places where seating would be expected.
7	There is extra seating at bus/ tram stops and public shelters.	A simple strategy to improve seating as it doubles up as both transport and pedestrian seating.

Fig 4.1a Seating can incorporate artwork and act as a landmark.

Fig 4.1b Seating here is off the path and not very accessible.

4.2

I need to go!: Toilets

"Out and about"

Unfortunately it is not always easy to find a loo when she needs one.

"Blast!   There's always a queue at the library… you'd think they could put in a couple of extra cubicles for the women!"

The need to find a toilet – sometimes quite urgently – can be a regular challenge for many older people. Younger people and parents of small children can have the same pressing needs. Unless there are well located and maintained toilet facilities in reasonable supply, the willingness of residents and visitors to engage in the local community and use local businesses, will always be restricted.

Objectives		Guidelines
1	There are plenty of clean, well maintained, accessible and unlocked public toilets both outdoors and indoors.	Generally public and community toilets are under provided. Women value staffed toilets and these should be in equal numbers to public toilets.
2	Public toilets are easily located and accessible.	Public toilets should be at ground level, well signed and have an accessible path of travel from main pathways both indoors and outdoors.
3	There are adequate numbers of toilets available for women.	Port Phillip Council's Public Toilet Plan 2013-2023 found that "Where toilets are not unisex, provision should be 2:1 in favour of females…".
4	There is at least one unisex toilet to allow carers to enter and assist (companion toilet).	An 'accessible' toilet required under DDA to "AS1428 Access for people with a disability" will usually suffice.
5	There is sufficient space in a toilet cubicle for a person to enter with bags or small children.	An 'accessible' toilet to AS1428 should meet this principle but consideration of more 'visitable' toilets should be the minimum.
6	The toilet pan is contrasted to the surrounding walls and floor.	As a minimum the toilet seat should be contrasted to the toilet pan by at least 30%. There are standard toilet seat colours that can achieve this simply.

Fig 4.2a A toilet pan with a contrasting seat colour helps people with cognitive and visual impairment. Not shown here but a contrasting tiled wall behind the pan can also help.

Fig 4.2b Well located, accessible, 24 hour self cleaning toilet is visible but on the edge of a busy public space and provides much needed amenity for all, especially for older people and people with a disability.
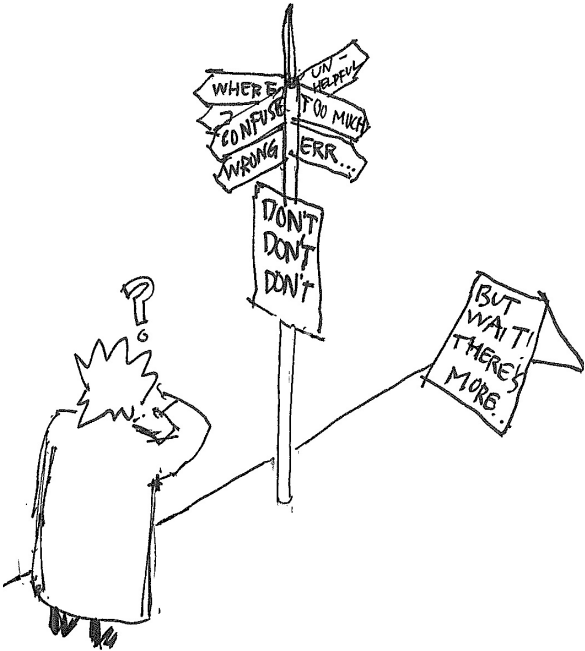
4.3

Heading in the right direction: Signage

"Out and about"

She does get confused and overwhelmed with some of the signage though.

"For heaven's sake, back there it said the toilets were down this way but can I find another sign? There's the bank but where's the darned toilet?"

How easy is it for people to find their way around your local community? Do the signs start well and trail off vaguely long before the destination? Are they intuitively located, clearly visible from a distance? Do they use simple language and symbols? Are the letters large enough to read? For people with dementia, in particular but also people who speak another first language, having clear, familiar signage can make a big difference to confidence and independence.

Objectives		Guidelines
1	Signage is well placed and is visible from all directions.	Locational signs for primary services and facilities are positioned perpendicular to the wall. Signage is sensitively and continuously placed if directing from a distance, for example leading to toilets, lifts, separate accessible entries, or landmarks.
2	Signs are minimal giving simple, essential and clear information at decision points.	Directional signs are preferably on posts and have only single pointers. Transport stops and toilets are well signed. Street clutter, such as a plethora of signs, advertising hoardings and bollards is minimal.
3	Signage is legible.	Lettering and symbols are large (5-7.5cm high), in readable fonts and in clear colour contrast (70%) to the background. Dark lettering on a light background is preferred. Signs have non-glare lighting and non-reflective coverings.
4	There is appropriate signage developed for age and dementia friendly facilities.	See Alzheimer's Australia's Dementia Friendly Communities program or similar state based programs.

Fig 4.3a The UK Post Office signage is recognised as being particularly dementia friendly with clear bold lettering on bright contrasting colours.

Fig 4.3b Signage that gives only two choices to important information in Union Road, Ascot Vale
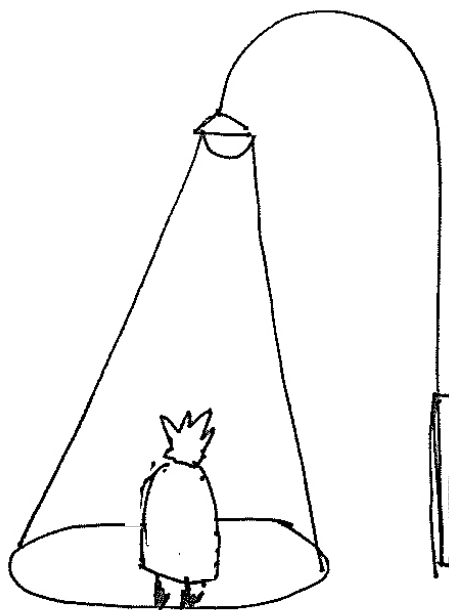
4.4

Night moves: Lighting

"Out and about"

Maria feels more freedom to go out at night with the new lighting that has been put in.

"Thank heavens a woman can see beyond her own nose now they've put those new lights in… Herb almost broke his neck getting home in the dark last year."

Well considered external lighting can provide a much improved sense of safety and security, easier navigation at night and less likelihood of trips and falls. Thoughtful lighting schemes can also give an area a particular mood and identity by night. The lighting needs of older people are a bit different than for younger people but can generally be accommodated without difficulty.

Objectives		Guidelines
1	Lighting plans reflect understanding that all older people typically need higher light levels to see properly.	External lighting generally follows *AS1158: Lighting for roads and public spaces* as a base level but increased relative to the loss of acuity that occurs with ageing.
2	Street lighting is adequate for people with visual impairments.	As above but specific advice will need to be sought in order to develop lighting appropriate for the condition. Lighting should also come on earlier to suit.
3	Minimise glare and areas of sudden differences between light and dark.	Older people also take longer to adjust to different light levels and people with dementia can perceive shadows as objects and vice versa. Choose appropriate type, number and position of light fixture. Avoid using spotlights as the sole source of light and use in combination with general lighting.
4	There is a variety of lighting types and modes.	As above to avoid glare and areas of high contrast, transition light levels. Up-lights and indirect lighting can be used for background lighting, to soften light and to create ambience.
5	Lighting is used purposefully, in different ways for different functions.	Security lighting and pathway lighting will differ from signage lighting. Being able to read a sign depends on size, font and contrast as much as lighting. Use proximity sensors and timers to assist and deter passage in specific areas.
6	Contrast is useful to aid legibility and differentiation between surfaces, entrances, changes in level etc.	Contrast is at least as important as luminance and the two work together. A fully lit place with no contrast will be as difficult to negotiate as a dark place that has high contrast. Use materials with high reflectance but avoid shiny materials for paving.
7	Lighting is used creatively to enhance a place or a function.	Lighting attracts people and distinctive lighting features should be encouraged for place making and used as markers for way finding.
8	Important areas highlighted and well lit.	This helps with identification and safety at transport stops, emergency information areas and other key locations.

Fig 4.4a Lighting that is distinctive will help with orientation.

Fig 4.4b Lighting should come from various sources and with a bit of creativity, lights can have several functions..

Fig 4.4c Avoid lighting that causes strong shadows.

APPENDIX

RELATIONSHIP TO OTHER INCLUSIVE DESIGN INITIATIVES

The Toolkit uses, promotes and is consistent with principles that correlate with many other inclusive ('universal') design initiatives and guidelines.

Some of the most relevant are shown in the following tables.

"Design for the young and you exclude the old, design for the old and you include the young"

Bernard Isaacs
Founding Director of the
Birmingham Centre for Applied Gerontology

AGE'N'DEM Toolkit		WHO Age Friendly Cities Relevant features	Alzheimer's Australia Victoria Dementia Friendly Communities Outdoor Environments features
1.1	The lie of the land: Planning and layout		Provide adequate parking with easy access to parks, libraries or public facilities.
1.2	Can I go out now?: Security	Outdoor safety is promoted by good street lighting, police patrols and community education.	
1.3	It's a dog's life: Pets		
2.1	My neighbourhood: Buildings and landscape	"Cycle paths are separate from pavements and other pedestrian walkways." Services are situated together and are accessible.	Provide acoustic barriers, such as planting and fencing, to reduce background noise. Avoid structures such as pergolas that cast shadows, which may be interpreted as depth changes by people living with dementia.

Healthy By Design: Heart Foundation Design objectives	Child Friendly By Design Toolkit Child Friendly Built Environment Qualities
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest." "Legible street networks that provide direct, safe and convenient pedestrian and cycle access. To position pedestrian crossings along streets and roads with heavy traffic volumes." "Local destinations to support lively, walkable and rideable neighbourhoods." "A range of public open spaces within walking distance from dwellings." "Establish and promote clear and direct walking and cycling routes to public transport stops and appealing and convenient." "Develop built environment and community participation strategies that foster active communities and a sense of community spirit."	"Has good visibility" "Children can walk, ride and travel to easily and safely"
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest." "Legible street networks that provide direct, safe and convenient pedestrian and cycle access. To position pedestrian crossings along streets and roads with heavy traffic volumes." "Establish and promote clear and direct walking and cycling routes to public transport stops and appealing and convenient." "Develop built environment and community participation strategies that foster active communities and a sense of community spirit."	"Is safe and free from danger" "Has good visibility" "Children can walk, ride and travel to easily and safely"
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest." "Legible street networks that provide direct, safe and convenient pedestrian and cycle access. To position pedestrian crossings along streets and roads with heavy traffic volumes." "Local destinations to support lively, walkable and rideable neighbourhoods." "Seating, signage, lighting, fencing and walls."	"Has good visibility" "Children can walk, ride and travel to easily and safely"

AGE'N'DEM Toolkit		WHO Age Friendly Cities Relevant features	Alzheimer's Australia Victoria Dementia Friendly Communities Outdoor Environments features
2.1	My neighbourhood: Buildings and landscape	"Cycle paths are separate from pavements and other pedestrian walkways." Services are situated together and are accessible.	Provide acoustic barriers, such as planting and fencing, to reduce background noise. Avoid structures such as pergolas that cast shadows, which may be interpreted as depth changes by people living with dementia.
2.2	Way to go: Landmarks		Utilise visual landmarks are in place to assist way finding such as garden beds, murals, water fountains or features.
2.3	Fair Square: Open Space	Public areas are clean and pleasant. Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	Ensure undercover areas in parklands are provided for accessibility in all weather conditions.
2.4	Pretty Green: Trees and planting		Use clear, large signage for toilets and other public spaces. Provide obvious and easy access to shaded areas, with adequate seating. Provide sensory stimulation in gardens and parks by using different colours, scents, textures and sounds.

Healthy By Design: Heart Foundation Design objectives	Child Friendly By Design Toolkit Child Friendly Built Environment Qualities
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest." "Legible street networks that provide direct, safe and convenient pedestrian and cycle access. To position pedestrian crossings along streets and roads with heavy traffic volumes." "Local destinations to support lively, walkable and rideable neighbourhoods." "Seating, signage, lighting, fencing and walls."	"Has good visibility" "Children can walk, ride and travel to easily and safely"
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"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest." "A range of public open spaces within walking distance from dwellings."	"Has natural play areas" "Where children want to go and spend time with others" "Where you run around or just sit"
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest." "A range of public open spaces within walking distance from dwellings."	"Has natural play areas" "Where children want to go and spend time with others" "Has trees, seating and shade"

AGE'N'DEM Toolkit		WHO Age Friendly Cities Relevant features	Alzheimer's Australia Victoria Dementia Friendly Communities Outdoor Environments features
3.1	Walk on the wide side: Footpaths	Pavements are well-maintained, free of obstructions and reserved for pedestrians. Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.	Use clear, large signage for toilets and other public spaces. Provide obvious and easy access to shaded areas, with adequate seating. Ensure main paths are wide enough for two users to walk or use wheelchairs.
3.2	Up and down: Level changes	Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level. Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.	Ensure ground level changes are clearly marked and well-lit, with handrails and non-slip, non-glare surfaces. Ensure clear visibility from top step to bottom.
3.3	Why did the chicken…?: Crossings	Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times. Drivers give way to pedestrians at intersections and pedestrian crossings.	
3.4	Getting a foot in the door: Entrances		Ensure entry and exit signs are clear and obvious.
4.1	R&R: Seating	Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.	Use clear, large signage for toilets and other public spaces. Provide obvious and easy access to shaded areas, with adequate seating. Provide seating that looks like seating, such as a wooden bench rather than more abstract designs. Ensure bus shelters are enclosed and have adequate seating.

Healthy By Design: Heart Foundation Design objectives	Child Friendly By Design Toolkit Child Friendly Built Environment Qualities
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest."	"Children can walk, ride and travel to easily and safely"
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"Establish and promote clear and direct walking and cycling routes to public transport stops and appealing and convenient."	
"Establish and promote clear and direct walking and cycling routes to public transport stops and appealing and convenient." "Seating, signage, lighting, fencing and walls."	"Where you run around or just sit"

AGE'N'DEM Toolkit		WHO Age Friendly Cities Relevant features	Alzheimer's Australia Victoria Dementia Friendly Communities Outdoor Environments features
4.2	I need to go! : Toilets	Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors. Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.	Use clear, large signage for toilets and other public spaces. Provide obvious and easy access to shaded areas, with adequate seating.
4.3	Heading in the right direction: Signage	Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.	Use clear, large signage for toilets and other public spaces. Provide obvious and easy access to shaded areas, with adequate seating. Ensure entry and exit signs are clear and obvious. Ensure signs have large graphics and symbols in clear colour contrast to the background, preferably dark colouring on a light background.
4.4	Night moves: Lighting	Outdoor safety is promoted by good street lighting, police patrols and community education.	Ensure ground level changes are clearly marked and well-lit, with handrails and non-slip, non-glare surfaces. Avoid structures such as pergolas that cast shadows, which may be interpreted as depth changes by people living with dementia. Ensure signs have large graphics and symbols in clear colour contrast to the background, preferably dark colouring on a light background.

Healthy By Design: Heart Foundation Design objectives	Child Friendly By Design Toolkit Child Friendly Built Environment Qualities
"Local destinations to support lively, walkable and rideable neighbourhoods."	"Has clean toilets and running water"
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest." "Establish and promote clear and direct walking and cycling routes to public transport stops and appealing and convenient." "Seating, signage, lighting, fencing and walls."	
"Accessible integrated network of walking and cycling routes for safe and convenient travel to local destinations and points of interest."	

USEFUL REFERENCES AND GUIDES
(SEE BIBLIOGRAPHY FOR MORE DETAILS)

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