Welcoming and Age Friendly Groups project

External group audit

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This audit tool has been developed in order to assist clubs/groups in implementing procedures to meet the requirements of older members of the community and to establish and maintain a welcoming and age-friendly environment.

A Welcoming and Age Friendly group welcomes individuals in a way that makes them feel comfortable and included. Community groups bring people of different backgrounds, skills, interests, ages and levels of confidence together and increase social inclusion within the community. Please keep this in mind when completing the audit.

Please complete this audit from the perspective of a new member.

Please provide evidence for or against the criteria for the club/group to better understand the need for action or to understand the procedures in place that are currently working well, to assist with the annual review.

|  |
| --- |
| Group name: |
| Date: |
| Auditor/s contact: |

## Group membership and joining

| Criteria | Evidence | Action to be taken | Estimated date of completion |
| --- | --- | --- | --- |
| *Example: Welcome kit inclusion.* | *A welcome kit was provided.* | *There was no club contact list.* | *Date:* |
| Welcome kits are provided to new members that include:   * a welcome letter * a name badge * new member survey * club contact list * any fee information * calendar of social events * details about the venue * carpooling options * who to go to if you have an issue information * introduction checklist. |  |  |  |
| Fees are affordable for a range of people. |  |  |  |
| A payment plan is available. |  |  |  |
| New members receive a Welcome and Age Friendly induction. |  |  |  |
| A Welcome Mentor has been appointed. |  |  |  |
| Members are encouraged to bring a friend. |  |  |  |
| The club runs an open day for community members to take part in activities. |  |  |  |
| The club follows up member enquiries. |  |  |  |
| The club provides occasions to share a meal/snack together. |  |  |  |
| The club promotes inclusion. |  |  |  |

Additional comments:

## Venue

| Criteria | Evidence | Action to be taken | Estimated date of completion |
| --- | --- | --- | --- |
| *Example: The entry is obvious.* | *There was a clear sign to show where the entry was.* | *The sign needs to be bigger.* | *Completed 10/10/2017.* |
| The entry is obvious. |  |  |  |
| The venue is accessible for all levels of mobility. |  |  |  |
| The venue is clean and comfortable. |  |  |  |
| Signs are easy to read, relevant and easy to find. |  |  |  |
| There is a code of conduct visible. |  |  |  |
| There are tea and coffee making facilities. |  |  |  |

Additional comments:

## Communication

| Criteria | Evidence | Action to be taken | Estimated date of completion |
| --- | --- | --- | --- |
| *Example: A newsletter or regular group updates are circulated to all members.* | *There was a current newsletter on display at the entrance. We were also given one in the welcome kit.* | *This needs to be emailed out to all members.* | *Completed 10/10/2017.* |
| A newsletter or regular group updates are circulated to all members. |  |  |  |
| The group information is up to date on the Latrobe City website. |  |  |  |
| Members without access to the internet/email receive all group updates. |  |  |  |
| A group member follows up non-attendance for welfare purposes. |  |  |  |
| Members are aware of who they can car pool with. |  |  |  |

Additional comments:

## Club and environment

| Criteria | Evidence | Action to be taken | Estimated date of completion |
| --- | --- | --- | --- |
| Example: *The club felt welcoming and friendly.* | *I was asked questions on arrival and sat with a friendly person.* | *A lot of members didn’t make an effort to make me feel welcome.* | *Completed 10/10/2017.* |
| Members are offered the opportunity to give feedback on activity recommendations. |  |  |  |
| The social calendar is on display at the venue. |  |  |  |
| Have the activities offered by the group been updated in the last 12 months? Based on feedback from members. |  |  |  |
| The club visions and values are displayed. |  |  |  |

Additional comments:

## Promotion

| Criteria | Evidence | Action to be taken | Estimated date of completion |
| --- | --- | --- | --- |
| *Example****:*** *Members are aware of who they can car pool with.* | *There is a list for members to put their details down in our venue. All members are aware of it.* | *This has only recently been implemented so not all members were aware.* | *Completed 10/10/2017.* |
| A copy of the social calendar is displayed at other venues, e.g. library, and updated regularly. |  |  |  |
| Is it easy to find information about the group via the internet? |  |  |  |
| The club communicates with other community groups to organise activities and share ideas |  |  |  |
| Has the club advertised in the local newspaper, radio, Seniors magazine or other media? |  |  |  |
| A group member is responsible for promoting the club and updating information about the club to various locations. |  |  |  |

Additional comments

## Next steps

Thank you for completing this audit and assisting your partner group in implementing any changes necessary to achieve a welcoming, age friendly and inclusive club/group.

Please return a copy of this audit to:

[Name]

[Position]

[Address]

by

[Date]

|  |
| --- |
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