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13 June 2014

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Legislative Assembly Committee Office
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COMMUNITY DEVELOPMENT AND JUSTICE STANDING COMMITTEE INQUIRY INTO POLICY IMPLICATIONS OF AN AGEING COMMUNITY

Thank you for the opportunity to comment on the policy implications of an ageing community in the City of Cockburn.

In 2004 the City of Cockburn undertook a community consultation and developed a Strategic Plan for Seniors. In 2008 the City of Cockburn Age Friendly Strategic Plan was reviewed in line with the World Health Organisation (WHO) guidelines for Global Age- Friendly Cities. In 2010 the City was one of the 23 Local Governments to undertake an Age-Friendly community consultation which was used to inform the development of the Seniors Strategic Planning Framework 2012-2017. In 2011 the City reviewed it's Age Friendly Strategic Plan- Implementation Plan to reflect consultation findings. In 2012 the City applied to become a member of the WHO Global Age- Friendly Cities and Communities Network.

The Seniors Strategic Planning Framework 2012-2017 reflects the recommendations of the United Nations, and many of the City's Strategies also reflect the recommendations of the Strategic Planning Framework. The City of Cockburn plans to undertake a full review of the City of Cockburn Age Friendly Strategic Plan in 2015 and plans to continue using the WHO guidelines. As the former Department of Communities assisted 27 Local Governments to develop Age Friendly Strategic Plans in line with the WHO Age Friendly Communities approach for consistency and ease of use the City would prefer if the Government Framework would use the same outcome areas contained in the WHO guidelines for Global Age-Friendly Cities. The Framework could then include the highly relevant and useful information regarding WA wide consultation findings, policies, strategies and services for seniors under the same outcome areas as the WHO guidelines.

The City has found both the WHO guidelines and the Seniors Strategic Planning Framework relevant and useful for a Local Government Authority to undertake Social Planning for the needs of an Ageing population. The City therefore encourages the Government to continue to provide up to date State Wide information contained in the Framework to assist in planning for an ageing population at a local and state level. It is important to note that when the Framework requires renewal in 2017, that the Government needs to again

allocate sufficient grant funding and guidelines to support local governments in undertaking specific and consistent local age-friendly community consultations. Without the government setting consultation guidelines and providing funding assistance it is unlikely that Local Governments will participate to the same level as in 2010.

The Framework includes an action to incorporate age-friendly principles and approaches into local government Community Strategic Plans. However, it does not include the requirement that senior community members are consulted in accordance with the global age-friendly cities guide consultation requirements. Therefore, it is unlikely that the Community Strategic plans will identify age-friendly principles and approaches without further specific guidance from the Department of Local Government and Communities.

The City of Cockburn Age Friendly Strategic Plans

The City has undertaken specific social planning for our ageing population since 2004 which has ensured a holistic and in depth understanding of current and future needs for seniors in our community. Without the City of Cockburn's Seniors Strategic Plan 2004 we would have missed significant opportunities and not been able to plan to address current and future needs. The City of Cockburn is recognised as an Age-Friendly City and is considered to be a leader in seniors services and facilities. The initial seniors plan identified the need to develop our Award Winning Active Ageing Centre, the need to grow our high quality services for the frail aged and people with disability, the need for seniors subsidies, and affordable seniors housing, amongst many others. Outcomes Adopted by Council for an Age Friendly City in 2008 are included below:

Outdoor Spaces and Buildings

Outcome: That the ageing population in the City of Cockburn has access to age friendly built environments that support independence, quality of life and safety for older people and positively affect their ability to "age in place".

Transportation

Outcome: That the ageing population in the City of Cockburn has access to affordable and equitable transport to support social and civic participation and access to community and health services.

Housing

Outcome: That the ageing population in the City of Cockburn has access to affordable suitable housing options that allow them to age safely and be socially supported within the community to which they belong.

Social Participation

Outcome: That the ageing population in the City of Cockburn has affordable and equitable access to activities and events that support social participation and fosters well being and social integration.

Respect and Social Inclusion

Outcome: That the ageing population in the City of Cockburn are recognized and included as valuable members in the social, civic and economic life of the city.

Civic Participation and Employment

Outcome: That the ageing population in the City of Cockburn has access to opportunities to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

Communication and Information

Outcome: That relevant information is readily accessible to older people with varying capacities and resources.

Community and Health Services

Outcome: That the ageing population in the City of Cockburn has access to affordable quality community support services and health care.

Please see the attached City of Cockburn Age- Friendly Strategic Plan which outlines the holistic strategies under each outcome area that the City has developed and in most cases already implemented. Feedback from seniors and other key stakeholders indicates that the implementation of the City's Age Friendly Strategic Plan has greatly improved the wellbeing and outcomes for seniors and their families living in the City of Cockburn. The review of the plan in 2015 will formally demonstrate what has been achieved.

It is important to consider that without strong Government guidance coupled with financial assistance and support there will be an inconsistent approach to Age-Friendly Social Planning and implementation by local governments across the state which will ultimately lead to inequity in planning, service availability, affordable housing, and facilities for seniors. The City has found that there has been a lack of financial capability for partnerships with the Government for joint venture seniors affordable housing developments and other Age-Friendly City projects. There is also an inconsistent approach to other forms of special needs social planning by local government for other groups within the community, such as Young People, Children, People with Disability, People from Culturally and Linguistically Diverse Backgrounds, Aboriginal and Torres Strait Islander Community members. To address this, the Department of Local Government and Communities could develop strategies and provide financial assistance to directly support local governments to develop and implement strategies identified in Age Friendly Cities Strategic Plans to improve planning and outcomes for seniors living in Western Australia.

Housing Diversity, Affordability and Choice

The City has included more detailed information regarding Senior's housing to assist in better understanding the City's role in this important area.

The City recognises that age composition is a dimension of diversity and as such emphasises the value of inclusive design for preserving heterogeneity in the community throughout the planning process. A targeted outcome during the development of the City's Age-Friendly Strategic Plan was the need for the ageing population in the City of Cockburn to have access to affordable suitable housing options that allow them to age comfortably and safely within the community. Aged persons are a heterogeneous population with a variety of challenges which demand a multiplicity of solutions. Consequently, it is recognised that no one housing solution is appropriate. The City's Age-Friendly Strategic Plan (March 2008) in conjunction with the Draft Housing Affordability and Diversity Strategy (May 2014) have identified a shortfall in a number of aged housing options such as aged care facilities, independent retirement accommodation, respite accommodation, home based accommodation, adaptable housing and retirement villages.

Revitalisation Strategies

The City has planned and undertaken a number of revitalisation strategies throughout the district, including the Phoenix Central Revitalisation strategy, Hamilton Hill Revitalisation Strategy and most recently the Coolbellup Revitalisation Strategy to address housing diversity, affordability and choice in line with local communities' needs, and 'Directions 2031'.

The revitalisation strategies guide the delivery of future residential development within suburbs and identify improvements and infrastructure required to support this growth. These strategies have and will continue to promote increases to residential codings in areas with high levels of accessibility, facilitating smaller dwellings and providing flexible and affordable housing options which support seniors to remain living in their local community.

These revitalisation strategies also identify improvements to the public realm to make communities safer and more walkable, and such improvements will assist in achieving more aged-friendly communities.

Aged Care Facilities

The ageing population, particularly the increase in people over 70 years of age, will see an increased demand for aged care facilities for those whose care needs can no longer be met within their own homes. Traditionally such facilities have been located on sites of 6-8 ha, however it is becoming increasingly difficult to find such sites, and a more flexible approach is required. The lack of suitable locations raises concerns regarding the shortfall of accommodation in the near future. To address this the City will be actively targeting supported accommodation development in future redevelopments in order to meet the identified needs. An example of this is the aged care facility proposed for the former Koorilla School site in Coolbellup, which will provide affordable aged care options.

Adaptable Housing (Universal Housing design)

With the exception of purpose built aged and dependent care accommodation, very few dwellings have been built to incorporate universal design. The costs associated with modifications to dwellings to improve accessibility, such as installation of ramps, are often expensive and unsatisfactory, and place increased financial pressure on elderly and disabled households. With an ageing population it is considered important to increase the adaptable housing stock to provide more housing options, and flexibility for in home care.

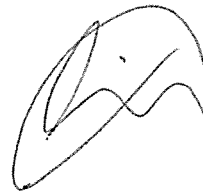
The City will be pursuing initiatives to promote Adaptable Housing (Universal Housing Design Principle) and the Livable Homes Design Guidelines, as recommended by the Draft Housing Affordability and Diversity Strategy.

The City of Cockburn will continue to use, The WHO Global Age Friendly Cities Guide, The Seniors Strategic Planning Framework, and the City of Cockburn's Age Friendly Strategic Plan, to guide planning and developing policies and programs to create age-friendly communities into the future.

Please contact the undersigned if you would like additional information or clarification regarding the submission.



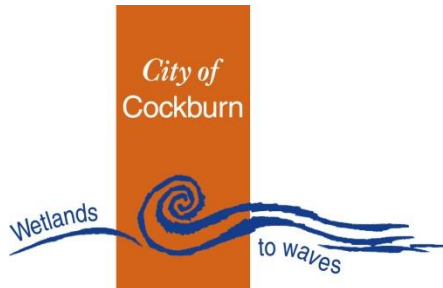
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Attachments:

1. The City of Cockburn's Age Friendly Strategic Plan 2008
2. The City of Cockburn's 2010 Age-Friendly Community Consultation report



City of Cockburn

Age- Friendly Strategic Plan

(Based on World Health Organisation Global Age-Friendly Cities Guide)

March 2008

Updated June 2009

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Janelle Munro

4th Leg Consulting

EXECUTIVE SUMMARY

In March 2004, Bertram Healthcare Consulting was contracted by the City of Cockburn to undertake a Strategic Plan for Seniors. The Strategic Plan outlined community services, senior citizen's groups and accommodation facilities and identified current and future needs for senior's living within the Cockburn District.

In October 2007 this plan was reviewed in line with the World Health Organisation (WHO) guidelines for Global Age- friendly Cities.

Population ageing and urbanization are the culmination of successful human development during last century and are two global trends that together comprise major forces shaping the 21st century. Average life expectancy at birth has increased by 20 years since 1950 to 66 years and is expected to extend a further 10 years by 2050.

The number of people aged 60 and over as a proportion of the global population will double from 11% in 2006 to 22% by 2050. By then, there will be more older people than children (aged 0–14 years) in the population for the first time in human history.

Federal, State and Local Governments have launched various initiatives to support the principles of active ageing and to promote an age friendly environment. Older people in particular require supportive and enabling living environments to compensate for physical and social changes associated with ageing. This calls for changes in attitudes, policies and practices across all levels of government.

Identified Needs

During the consultation undertaken at the time of the original 2004 report the following issues were consistently highlighted in the think tank, surveys and focus groups:

- Insufficient affordable housing options and respite services
- Insufficient home help services
- Access and funding issues related to current services
- Social isolation
- Lack of affordable and culturally appropriate social and recreational services
- Lack of coordination of information and services supporting 'healthy ageing'
- Lack of promotion of services that council provide
- Inadequate safety and security for some seniors both in home and the community
- Inadequate affordable access to public spaces, services and events

These needs have been developed into a comprehensive strategic plan for the City of Cockburn that reflects the principles and best practice outlined in the Global Age Friendly Cities: A Guide developed by the World Health Organisation.

Accommodation Needs

The need for the ageing population in the City of Cockburn to have access to affordable suitable housing options that allow them to age comfortably and safely within the community to which they belong was targeted as an outcome during the development of the Global Age-Friendly Strategic Plan and was investigated more comprehensively in the Age Friendly Accommodation Report.

Table 10.0 Identified Shortfall in Supported Accommodation Need

	2006	Projected need 2011	Projected need 2016	Projected need 2021
Targeted Beds for Supported Accommodation	449	563	722	950
Identified beds(includes current plus new developments)	365	515	515	515
Shortfall	84	48	207	435

Accommodation Strategies

The following are incorporated in the Housing Outcome area and Community and Health services outcome area of this Age Friendly Strategic Plan:

Strategy 1: That the City of Cockburn continues to expand the range of community services available to support people to remain in their current accommodation as long as possible.

This includes:

- increasing the community care packages currently available
- applying for Extended Aged Care at Home (EACH)
- continuing the current range of services

- explore feasibility of a range of emergency and ongoing respite services

Strategy 2: That the City of Cockburn explores further the feasibility of a joint venture for the vertical development on the Phoenix Central site in relation to both supported accommodation and self funded retirement accommodation.

The current Phoenix Central redevelopment was looked at as a possible suitable environment for future accommodation development. The site may be able to sustain some vertical development that could provide a range of accommodation options in keeping with ageing in place. There are some drawbacks to vertical development including the cost for the developer, the size of the project required to make it financially viable for them and the suitability of access for use by an ageing population. There is also the consideration for council that there will be a cost if a joint venture with a not for profit organization is progressed as they are exempt from paying rates.

There is scope to include a development for independent funded retirement accommodation on the current Phoenix Central site. This would be in keeping with the growing trend for the ageing population to down size into affordable housing that is neither isolated nor age specific. Future development of the site along Spearwood Avenue may be able to include a supported accommodation facility to compliment retirement accommodation.

Strategy 3: That the City of Cockburn identifies suitable opportunities to develop supported accommodation as an integral component of all future redevelopments.

It will be crucial that the City of Cockburn actively target supported accommodation development in any future redevelopment in order to meet the identified accommodation needs.

Vision for an Age-Friendly City

The City of Cockburn is committed to ensuring that the community is an accessible and inclusive community in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible for all people, providing the ageing population with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The City of Cockburn supports the development of an age-friendly city that adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities. It strives to develop policies, services, settings and structures that support and enable people to age actively by:

- recognizing the wide range of capacities and resources among older people;
- anticipating and responding flexibly to ageing-related needs and preferences;
- respecting their decisions and lifestyle choices;
- protecting those who are most vulnerable; and
- promoting their inclusion in and contribution to all areas of community life.

Eight outcomes have been considered in developing the Age friendly City Strategic plan.

These outcome areas provide a framework for translating the principles of the World Health Organisation global age-friendly cities into tangible and achievable results.

Outcomes

Outdoor Spaces and Buildings

Outcome: That the ageing population in the City of Cockburn has access to age friendly built environments that support independence, quality of life and safety for older people and positively affect their ability to “age in place”.

Transportation

Outcome: That the ageing population in the City of Cockburn has access to affordable and equitable transport to support social and civic participation and access to community and health services.

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Outcome: That the ageing population in the City of Cockburn has affordable and equitable access to activities and events that support social participation and fosters well being and social integration.

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Outcome: That the ageing population in the City of Cockburn are recognized and included as valuable members in the social, civic and economic life of the city.

Civic Participation and Employment

Outcome: That the ageing population in the City of Cockburn has access to opportunities to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

Communication and Information

Outcome: That relevant information is readily accessible to older people with varying capacities and resources.

Community and Health Services

Outcome: That the ageing population in the City of Cockburn has access to affordable quality community support services and health care.

1. CITY OF COCKBURN AGE- FRIENDLY STRATEGIC PLAN

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- protecting those who are most vulnerable; and
- promoting their inclusion in and contribution to all areas of community life.

2. GLOBAL AGEING TREND

The World Health Organisation (WHO) Brasilia Declaration on Ageing in 1996 stated "healthy older people are a resource for their families, their communities and the economy".

Making cities more age-friendly promotes the wellbeing and contributions of older urban residents and keeps cities thriving. An age-friendly city optimizes opportunities for health, participation and security in order to enhance quality of life as people age.

An age-friendly city does not only meet the needs of the ageing population but supports the entire community by:

- Providing buildings and streets that enhance mobility and independence of people with disabilities, families and ageing population.
- Supporting secure neighborhoods that allow children, younger women and older people to venture outside in confidence to participate in physically active leisure and in social activities.
- Assisting with community support and health services for older members to alleviate stress for families.
- Encouraging and supporting the participation of older people in volunteer or paid work.
- Extending the ability of older people to contribute to the local economy.

Older people in particular require supportive and enabling living environments to compensate for physical and social changes associated with ageing. This necessity was recognized as one of the three priority directions of the Madrid International Plan of Action on Ageing endorsed by the United Nations in 2002.

2.1. Initiatives Supporting an Ageing Population in Australia

Global ageing calls for changes in attitudes, policies and practices at all levels in all sectors so that the enormous potential of ageing in the twenty-first century may be fulfilled.

The following initiatives have been introduced at various levels of government to support the principles of an age-friendly environment:

- Aged Care Act 1997 and the Aged Care Principles.
- National Strategy for an Ageing Australia released in December 1997 by the Australian Government.
- Generations Together A Guide to the Western Australian Active Ageing Strategy was launched in March 2004.
- The Active Ageing Benchmark Indicators released in March 2006 by The Department of Community Development (Office for Seniors Interest and Volunteering).
- Transitions in Ageing released in 2005 by the Office of Seniors Interests and Volunteering.
- Planning for an Ageing Community is a dedicated website developed by The Australian Local Government Association (ALGA) and the Department of Health and Ageing.
- Ageing Toolbox was developed by ALGA to assist local government in planning for an ageing community.

Summaries of these initiatives can be found in Appendix 1 with relevant links to the full reports.

3. DEMOGRAPHIC INFORMATION

Australia's population is ageing and the evidence for this demographic change is undeniable. Falls in fertility, increasing life expectancy and the effect of the 'baby boomer' generation moving through older age groups, has contributed to an increase in the number and proportion of people aged over 65 years. The change in demographics will require a proactive and innovative approach to population ageing that is responsive to the needs and aspirations of all Australians.

3.1. Local Perspective Today

The City of Cockburn has been experiencing strong population growth across all age groups, with the population growth for over 65 year olds increasing at approximately the same rate as the rest of the Cockburn population.

Table 1.0 Total number of people within the City of Cockburn for the relevant identified age groups in 2006.

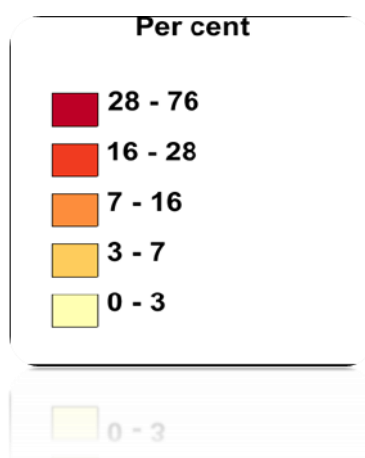
<i>Population for City of Cockburn 2006 Census</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
<i>Middle Age group 45 to 64</i>	8576	8763	17339
<i>Younger old age group 65 to 74</i>	2175	2182	4357
<i>Older old age group 75 plus</i>	1,280	1,864	3,144
<i>Total Senior population over 45</i>	12031	12809	24840
<i>Total of all population</i>	37,053	37,420	74,473
<i>Percentage of population Aged Over 45</i>			33%

Australian Bureau of Statistics 2006 Census of Population and Housing Cockburn (C)

The majority of seniors aged between 50 and 65 years old, currently live in Hamilton Hill and older suburbs such as Spearwood, Coolbellup, Bibra Lake, Munster and Jandakot although a significant number reside in newer suburbs such as Banjup.

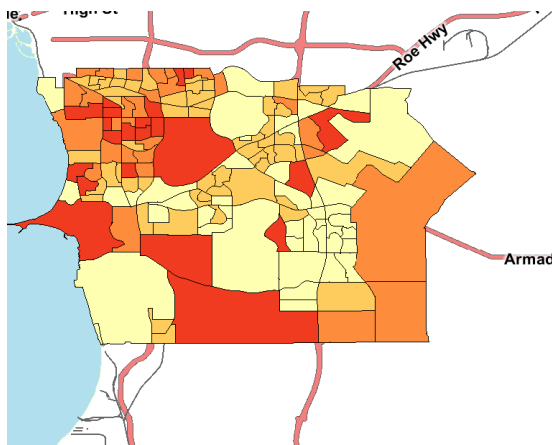
The following diagrams outline the percentage distribution by age and the overall current population figures by age and sex for the City of Cockburn and allow for a comparison of the proportions of the ageing population across the various suburbs.

Key for following tables as a
Percentage of the total population
Across the City of Cockburn



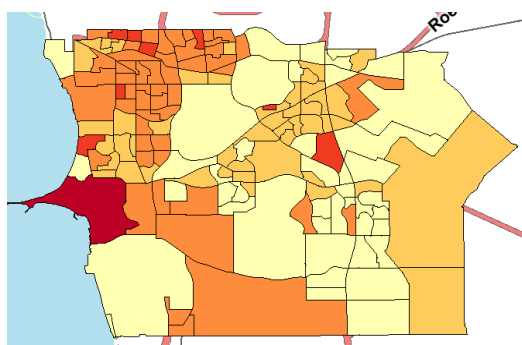
**Diagram 1.0 Percentage aged 55-64
Cockburn District**

years in 2006 in



<i>Actual Population</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
55-59 years	2,048	2,044	4,092
60-64 years	1,531	1,493	3,024

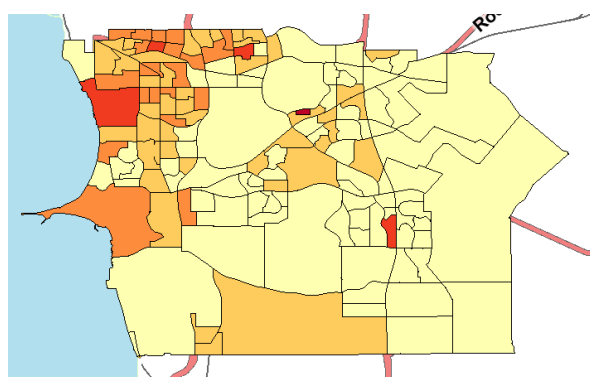
Diagram 2.0 Percentage aged 65-74 years in 2006 in Cockburn District



<i>Actual Population</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
65-69 years	1,209	1,184	2,393
70-74 years	970	994	1,964

Diagram 3.0 Percentage aged 75 years and over in 2006 in Cockburn District

<i>Actual Population</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
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75-79 years	672	802	1,474
80-84 years	370	553	923
85-89 years	172	330	502
90-94 years	52	140	192
95-99 years	8	31	39
100 years and over	0	6	6

Based on Place of Usual Residence, 2006Cockburn (C) (Local Government Area) by Census Collection District and population figures

3.2. Population Projections

Australian

The latest population projections released by the Australian Bureau of Statistics (ABS). indicate that by 2051 Australia's population is expected to increase to between 25 and 33 million people, with around 44% to 48% being older than 50 years.

- 2051 slightly more than one in four Australians will be aged 65 years and over
- 2051 people aged 85 years and over will make up 6% to 8% of Australia's population

Western Australia

- 2006 Number of seniors 340,531 Percentage of population 17%
- 2011 Number of seniors 424,369 Percentage of population 19%
- 2021 Number of seniors 602,680 Percentage of population 24%

Sources (electronic data) Australian Bureau of Statistics - Projections WA Series B 2004-2051 MFP all ages.xls

City of Cockburn

Table 2.0 Population projections for the City of Cockburn published by the Western Australian Planning Commission November 2005 in the Western Australia Tomorrow Population Projections for Local Government Areas 2004 to 2021.

	2004	2006	2011	2016	2021
45-49	5400	5700	6700	7500	7900

50-54	4800	5100	6100	7000	7700
55-59	4000	4400	5200	6100	6900
60-64	2900	3200	4400	5100	6000
65-69	2400	2600	3200	4400	5100
70-74	1800	2000	2500	3100	4300
75-79	1300	1400	1800	2400	2900
80-84	820	910	1200	1500	2000
85 plus	550	640	900	1200	1600
Total Aged Over 45	26370	24150	32000	38300	44400
Total Population in Cockburn	73900	77900	90700	102600	113900
Percentage Aged of 45	36%	31%	35%	37%	39%

Australian Bureau of Statistics 2006 Census of Population and Housing Cockburn (C) report states the actual percentage of people aged over 45 in Cockburn in 2006 was greater than projected at 33% of the total population instead of 31%.

Population projections show that older populations will continue to be concentrated in local government areas along the Australian coastline. Generally, when seniors move, it is usually only within the immediate local area to be closer to family for increasing support needs or into more appropriate living arrangements.

As the proportion of older people increases over the coming decades the needs of the population will change. Utilisation patterns and preferences will evolve and there will be increased expectation that local government will accommodate those changing needs. Already, there are a number of emerging service areas, including health and wellbeing programs, continuing education and housing.

4. CURRENT SERVICES IN THE CITY OF COCKBURN

It is important for local councils to understand the needs of seniors now and into the future. A common starting point is to compile a register of local council services and programs (also incorporating non-council provided services) and identify gaps and relevance to the next generation of seniors.

Today, councils undertake a broad range of services to meet the needs of their seniors' population. Key service initiatives include library services, home and community care, volunteering services, community grants, recreation and leisure services, carers support and seniors' centres.

An update of the audit from the original report in 2004 was completed including facilities, services and activities provided by the City of Cockburn, Government, Non Government Organisations and Private Business.

4.1.Aged Care Accommodation

Government-funded aged care homes are approved by the Australian Government to care for people. The introduction of Accreditation Standards for all Aged Care providers commenced in 1999 and requires all providers to demonstrate their ability to meet 44 standards within the accreditation framework. The principles of accreditation are built on a model of continuous quality improvement, systems and processes. The [Aged Care Standards and Accreditation Agency Ltd](#) assesses homes and monitors them to make sure they comply with the standards.

All aged care homes must provide a specified range of care and services at no additional cost to residents. These requirements vary according to whether the resident has 'low-care' or 'high-care' needs. There are some specified levels of care and services that all residents receive and additional ones that are provided for high-level care residents.

High Level Care

This is for people who need almost complete assistance with most daily living activities. It includes accommodation services such as meals, laundry and room cleaning as well as personal care. Medical needs are managed by nursing staff. High level care was previously known as Nursing home care.

Low Level Care

This is for people who need some help, but do not have very complex ongoing care need. It includes accommodation-related services (furnishings, bedding, general laundry, some toiletries, cleaning services, all meals, maintenance of buildings and grounds, and the provision of staff on call to provide emergency assistance) and personal care services (assistance with the activities of daily living, such as bathing, going to the toilet, eating, dressing, moving

around, maintaining continence or managing incontinence, rehabilitation support, and assistance in obtaining health and therapy services.)

4.2.Current Aged Care Accommodation in the City of Cockburn

The following facilities are located within the Cockburn area and provide a mix of accommodation services for the population. Sourced from www.agedcareaustralia.gov.au

Table 3.0 Current Aged Care Accommodation facilities in the City of Cockburn

DETAILS	HIGH CARE	LOW CARE	RESPITE	Ageing in place
Villa Dalmacia Aged Care Facility (Villa Dalmacia Association) 27 Gorham Way SPEARWOOD, WA 6163 Phone: 08 9418 5222 Fax: 08 9434 1755	50	20	yes	yes
Illawong Village Hostel (Bethanie Care) 1 Rodd Place HAMILTON HILL, WA Phone: 08 9418 6955 Fax: 08 9418 5303		39	yes	no
Carrington Aged Care Facility (Aegis Group) 27 Ivermeyer Road HAMILTON HILL, WA 6163 Phone: 08 9337 2238 Fax: 08 9314 2648	60	43	Yes	yes
Hale Hostel (Amana) (Locally known as Amana Living - Hale Hostel) 31 Waverley Road COOLBELLUP, WA 6163 Phone: 08 9424 6363 Fax: 08 9383 1251		40	Yes	no
Brightwater - South Lakes Care Facility (Brightwater) 62 Bloodwood Circle SOUTH LAKE, WA 6164 Phone: 08 9417 6200 Fax: 08 9417 6299		30	Yes	no
Frank Prendergast House (Southern Cross)	60	13	No	yes

DETAILS	HIGH CARE	LOW CARE	RESPIRE	Ageing in place
27 Pearson Drive SUCCESS, WA 6164 Phone: 08 94144600 Fax: 08 9414 6680				
Total beds(approx only)	180	185		

4.3.Retirement Villages

Independent Living Units or Retirement Villages are for people who need less care than that offered by aged care homes. These residential communities offer a range of services for independent older people, and are regulated by state and territory governments. The introduction and review of the Code of Practice for Retirement Villages has seen legislation applied to protect retirees entering into villages and affording a greater level of accountability and transparency by the owners and providers of village style accommodation. The legislation requires that village owners protect the retiree's investment in the village and is accountable financially to a village committee.

4.4.Retirement Villages in the City of Cockburn

Within the geographic boundaries of the City of Cockburn there are a number of retirement villages that offer a wide range of accommodation both in services and cost.

Table 4.0 Retirement Villages in the City of Cockburn

Amana Living (Hale House)	9424 6384	37 Waverley Road Coolbellup	49 units
Ellis Masonic Village	94092322	12 Lavinia Crescent Coolbellup	26 rental units
Illawong Village	9418 6955	1 Rodd Place Hamilton Hill	29 units
Lakeside Village	9417 8526	Lewington Gardens Bibra Lake	288 Resident funded units
Success Village	9414 3115	27 Pearson Drive Success	137 Resident funded units
Total Available Units			529 units

Sourced from www.agedcareguide

There are limited low cost options available. Some villages provide opportunities for people to move into an associated supported aged care environment. Many of these units would have double occupancy but these figures were not available. It still remains much lower than the population projections would indicate.

4.5.Respite

Not all of these services provide age specific services and respite remains a significant area of need throughout all of Western Australia. Sourced from www.agedcareaustralia.gov.au

Table 5.0 Respite facilities in the City of Cockburn

Activ Foundation Inc. - Family Services	(08) 9387 0555
Alzheimer's Australia WA	(08) 9388 2800
Amana Living - Stay Home Program - HACC (previously Anglican Homes)	(08) 9344 9200
Brightwater - Balcatta - Community Respite House (Low Care)	9344 8433
Brightwater - Marangaroo Community Respite House (High Care)	9247 9102
Derbarl Yerrigan Health Service - HACC	(08) 9344 0444
Mercy Aged Care - In Home Respite	(08) 9442 3498
Multiple Sclerosis Respite Norbury House	(08) 9385 9574
Neurocare	(08) 9346 7535
Perth Home Care Services - Crisis Care Service	(08) 9204 7801
Perth Home Care Services - HACC	(08) 9204 7800
Perth Home Care Services - TOP (Time Off and Planning)	(08) 9204 7800
Rockingham Respite Cottage	(08) 9528 2137
Rocky Bay Inc	(08) 9383 5111
TAPSS Community Care	(08) 9383 2663

4.6.Community Services

It is important to remember that there is an increased trend in accommodation provision to support people within their current situation as long as possible through the provision of home based services

Community Aged Care Packages

The Community Aged Care Packages are a Commonwealth Government funded scheme. These are planned and coordinated packages of care to assist people to remain living in their own home. The packages are specifically designed to cater to the individual and are flexible to meet varying needs including personal care, meal preparation, home help/cleaning, transport services .

Extended Aged Care at Home (EACH)

This program provides an option for older people with high and complex care needs to be supported in their own homes. ACAT assessment is a prerequisite.

Home and Community Care Programs

As with the Community Aged Care packages, the HACC program continues to expand and provide a range of service for all eligible people living within the community. The programs can enhance other areas of service provision in supporting individuals to remain at home for longer periods.

4.7. Community Services in the City of Cockburn

Cockburn Community Care provides centre based day care services for the frail, aged and disabled at the Jean Willis Centre in Hamilton Hill. The Day Centre programmes provide a range of activities and outings, which are client focused to cater to the physical, social and emotional needs of all members. Lunch and refreshments are included in the day program. Transport is provided to and from the Centre in specially equipped vehicles, to allow easy access for people with physical disabilities.

Home Support Services assist people to remain living in their own home in the community. Assistance or support is provided with basic everyday tasks, such as Respite Care (for Carers of the Frail or Disabled person), domestic assistance and shopping assistance

Carer Support Service offers support and advocacy, information and assistance regarding respite options, fortnightly coffee morning, bi-monthly carer's newsletter and carers Retreat.

Kwobarup Aboriginal Program is aimed specifically at our Aboriginal Community. The Kwobarup program offers a range of services to frail, aged and disabled Aboriginal people including Centre Based Respite, Home Help, Transport, cultural art program, activities and outings and information about other Aboriginal specific services provided in the community.

Community Aged Care Packages (CACP)

These are planned and coordinated packages of care specifically designed to cater to the individual and are flexible to meet varying needs including personal care, meal preparation, home help/cleaning, transport services .

As the government direction in recent years has been to focus on supporting people to remain in their own homes there has been a marked increase in the availability of Community Aged Care Packages. This has also seen an increase in the number of providers becoming involved in the delivery of this type of service. Some of the services listed below are not physically located in the City of Cockburn but provide a range of services to people within the City of Cockburn.

Safer City Service

Consultation findings from the 2004 report identified the need for the City to continue to support the City of Cockburn Safer Senior Service

Key activities that need to continue include:

- (1) promoting the Safer Senior Subsidy Service
- (2) educating and informing seniors on safety & security risk minimisation including financial security;
- (3) working in partnership with service agencies to prevent crime, fire and injury to seniors

Safety and security issues are generic issues impacting on the community across the nation and were repeatedly expressed by Cockburn seniors and service providers in the consultation strategy. Seniors are a natural target for crime and according to consultation feedback some seniors are even frightened to answer the door or walk down the street or talk to anyone about financial advice in case they are 'ripped off'. Cockburn has some very good initiatives via the Safer Senior Service however anecdotal evidence suggests that awareness of this service is not widespread.

Mobile Library Service

The City of Cockburn mobile library service for home bound residents was positively supported by the 2004 consultation findings. Community feedback identified the need for the City to continue to support this valuable community service.

Other services listed below are not necessarily located in the City of Cockburn but provide a range of Community services to people living within the City of Cockburn.

Table 6.0 Community Services for Seniors

Aged Care Services Australia	(08) 9329 1600
Amana Living - Cities of Melville and Cockburn	(08) 9344 9200
Baptist Care Home Care Services-South Metro	(08) 9528 5201
Baptistcare	(08)94505744
Baptistcare	(08) 9282 8600
Brightwater At-Home Services - CACPs Western Suburbs	(08) 9489 5000
Brightwater At Home Services South West	(08) 9593 9254
Chung Wah Association - (Chinese)	(08) 9328 3988
Coolibah Aged Care Facility	(08) 9535 0304
Derbarl Yerrigan Homecare Services - Community Aged Care Packages	(08) 9421 3888
Dutch Aged Care WA Inc. - Community Aged Care Packages, The	(08) 9382 4186

Italo-Australian Welfare & Cultural Centre Inc	(08) 9228-2220
Mercy Aged Care - CACP	(08) 9419 7533
Mercy Aged Care - Community Aged Care Packages	(08) 9442 3498
Noel Bodycoat Care	(08) 92215344
Pam Corker House	(08) 9733 1355
Silver Chain Association-MSW HACC	08 9242 0242
Silver Chain Community Aged Care Packages	(08) 9242 0242
Southern Cross Care	9282 9966
Southern Cross Community Care Services	(08) 9337 0150

Sourced from www.agedcareaustralia.gov.au

4.8.Social and Recreation Groups in the City of Cockburn

There are a range of social and recreational options available for people in the area although the Seniors Community Action Group identified the need for a centrally located service that more fully met the needs of the current population.

Cockburn's Regional Seniors Group

The Regional Seniors Group (RSG) was established in 2005 under the banner of the Cockburn Community Development Strategy. The Group consists of members representing the various Seniors Clubs within the Cockburn area. The RSG reports back bi-monthly to the Regional Community Development Group, the peak body of the Strategy.

The RSG defines a 'Seniors Club' as a group that:

- consists of community members over the age of 50
- promotes and supports the wellbeing of seniors by enhancing their lives
- encourages social inclusion amongst seniors through various annual events, workshops and activities

Seniors groups in the City of Cockburn include St Jerome's Seniors, South Lake Seniors, Probus Club of Cockburn, Cockburn Prime Timers, Cockburn Senior Citizens, Coolbellup Leisure Club and Atwell Over 50's. The City of Cockburn Seniors Centre Coordinator will provide administration support to the RSG and will work co-operatively with the RSG members and the Seniors Centre members in planning Active Ageing activities in the Interim Seniors Centre.

Happening Seniors Program 2006 - 2009

Happening Seniors is a program to encourage active ageing amongst the seniors of the City of Cockburn. There are four components to the Happening Seniors Program - Seniors Bulletin Board; Intergenerational Volunteering; Active Living Expo and the Living Strong Learning stream. A wide range of the Happening Seniors Active Ageing activities will operate from the City of Cockburn Interim Seniors Centre from August 2009.

4.9. Feedback Regarding Existing Services

Feedback from the original report in 2004 from the focus groups and surveys revealed a number of service providers and seniors who were satisfied with current services and activities provided to seniors. These positive responses on services and activities identified many opportunities for social and recreation groups for seniors, suitable recreational and physical courses, satisfaction with HACC service programs, safer city service and mobile library service provision, carer support through social mornings and carer support groups and ongoing learning opportunities for seniors.

It was also reported at the time that there were good networking and relationships between service providers (HACC) and local GP's and Medical Centres Aged Care Assessment Team (ACAT), continuity of service provision with agencies providing more than one service under the HACC program and a move towards personal centre care and comprehensive nursing assessment and care provision in the home. However current feedback has identified some difficulties in these areas.

5. THE CHANGING NEEDS OF AUSTRALIA'S AGEING POPULATION

Contemporary services for seniors are designed for today's older Australians and may not be appropriate or relevant for ageing "baby boomers". Services in general are aimed at meeting physical needs after a problem develops, rather than preventing problems in the first place

Future seniors will seek access to activities and services that support their continued good health and independence. It is likely that demand for community-based, proactive, social based services and activities will intensify and that demand on local government to meet the health and community needs of older people will increase. Services aimed at older people will need to address physical, mental and social needs. The main demands are expected to be: health and aged care, home support services, subsidy of medical services, community transport and a range of cultural and recreation services.

The Productivity Commission, in its research study—*Economic implications of an Ageing Australia*, concluded that with the delivery of human services now representing 49% of total local government expenditure, local councils are more likely to face budgetary pressures from population ageing than from traditional activities such as road and infrastructure provision and maintenance.

5.1.Diversity

An important dimension of the older population is the diversity of needs, interests and backgrounds. Older people are individuals and their experience of ageing will be influenced by a range of inter-related factors such as gender, lifestyle, location, socioeconomic circumstances, cultural backgrounds, education level and general health. The notion of productive, healthy life expectancy has different meanings for different groups. Much of the literature divides the larger group into three subgroups based on age and similar social circumstances.

Table 7.0 Description of diversity of needs by Age sub groups

Age group	Issues and Expectations
<p>The ‘middle’ age group (now 45-64) were born between 1939 and 1958</p> <p>Post war baby boomers, born in large numbers soon after the war</p> <p>Great social change in the 1960s and 1970s</p> <p>They will account for the large bulge in the population of ‘older old’ people (over 80 years) between 2026 and 2036.</p>	<p>Changes in transport and urban patterns, access to television and computers, together with increased working hours for many, have reduced physical activity in daily lives</p> <p>Health problems include overweight and obesity, mental disorders (including depression and anxiety), musculoskeletal problems and cardiovascular problems</p> <p>Increasing the number of years of healthy life should help to reduce health-related withdrawal from the workforce and increase workforce participation among mature age workers, which will benefit both the individual and the economy.</p>
<p>The ‘younger old’ age group (now aged 65-79 years) born in the period 1924-1938, during the economic restrictions of the Great Depression or Second World War</p> <p>Majority in this generation are living in their own homes, with low housing costs that have permitted a reasonable standard of living on the</p>	<p>Health problems include different forms of cancer, cardiovascular diseases, sensory disorders, musculoskeletal disorders and mental disorders.</p> <p>More than half over 70 years suffer from at least one chronic medical condition, one third require assistance with daily activities such as shopping, cooking and housework. Once ill, they need effective care including proper medication management, aids to maintain independence. The majority of this generation, however, still consider themselves to be in good health.</p>

Age group	Issues and Expectations
<p>pension.</p> <p>Many of them provide care for their own parents, their spouse, a sick or disabled adult child, grandchildren, or combinations of these</p>	<p>Expectations and priorities are:</p> <ul style="list-style-type: none"> • staying in their own home as long as possible, • staying mobile and independent, • active participation in society • high quality health care • continued lifelong learning. <p>Extra years of healthy life will allow ongoing participation in the paid workforce (for some) and in family and community life, increased independence, autonomy and mobility and decreased likelihood of admission to residential care</p>
<p>The 'older old' age group (over 80 years)</p> <p>This group represents the survivors of the generation born before 1923, who lived their formative teen and young adult years during the Depression and Second World War</p> <p>These numbers are expected to increase rapidly in the next 30 years.</p>	<p>Most people in this older old group suffer from multiple chronic diseases and have relatively high levels of disability. They have a steeply rising incidence of the brain disorders that become common only with advancing age (Alzheimer's disease and other dementias; Parkinson's disease and other gait disorders). A quarter of the men and one third of the women have two or more chronic health problems.</p> <p>Their needs include:</p> <ul style="list-style-type: none"> • support and aids to enhance their independence and mobility, • support to stay in their own homes where possible • access to high quality medical care <p>Additional years of healthy life will mean increased independence, autonomy and mobility, with less likelihood of admission to residential care.</p>

5.2.Cultural Diversity

A further influence on the profile of the ageing population is the significant cultural and linguistic background of the population. The Office for Seniors Interests and Volunteering undertook the *Culturally and Linguistically Diverse Seniors: Community Participation Research Project* to gather information from culturally and linguistically diverse (CALD) seniors about their involvement in the community and their perceived barriers to participating in community activities. The literature review found that the proportion of older Australians from culturally and linguistically diverse backgrounds is increasing at a faster rate than the increase in the

number of older Australian born people. The Australian Institute of Health and Welfare (2004) has projected that the number of older Australians from culturally and linguistically diverse backgrounds will increase by 66% over the fifteen years between 1996 and 2011. The older Australian born population is expected to increase by only 23% in the same period.

By the year 2020, a substantial proportion of older people in Australia will have been born overseas in a non-English speaking country. It is projected that the growth in this group will be dramatic (Hugo & Thomas, 2002).

The City of Cockburn has a substantial culturally diverse population and will need to take this into account when planning future services and supports.

5.3. Need for Core Activity Assistance

The census figures for 2006 identified that 2,647 people in the City of Cockburn identified that they needed assistance as defined by the 'Core Activity Need for Assistance' variable.

This variable has been developed to measure the number of people with a profound or severe disability. People with a profound or severe disability are defined as needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long term health condition lasting six months or more), or old age.

Some people did not record they needed assistance and it may be that the figures could be higher than the current identified need.

Table 8.0 Need for Core Activity Assistance in 2006 in Cockburn District

	<i>Need for assistance</i>	<i>Need for assistance not stated</i>	<i>No need for assistance</i>	<i>Total</i>
45-54 years	260	581	9,381	10,222
55-64 years	323	379	6,417	7,119
65-74 years	370	285	3,704	4,359
75-84 years	560	193	1,640	2,393
85 years and over	375	83	285	743

	<i>Need for assistance</i>	<i>Need for assistance not stated</i>	<i>No need for assistance</i>	<i>Total</i>
Total	2,647	4,742	67,084	74,473

Please note: Table 8.0 is **Based on place of usual residence**

5.4. Identified Needs for Cockburn Seniors

Population ageing will impact on planning and service delivery, creating growing challenges for local government authorities.

During the consultation undertaken at the time of the original 2004 report the following issues were consistently highlighted in the think tank, surveys and focus groups:

- Insufficient affordable housing options and respite services
- Insufficient home help services
- Access and funding issues related to current services
- Social isolation
- Lack of affordable and culturally appropriate social and recreational services
- Lack of coordination of information and services supporting 'healthy ageing'
- Lack of promotion of services that council provide
- Inadequate safety and security for some seniors both in home and the community
- Inadequate affordable access to public spaces, services and events
- Poor transport

The majority of seniors aged between 50 and 65 years old, currently live in Hamilton Hill and older suburbs such as Spearwood, Coolbellup, Bibra Lake, Munster and Jandakot although a significant number reside in newer suburbs such as Banjup.

Service mapping indicated that the majority of Seniors services are located in Spearwood and Hamilton Hill. In the future there is a need to investigate whether additional satellite social and recreation facilities, and community health services should be provided in the vicinity of the significant number of seniors who live in Jandakot and Banjup.

6. IDENTIFIED ACCOMMODATION NEEDS FOR COCKBURN SENIORS

The need for the ageing population in the City of Cockburn to have access to affordable suitable housing options that allow them to age comfortably and safely within the community to which they belong was targeted as an outcome during the development of the Global Age-Friendly Strategic Plan. The extent of this need has been further investigated and included in summary form for this report. A full copy of the City of Cockburn Age Friendly Accommodation Report is available on request.

6.1.Supported Accommodation Need for City of Cockburn 2006-2021

A key mechanism used by the Australian Government in planning residential aged care service provision is the planning target for levels of provision relative to population. In 2006, this target was 88 residential aged care places per 1,000 persons aged 70 and over. Of these 88 places, 40 were targeted to high-care places and 48 to low-care places. This planning target has applied since 2004.

The following figures are based on this planning target and population projections from Western Australian Planning Commission November 2005. The beds have not been divided into low and high care beds as there is some flexibility in how services allocate beds according to the need and funding at the time.

Table 9.0 Supported Accommodation Need for City of Cockburn 2006-2021

(Western Australian Planning Commission November 2005 and ABS census data 2006)

	Persons 70 - 74	Persons 75+	Total Persons >70	Targeted Beds
Actual figures for 2006	1964	3136	5100	449
Projected figures for 2011	2500	3900	6400	563
Projected figures for 2016	3100	5100	8200	722
Projected figures for 2021	4300	6500	10800	950

Only a small proportion of the older population of Australia is in residential aged care at any point in time. Use of residential aged care is higher for women than men and increases substantially for women with increased age.

6.2. Identified Shortfall in Supported Accommodation Need 2006-2021

There are currently two new facilities planned for the area that will add a further 150 beds to the total and these have been included into the identified beds for 2011.

Table 10.0 Identified Shortfall in Supported Accommodation Need 2006-2021

	2006	Projected need 2011	Projected need 2016	Projected need 2021
Targeted Beds for Supported Accommodation	449	563	722	950
Identified beds(includes current plus new developments)	365	515	515	515
Shortfall	84	48	207	435

There are facilities located in nearby suburbs but these have not been included in this calculation. Although some facilities are extremely close it is important to remember that older residents want to stay within a community that is familiar and to which they currently belong.

6.3. Independent Retirement Accommodation Need

Although there is no identified figure to assess need for independent retirement options it appears that the 529 available options is not adequate to meet the current population of **12,620 (or the middle age group 45 to 64)** or the projected population growth for this group especially considering the changing expectations to actively remain within the community both for living and working options. These post war baby boomers will account for the large bulge in the population of 'older old' people (over 80 years) between 2026 and 2036.

6.4. Respite Accommodation Need

There is a limited suitable respite accommodation directly available across the entire metropolitan with waiting times for planned respite being longer than twelve months in most places. Emergency respite options are extremely limited. There is a possibility for increasing some carer respite through community services but this does not take into account short term respite options or emergency situations.

6.5.Home Based Accommodation Need

It is important to remember that there is an increased trend in accommodation provision to support people within their current situation as long as possible through the provision of home based services. This means that the current community services provided by the City of Cockburn must continue to expand in order to meet this trend.

6.6.Accommodation Strategies

The following strategies are incorporated in the Housing Outcome area and Community and health services Outcome area of the Age Friendly Strategic Plan:

Strategy 1: That the City of Cockburn continues to expand the range of community services available to support people to remain in their current accommodation as long as possible.

This includes:

- increasing the community care packages currently available
- applying for Extended Aged Care at Home (EACH)
- continuing the current range of services
- Explore feasibility of a range of emergency and ongoing respite services

Strategy 2: That the City of Cockburn explores further the feasibility of a joint venture for the vertical development on the Phoenix Central site in relation to both supported accommodation and self funded retirement accommodation.

The current and projected figures for supported accommodation show a definite shortfall that will get significantly worse in the near future, with a projected shortfall of 207 beds in ten years time and 435 beds in 2021. Planning for future development needs to commence immediately.

The current Phoenix Central redevelopment was looked at as a possible suitable environment for future accommodation development. Although this location does not fully support the best practice concept of ageing in place because of the overall available size of the site, it does have some features including proximity to community services such as library, shopping centre, medical services, cafes and recreational options.

The site may be able to sustain some vertical development that could provide a range of accommodation options in keeping with ageing in place. There are some drawbacks to vertical development including the cost for the developer, the size of the project required to make it financially viable for them and the suitability of access for use by an ageing population. There is also the consideration for council that there will be a cost if a joint venture with a not for profit organization is progressed as they are exempt from paying rates.

There is scope to include a development for independent funded retirement accommodation on the current Phoenix Central site. This would be in keeping with the growing trend for the ageing population to down size into affordable housing that is neither isolated nor age specific. Future development of the site along Spearwood Avenue may be able to include a supported accommodation facility to compliment retirement accommodation. Increasing the land holding would be necessary and options may include a joint venture with a developer but further planning assessment would be necessary.

Strategy 3: That the City of Cockburn identifies suitable opportunities to develop supported accommodation as an integral component of all future redevelopments.

The recommendation for current development of supported accommodation facilities is a minimum of 6-8 hectares. There were no readily available sites identified by the Planning Department that could easily be used to support future accommodation needs. This lack of suitable locations raises concerns regarding the shortfall of accommodation in the near future.

It will be crucial that the City of Cockburn actively target supported accommodation development in any future redevelopment in order to meet the identified needs.

The above strategies are included in the Community and health services and Housing outcome areas within the plan.

7. VISION FOR AN AGE-FRIENDLY CITY

The City of Cockburn is committed to ensuring that the community is an accessible and inclusive community in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible for all people, providing the ageing population with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The City of Cockburn supports the development of an age-friendly city that adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities. It strives to develop policies, services, settings and structures that support and enable people to age actively by:

- recognizing the wide range of capacities and resources among older people;
- anticipating and responding flexibly to ageing-related needs and preferences;
- respecting their decisions and lifestyle choices;
- protecting those who are most vulnerable; and

- promoting their inclusion in and contribution to all areas of community life.

8. STRATEGIES TO DEVELOP AN AGE- FRIENDLY CITY

Eight outcomes have been considered in developing the Age friendly City Strategic plan.

These outcome areas provide a framework for translating the principles of the WHO global age-friendly cities into tangible and achievable results. Please refer to the Age Friendly Implementation Plan for more detail in relation to the specific tasks that will be undertaken in the implementation of each strategy. The Implementation plan will be formally reviewed and updated once per annum and is attached as Appendix 3.

8.1.Outdoor Spaces and Buildings

Outcome: That the ageing population in the City of Cockburn has access to age friendly built environments that support independence, quality of life and safety for older people and positively affect their ability to “age in place”.

STRATEGY	Time Frame	Resources
To promote age friendly built environments and foster age friendly community planning and design	2010	Existing
To create safe and secure pedestrian environments	Ongoing	Footpath and Bike path strategy identifies resource needs
To support recreation facilities, parks and walkways that support access for the ageing population	2009	Sport and Recreation Plan identifies resource needs
To continue to provide information and services that focuses on preventing crime, fire and injury affecting older people	Ongoing	Existing

8.2.Transportation

Outcome: That the ageing population in the City of Cockburn has access to affordable and equitable transport to support social and civic participation and access to community and health services.

STRATEGY	Time Frame	Resources
To improve the mobility and transport options available for seniors	2009	Seniors Centre Coordinator/ Travel Smart Officer
To provide an additional community bus to support access for seniors	Underway	\$125,000 bus purchased 08/09

8.3.Housing

Outcome: That the ageing population in the City of Cockburn has access to affordable suitable housing options that allow them to age safely and be socially supported within the community to which they belong.

STRATEGY	Time Frame	Resources
That the City of Cockburn explores further the feasibility of a joint venture for the vertical development on the Phoenix Central site in relation to both supported accommodation and self funded retirement accommodation.	2010	Existing
That the City of Cockburn identifies suitable opportunities to develop supported accommodation as an integral component of all future redevelopments.	2009	Existing
To support the development of suitable affordable housing options	Ongoing	Consultant
To ensure where possible that appropriate services, amenities and activities are accessible within the surrounding community to support ageing in place.	Ongoing	Existing

8.4.Social Participation

Outcome: That the ageing population in the City of Cockburn has affordable and equitable access to activities and events that support social participation and fosters well being and social integration.

STRATEGY	Time Frame	Resources
To provide an interim facility that provides and coordinates social and recreational activities for seniors until the Phoenix Central Civic Precinct Redevelopment has been completed	July 2009	Capital Works and Fit out \$600,000. Net Operational Cost after income \$265,000 per annum
To provide a suitable facility in the Phoenix Central Civic Precinct Redevelopment that provides and coordinates social and recreational activities for seniors	2011/12	To be costed once concept plan is finalised
To investigate the social and recreational needs for seniors in the South Eastern Quadrant and provide a satellite service to meet the identified local need	2013/14	Consultant
To provide relevant activities that reflect the WA Active Ageing Strategy	2009	Interim Seniors Centre
To support equitable and affordable access to senior social groups and facilities	2009	Interim Seniors Centre/ Seniors Centre Coordinator

8.5. Respect and Social Inclusion

Outcome: that the ageing population in the City of Cockburn are recognized and included as valuable members in the social, civic and economic life of the city.

STRATEGY	Time Frame	Resources
To develop a media strategy that positively reflects the diversity of the ageing population	Ongoing	Existing
To continue to encourage and develop programmes and community activities that support intergenerational and family interactions	Ongoing	Existing and Grants

To support community education by providing opportunities for older people to share their knowledge, history and expertise with other generations	Ongoing	Existing
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8.6.Civic Participation and Employment

Outcome: That the ageing population in the City of Cockburn has access to opportunities to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

STRATEGY	Time Frame	Resources
To establish regular consultation that increases senior participation in decision making including the Regional Seniors Group and other relevant groups	Ongoing	Seniors Centre Coordinator
To continue to support and encourage participation in the City of Cockburn's Volunteer Resource Centre.	Ongoing	Existing
To continue to support and facilitate flexible employment opportunities for seniors within the City of Cockburn	Ongoing	Existing

8.7.Communication and Information

Outcome: That relevant information is readily accessible to older people with varying capacities and resources

STRATEGY	Time Frame	Resources
To provide information in appropriate and accessible formats to all seniors regarding current issues, services and events.	Ongoing	Interim Seniors Centre and Grant funding
To provide opportunities for seniors to participate in the use of new information technology.	Ongoing	Grant funding and Existing
To facilitate programmes to prepare and support seniors approaching retirement.	2009	Seniors Centre Coordinator

8.8.Community and Health Services

Outcome: That the ageing population in the City of Cockburn has access to affordable quality community support services and health care.

STRATEGY	Time Frame	Resources
That the City of Cockburn continues to expand the range of community services available to support people to remain in their current accommodation as long as possible.	Ongoing	Existing
To investigate and support affordable home based services for all seniors	Ongoing	Existing
To investigate the need for additional home based services not currently provided by HAAC or CACP	2009/10	Existing
To continue to support existing services such as HACC services, CACP, Safer City, and Mobile Library Service and ensure relevant standards and accreditation requirements are continually met.	Ongoing	Existing
To support outreach health services that improve access to affordable medical services	2009/10	Existing
To provide a Seniors Centre Coordinator to manage and facilitate services and information across the organization	Underway	Seniors Centre Coordinator appointed 2008

9. REFERENCES

The National Strategy for an Ageing Australia – 2004

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Age-friendly built environments: Opportunities for Local Government Australian local Government Association

Awareness to action: Local government's response to population ageing Australian local Government Association

Ageing-in-place > Implications for Local Government Australian local Government Association

Ageing Awareness and Action Survey Report 2006 Australian Local Government Association

Response to the senate enquiry into aged care, 28th July 2004 Dr Roderick McKay, Director of Aged Care Psychiatry, Braeside Hospital, Hope Healthcare and Regina McDonald, Area - Clinical Nurse Consultant, Aged Care Psychiatry

Ageing Gracefully An Overview of the Economic Implications of Australia's Ageing Population Profile Prepared for the Commonwealth Department of Health and Aged Care February 2000

Promoting Healthy Ageing In Australia: Prime Minister's Science, Engineering And Innovation Council

A review of healthy ageing research in Australia report prepared for the Community services Ministers' advisory Council 2000

Securing the future of Aged Care for Australians Commonwealth of Australia 2007

Seniors Resources On line <http://www.community.wa.gov.au/>

Publications

World Health Organization's Global Age-friendly Cities Guide and Checklist

Active Ageing Benchmark Indicators

World Health Organization's Global Age-friendly Cities Guide and Checklist

Active Ageing Strategy, Generations Together: Report 2004 - 2008

***Progress report of the Western Australian Active Ageing Strategy
Generations Together Summary 2007***

10. APPENDIX

Appendix 1: Summary of Relevant Initiatives in Australia

The National Strategy for an Ageing Australia

In December 1997 the Government released its National Strategy for an Ageing Australia. In this report it is noted that the number of Australians over sixty-five years of age will more than double in the next thirty years. The report identified broad areas of change and a range of issues to be addressed. These include:

- an ageing workforce and the need for action as the supply of younger entrants drops dramatically but the demand for economic growth persists and competition in a global economy continues to increase;
- the need for adequate levels of, and sustainable sources of, retirement incomes to support retirement living;
- the need for positive individual and community attitudes to ageing;
- the need for age-friendly infrastructure and community support (including housing, transport and communications), to enable greater numbers of older Australians to participate in and remain connected to society;
- the importance of healthy ageing to enable a greater number of older people to remain healthy and independent for as long as possible; and
- a growing demand for accessible, appropriate and high quality health and aged care services.

Generations Together: Western Australia's Active Ageing Strategy

Generations Together: A Guide to the Western Australian Active Ageing Strategy was launched in March 2004. The Strategy provides a whole-of-government framework for responding to the challenges and opportunities presented by our ageing population and to the needs of today's seniors.

The strategy includes five identified priority areas under which government initiatives will be developed. The priority areas are:

- Health and Wellbeing;
- Employment and Learning;
- Community Awareness and Participation;
- Protection and Security; and
- Planning and the Built Environment.

[http://www.community.wa.gov.au/Communities/Seniors/Publications/Generations Together A Progress Report.htm](http://www.community.wa.gov.au/Communities/Seniors/Publications/Generations_Together_A_Progress_Report.htm)

The Active Ageing Benchmark Indicators

In March 2006, The Department of Community Development (Office for Seniors Interest and Volunteering) launched The Active Ageing Benchmark Indicators, which is the set of community indicators developed to report on the status of active ageing among Western Australia's Seniors. These benchmarks were developed in consultation with the World Health Organisation, Council on the Ageing (WA) and several other state government departments. This information will assist in providing the strategic direction for future initiatives.

http://www.community.wa.gov.au/Active_Ageing_Benchmark_Indicators.htm

Transitions in Ageing

In 2005, the Office of Seniors Interests and Volunteering carried out an extensive consumer consultation process. Transitions in Ageing is a major research project investigating the importance of various changes and events in the lives on Western Australians aged 65 years and over, collated through in-depth interviews and a telephone survey of 600 WA Seniors. It examines what they consider to be positive and negative influences on their lives and how their own perception of how well they are ageing tallies with the definition of successful ageing established through previous research.

Full report: <http://www.community.wa.gov.au/>

Local Government Trends

The Australian Local Government Association (ALGA) www.alga.asn.au and the Department of Health and Ageing are working together to help local government meet the specific opportunities and challenges of an ageing population through the local government and population ageing project. The first step of the partnership was the development of an action plan to engage local government in a planned and coordinated national approach to population ageing issue

ALGA has established a separate website resource to assist local government to plan for an ageing population. The website *Planning for an ageing community*, showcases the latest news, research, data, information and innovative practice.

ALGA has also developed an "Ageing Toolbox" which can assist local government in planning for an ageing community.

Ageing in Place

The principles of providing ageing in place were introduced as part of the reforms introduced by the Aged Care Act 1997 and the Aged Care Principles incorporating the Accreditation Grant Principles

Previously individuals had access to either nursing home or hostel level accommodation and when hostel residents care needs increased they were moved to a nursing home. The effect of moving can be highly distressing to both the resident and their family members. When managed effectively, ageing in place can have great benefits for the individual and their family in allowing them to remain in a familiar environment.

Appendix 2: Aged Care Facilities within a 15km radius of Cockburn Central

Villa Dalmacia Aged Care Facility	Spearwood, WA	Less than 1 km
Illawong Village Hostel	Hamilton Hill, WA	2 km
Carrington Aged Care Facility	Hamilton Hill, WA	2 km
John Mercer Lodge	Hilton, WA	3 km
Hale Hostel (Locally known as Amana Living - Hale Hostel)	Coolbellup, WA	4 km
Brightwater - South Lakes Care Facility	South Lake, WA	7 km
Frank Prendergast House	Success, WA	9 km
Italian Village Fremantle	White Gum Valley, WA	4 km
St Francis Aged Care	Fremantle, WA	6 km
Avalon Apartments	Murdoch, WA	6 km
Braemar Village	Willagee, WA	7 km
Braemar House	East Fremantle, WA	7 km
Craigcare Melville	Melville, WA	7 km
Pilgrim House	East Fremantle, WA	7 km
St Ives Eldercare Melville	Myaree, WA	8 km
Carinya Of Bicton	Bicton, WA	8 km
Braemar Lodge	Bicton, WA	8 km
Hillcrest Nursing Home	North Fremantle, WA	8 km
Hillcrest Residence	North Fremantle, WA	8 km
Regents Garden Four Seasons Booragoon	Booragoon, WA	8 km

<u>Dorothy Genders Hostel</u> (Locally known as Amana Living - Dorothy Genders Hostel)	Mosman Park, WA	9 km
<u>River Sea Hostel</u>	Mosman Park, WA	9 km
<u>Regents Garden - Bateman</u>	Bateman, WA	10 km
<u>Dean Lodge</u>	Bull Creek, WA	10 km
<u>Gordon Lodge</u>	Bull Creek, WA	10 km
<u>Freshwater Bay Nursing Home</u>	Mosman Park, WA	10 km
<u>Mosman Park Nursing Home</u>	Mosman Park, WA	10 km
<u>Frederick Guest Hostel</u> (Locally known as Amana Living - Frederick Guest House)	Bull Creek, WA	10 km
<u>Wearne Hostel</u>	Cottesloe, WA	11 km
<u>Lefroy Hostel</u> (Locally known as Amana Living - Lefroy Hostel)	Bull Creek, WA	11 km
<u>Adventist Residential Care</u>	Rossmoyne, WA	11 km
<u>Sundowner Hostel</u> (Locally known as Amana Living - Sundowner Hostel)	Cottesloe, WA	12 km
<u>Joseph Cooke Hostel</u>	Rossmoyne, WA	12 km
<u>Leslie A Watson Nursing Home</u>	Salter Point, WA	13 km
<u>Melvista Nursing Home</u>	Nedlands, WA	13 km
<u>Margaret Hubery House</u>	Shelley, WA	13 km
<u>Applecross Nursing Home</u>	Applecross, WA	13 km
<u>Alfred Carson Lodge</u>	Claremont, WA	13 km
<u>Peter Arney Home</u> (Locally known as Amana Living - Peter Arney Home)	Salter Point, WA	13 km
<u>McDougall Park Nursing Home</u>	Como, WA	14 km
<u>Canning Lodge</u>	Willetton, WA	14 km
<u>Como House</u>	Como, WA	14 km

<u>Meath Care Como</u>	Como, WA	15 km
<u>Hollywood Village Nursing Home</u>	Nedlands, WA	15 km
<u>Warrina Hostel</u>	Nedlands, WA	15 km
<u>Weston Lodge</u>	Nedlands, WA	15 km
<u>Elloura Lodge</u>	Nedlands, WA	15 km
<u>Craigcare Como</u>	Como, WA	15 km
<u>Collier Park Hostel</u>	Como, WA	15 km
<u>Concorde Nursing Home</u>	South Perth, WA	16 km
<u>Annesley Residential Aged Care Facility</u>	Bentley, WA	17 km
<u>Trinity Lodge</u>	Bentley, WA	17 km
<u>Agmaroy Nursing Home</u>	Wilson, WA	17 km
<u>Castledare Retirement Village</u>	Wilson, WA	17 km
<u>Hilltop Lodge</u>	Bentley, WA	17 km
<u>Cygnet Lodge</u>	Bentley, WA	17 km
<u>Tandara/Ningana Nursing Home</u>	Bentley, WA	17 km
<u>Waminda Hostel</u>	Bentley, WA	17 km
<u>Kensington Park Nursing Home</u>	Kensington, WA	18 km
<u>Craigcare St James</u>	St James, WA	19 km

Appendix 3: Aged Friendly Implementation Plan Updated June 2009

Reviewed June 2009

City of Cockburn

Age- Friendly Strategic Plan

Implementation

The Implementation plan has been collated as a guide for possible tasks to be undertaken. It reflects the issues collected during the initial consultation and suggestions from relevant research and staff that can be undertaken to develop an age-friendly community.

Resources

World Health Organization Global Age-Friendly Cities: Guide has been used as the framework for the Strategic plan and the subsequent implementation plan. It was developed through consultation with older people who outlined what they thought an age-friendly city should be. About 1500 older people described the advantages and disadvantages faced in eight areas of city living that are outlined in the following document. Service providers were also consulted. It proposes easy ways and affordable measures to make a city more age-friendly.

Age-friendly built environments: Opportunities for Local Government, prepared by Australian Local Government Association. This document was developed by the ALGA to support Local Governments towards the development of age friendly built environments. www.alga.asn.au

Planning the local government response to ageing and place (2004) examines population ageing and its potential impact on local government. The publication includes a framework for assessing the social, environmental and economic impacts of ageing for councils. Local Government and Shires Associations of NSW www.lgsa.gov.au

A guide to Integrated Local Area Planning (1993) helps councils implement the ILAP process in their local areas. ALGA website www.alga.asn.au

An older Australia: Identifying areas for local government action (2004) acts as a starting point for discussion through the identification of the key opportunities and challenges that require a local government response. ALGA website www.alga.asn.au/ageing

LGA population ageing self completing diagnostic tool (2003) enables the local government practitioner to assess the relative impact ageing and migration patterns are likely to have on the local economy and local government finances. Available in the 2003 State of the Regions report. ALGA website www.alga.asn.au

Active Ageing: A Policy Framework (2002) is intended to inform discussion and the formulation of action plans that promote healthy and active ageing. WHO website www.who.int

Ottawa Charter for Health Promotion (1986) provides a framework for action to achieve health for all. Health promotion

action means: developing personal skills, creating supportive environments, strengthening community action, building healthy public policies and reorienting health services. WHO website /www.who.int

Outdoor Spaces and Buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to “age in place”. Global Age Friendly Cities

The feedback from the original report indicated concerns regarding:

- Inadequate safety and security for some seniors both in home and the community

- Poor condition of some roads and footpaths (ie more kerbs for gophers, road crossings, footpath signage for dual usage, rest benches and sheltered bus stops)

- Unfriendly shopping centres for seniors to sit and feel part of the community

- Lack of promotion of services that council provide for seniors (ie Safer City Program, Volunteer Support Centre, HACC programs, neighbour complaints)

Outdoor Spaces and Buildings

Outcome: That the ageing population in the City of Cockburn has access to age friendly built environments that support independence and quality of life of older people and positively affect their ability to “age in place”.

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To promote age friendly built environments and foster age friendly community planning and design	<ul style="list-style-type: none"> Develop and adopt policies and practices that promote and support ‘active ageing’ 	Ongoing	Ongoing Budgets, as appropriate	Manager Engineering Services, in conjunction with Manager Human Services	Commenced with Development of procedures and design of Interim seniors Centre
	<ul style="list-style-type: none"> Ensure that development, safety and master planning for parks, gardens and public spaces maintain an awareness of passive recreation opportunities for older people 	Ongoing	Ongoing Budgets, as appropriate	Manager Engineering Services, in conjunction with Manager Human Services	Seniors Coordinator to raise awareness of active ageing
To create safe and secure pedestrian environments	<i>Improve and maintain the road and footpath network</i>	Ongoing	Ongoing Budgets, as appropriate	Manager Engineering Services, in conjunction with Manager, Human Services	Seniors Coordinator to raise awareness of Age Friendly plan
	<ul style="list-style-type: none"> Include requests by seniors for road and footpath improvements in the Engineering Services Capital Works program 				
	<ul style="list-style-type: none"> Include more kerbs for access by gophers, shop riders, wheelchairs and prams 				
	<ul style="list-style-type: none"> Develop dual usage footpaths with clear signage 				
	<ul style="list-style-type: none"> Repair cracks in pavements 				
	<ul style="list-style-type: none"> Develop signage for streets and businesses that is legible for both drivers and pedestrians 				
	<i>Improve street crossings</i>	Ongoing	Ongoing Budgets, as appropriate	Manager Engineering Services, in conjunction with Manager, Human Services	Seniors Coordinator to raise awareness of Age Friendly plan
	<ul style="list-style-type: none"> Replace existing street signage with larger lettering, colour contrast, plain fonts and non reflective surfaces 				
	<ul style="list-style-type: none"> Ensure the design of roads and intersections take account of the mobility, visual and hearing capacity of all community members, not just the young and the agile 				

City of Cockburn Age- Friendly Implementation Plan

	<ul style="list-style-type: none"> Implement safety measures such as adequately timed lights, disability access compliance, clearly marked crosswalks at intersections and traffic-calming devices 				
To support recreation facilities, parks and walkways that support access for the ageing population	<i>Develop a walking friendly environment</i>	Ongoing	Ongoing Budgets, as appropriate	Manager Parks, in conjunction with Manager, Human Services.	Seniors Coordinator to raise awareness of Age Friendly plan
	<ul style="list-style-type: none"> Review the existing system of parks and tracks and identify ways to expand and improve connections 				
	<ul style="list-style-type: none"> Include rest benches, shaded sitting areas and sheltered bus stops 				
	<ul style="list-style-type: none"> Ensure that residents have access to walking and cycling tracks and community fitness centers. 				
	<ul style="list-style-type: none"> Maintain and create neighbourhood parks. 				
	<ul style="list-style-type: none"> Remove graffiti and rubbish 				
To continue to provide information and services that focuses on preventing crime, fire and injury affecting older people	<i>Employ strategies for enhancing security through urban design techniques such as crime prevention through environment design (CPTED)</i>	Ongoing	Ongoing Budgets, as appropriate	Ranger and Community Safety Services Manager, in conjunction with Manager, Human Services.	Seniors Coordinator and Aged and Disabled Services Manager to raise awareness of Age Friendly plan and Safer Senior services
	<ul style="list-style-type: none"> Consider and consult older people in the development of city and neighbourhood community safety plans 				
	<ul style="list-style-type: none"> Provide sufficient lighting 				
	<ul style="list-style-type: none"> Clean up and patrol vacant properties 				
	<ul style="list-style-type: none"> Continue community patrols in Cockburn 				
	<ul style="list-style-type: none"> Increase awareness of current Safer Senior Service 				
	<ul style="list-style-type: none"> Continue workshops 			Ranger and Community Safety Coordinator in conjunction with Aged and Disabled Services Manager.	

Transportation

“Transportation, including accessible and affordable public transport, is a key factor influencing active ageing. In particular, being able to move about the city determines social and civic participation and access to community and health services.” Global Age Friendly Cities

This issue was highlighted consistently and passionately by many Cockburn seniors and service providers in the consultation findings. About half of the survey respondents indicated the current transport system does *not* meet their needs.

Specific requests were made for:

- a direct and frequent bus from Coolbellup to Fremantle;
- a bus to/from Lakeside Village;
- bus service to/from Success Village;
- buses to stop directly outside entrances to Coolbellup and Kardinya shopping centers
- direct bus routes to Fremantle or Armadale

Many seniors indicated their appreciation of HACC transport and Dial a Ride service; however there still remains a critical shortage of buses to transport seniors (particularly non eligible HACC clients) for social groups and outings, medical appointments and shopping trips.

Transportation

Outcome: That the ageing population in the City of Cockburn has access to affordable and equitable transport to support social and civic participation and access to community and health services.

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To improve the mobility and transport options available for seniors	<ul style="list-style-type: none"> Advocate and work with Transperth and stakeholders to ensure bus/train routes in areas of greatest need 	2009/10	Included in role for Seniors Centre Coordinator	Manager Human Services, in conjunction with Coordinator Community Development.	Seniors Coordinator appointed Dec 2008. Travelsmart officer to commence in July 2009
	<ul style="list-style-type: none"> Investigate joint venture bus shuttle service (Ref: City of Subiaco) 	2009/10	Included in role for Travelsmart officer	Travel Smart Officer	Travelsmart officer will commence in July 2009
	<ul style="list-style-type: none"> Educate seniors on how to best utilize Transperth bus service via Transperth's Local Area Marketing and Travelsmart project (Ref: City of Melville). 	2010	Included in role for Travelsmart officer	Seniors Centre Coordinator and Travelsmart officer	Travelsmart officer will commence in July 2009
	<ul style="list-style-type: none"> Review Dial-a- ride service and role of City of Cockburn Community Care service in HAAC transport provision and community transport 	2011	Existing	Aged and Disabled Services Manager, in conjunction with Manager, Human Services.	Planning stage
	<ul style="list-style-type: none"> Support existing programs(Jean Willis Centre) to meet some of the identified transport needs for seniors (including non eligible HACC clients) for social groups and outings, medical appointments and shopping trips if appropriate. 	2009	Grant Funds	Aged and Disabled Services Manager, in conjunction with Manager, Human Services.	Commenced - Successful grant application for transport. Service commenced
	<ul style="list-style-type: none"> Provide coordination of community buses for seniors through the Seniors centre Coordinator position 	2009	Included in role for Seniors Centre Coordinator	Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008. Community Bus purchased and

City of Cockburn Age-Friendly Implementation Plan

					service will commence in August 2009 when Seniors Centre is open
	<ul style="list-style-type: none"> Undertaking an audit of council owned buses that seniors currently access to identify usage patterns and facilitate access by all senior groups 	2008	Existing	Manager Human Services	Report complete
	<ul style="list-style-type: none"> Develop criteria and procedures for use of community buses to ensure equitable access 	2009	Included in role for Seniors Centre Coordinator	Seniors Centre Coordinator, in conjunction with Manager Human Services	Seniors Coordinator appointed Dec 2008 currently developing policy and procedure

To provide an additional community bus to support access for seniors	<ul style="list-style-type: none"> Explore alternative funding grants for buses available for seniors groups including sponsorship by local businesses, corporations and Lotterywest funding 	2008/09	\$125,000	Manager Human Services	Bus purchased
	<ul style="list-style-type: none"> Purchasing an additional bus to address shortages for seniors' outings 	2008/2009	\$125,000	Manager Human Services	Bus purchased
	<ul style="list-style-type: none"> Provide ongoing funding for management of buses 	ongoing	Included in role for Seniors Centre Coordinator	Manager Human Services	Seniors Coordinator appointed Dec 2008

Housing

“Housing is essential to safety and well-being. There is a link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people. It is clear that housing and support that allow older people to age comfortably and safely within the community to which they belong are universally valued.”

Global Age Friendly Cities

The availability of affordable, accessible and suitable housing options is particularly important for older people, and will be a priority as the Australian population ages. The changing age profile, along with lifestyle and work pattern changes, will impact on future housing arrangements. It will therefore be important to provide flexible models of accommodation, encompassing a wide range of settings, while at the same time fostering supportive environments and independence.

The feedback from the original report indicated concerns regarding:

- Limited access to local aged care accommodation facilities providing low and high care
- Inadequate number of respite facilities and carer support services
- Limited ‘affordable and smaller’ housing options for seniors
- Limited Commonwealth funding and inflexibility of current price and volume contract system to meet future aged population needs in the home, hostel and nursing homes

Housing

Outcome: That the ageing population in the City of Cockburn has access to affordable suitable housing options that allow them to age safely and be socially supported within the community to which they belong.

City of Cockburn Age- Friendly Implementation Plan

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To support the development of suitable affordable housing options	<ul style="list-style-type: none"> Identify and explore opportunities for aged care accommodation in the City of Cockburn by developing an Age Friendly Accommodation Report 	April 2008	budgets, as appropriate	Manager Human Services, in conjunction with Director, Planning and Development	Accommodation report completed in April 2008
	<ul style="list-style-type: none"> Explore accommodation needs and shortfalls for seniors accommodation (see recommendation from Age Friendly Accommodation Report) 	April 2008	budgets, as appropriate	Manager Human Services, in conjunction with Director, Planning and Development	Accommodation report completed in April 2008
	<ul style="list-style-type: none"> Investigate possibility of vertical development of self funded retirement accommodation in Phoenix redevelopment (See recommendation from Accommodation Report) 	2010	budgets, as appropriate	Manager Human Services, in conjunction with Director, Planning and Development	Need to appoint consultant to investigate in detail once master plan for Cockburn Civic Centre precinct complete
	<ul style="list-style-type: none"> Identify possible localities for future development that will support the principles of ageing in place (minimum of 8 – 10 hectares of broad acre parcels for retirement villages and residential aged care facilities, possibly in the South Yangebup/Northern Beeliar areas) (See recommendation from Accommodation Report) 	Ongoing	Existing	Manager Human Services, in conjunction with Director, Planning and Development	Investigated green site locations none in existence in Cockburn. Possible redevelopment opportunities for up to 5 hectares only

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	<ul style="list-style-type: none"> Explore joint ventures with developers and Department of Housing and Works, to assist in developing retirement villages and low cost housing for seniors, who require independent living accommodation were feasible 	2010	Budget as appropriate for consultant	Manager Human Services, in conjunction with Director, Planning and Development	If redevelopment site is identified then Need to appoint consultant to investigate in detail
	<ul style="list-style-type: none"> Identify incentives for residential accommodation providers and developers, to assist in developing facilities within the identified areas of need 	2010	consultant	Manager Human Services in conjunction Manager Strategic Planning	Incentives documented but no sites available of sufficient size in Cockburn
	<ul style="list-style-type: none"> Convene a group of current and potential aged care providers and developers to facilitate maximum communication and coordinate the delivery of aged care services 	2010	Existing	Manager Human Services in conjunction Manager Strategic Planning	Planning stage
	Develop suitable planning policies and strategies that support Age friendly built environments as identified in the publication Age-friendly built environments: Opportunities for Local Government prepared by Australian Local Government Association	Ongoing	Ongoing Budgets, as appropriate	Manager Human Services, in conjunction with Director, Planning and Development	Implementation strategy needs to be developed
	Examples:				
	<ul style="list-style-type: none"> Develop a community information strategy to promote housing options for seniors 	Ongoing	Included in role of Seniors Centre Coordinator	Seniors Centre Coordinator in conjunction with Manager Human Services	Information Workshops to commence once Seniors Centre is operational
	<ul style="list-style-type: none"> Support and/or resource demonstration projects that encourage innovation in design and diversity of housing choice for seniors 	Ongoing	Existing	Manager Planning Services	Planning stage
	<ul style="list-style-type: none"> Streamline approval processes to facilitate the production of seniors' housing developments, in particular residential aged care facilities 	Ongoing	Existing	Manager Planning Services	Planning stage

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	<ul style="list-style-type: none"> Develop an age friendly assessment procedure for housing development applications 	Ongoing	Existing	Manager Planning Services	Planning stage
	<ul style="list-style-type: none"> Ensure seniors are consulted in the planning and location of aged housing developments 	Ongoing	Existing	Manager Planning Services	Planning stage
	<ul style="list-style-type: none"> Promote universal design and 'smart housing' principles in housing developments 	Ongoing	Existing	Manager Planning Services	Planning stage
	<ul style="list-style-type: none"> Establish mechanisms to encourage suitable housing outcomes for seniors 	Ongoing	Existing	Manager Planning Services	Planning stage
To ensure where possible that appropriate services, amenities and activities are accessible within the surrounding community to support ageing in place.	<ul style="list-style-type: none"> Apply for increased Community Aged Care Packages, Extended Aged Care at Home (EACH) and HAAC services (See recommendation for Accommodation Report) 	ongoing	Grant Funds to be accessed, where available	Manager Human Services, in conjunction with Aged and Disabled Services Manager	Application submitted. unsuccessful will apply again next funding round
	<ul style="list-style-type: none"> Continue HACC program and explores other means of innovative care delivery 	ongoing	Grant Funds to be accessed, where available	Manager Human Services, in conjunction with Aged and Disabled Services Manager	Continuous process
	<ul style="list-style-type: none"> Promote ageing-in-place as a preference for seniors 	ongoing	Grant Funds to be accessed, where available	Manager Human Services, in conjunction with Aged and Disabled Services Manager	Continuous process
	<ul style="list-style-type: none"> Sponsor workshops that concern seniors—safety in the home, prevention of falls and injury prevention, care issues and home security 	ongoing	Grant Funds to be accessed, where available	Seniors Centre Coordinator in conjunction with Manager Human Services	Will commence once seniors centre is operational

Social participation

Social participation and social support are strongly connected to good health and well-being throughout life. Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships. It fosters social integration and is the key to staying informed. -----The biggest concerns are affordability and accessibility, especially for people with disabilities, and awareness of activities and events. Having appropriate support in place to enable accessibility, particularly for people with mobility issues, is very important.

Global Age Friendly Cities

Think tank participants highlighted the need for council to provide more recreation and physical activities for seniors to strengthen mobility, cardiovascular systems and to keep lonely seniors engaged with the community. Feedback from the surveys and focus groups indicated the main barriers to participation in physical activity were

- cost (more affordable social activities required; inability for smaller 'not incorporated' social groups to access funding and transport, rentals viability of social/recreation groups/events)
- transport, (lack of bus transport for group outings,
- lack of information
- Isolation & loneliness of seniors (some difficulties accessing social groups available)
- more social events needed at night;
- inappropriate council facilities becoming unsuitable/unsafe for senior activities;
- Lack of services in new suburbs (ie Atwell, Success, Yangebup etc)
- Lack of affordable and culturally appropriate social and recreational services for culturally and linguistically diverse (CALD) seniors

Social participation

Outcome: That the ageing population in the City of Cockburn has affordable and equitable access to activities and events that support social participation and fosters well being and social integration.

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To provide an interim facility that provides and coordinates social and recreational activities for seniors until the Phoenix Central Civic Precinct Redevelopment has been completed	<ul style="list-style-type: none"> Identify the time frame of the Phoenix redevelopment 	2008/09		Manager, Human Services	Seniors Centre will be officially opening on the 31 st of July 2009
	<ul style="list-style-type: none"> Investigate feasibility of relocating seniors to civic centre. Management Plan complete and Council Decision received in June 2008 to relocate seniors to civic centre. Investigate feasibility of relocating seniors to civic centre. Management Plan complete and Council Decision received in June 2008 to relocate seniors to civic centre. 	Council decision to relocate June 2009 Management Plan for centre completed Building Refurbishment completed June 2009	\$500,000 (Construction) \$100,000 (Fit Out) \$265,000 (Annual operational)	Manager, Human Services	All aspects of planning and building refurbishment complete. Furniture and equipment fit out underway and Seniors Centre will be officially opening on the 31 st of July 2009
	<ul style="list-style-type: none"> Develop an interim model for the seniors centre operation – 	2008/2009	Consultant	Manager, Human Services	Management plan for centre Complete inclusive of model .All aspects of planning complete.
	<ul style="list-style-type: none"> Commence refurbishment of the civic centre for use as a seniors centre 	2008	\$500,000 (Construction) \$100,000 (Fit Out) \$265,000 (Annual operational)	Manager, Human Services	All aspects of planning and building refurbishment complete. Furniture and equipment fit out underway and

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					Seniors Centre will be officially opening on the 31 st of July 2009
	<ul style="list-style-type: none"> Review operation of Seniors centre 6 and 12 months from commencement of operation 	2010	Existing	Manager, Human Services	KPI's being developed
To provide a suitable facility in the Phoenix Central Civic Precinct Redevelopment that provides and coordinates social and recreational activities for seniors	<ul style="list-style-type: none"> Develop a best practice model for social inclusion that meets the need of the local senior residents 	2011/12	TBC	Manager Human Services and Seniors Centre Coordinator	Planning stage
	<ul style="list-style-type: none"> To develop a Capital Works program to upgrade or build a new purpose built facility to meet the recreational and social needs of senior residents located in Hamilton Hill and Spearwood (Due to the majority of the current population of seniors being located in the Spearwood an Hamilton Hill) 	2011/12	TBC	Manager Human Services	Planning stage
To investigate the social and recreational needs for seniors in the South Eastern Quadrant and provide a satellite service to meet the identified local need	<ul style="list-style-type: none"> Monitor local needs and Identify opportunities for inclusion of space for seniors activities in new developments in the area (Due to most of the current seniors services being located in Spearwood and Hamilton Hill in the future dependant upon seniors population growth in the South East Quadrant there may be a need for satellite services to be located closer geographically to improve accessibility of services) 	2009 onwards	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Planning stage
	<ul style="list-style-type: none"> Consult with local seniors regarding their needs at the time of planning 	ongoing	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008
	<ul style="list-style-type: none"> To ensure any facility developed meets the best practice standards at the time 	2011/12	Budget as appropriate/ Consultant	Manager Human Services and Seniors Centre Coordinator	Planning stage
To provide relevant activities that reflect the WA Active Ageing Strategy	<i>Coordinate regular recreational/physical activities for seniors</i>	2009	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Centre will be officially opening on the 31 st of July 2009

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	<ul style="list-style-type: none"> Encourage and support local recreation and leisure facilities to provide affordable physical activity classes for seniors including —fitness, strength, flexibility and balancing activities . To continue to offer appropriate and sustainable “Happening Seniors “ activities at the new Seniors Centre 	ongoing	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009
	<ul style="list-style-type: none"> Coordinate social and recreation activities that integrate lonely male, frail, people with a disability, over 50’s and CALD seniors 	ongoing	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
	<ul style="list-style-type: none"> Support walking and cycling clubs to use the extensive pathways and parks in the city 	ongoing	Existing	Manager Community Services and Recreations Services Coordinator	Commenced
	<ul style="list-style-type: none"> Promote special events and education seminars that support active living and increase awareness regarding health issues (e.g. Seniors’ Wellbeing Expo) 	2009	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
	<i>Support and attract counseling services</i>				
	<ul style="list-style-type: none"> access HACC funding for counseling services 	2010	Grant Funds to be accessed, where available.	Aged and Disabled Services Manager	Planning stage

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To support equitable and affordable access to senior social groups and facilities	<ul style="list-style-type: none"> Hold a series of forums with Cockburn social groups to facilitate communication, cooperation and collaboration with the purpose of minimizing social isolation, providing access to wider range of people, activities and resources and gaining leverage for buying/funding power 	2008 onwards	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008. Currently supporting the Regional Seniors Group to take on this role.
	<ul style="list-style-type: none"> Investigate and support opportunities for senior social groups to share resources and attend each other's social group functions e.g. buses, bingo machines, carpet bowling equipment 	2009	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008. Currently supporting the Regional Seniors Group to undertake this task
	<ul style="list-style-type: none"> Investigate options to support local social groups that may be too small to gain incorporation or be eligible for HAAC funding including amalgamation of groups and/or alternative funding 	2010	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008. Currently supporting the Regional Seniors Group to undertake
	<ul style="list-style-type: none"> Support opportunities for social groups to work collaboratively on joint projects e.g. knitting for the homeless youth 	2010	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008. Currently supporting the Regional Seniors Group to undertake
	<ul style="list-style-type: none"> Develop a Code of Conduct for social and recreation groups using council facilities to establish equitable entry to groups 	2010	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Planning stage

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	<ul style="list-style-type: none"> ensure location for community events is convenient to older people in their neighbourhoods, with affordable, flexible transportation. 	2010	Existing	Manager Community Services in conjunction with Manager Human Services	Planning stage
	<ul style="list-style-type: none"> Provide older people with the option of participating with a friend or caregiver 	2010	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Planning stage
	<ul style="list-style-type: none"> Times of events are convenient for older people during the day 	2009	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
	<ul style="list-style-type: none"> Admission to an event is open (e.g. no membership required) and admission, such as ticket purchasing, is a quick, one-stop process that does not require older people to queue for a long time. 	2009	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.

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Respect and social inclusion

Older people report experiencing conflicting types of behavior and attitudes towards them. On the one hand, many feel they are often respected, recognized and included, while on the other, they experience lack of consideration in the community, in services and in the family. This clash is explained in terms of a changing society and behavioral norms, lack of contact between generations, and widespread ignorance about ageing and older people. The respect and social inclusion of older people depend on more than societal change: factors such as culture, gender, health status and economic status play a large role. The extent to which older people participate in the social, civic and economic life of the city is also closely linked to their experience of inclusion.

Global Age Friendly Cities

Many people in the original consultation identified isolation and loneliness as key issues. This was also identified as a concern on the Seniors Community Action Plan 2005

Respect and social inclusion

Outcome: that the ageing population in the City of Cockburn are recognized and included as valuable members in the social, civic and economic life of the city.

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To develop a media strategy that positively reflects the diversity of the ageing population	<ul style="list-style-type: none"> To include a variety of positive images of older people that supports the diversity of the ageing population. 	Ongoing	Ongoing budgets, as appropriate.	Seniors Centre Coordinator, in conjunction with Communication Manager	Planning stage
To continue to encourage and develop programs and community	<ul style="list-style-type: none"> Employ images of relevant age groups to support advertising for community events. Plan intergenerational programs through schools and early intervention 	Ongoing Ongoing	Ongoing budgets, as appropriate. Ongoing Budgets, as appropriate	Seniors Centre Coordinator, in conjunction with Communication Manager Seniors Centre coordinator, in conjunction with Early Childhood Services and Youth Services Manager	Commenced Seniors Coordinator appointed Dec 2008

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activities that support intergenerational and family interactions	<ul style="list-style-type: none"> • Access funding to support intergenerational programs. Encourage events including grandparent days. 	2011	Grant funding if accessible	Seniors Centre coordinator, in conjunction with Early Childhood Services and Youth Services Manager	Seniors Coordinator appointed Dec 2008 will investigate funding options
To support community education by providing opportunities for older people to share their knowledge, history and expertise with other generations	<ul style="list-style-type: none"> • Develop opportunities for the elderly to record their personal history and share experiences with younger generations. 	Ongoing	Ongoing Budgets, as appropriate	Manager, Human Services, in conjunction with Manager, Library Services	Oral Histories project as required

Civic participation and employment

Older people do not stop contributing to their communities on retirement. Many continue to provide unpaid and voluntary work for their families and communities. In some areas, economic circumstances force older people to take paid work long after they should have retired. An age-friendly community provides options for older people to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

They would also like to see more efforts made to encourage civic participation and feel there are barriers to participation, including physical barriers and cultural stigmatization, surrounding participation by older people.

Global Age Friendly Cities

Consultation and continuous improvement are core themes of the Best Value Victoria Principles legislation that has recently been introduced in all Victorian local governments. Think tank and focus group feedback highlighted the need for more opportunities to consult with seniors. Processes such as regular surveys, think tanks and utilizing a Seniors Advisory Group will help City of Cockburn connect with this increasingly significant group of people and provide ongoing opportunities for seniors to contribute to the governance of their municipality.

Ongoing learning for seniors is vital to their wellbeing and connection to the community. This recommendation builds on the Government's Active Ageing Strategy and *The State Aged Care Plan for Western Australia 2003-2008 (WA Aged Care Advisory Council)*. Both plans have place high priority on 'employment and learning and supporting professional development, education and training of the senior population.'

Civic participation and employment

Outcome: That the ageing population in the City of Cockburn has access to opportunities to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

Civic participation and employment

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To establish regular consultation that increases senior participation in decision making including the Regional Seniors Group and other relevant groups	<ul style="list-style-type: none"> Undertake regular surveys and consultation opportunities undertake regular surveys and consultation opportunities 	Ongoing	Included in role of Seniors Centre Coordinator	Community Development Coordinator in conjunction with Manager, Human services	Seniors Coordinator appointed Dec 2008 will undertake regular consultation through seniors centre, Regional Seniors Group
	<ul style="list-style-type: none"> Facilitate a Seniors think tank to include families and Carers. 	2012	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Planning stage
	<ul style="list-style-type: none"> Invite seniors to partake in their local Resident Action Group; 	ongoing	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Commenced
	<ul style="list-style-type: none"> Establish a rotating Seniors Advisory Group 	ongoing	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Commenced
To continue to support and encourage participation in the City of Cockburn's Volunteer Resource Centre.	<ul style="list-style-type: none"> Support expos, workshops and seminars that build seniors' capacity and knowledge (e.g. retirement planning)Support expos, workshops and seminars that build seniors' capacity and knowledge (e.g. retirement planning) 	Ongoing	Ongoing Budget, as appropriate	Seniors centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
	<ul style="list-style-type: none"> Develop continuing learning opportunities 	Ongoing	Ongoing Budget, as appropriate	Seniors centre Coordinator	Seniors Coordinator

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					appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
To continue to support and facilitate flexible employment opportunities for seniors within the City of Cockburn	• Develop policies and procedures to support flexible working conditions, Develop a strategy for phased retirement.	Ongoing	Included in staff budgets	Manager, Human Services in conjunction with Manager, Human Resources	commenced
	• Support staff involvement with retirement planning	Ongoing	Included in staff budgets	Manager, Human Services in conjunction with Manager, Human Resources	Commenced

Communication and Information

Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing. Rapidly evolving information and communication technologies are both welcomed as useful tools and criticized as instruments of social exclusion. Regardless of the variety of communication choices and the volume of information available, the central concern expressed is to have relevant information that is readily accessible to older people with varying capacities and resources.

Global Age Friendly Cities

Strong responses were received from participants regarding the need for a central person to provide a 'one stop shop' for information. This would address the ad hoc nature of information available to seniors and provide a valuable service to all groups including the active, frail, CALD, indigenous & Torres Strait Islanders. This officer would also play a key role in strengthening cross-functional activity across council departments to solve issue relating to seniors.

Participants expressed concerns regarding:

- Loneliness and isolation
- Lack of information about relevant services and events
- Lack of awareness of resources and available help
- Poor coordination and dissemination
- Limited skills and knowledge to be fully prepared for retirement

Communication and information

Outcome: That relevant information is readily accessible to older people with varying capacities and resources

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To provide information in appropriate and accessible formats to all seniors regarding current issues, services and events.	• Develop a booklet on services for seniors and information on senior events to support interim seniors centre and existing programs Design to be managed internally	2010	\$600 (for 2,000 copies)	Seniors Centre Coordinator in conjunction with Communications Manager	Seniors Coordinator appointed Dec 2008 will investigate funding options
	• Create on City's website under Human Services, Seniors Centre – webpage to upload events, photos activities etc.	2009/10	Included in role of Seniors Centre Coordinator	Manager, Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008. In planning stage
	• Recommendation to be adopted 2010/11 Budget for 2 Seniors Ball evenings increased from 1 per annum.	2008	\$6,000	Manager, Human Services	2 seniors balls commenced 2008
To provide opportunities for seniors to participate in the use of new information technology.	• Support provision of computer and technology courses in accessible environments	2009/10	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
	• Establish links to Distance Learning, TAFE and University of Third Age			Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
To facilitate programs to prepare and support seniors	• Facilitate programs that support seniors approaching retirement	2009/10	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec

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approaching retirement.					2008 will progress once Seniors Centre is operational in July 2009.
	<ul style="list-style-type: none"> Assist in the development of information packs and workshops on planning for retirement 	2010	Grant funds	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
	<ul style="list-style-type: none"> Provide information to help reduce the impact of grief, loss and depression both from a financial and emotional perspective 	2011	Existing	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
	<ul style="list-style-type: none"> Facilitate and coordinate a Retirement or Seniors Expo Day. 	2010/11	Budget as appropriate	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.

Community and health services

Health and support services are vital to maintaining health and independence in the community. Public decision-makers and the private and voluntary sectors at the city level do have an influence on the number, range and location of services and on other aspects of the accessibility of facilities and services. Local service authorities also provide staff training and set service performance standards. Civil society plays a role in providing financial support and voluntary work. Access to health care as well as to a range of health services that are not strictly medical are major themes.

Global Age Friendly Cities

Cockburn's consultation findings consistently highlighted the need for more home support services reflecting the nation's shortfall in HACC funded services combined with an increase in demand. Respondents indicated there weren't enough home support services to remain at home and highlighted a shortage of respite and transport services for non-eligible and eligible HACC funded clients.

Seniors who are healthy/poor or unhealthy/asset rich are not eligible for HACC services and consequently can't afford home support, respite or transport services delivered by private providers. This greatly affects their ability to function independently and to remain living in their own home. In the long term by providing support to 'age in place' so seniors can remain in their own home should lessen the demand for high and low residential care.

The consultation findings also highlighted a lack of access to appropriate and affordable medical services. The findings revealed a lack of -: (1) GP's who are willing to make visits in the home, nursing homes or hostels and (2) affordable medical services such as podiatry, physiotherapy and psychological counseling

Community and health services

Outcome: That the ageing population in the City of Cockburn has access to affordable quality community support services and health care.

Strategy	Tasks	Time frame	Cost	Responsibility	Status
To investigate and support affordable home based services for all seniors	<ul style="list-style-type: none"> Support Program Development Grants for organizations and individuals to establish pilot programs which are innovative and meet the needs of seniors in different and creative ways. These grants would form the basis of establishing need for future applications for government funding (Ref: City of Melville) 	Ongoing	Grant Funds to be accessed, where available	Manager, Human Services in conjunction with Aged and Disabled Services Manager	Commenced
To investigate the need for additional home based services not currently provided by HAAC or CACP	<ul style="list-style-type: none"> Identify any unmet need in this area and develop a model of service delivery to meet the unmet need if necessary 	2009/10	Grant Funds to be accessed, where available	Manager, Human Services in conjunction with Aged and Disabled Services Manager	Planning Stage
To continue to support existing services such as HACC , CACP, Safer City, and Mobile Library Service, and ensure relevant standards and accreditation requirements are met.	<ul style="list-style-type: none"> Provide ongoing training relevant to service delivery continue quality assurance planning and implementation. 	Ongoing	Included in Grant Funded Program Budgets	Manager, Human Services in conjunction with Aged and Disabled Services Manager, Safer City Coordinator, Library Services Manager	commenced
	<ul style="list-style-type: none"> Access growth funding 	Ongoing	Included in Grant Funded Program Budgets	Manager, Human Services in conjunction with Aged and Disabled Services Manager	Successful Application to HACC and growth funds received 2008/2009
	<ul style="list-style-type: none"> Develop strategies to ensure the continuation of the highly regarded mobile library service, and Safer Seniors Service 	Ongoing	Existing Budget	Manager, Human Services in conjunction with Manager Library Services and Safer City Coordinator	Commenced
To support outreach health services that improve access to	<ul style="list-style-type: none"> Consult with Fremantle Division of General Practice and other stakeholder groups to increase availability of General Practitioners 	2010	Included in Grant Funded Program Budgets	Manager Human Services in conjunction with Aged and Disabled Services Manager	Planning stage

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affordable medical services	<ul style="list-style-type: none"> Source Health Department Funding to help provide subsidized Podiatry Services within the interim senior's Centre and future seniors facilities. 	2009	Included in role of Seniors Centre Coordinator	Manager Human Services and Seniors Centre Coordinator	Seniors Coordinator appointed Dec 2008 will progress once Seniors Centre is operational in July 2009.
To provide a Seniors Officer to coordinate and facilitate services and information across the organization	Provide a central contact person, a Seniors Centre Coordinator responsible for :	Senior's Centre Coordinator July 2008	Senior's centre coordinator employed - (1 FTE) December 2008	Manager Human Services	Seniors Coordinator appointed Dec 2008
	<ul style="list-style-type: none"> informing/advising seniors on current services, regular events and senior issue 				commenced
	<ul style="list-style-type: none"> promoting Council services for seniors 				commenced
	<ul style="list-style-type: none"> facilitating and overseeing learning opportunities 				commenced
	<ul style="list-style-type: none"> coordinating resources 				commenced
	<ul style="list-style-type: none"> facilitating ongoing consultation with seniors 				commenced
	<ul style="list-style-type: none"> overseeing Senior Advisory Group 				commenced
	<ul style="list-style-type: none"> providing information and feedback on senior issues 				commenced

City of Cockburn Age-Friendly Communities Consultation Report

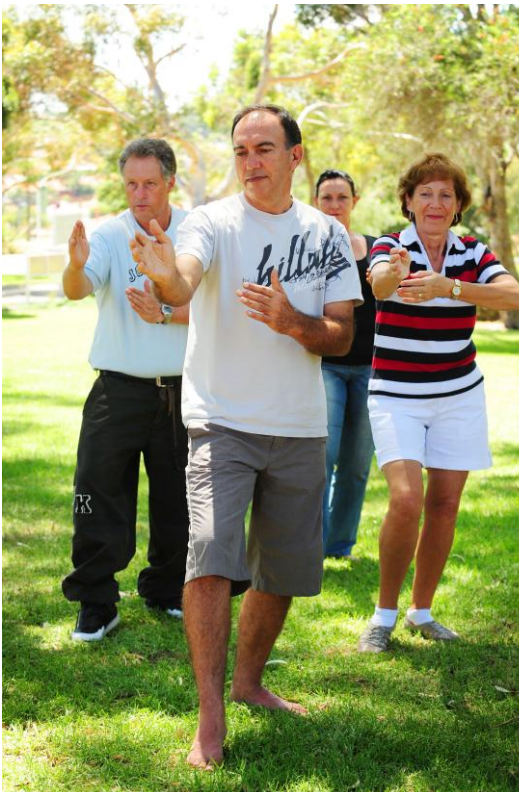


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Executive Summary:

The City of Cockburn received funding from the Department of Communities to conduct community consultation with seniors, carers and service providers in Cockburn to update the City's Age-Friendly Communities Strategic Plan. This project has been undertaken to increase awareness of local needs and gaps and to identify improvements to make the City of Cockburn more age-friendly.

The Age-Friendly Cities (AFC) project involved discussions with older people in the community to identify what is age-friendly in the community, what the issues are for older people and what could be done to improve their community's age-friendliness. This information was then combined with the information from service providers to complete the picture of the community's strong points and barriers in regard to age-friendliness. The results from this consultation will be incorporated into the City of Cockburn's Age-Friendly Implementation Plan.

The City of Cockburn has been experiencing strong population growth across all age groups, with the population growth for over 65-year-olds increasing at approximately the same rate as the rest of the Cockburn population. The majority of seniors aged between 50 and 65 years old currently live in Hamilton Hill and older suburbs such as Spearwood, Coolbellup, Bibra Lake, Munster and Jandakot, although a significant number reside in newer suburbs such as Banjup. By the year 2020, a substantial proportion of older people in Australia will have been born overseas in a non-English speaking country. The City of Cockburn has a substantial culturally diverse population and will need to take this into account when planning future services and supports.

There are a range of services available to support older people in the City of Cockburn including:

- Aged-care facilities
- Independent living units or Retirement Villages
- Some respite, although this remains a significant area of need throughout all of Western Australia
- Day care services for people who are frail, aged or disabled
- Home support services
- Carer support services
- Kwobarup Aboriginal Program
- Community Aged Care Packages (CACP)

Other services are not physically located in the City of Cockburn but provide a range of services to people within the City .

Social and recreational options are available for people in the area through a variety of specific groups. The City of Cockburn provides an extensive programme at the Seniors Centre in Spearwood.

Actions to date

In 2007, the City of Cockburn developed its Age-Friendly Strategic plan based on the WHO Age-Friendly Cities framework. The City responded to identified needs with the establishment of the Cockburn Seniors Centre offering a broad range of activities and opportunities for social participation for seniors in Cockburn. Cockburn Community Care is a provider of Home and Community Care services and Community Aged Care Packages that enable people to remain in their own home for as long as possible. Needs for these services are continually monitored to ensure they have the capacity to meet demand. The City has a range of aged care accommodation and retirement villages and is working with accommodation providers to increase the number and diversity of aged care accommodation in Cockburn.

Summary of findings from consultation:

1. Outdoor spaces and buildings

Most participants were very satisfied with the outdoor areas. General issues related to a lack of seating, toilets and parking, as well as some specific concerns about footpaths, inadequate crossings, poor maintenance and restricted beach access. It was also felt that parks did not provide equipment suitable for active ageing. There was concern about pollution of the Jandakot water mound and a lack of planning about regeneration/replacement of trees. People generally felt safe during the day and were happy with Rangers services and Cosafe, however they felt that increased visibility of police and rangers was required.

Some issues with the local shopping centres included inadequate parking, toilet access, confusing signs and very poor pedestrian access. The Seniors Centre and Library services were identified as having good access and programmes.

2. Transportation

Free public transport and assistance and information from the Public Transport Authority were seen as very positive. However, public transport was not always reliable or frequent especially on east-to-west routes. Poor access to rail transport and limited parking make using trains difficult for older people.

Pedestrian crossings are not always located where they are needed. Specific intersections were identified as requiring lights in order for older people to drive and cross safely.

3. Housing

There is a lack of available, affordable housing options and a general lack of information about options and services. There is a demand for planning to allow for smaller housing. Security is an issue for older people living at home and many people were not aware of security subsidies. Many people are unaware of services that support them to stay in their own homes by providing affordable help around the house and garden.

Aged Care Facilities are not always affordable or available when required and there is limited choice of where to go because people have to go wherever there is a vacancy. There is a lack of planning for future provision of aged services and housing in newer areas. Couples' accommodation to allow partners to stay together was identified as a growing need.

4. Respect and inclusion

Opinions were varied and very personal with some older people feeling they were not respected by younger people in the community and others felt they were not discriminated at all and respect was a two-way process.

Events held by the City are inclusive and respectful of older people, although some felt council concerts all seem to end up with music for younger people after the first hour.

They thought it was important to explore ways to tap into stories of people in the community and maintain its history. Older people's past contributions to the community was not always acknowledged. Stereotyping of older people in the media was thought to be disrespectful.

5. Social participation

Participants felt the Seniors Centre at Spearwood was a great success and it was highly regarded by other service providers and residents in neighbouring areas. However activities for seniors need to be extended to other areas of the city. There was also a problem for the younger old people who did not identify with the "seniors" centre or the concept of being a "senior". This group also identified a definite lack of activities and places to go in night that feel safe.

Sporting facilities are generally readily available but the condition of some facilities such as the grass tennis courts are very poor. Fitness sessions are a necessity but not always available.

Events held by the city are well-publicised and offer a good variety but some felt that events needed better public transport access.

6. Communication and information

Throughout all the consultations, with community and service providers, there was a strong consistent theme regarding lack of appropriate and accessible information across a wide range of issues, including:

- Housing options and accessibility.
- Availability of health and community services.
- Social participation opportunities.
- Civic participation in relation to volunteering opportunities.
- Consultation and feedback about ongoing actions from Council.

It was suggested a regular information brochure for seniors be established and distributed to relevant locations to provide the required information and support for older people to access information they need. It is important to remember that not all older people have access to computer information.

7. Civic participation and employment

Participants had a strong history of volunteering and reported that they feel valued by these activities that provide companionship and purpose. The cost of volunteering including parking, transport costs and petrol which is sometimes prohibitive. The Cockburn Volunteer Card is a great idea but not publicised enough.

Many people were reluctant to participate in the focus groups because they felt consultation, in the past, had been unproductive and not valued. They felt they had not been provided with any feedback about previous consultation and nothing had been followed up. This was seen as the beginning of an ongoing consultation process that needs to be promoted and supported throughout the community. As people see the results of the consultation being implemented there is more likelihood of increased participation in future consultation.

It was recommended a consultation procedure be established to ensure a culture of consultation be nurtured for the future.

8. Community support and health services

Reports about doctor and pharmacy services were inconsistent with some areas having no waiting times and others reporting a shortage of doctors. Physiotherapy services and podiatry services are difficult to access depending on location. Costs of services and medications are often hard for older people to negotiate.

Poor public transport makes access to many health-related services difficult and community transport options need to be developed.

People were concerned about the location and availability of appropriate care facilities and they felt there was a general lack of awareness about what is available and where to go for services. Hospital discharge information needs to be improved. Council staff are often unaware of what is available in the area and would benefit from training to deal with customer issues.

Health and fitness programmes were identified as very important. The South Lakes Leisure Centre equipment and facility is not terribly satisfactory and programmes are becoming unaffordable for older people.

Priorities

All issues and recommendations raised have been considered for future inclusion in the age-friendly implementation review. However, some issues were consistently present in the focus group discussions.

There was a very strong consistent theme regarding lack of appropriate and accessible information across a wide range of issues including:

- Housing options and accessibility.
- Health and community services.
- Social participation opportunities.
- Civic participation in relation to volunteering opportunities.
- Consultation and feedback about ongoing actions from Council.

The lack of accessible social activity options in areas other than Spearwood was also a consistent concern raised by participants.

The following priority rankings were obtained from the surveys and the frequency these issues were discussed in the focus groups would support these rankings.

	Number of people who considered this most important		
	All age groups	60-74 age group	75-plus age group
Transport and access to services	31	15	16
Focus on good health	28	17	11
Promotion of fitness	22	10	12
Suitable/affordable housing	23	11	12
Social participation	19	9	10
Increasing community consultation	17	11	6
Keeping people in the work force	12	6	6
Developing vibrant communities	11	6	5
Developing strong community partnerships	8	5	3

Main Limitations of the Study

Separation into the groups, as outlined by the guidelines, was difficult to establish because of low attendance numbers and the subsequent need to mix participants in each focus group. However, the quality of the information was valuable and -was seen as the beginning of an ongoing consultation process that needs to be promoted and supported throughout the community. As people see the results of the consultation being implemented, there is more likelihood of increased participation in future consultation.

The lower socio-economic group was the most difficult group to engage, and although significant effort was made to encourage attendance, this did not happen in sufficient numbers for accurate comparisons.

There was also some difficulty accessing a large number of service providers. This could have been influenced by the fact that many of these service providers are shared with the City of Fremantle and had very recently been involved in the Fremantle age-friendly consultation and were unable to commit to further involvement. Future consultation may consider the possibility of combining input where services are likely to cross boundaries.

1. Project Overview

In 2007 the City of Cockburn developed its Age-Friendly Strategic Plan based on the WHO Age-Friendly Cities framework. The City responded to identified needs with the establishment of the Cockburn Seniors Centre offering a broad range of activities and opportunities for social participation for seniors in Cockburn. Cockburn Community Care is a provider of Home and Community Care services and Community Aged Care Packages that enable people to remain in their own home for as long as possible. Needs for these services are continually monitored to ensure they have the capacity to meet demand. The City has a range of aged-care accommodation and retirement villages and is working with accommodation providers to increase the number and diversity of aged care accommodation in Cockburn.

The City of Cockburn has received funding from the Department of Communities to conduct community consultation with seniors in Cockburn to update the city's Age-Friendly Communities Strategic Plan. This project has been undertaken to increase awareness of local needs and gaps and to identify improvements to make the City of Cockburn more age-friendly.

The Age-Friendly Cities approach (AFC) involved discussions with older people in the community to identify what is, age-friendly in the community and what is currently not age-friendly and what could be done to improve their community's age-friendliness. The knowledge and experience of public, private and voluntary service providers in the local community was then combined with the information from older people to provide a more complete picture of the community's strong points and barriers in relation to age-friendliness.

The results from this consultation is crucial for future planning of facilities and services and in identifying priority areas for action within the eight 'quality of life' domains identified by the World Health Organisation:

- Outdoor spaces and buildings.
- Transport.
- Housing.
- Social participation.
- Respect and social inclusion.
- Civic participation and employment.
- Communication and information.
- Community support and health services.

1.1. Background

Over the past few years, the world's population has continued to be characterised by low birth and low death rates. At the heart of that transition has been the growth in the number and proportion of older people.

The 2006 Census shows, that of a total population of just under 20 million (19,855,288) people, nearly 4 ½ million were aged 55 years and over (ABS 2009e). Thus, in 2006, one in every four people in Australia was aged 55 years and over and one in every 8 people was aged 65 years and over, compared to one in every 25 people in 1901. By 2044-45, almost one in four will be aged 65 and over, and they will number about 7 million.

The current demographic revolution is predicted to continue well into the coming centuries. Its major features include the following¹:

- One out of every ten people is now 60 years or above; by 2050, one out of five will be 60 years or older.
- The older population itself is ageing.
- The majority of older people (55 per cent) are women.

¹ Adapted from the Population Division, Department of Economic and Social Affairs, United Nations Secretariat

- In some developed countries today, the proportion of older people is already one in four. During the first half of the 21st century that proportion will be close to one in two in some countries.
- On average, about 70 per cent of older people in more developed countries are urban dwellers.
- Over the last half of the 20th century, in developed countries, life expectancy at age 60 is 19 years for men and 23 years for women.
- The potential socio-economic impact on society that may result from an increasing old-age dependency ratio is an area of growing research and public debate.

It is recognised that older people in Australia cannot be regarded as generationally homogeneous. Indeed there are marked differences between the life experiences, needs and preferences of the oldest and youngest older Australians. The Commonwealth Statistician refers to three generational cohorts:

- The 'Oldest' generation born 1891-1926
- The 'Lucky' generation born 1926-1946
- The 'Baby Boomers' born 1946-1966 (ABS 2009).

Ageing is a lifelong and society-wide phenomenon, not exclusively pertaining to older people. Previous policies related to ageing were designed, for most of the 20th century, with a youthful society in mind. Policies for older people, younger people and those in between must now be designed with an ageing society in mind in order to move towards a *society for all ages*. The number of people aged 60 and over, as a proportion of the global population, will increase to 22% by 2050. For the first time in human history, there will be more older people than children (aged 0-14 years) in the population.

Ageing is not a separate issue from social integration, gender advancement, economic stability or issues of poverty. It has developed a connection with many global agendas and will play, increasingly, a prominent role in the way society interacts with economic and social welfare institutions, family and community life and the roles of women. International, national and local communities must now begin to adjust and design their infrastructures, policies, plans and resources to encourage workplace flexibility, lifelong learning and healthy lifestyles.

An age-friendly city does not only meet the needs of the ageing population but supports the entire community by:

- Providing buildings and streets that enhance mobility and independence of people with disabilities, families and ageing population.
- Supporting secure neighbourhoods that allow children, younger women and older people to venture outside in confidence to participate in physically active leisure and social activities.
- Assisting with community support and health services for older members to alleviate stress for families.
- Encouraging and supporting the participation of older people in volunteer or paid work.
- Extending the ability of older people to contribute to the local economy.

Federal, State and Local Governments have launched various initiatives to support the principles of active ageing and to promote an age-friendly environment. Older people in particular require supportive and enabling living environments to compensate for physical and social changes associated with ageing. This calls for changes in attitudes, policies and practices across all levels of government.

This necessity was recognised as one of the three priority directions of the Madrid International Plan of Action on Ageing, endorsed by the United Nations in 2002.

2. Community Profile

The City of Cockburn has a diverse economy spanning, heavy industry, manufacturing, small business, retail, service industries and tourism. The City has fantastic natural assets from beaches to world-class wetlands, substantial parklands and open spaces that provide local residents with a range of outdoor amenities.

The City of Cockburn also has a broad range of community facilities and buildings, roads infrastructure and footpaths that make up the community assets. The City is committed to ensuring these assets meet the needs of all residents, in particularly the needs of seniors and people with disabilities.

2.1. Population

Population projections show that older populations will continue to be concentrated in local government areas along the Australian coastline. Generally, when seniors move, it is usually only within the immediate local area to be closer to family for increasing support needs or into more appropriate living arrangements.

As the proportion of older people increases over the coming decades, the needs of the population will change. Utilisation patterns and preferences will evolve and there will be increased expectation that local government will accommodate those changing needs. Already, there are a number of emerging service areas, including health and wellbeing programs, continuing education and housing.

The City of Cockburn has been experiencing strong population growth across all age groups, with the population growth for over 65-year-olds increasing at approximately the same rate as the rest of the Cockburn population. The following table outlines the Total number of people within the City of Cockburn for the relevant identified age groups in 2006.

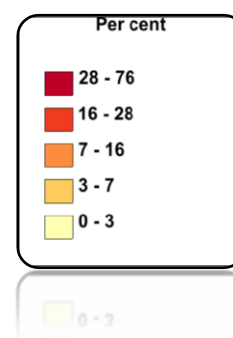
Population for City of Cockburn 2006 Census	Male	Female	Total
<i>Middle age group 45 to 64</i>	8576	8763	17339
<i>Younger old age group 65 to 74</i>	2175	2182	4357
<i>Older old age group 75 plus</i>	1,280	1,864	3,144
<i>Total senior population over 45</i>	12031	12809	24840
Total of all population	37,053	37,420	74,473

Australian Bureau of Statistics 2006 Census of Population and Housing Cockburn (C)

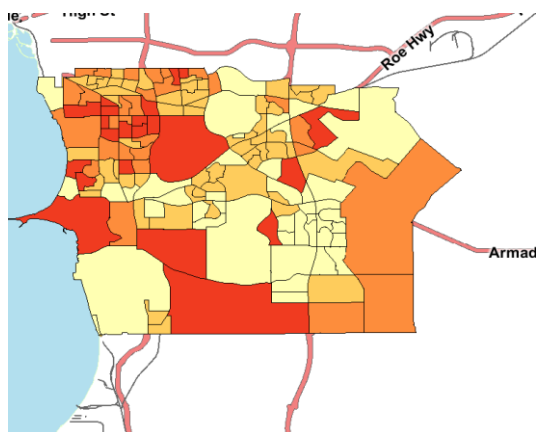
The majority of seniors aged between 50 and 65 years old, currently live in Hamilton Hill and older suburbs such as Spearwood, Coolbellup, Bibra Lake, Munster and Jandakot although a significant number reside in newer suburbs such as Banjup.

The following diagrams outline the percentage distribution by age and the overall current population figures by age and sex for the City of Cockburn and allow for a comparison of the proportions of the ageing population across the various suburbs.

Key for following tables as a percentage of the total population across the City of Cockburn based on Place of Usual Residence, 2006 Cockburn (C)
(Local Government Area) by Census Collection District and population figures

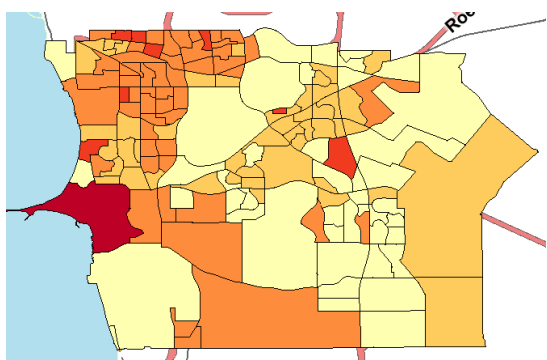


People aged 55-64 years as a percentage of the total population 2006



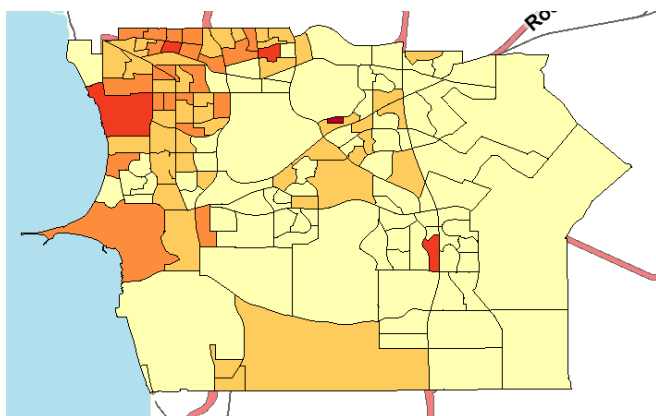
<i>Actual Population</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
55-59 years	2,048	2,044	4,092
60-64 years	1,531	1,493	3,024

People aged 65-74 years as a percentage of the total population 2006



<i>Actual Population</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
65-69 years	1,209	1,184	2,393
70-74 years	970	994	1,964

People aged 75 years and over as a percentage of the total population 2006



<i>Actual Population</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
75-79 years	672	802	1,474
80-84 years	370	553	923
85-89 years	172	330	502
90-94 years	52	140	192
95-99 years	8	31	39
100 years and over	0	6	6

2.2.Cultural Diversity

A further influence on the profile of the ageing population is the significant cultural and linguistic background of the population. The literature review found that the proportion of older Australians from culturally and linguistically diverse backgrounds is increasing at a faster rate than the increase in the number of older Australian-born people. By the year 2020, a substantial proportion of older people in Australia will have been born overseas in a non-English speaking country. The City of Cockburn has a substantial culturally diverse population and will need to take this into account when planning future services and supports.

3. Current Services in the City of Cockburn

3.1. Aged Care Facilities

The following aged care facilities are located within the Cockburn area and provide a mix of accommodation services for the population.

- **Villa Dalmacia Aged Care Facility** (Villa Dalmacia Association), 27 Gorham Way Spearwood. WA 6163
Phone: 08 9418 5222 Fax: 08 9434 1755
- **Illawong Village Hostel (Bethanie Care)** 1 Rodd Place, Hamilton Hill. WA 6163
Phone: 08 9418 6955 Fax: 08 9418 5303
- **Carrington Aged Care Facility (Aegis Group)**, 27 Ivermeyer Road, Hamilton Hill, WA 6163
Phone: 08 9337 2238 Fax: 08 9314 2648
- **Hale Hostel (Amana)** (locally known as Amana Living - Hale Hostel) 31 Waverley Road, Coolbellup. WA 6163
Phone: 08 9424 6363 Fax: 08 9383 1251
- **Brightwater South Lakes Care Facility (Brightwater)** 62 Bloodwood Circle, South Lake. WA 6164
Phone: 08 9417 6200 Fax: 08 9417 6299
- **Frank Prendergast House (Southern Cross)** 27 Pearson Drive, Success, WA 6164
Phone: 08 94144600 Fax: 08 9414 6680

3.2. Retirement Villages in the City of Cockburn

Independent living units or retirement villages, are for people who need less care than that offered by aged care homes. These residential communities offer a range of services for independent older people and are regulated by state and territory governments. Within the geographic boundaries of the City of Cockburn there are a number of retirement villages that offer a wide range of accommodation both in services and cost including:

- **Amana Living (Hale House)** 9424 6384 37 Waverley Road, Coolbellup
- **Ellis Masonic Village** 94092322 12 Lavinia Crescent, Coolbellup
- **Illawong Village** 9418 6955 1 Rodd Place, Hamilton Hill
- **Lakeside Village** 9417 8526 Lewington Gardens, Bibra Lake
- **Success Village** 9414 3115 27 Pearson Drive, Success

There are limited low-cost options available. Some villages provide opportunities for people to move into an associated supported aged care environment.

3.3. Respite

Not all of these services provide age-specific services and respite remains a significant area of need throughout all of Western Australia. (Sourced from www.agedcareaustralia.gov.au)

- Activ Foundation Inc. - Family Services (08) 9387 0555
- Alzheimer's Australia WA (08) 9388 2800
- Amana Living - Stay Home Program - HACC (previously Anglican Homes) (08) 9344 9200
- Brightwater - Balcatta - Community Respite House (Low Care) (08) 9344 8433
- Brightwater - Marangaroo Community Respite House (High Care) (08) 9247 9102
- Derbarl Yerrigan Health Service – HACC (08) 9344 0444
- Mercy Aged Care - In Home Respite (08) 9442 3498
- Multiple Sclerosis Respite Norbury House (08) 9385 9574
- Neurocare (08) 9346 7535
- Perth Home Care Services - Crisis Care Service (08) 9204 7801
- Perth Home Care Services – HACC (08) 9204 7800
- Perth Home Care Services - TOP (Time Off and Planning) (08) 9204 7800
- Rockingham Respite Cottage (08) 9528 2137
- Rocky Bay Inc (08) 9383 5111
- TAPSS Community Care (08) 9383 2663

3.4. Community Services

It is important to remember that there is an increased trend in accommodation provision to support people within their current situation as long as possible through the provision of home-based services.

Cockburn Community Care provides centre-based day care services for the frail, aged and disabled at the Jean Willis Centre in Hamilton Hill. The day centre programmes provide a range of activities and outings, which are client focused to cater for the physical, social and emotional needs of all members. Lunch and refreshments are included in the day program. Transport is provided to and from the centre in specially equipped vehicles, to allow easy access for people with physical disabilities.

Home Support Services assist people to remain living in their own home in the community. Assistance or support is provided with basic everyday tasks, such as respite care (for carers of the frail or disabled person), domestic assistance and shopping assistance.

Carer Support Service offers support and advocacy, information and assistance regarding respite options, fortnightly coffee mornings, bi-monthly carers' newsletter and carers retreat.

Kwobarup Aboriginal Program is aimed specifically at our Aboriginal community. The Kwobarup program offers a range of services to frail, aged and disabled Aboriginal people including centre based respite, home help, transport, cultural art program, activities and outings and information about other Aboriginal-specific services provided in the community.

Community Aged Care Packages (CACP)

These are planned and coordinated packages of care, specifically designed to cater to the individual and are flexible to meet varying needs including personal care, meal preparation, home help/cleaning and transport services. As the government direction in recent years has been to focus on supporting people to remain in their own homes there has been a marked increase in the availability of Community Aged Care Packages. This has also seen an increase in the number of providers becoming involved in the delivery of this type of service. Some of the services listed below are not physically located in the City of Cockburn but provide a range of services to people within the City.

- Aged Care Services Australia (08) 9329 1600
- Amana Living - Cities of Melville and Cockburn (08) 9344 9200
- Baptist Care Home Care Services-South Metro (08) 9528 5201
- Baptistcare (08) 94505744
- Baptistcare (08) 9282 8600
- Brightwater At-Home Services - CACPs Western Suburbs (08) 9489 5000
- Brightwater At Home Services South West (08) 9593 9254
- Chung Wah Association - (Chinese) (08) 9328 3988
- Coolibah Aged Care Facility (08) 9535 0304
- Derbarl Yerrigan Homecare Services - Community Aged Care Packages (08) 9421 3888
- Dutch Aged Care WA Inc. - Community Aged Care Packages, (08) 9382 4186
- Italo-Australian Welfare & Cultural Centre Inc (08) 9228-2220
- Mercy Aged Care - Community Aged Care Packages (08) 9442 3498
- Noel Bodycoat Care (08) 92215344
- Pam Corker House (08) 9733 1355
- Silver Chain Association-MSW HACC 08 9242 0242
- Silver Chain Community Aged Care Packages (08) 9242 0242
- Southern Cross Care 9282 9966
- Southern Cross Community Care Services (08) 9337 0150

3.5.Social and Recreation Groups in the City of Cockburn

There is a range of social and recreational options available for people in the area including:

- Seniors Centre Spearwood
- Cockburn Senior Citizens Association
- Probus Club of Cockburn
- Southwell Friendship Club
- Lakeside Villas
- St Jerome's Seniors
- Coolbellup Leisure Club
- Atwell over-50s
- Cockburn Prime Timers
- Woodman Point Residents Social Club (Residents Only)

4. Methodology

4.1.Community Focus Groups

Information about the project and focus groups was distributed through a range of strategies, including:

- Local newspapers
- Posters at the Seniors Centre, libraries, local churches, shopping centres
- Direct phone contact through volunteers from the Seniors Centre
- Cockburn Soundings
- City of Cockburn web page
- Service providers

The focus groups for residents were held at various locations across the city to facilitate access for people and tap into areas where greater numbers of older people were known to live including:

- Seniors Centre Spearwood
- Coogee Community Centre
- Coolbellup Community Hub Meeting Room
- Coogee Caravan Park

A group was scheduled for the Harvest Lakes Community Centre but had to be cancelled due to a lack of participants.

Attendance at focus groups varied from between 20 people to as few as 3 people.

Both online and hard copy surveys were made available for people who were unable to attend a focus group. Information regarding these surveys was made available through the same means used for the focus groups. The online survey was not well utilised with only nine responses. There were 46 hard copy responses.

Participants from all the consultations have been grouped according to education and home ownership as an indicator of socio-economic status.

4.2.Carers Focus Groups

This group was held at the Jean Willis Centre, in conjunction with the regular carers meeting.

4.3.Special Focus Group

A group for Aboriginal older people was held in conjunction with the consultation for the Reconciliation Action Plan. This allowed access to both service providers and Aboriginal older people.

4.4. Service Providers Focus Groups

A separate focus group for service providers was held at the Spearwood Seniors Centre, as well as direct interviews with staff at Villa Dalmacia and the City of Cockburn.

5. Findings

There were consistent issues echoed throughout the consultation, both from older people and service providers alike. These issues were identified using the guidelines outlined by the World Health Organisation Age-Friendly Cities protocol. The following list provides a summary of the main issues raised and the suggestions for improvement.

5.1. Outdoor spaces

Parks	Suggestions for Improvement
Planning and development: This does not always take into account the need for public open spaces and ongoing progress is not well-communicated.	<ul style="list-style-type: none"> • Communicate plans and update progress and changes • Need redevelopment plans to include design of positive public spaces
Seating: Issues related to lack of seating in parks and shopping centres, needed to be located closer to parking and drop off points, maintenance and up keep of seating.	<ul style="list-style-type: none"> • Need seating near to parking areas and away from dog areas and cycle paths. • More seating at shopping centres to allow for resting. • Seating close to car parks and regular stopping places in the shade. • Local businesses to donate seating in parks and use for advertising.
Toilets: Were not available in many locations and were poorly maintained.	<ul style="list-style-type: none"> • More public toilets near Counsel Rd • Toilets need to be open during the day
Maintenance issues related to upkeep and cleanliness of barbecue areas and graffiti in general outdoor spaces and walkways and verge maintenance	<ul style="list-style-type: none"> • Sand builds-up under the seats needs to be cleared regularly. • Verge maintenance programme. • Provide plants for verge gardens. • Support volunteers to tidy up local areas while walking • Council staff who maintain parks nearby could clean the walkways. • Walkway lights to have protection around them.
Footpaths: Many were uneven making it unsafe for older people to walk as well poor access for people with walking aides. Some areas did not have footpaths at all and people were generally unaware of any maintenance plans.	<ul style="list-style-type: none"> • Access from Southern Cross Village to Gateway by the freeway cycle/pedestrian footpath would be safer than via Wentworth Ave. • Need more separate cycle paths. • Need better parking or people will park on footpath and block access.
Crossings: These were identified to be unsafe in specific areas and short time limits for walking made it difficult for people to cross safely. Some areas where crossings were needed were identified.	<ul style="list-style-type: none"> • Crossing at Rockingham Rd.

Parking: This was very poor at Gateway and at the train station. Coogee Beach had insufficient parking and was likely to get worse with the new development. People felt there needed to be some parking specifically identified for older people who may not have a disability but for whom walking long distances was difficult.	<ul style="list-style-type: none"> • Provide information on intent of use of parking spaces in annual rates notices and signposted on verge and parking bays. • Parking at shops needs to include seniors parking not just disabled. • Seniors parking needed at shopping centres close to the doors and undercover.
Beach access: Getting in and out of the water for older people was identified as difficult	<ul style="list-style-type: none"> • Beach matting and handrail on jetty would improve access in and out of the water. • Access path in centre of the park to walk onto the beach is required. • Gopher or some form of mobility aid within the park to help residents access the existing paths and jetty – could help the Residents' Association to apply for funding . • Shelters on the beach would help older people enjoy the views and benefits of the beach.
Environmental concerns There was concern about the development in Jandakot, and pollution of Jandakot water mound as well as a lack of planning about regeneration /replacement of trees.	<ul style="list-style-type: none"> • Develop a regeneration plan.
Social and well-being: Use of outdoor spaces were limited and parks were not designed for active ageing.	<ul style="list-style-type: none"> • Need to include some outdoor adult exercise equipment . • Support sustainable community gardens.
Safety: Visibility of police and rangers were noted consistently as issues. People generally felt safe in the day but not at night. After hours Rangers services and Cosafe were identified as very good. Unrestrained dogs in parks and streets caused problems.	<ul style="list-style-type: none"> • Security vehicles need to be more visible in problem areas Regular patrols by rangers. • Need a fence between new surf club parking lot and caravan park to stop general public walking through park. • Develop more street lighting. • CCTV camera to catch vandals. • Public phones in parks.
Buildings	
Seniors Centre: People were very happy with the Seniors Centre	
Library services: These were identified as great with good access, good adult programmes, home delivery and computer	<ul style="list-style-type: none"> • Need library facilities for newly-developed areas.
Shopping centres: Some issues with the local shopping centres included parking, toilet access, confusing signage and very poor pedestrian access	<ul style="list-style-type: none"> • Coogee plaza needs some seating or café. • Encourage services to move into empty shops at Coolbellup by providing incentives.
Government buildings: There were some concerns identified regarding access and long waiting times in lines and no seating in government buildings. Signage is often unclear and needs to be larger.	<ul style="list-style-type: none"> • Separate queues with more seating required for seniors. • Could use more “old men’s seats” in shops and buildings.

5.2.Transport

Public transport	Suggestions for Improvement
General comments: Public transport is good value between 9am - 3.30pm and assistance and information from the Public Transport Authority is fantastic. However, public transport is not always reliable or frequent enough.	<ul style="list-style-type: none"> • Advocate for extended time for seniors travel to facilitate travel to and from appointments in the city.
Buses: It can be difficult to get from east to west as there are not enough direct routes and timetabling is not coordinated with trains.	<ul style="list-style-type: none"> • More buses to train station needed. • Need more local buses especially for east-west coverage. • Extend the beach bus CAT service to Woodman Point.
Bus stops and shelters: These are too far apart and often the glass in the shelter is easily broken.	<ul style="list-style-type: none"> • Bus shelter behind Central Hall Coolbellup. • More bus shelters not made from glass.
Trains: Poor access to rail transport and limited parking make using trains difficult for older people. There is not enough priority parking in Park and Ride areas and not enough drop-off spots at Cockburn Central Station. Taxis are not allowed to pull into the station entry.	<ul style="list-style-type: none"> • More stations are required urgently along the Mandurah line. • Allow drop-off access.
Specialised transport : Taxi services are not consistent and often unreliable for short distances. Gopher access is not an issue at the moment but may create difficulties as use of these increases.	<ul style="list-style-type: none"> • Subsidised taxis in off peak times. • Shuttle service/ Dial-a-ride.
Community transport: This is not readily available and needs to be extended to support people to get to medical appointments. Transport provided to get to the Jean Willis Centre but volunteers needed to drive buses and service is not accessed as readily as possible	<ul style="list-style-type: none"> • Advertise community bus service to doctors and physios to improve access • Pick up service for medical and social activities, • Community minibus that you can ring and book or book online. • Research what's around and communicate information about what's available by email or letter.
Public Roads	
Maintenance: Roads are generally well maintained and it is easy to get around but need repairs during winter to fill pot holes.	<ul style="list-style-type: none"> • Road maintenance, especially repairs in winter. • Communication about development needs to improve. Put this type of information in the Cockburn Sounding – need tangible information not just self promotion.
Signage: Not enough signs on roads giving directions, some print too small and signs are often obscured by trees.	<ul style="list-style-type: none"> • Review signs.
Pedestrian crossings: Crossings not always located where they are needed.	<ul style="list-style-type: none"> • Footpaths and a centre island crossing from the Caravan Park to the Community Hall to allow a

Access across to the beach is very poor and will get worse with new development.	<p>safe crossing.</p> <ul style="list-style-type: none"> • Need a pedestrian crossing from Gutteridge Rd over Tappa Rd, Banjup, to meet up with footpath along Tappa Rd. • Provide island breaks at crossings or lengthen the time for lights to allow safe crossing.
<p>Traffic Lights:</p> <p>Specific intersections were identified as requiring lights in order for older people to drive and cross safely.</p>	<ul style="list-style-type: none"> • More traffic lights and realignment of roads in the Cockburn central area • Traffic lights needed Beeliar Drive and Dunravan Road, Yangebup.
<p>Street lighting:</p> <p>Street lighting is poor and visibility at night is reduced.</p>	<ul style="list-style-type: none"> • Reflectors on the concrete centre strips along Cockburn Road to improve night driving visibility. • Improved street lighting.

5.3.Housing

	Suggestions for Improvement
<p>Information</p> <p>There was a general lack of information and people seemed to think that HAAC services were difficult to navigate.</p>	<ul style="list-style-type: none"> • Develop communication strategy to support information about housing and other relevant issues.
<p>Private housing:</p> <p>Current development trend is for large 4 bed, 2 bathroom houses that are not suitable or affordable for older people. There is not enough smaller housing planned and most people felt they could not afford to downsize.</p> <p>Maintenance in the caravan park has gone downhill recently because of concerns about tenancy agreements.</p>	<ul style="list-style-type: none"> • Subdivision of smaller lots to allow for more mixed housing options. • Explore options for community/communal housing. • Long-term planning to allow extended family support, granny flat construction. • Need to address community development, not just buildings in planning e.g. Hilton Community Development a positive example of strengthening community groups. • New developments need to be planned to support a mixed community.
<p>Safety Support:</p> <p>Security is an issue for older people living at home and many people were not aware of security subsidies from council and government for equipment such locks, lights, doors.</p>	<ul style="list-style-type: none"> • Need to better communicate subsidies and help available
<p>Affordability:</p> <p>Renting houses is becoming increasingly expensive. Cost of electricity is increasing substantially. Most social housing is electricity dependent and this is not sustainable.</p> <p>It is increasingly difficult for people without funds to buy into facilities.</p>	<ul style="list-style-type: none"> • Affordable housing options that don't require a buy in option. • Green housing plans for public housing.

<p>Public Housing: There is a lack of available, affordable housing options. There are extremely long waiting lists for public housing and these houses are not ideally located. Maintenance can take up to 2 months to get things fixed and contractors can take longer. Discussion regarding the model using superannuation funds for social/ housing that currently exists in some European countries.</p>	<ul style="list-style-type: none"> • Need single story dwellings that are smaller, near shops, parks, transport services facilities and amenities. • More public housing that is adaptable to the cultural needs of the extended family and changing population demand of refugees and indigenous older people • Some LGAs have housing and CAT buses and Cockburn needs to look into these options. • Suggested land is made available for culturally appropriate accommodation for interim housing. 3- 4 acres such as a reserve with facilities to support the homeless instead of them sleeping under the bridge.
<p>Retirement villages: There is a need for over-50s housing but not with high residuals on leaving. Also need hostel in same villages when unable to look after yourself.</p>	<ul style="list-style-type: none"> • Planning options to support ageing in place.
<p>Support Services: Many people are unaware of services that support you to stay in your own home by providing affordable help around the house and garden. Volunteer home support such as gardening was good but maintenance was barely adequate. Cleaners that go into the home, like Silver Chain, are not allowed to do the things needing to be done like moving the furniture instead of just vacuuming around it.</p>	<ul style="list-style-type: none"> • provide information about access to affordable help. • improve access to home maintenance. • Keeping people in home longer is working but need more ageing in place services like maintenance and cleaning. • Need to have more follow up for people. supported in their homes; State housing could provide these services or funding.
<p>Aged Care: Facilities are not always available or affordable when required and there is limited choice of where to go because people have to go wherever there is a vacancy. There is a lack of planning for future provision of aged services and housing in newer areas like Atwell. Facilities are often not linked into the local community and ageing in isolation was not seen as appropriate by the younger older age group. Ageing in place is successful but it means that more people are moving from home directly to high-need facilities. This makes the current funding model inappropriate to meet the needs of older people and the mix is not right. Lack of 'couples' accommodation to allow partners to stay together.</p>	<ul style="list-style-type: none"> • Housing urgently required to meet growing needs of older people • Couples' accommodation needed, as this is a growing demographic in the ageing population • Provide parks and cafes nearby to aged care facilities. • Need for Aboriginal specific aged care accommodation with Aboriginal staff and people who understand. Need gardens, trees, environmentally-friendly construction and vegetable gardens. • Housing needs to be near medical services, shops, public transport not next to large public venues like stadium. • Planning for aged care centre/ village in Atwell to meet future needs by putting land aside for possible development. • Review funding mix for services to reflect the changes brought about by ageing in place.

5.4.Social Participation

	Suggestions for Improvement
<p>Activities:</p> <p>Congratulations from many participants on the success of the Seniors Centre – “changed my life and makes an enormous difference to people”. Outings from the Seniors Centre are very popular and booked out months in advance. The Seniors Centre is highly regarded by other service providers and residents in neighbouring areas and older people from the Fremantle area regularly access this centre. Choice of activities, range of costs and interests offered is good.</p> <p>Atmosphere is welcoming and encouraging but can be daunting for solo participants.</p> <p>Computer classes need to be more user-friendly and some activities were considered too expensive.</p> <p>Current activities in the caravan park social programme are affordable and involve bingo, outings and church. Concerns from some participants who have a partner with a disability limits social interaction and opportunities for both of them and make s it difficult to make new acquaintances.</p> <p>Other seniors groups in the area offer activities where visitors are welcome but this information is not readily available to the community.</p> <p>Council day centre programmes and seniors centre do not cater for language differences.</p> <p>Social activities are provided within Villa Dalmacia centre for older people with a CALD background. They have strong connections with Italian Village and Croatian / Italian Clubs.</p>	<ul style="list-style-type: none"> • Develop “mentor” programme to support initial contact into social events like sundowners. • Encourage involvement between local community groups. • Community outings need to consider access in and out of buses for more frail, older people as well as toilet and seating access nearer to bus. • Provide support for both partners to participate in activities through the seniors centre.
<p>Access to activities and events:</p> <p>Events such as concerts, Carols by Candlelight, bus tours of Cockburn are all very accessible, well-publicised and of good variety. Some felt that events in Manning Park and other areas of Cockburn needed a car to access them.</p> <p>Public transport can make it difficult to access social options and there is not enough help to get to the Senior’s Centre, as \$5 is too much.</p> <p>All council activities for seniors seem to be focused on Seniors Centre in Spearwood but no facilities in Atwell and need similar services in South Lake at Ottey Centre.</p>	<ul style="list-style-type: none"> • Explore council funded minibus or use the existing bus to support access. • Drop-in-centre for a cup of tea, a chat and free activities and services to decrease isolation for older people who can’t afford the price of a coffee or bus fare. • “Pick up a Neighbour programme” to encourage people who do have transport to bring along others who can’t get there themselves. • Cooperative servicing throughout the city e.g. participation in Beeliar Park Primary School programme to help • Possible outreach services to different parts of the city. • Need information to assess the viability of outreach strategies - possible feasibility study to develop best practice model.

<p>Communication: More opportunities available now but there are still many people who don't know what is offered and would like to know more about what is happening. Image problem for the younger old people who don't want to be associated with "The Seniors Centre" who do not identify with the concept of being a "senior".</p>	<ul style="list-style-type: none"> • Explore marketing options to overcome negative perceptions. • Develop a strategy to attract the younger older population, image and information.
<p>Isolation: People in villages have an active life in the village itself but are often isolated from the bigger community. Need for companionship prompts people to do things although it is not easy for older people to socialise especially when they have lost a partner. They become very isolated, stuck in the house and only see family.</p>	<ul style="list-style-type: none"> • Access to the seniors centre to be extended to the Southern cross village again -negotiate sharing travel and costs.
<p>Health and Fitness: South Lakes leisure Centre now does not have direct bus route. This was changed to suit the Cockburn Central access. People now can't get there without taking two buses that don't connect so travelling there and back takes all day. Fitness sessions are a necessity and not always available. Sporting facilities are generally readily available but the condition of some facilities, like the grass tennis courts, are very poor. Disappointing to lose the ski park facility.</p>	<ul style="list-style-type: none"> • COTA living longer, living Stronger. • Dancing.
<p>After Hours Social Activities: There is a definite lack of activities and places to go in night that feel safe. No after-hours facilities such as cafes and movie theatres; have to go out of Cockburn to find this.</p>	<ul style="list-style-type: none"> • More cafes or social gathering spots. • Community bus needed to take seniors to these events. • Night-time bus pick up and drop off for after hours activities. • Similar services and activities as the Seniors Centre but closer to Atwell area and South Lake at Ottey Centre. • Evening events need to be extended to more than 1 per month, may provide venue for some cultural activity. Requires more human resources to extend these hours.

5.5. Respect and Inclusion

	Suggestions for Improvement
Opinions were varied and very personal with some older people feeling they were not respected by younger people in the community. Others felt they were not discriminated at all and felt respect was a two way process.	
Events and Activities: Attendance at Seniors Centres was seen as very positive. Libraries also offer activities and courses. Have a Go News and Seniors Papers provides information, activities and ideas. Events held by the City are inclusive and respectful of older people, although some felt council concerts all seem to end up with “doof doof” music for younger people after the first hour. Some issues with lack of seating available.	<ul style="list-style-type: none"> • Computer website or information page for seniors and pensioners about new activities and information. • Community events that engage all age groups.
Social Network: Some people reported good intergenerational activities and some strong social support networks. Others felt society is becoming less socialised and more isolated. Lack of time for many people discourages interaction. Maintenance of family support is important. Technology contributes to isolation for many older people.	<ul style="list-style-type: none"> • Development of social environments like chat groups and coffee shop meetings. • Phone service so that people are contacted if they have not made contact recently. • Encourage extended family living together by making the development process easier for families. • Explore cooperative living models.
Intergenerational Activities: People felt it was important that older people help younger people in schools and youth organisations. They thought it was important to explore ways to tap into stories of people in the community and maintain the history of the community. Some intergenerational programmes have been conducted through the Seniors Centre.	<ul style="list-style-type: none"> • Encourage cross-generational social connection through <ul style="list-style-type: none"> ○ local events like street parties. ○ welcome packages for new residents including directory of services, schools, facilities and local community groups . ○ Council dinner to recognise residents who have done things in the community . ○ Maybe help sought in high school from seniors with knowledge of work or interests. ○ School programmes that promote sharing of positive stories and skills. ○ Funded programme to interview long-term residents and develop Social history for Cockburn. ○ Programmes such as “Adopt a Granny” ○ Activities like dancing group in Fremantle • Explore funding options for “Shared stories” project through library or volunteers • Explore option for Seniors Centre to support the Rodd St/Beeliar Park Primary initiative – knitting and sewing group last year, want to start a group for men and boys in 2011 but need help with transport
Community Perceptions: Stereotyping of older people in the media was thought to	<ul style="list-style-type: none"> • Continue consultation process to ensure older people are included and respected.

<p>be disrespectful.</p> <p>Also the expectations for elderly have changed with the perception they need to be out there and active but not everyone wants to live up to this image.</p> <p>Recognition of older people's past contributions to the community is not always acknowledged.</p>	<ul style="list-style-type: none"> • Must ensure feedback is provided..
<p>Customer Service:</p> <p>Shop assistants in Perth are not respectful and understaffing at supermarkets creates problems:</p> <ul style="list-style-type: none"> • Can't find anyone to ask for information or help. • Can't get things from top shelf. • Long queues involve standing for long periods of time. • Displays blocking aisles making it difficult to manoeuvre trolleys and wheelchairs. <p>Multi-selling and packaging doesn't take into account older people. In Geraldton, Coles have a seniors section where you can buy small amounts that reduces waste and cost.</p> <p>Buses need to wait until older passengers have got seated, need time to do this and time to get up, walk to the door and get off.</p>	<ul style="list-style-type: none"> • Support community groups to advocate for improved customer service.

5.6.Communication and Information

	Suggestions for Improvement
<p>Methods of Communication:</p> <p>Cockburn Gazette very informative on Council Business. Wanted email access to councillors.</p> <p>Wrong to assume everyone has computer access. Many older people do not use internet to access information. Internet is not a popular option for the over-55 group and they often miss out on this opportunity due to lack of experience and don't know how to access things they need.</p> <p>What happened to mailing lists? There is not enough useable written information through the letter box.</p> <p>Service providers reported good connection to information about what is happening in community for older people at the Seniors Centre.</p> <p>Participants felt information about what is happening is not always good and not always successful.</p> <p>Council is quite good about information in local paper about council happenings but libraries need to do the same.</p> <p>Some thought the Cockburn Soundings was superficial. Cannot get to speak to who you need to at council and often no return call when promised.</p> <p>Direct person-to-person conversation- want to talk to</p>	<ul style="list-style-type: none"> • Better TV and radio coverage of seniors events and issues including: seniors housing; home help; choices; events; • Council to give choice of internet or postage for information to seniors who don't have computers • Develop network of contact people in hard to reach communities (indigenous and CALD groups) • Facebook account started for seniors centre. • Direct mail out for specific interests if practical. • Provide information session to seniors regarding all government subsidies and grants like HUGS (Hardship Utilities Grant Scheme).

<p>someone not press 4 press 1 etc. Information through the “bush telegraph” often more reliable. WA. produced show on TV regarding aged issues was very helpful (Todd Johnston presenter) but no longer exists. Good source for distribution of information included</p> <ul style="list-style-type: none"> • Have-a-go News • Radio 720, • Curtin Radio, • 6PR. • Local paper <p>Many forms of communication available with emphasis on first language for CALD population at Villa Dalmacia.</p>	
<p>Information Access Participants consistently reported that they were not aware of things that were happening in relation to seniors and what is available about services, facilities, and volunteering opportunities. Fremantle provides programme about what is available and how to access services through local library. Department of Ageing has information available if you know where to ask although information online is sometimes outdated.</p>	<ul style="list-style-type: none"> • Develop a senior information newsletter to be distributed through bulletin boards at local shopping centres, doctor’s waiting rooms, hospital, caravan park newsletter. Need to use large print. • Develop information sheet about HAAC services and how to access these to distribute to medical centre administrators, church groups, recreation centre and sports clubs. Update every 4-6 months. • Information pack through mail-out (access database through rates notices etc) need to include stories and articles not just notices in local paper, seniors’ paper. • Information to be included in Herald as well as Community news. • One Stop Shop in Fremantle run by volunteers has information on a wide range of activities and services including organic gardening, memoir writing, • Develop a social network strategy to encourage two-way communications that uses people’s knowledge and interests.
<p>Computer Training: Not enough assistance and training for computers “Where is the information for training on computers available?” Access to computers is available at libraries if you can get to them. No training for Mac users. Communication very limited if not on internet. eg mailing of library events, so only hear about them too late to participate.</p>	<ul style="list-style-type: none"> • Cheaper computers or subsidies so they are more affordable. • Library open 7 days, not necessarily all day • Increased access to computing courses being reviewed now. • Send information by mail to seniors.

5.7.Civic Participation and Employment

	Suggestions for Improvement
<p>Current Volunteering Activities</p> <p>Participants had a history of volunteering including Badminton club, Little Athletics, Cockburn Seniors, Red Cross, Fremantle Hospital, Op shop, Probus, Kwinana Theatre, Neighbourhood Watch, Caring and Sharing Craft Group, Weight Watchers, Sewing and Knitting at the library, Adopt a spot programme, Keep Australia Beautiful, Church, reading groups at school.</p> <p>Participants reported that they get pleasure out of helping others and feel valued by these activities and it provides companionship and purpose.</p> <p>Aged volunteers who cannot do volunteer work now but have done much community work in the past are now forgotten</p> <p>Villa Dal Macia have an excellent pool of volunteers, very actively involved in the centre and are incredibly valuable.</p> <p>Southern Cross Centre involved in volunteer programmes including:</p> <ul style="list-style-type: none"> • “Love in a shoe box “project • Fundraising for Flying Doctor Service • Salvation Army 	
<p>Volunteering opportunities</p> <p>Lists of voluntary positions are available at the Volunteer Centre. Options available through the Volunteer Service were reported as impressive.</p> <p>Cost of volunteering including parking, transport costs and petrol is sometimes prohibitive. Cockburn Volunteer Card is a great idea but not publicised enough. No transport was available from Success to access volunteer opportunities.</p> <p>Some volunteers are very dominating and act like they own the project, causing loss of interest for other volunteers and too is much expected from volunteers.</p> <p>Lack of support and ongoing training for volunteers regarding how to run community programmes.</p> <p>Participants reported they would like opportunities to pass on their skills but felt volunteers should not take away from paid employment.</p>	<ul style="list-style-type: none"> • Volunteer coordination specific to older people. • Always need volunteers for inside the facility at Southern Cross Centre.
<p>Employment opportunities:</p> <p>Discrimination on grounds of age depends largely on the profession and personal skills. Options very limited for older people unless you have specialised knowledge.</p> <p>Self-employment options are available for some and part-time work options are good and readily available for some groups.</p>	<ul style="list-style-type: none"> • Need to explore funding and programming options to support refugees and indigenous older people. • Create links with training providers to help older people find employment opportunities.

<p>Equality is essential.</p> <p>Would like to work but unable to because of age. Difficult for people to maintain work especially if they do menial or heavy work.</p> <p>New demographics of increased refugees and indigenous older people will increase this demand for meaningful occupation</p>	
<p>Consultation process:</p> <p>People felt consultation and decision-making had been unsatisfactory in the past. Previously, this has been shallow and council had already made up its minds before consulting.</p> <p>Information about results of the consultation was often not relayed back to public.</p> <p>Response to some people from council regarding their feedback about a previous issue was insulting.</p> <p>Complaints procedure is not being followed and some participants reported they were still waiting after several months for a response from council.</p>	<ul style="list-style-type: none"> • Responses from council need to be respectful and informative. • Develop a consultation policy to consolidate process and ensure appropriate feedback is provided. • Consultation process should include feedback and follow-up information about progress.

5.8. Community Support/Health Services

	Suggestions for Improvement
<p>Availability of Medical Services:</p> <p>Reports about doctor and pharmacy services were inconsistent with some areas having no waiting times and others reporting a shortage of doctors where you have to wait days for an appointment.</p> <p>Not enough GPs who will go into homes or nursing homes.</p> <p>Good medical services currently in Coolbellup shopping centre.</p> <p>Physiotherapy services are difficult to access. Podiatry services variable depending on location. Generally felt that podiatry, dental, optometrist and audiology services were not adequate. Hospital waiting times for older people are too long</p> <p>Need to be a member of Seniors Centre to use these Podiatry services.</p> <p>Dental Centre near the Seniors Centre was perceived as a good experience of service.</p> <p>Dialysis clinic in Coolbellup is convenient.</p> <p>Fremantle is now the closest X-ray.</p> <p>Medibank Private closed in Fremantle and people now have to go to Garden City which is not always convenient using public transport.</p>	<ul style="list-style-type: none"> • City of Cockburn could advocate for local pharmacy delivery services. • Explore possibility of physiotherapy and other services in Seniors Centre.
<p>Affordability:</p> <p>A lot of services are not affordable and have long waiting lists. Costs of services and medications are often</p>	

<p>hard for older people to negotiate. Private services aren't affordable for many older people, especially those in nursing homes.</p> <p>Specialist services and upfront costs of tests prohibitive and people are not always told about these costs.</p> <p>People on the English pensions are losing access to Medicare and are experiencing great difficulties because they have inadequate funds to live.</p>	
<p>Access to services:</p> <p>Poor public transport makes access difficult for many health-related services. Transport to health services is often difficult and people can't get to appointments on time or have to wait for hours. Can't rely on taxis to get you to hospital or doctor's appointments on time.</p> <p>Cost of parking at Murdoch for specialists and services make access expensive. Parking at Fremantle Hospital is difficult.</p> <p>Villa Dalmacia and some other service providers have access to specialist services within the centre.</p>	<ul style="list-style-type: none"> • Need to establish special volunteer community transport and list of volunteers available to help people get to appointments
<p>Information access:</p> <p>People reported they were unaware of what is available and where to go for services. Felt that information about services like volunteer home support, gardening and home maintenance, Silver Chain and Cockburn Community Care was not widely known.</p> <p>People coming out of hospital are not always well informed about what is available</p> <p>Council staff are unaware of what is available in the area and need training in dealing with customer issues.</p>	<ul style="list-style-type: none"> • Discharge package for hospitals about local area services and facilities • Provide information package for call centre staff about services and contact details. • Support the development of network groups for service providers to share information and resources <ul style="list-style-type: none"> ○ Family support groups ○ Educational network support for staff ○ Information courses for families ○ Development of resource tool for families regarding dementia to be developed as a cooperative venture • Network meetings to support staff and service provision.
<p>Community Care:</p> <p>Some free and cheap support services are available but home care services not advertised and promoted very well.</p> <p>Transition care from hospital to home is not adequate.</p> <p>People felt they were treated well and services were respectful.</p>	<ul style="list-style-type: none"> • Explore the community health model set up in Hilton
<p>Volunteer services:</p> <p>Volunteer home services not always able to do the things that are needed such as cleaning high surfaces and moving furniture to clean under things.</p>	<ul style="list-style-type: none"> • Need to establish Special Volunteer Transport and list of volunteers available to help older people.
<p>Facilities:</p> <p>High care facilities not located near medical facilities causes increased demand on ambulance services or family.</p> <p>These facilities were often not linked into the local</p>	<ul style="list-style-type: none"> • Care facilities need to integrate with community • Services need to be near shops, public transport not next to large public venues like stadiums • Advocate for a review funding mix for services to

community. Lack of planning for future provision of aged services and housing in Atwell A lack of services and parks and cafes that are easily accessible to aged care homes was identified.	reflect the changes brought about by ageing in place.
Health and Fitness: Programs always appear to be booked out but apparently there are people that book and don't show up. South Lakes Leisure Centre gym equipment and facility is becoming more worn out each year and is not terribly satisfactory. Costs are increasing and becoming unaffordable for older people. Took a long time to find an LLLS exercise class run by a qualified physiotherapist rather than gym instructor who does not have adequate knowledge to make it safe for people with joint problems. Wellness programme through HAAC is not always about health and roles and responsibilities are blurred	<ul style="list-style-type: none"> • Need to include some outdoor adult exercise equipment . • Need cheaper fitness classes.

6. Limitations

Separation into the groups, as outlined by the guidelines, was difficult to establish because of the low attendance numbers and the subsequent need to mix participants in each focus group. However, the quality of the information was valuable and this was seen as the beginning of an ongoing consultation process that needs to be promoted and supported throughout the community. As people see the results of the consultation being implemented there is more likelihood of increased participation in future consultation.

Some comparisons were able to be made using the survey returns but there was little difference noted in the responses. It was also difficult to establish accurate criteria for socioeconomic groupings as education for the older group was not always provided. Also home ownership was not always an indicator of higher socio-economic status as some older people are “asset rich but money poor” and are unable to downsize in order to utilise their asset. This distinction needs to be further explored and clarified for future reference.

The lower socio-economic group were the most difficult group to engage and although significant effort was made to encourage attendance this did not happen in sufficient numbers for accurate comparisons to be made.

7. Priorities

Throughout all the consultations, both community and service providers, there was a very strong consistent theme regarding lack of appropriate and accessible information across a wide range of issues including:

- Housing options and accessibility.
- Health and community services.
- Social participation opportunities.
- Civic participation in relation to volunteering opportunities.
- Consultation and feedback about ongoing actions from council.

There was no explicit recording of priorities completed during the consultation as there was an expectation that all the issues and suggestions raised during the consultation would be responded to and incorporated into the age-friendly implementation plan for future action.

However, the surveys did request people to identify priorities by asking what they thought would be the most important issues to consider in the development of the Age-Friendly Community strategy? The frequency of issues discussed in the focus groups would support the ranking of these priorities.

	Number of people who considered this most important		
	All age groups	60-74 age group	75-plus age group
Transport and access to services	31	15	16
Focus on good health	28	17	11
Promotion of fitness	22	10	12
Suitable/affordable housing	23	11	12
Social participation	19	9	10
Increasing community consultation	17	11	6
Keeping people in the work force	12	6	6
Developing vibrant communities	11	6	5
Developing strong community partnerships	8	5	3

8. Dissemination of Findings

Copies of this report will be made available to all participants through a range of strategies including:

- Hard copies of the summary at each of the venues with reference to access for further information if required
- Posting of the report on the City of Cockburn website
- Summary of key findings in the Cockburn Soundings
- Email summary sent directly to participants who have provided relevant details
- Hard copies and summaries at local facilities including libraries, seniors centres and community groups

9. Monitoring Implementation

During the consultation, participants were asked to leave contact details if they were interested in becoming part of the ongoing monitoring of the consultation. These participants will be invited to become members of the implementation working group. The terms of reference for this group has not been finalised at this stage.

The suggestions will be incorporated into the updated Age-Friendly Implementation Plan for the City of Cockburn.

Appendix 1: The Ageing of the World's Population

Over the past few years, the world's population has continued on its remarkable transition path from a state of high birth and death rates to one characterised by low birth and death rates. At the heart of that transition has been the growth in the number and proportion of older people. Such a rapid, large and ubiquitous growth has never been seen in the history of civilisation.

The current demographic revolution is predicted to continue well into the coming centuries. Its major features include the following:

One out of every ten people is now 60 years or above; by 2050, one out of five will be 60 years or older; and by 2150, one out of three people will be 60 years or older.

The older population itself is ageing. The oldest old (80 years or older) is the fastest growing segment of the older population. They currently make up 13 per cent of the 60+ age group and will grow to 20 percent by 2050. The number of centenarians (aged 100 years or older) is projected to increase 14-fold from approximately 265,000 in 2005 to 3.7 million by 2050.

The majority of older people (55 percent) are women. Among the oldest old, 64 per cent are women.

Striking differences exist between regions. One out of five Europeans, but one out of 20 Africans, is 60 years or older.

In some developed countries today, the proportion of older people is already one in four. During the first half of the 21st century that proportion will be close to one in two in some countries.

As the tempo of ageing in developing countries is more rapid than in developed countries, developing countries will have less time than the developed countries to adapt to the consequences of population ageing.

Based on the latest available information, approximately half of the world's older population live in urban areas.

Thirty years ago, the proportion living in urban areas was about 40 per cent. Large differences exist between more and less developed countries. On average, about 70 percent of older people in more developed countries, and only 38 per cent in the least developed countries are urban dwellers.

Over the last half of the 20th century, 20 years were added to the average lifespan, bringing global life expectancy to its current level of 66 years. Large differences exist between countries, however. In the least developed countries, men reaching age 60 can expect only 15 more years of life and women, 17 more, while in the more developed regions, life expectancy at age 60 is 19 years for men and 23 years for women.

The impact of population ageing is increasingly evident in the old-age dependency ratio. The number of working age people (age 15 - 64 years) per older person (65 years or older) that is used as an indicator of the 'dependency burden' on potential workers. Between 2005 and 2050, the old-age dependency ratio will almost double in more developed regions and almost triple in less developed regions. The potential socio-economic impact on society that may result from an increasing old-age dependency ratio is an area of growing research and public debate.

Source: Population Division, Department of Economic and Social Affairs, United Nations Secretariat

¹<http://www.un.org/ageing/challenges.html>