

Age-Friendly Community Plan



Shire of Dalwallinu
November 2016

Version 2

Age-Friendly Community Plan. Version 2 – November 2016

The draft Plan was considered by the Shire of Dalwallinu at its Council meeting in October 2016. It was agreed to refer the plan to the Ambassador's Group to prioritise the actions from the community's perspective.

Disclaimer

This report has been prepared to meet the project terms to the best of its ability. In doing so every effort has been made to source the most comprehensive and up-to-date data as possible. Any statement or finding expressed or implied in this document is provided in good faith based on the information available to the consultants at the time of publication. All reasonable care has been taken in preparation of the report however no liability for the accuracy of third party data can be entered into. The information contained in this report is advisory only.

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Contents

Message from the Shire President	5
Executive summary	6
What is an age-friendly community?	9
Ageing in the Central Midlands sub-region of the Wheatbelt	10
About our community	11
Developing our plan.....	14
Links with our Strategic Community Plan	18
Limitations	19
Analysis of findings	20
Outdoor spaces and buildings	20
Transport	22
Housing	24
Community support and health services	28
Social participation	32
Volunteering and employment	34
Respect and social inclusion	36
Communication and information	37
Age-friendly community plan.....	38
References.....	47
Appendices	48
Appendix 1: Age-Friendly Ambassadors	49
Appendix 2: Focus group participants	50
Appendix 3: Results of focus groups and service provider input.....	51
Appendix 4: Survey results for respondents aged 55 years & over	59
Appendix 5: Survey results for respondents aged less than 55 years	72
Appendix 6: Age-Friendly audit of Dalwallinu	79

Glossary

ABS	Australian Bureau of Statistics
AFAG	Age-Friendly Ambassadors' Group
Council	Refers to the Shire of Dalwallinu elected Council and administration
CRC	Community Resource Centre
DDC	Dalwallinu Discovery Centre
DLGC	Department of Local Government and Communities (WA)
DoSS	Department of Social Services (Commonwealth)
DSC	Disability Services Commission (WA)
HACC	Home and Community Care
LGA	Local Government Authority
NFP	Not-for-profit
RDA Wheatbelt	Regional Development Australia Wheatbelt
RRPP	Regional Repopulation Pilot Project
Shire	Refers to the geographic local government area of Dalwallinu
TL	Totally Local (Dalwallinu community newsletter)
WACHS	Western Australian Country Health Service
WAPC	Western Australian Planning Commission
WDC	Wheatbelt Development Commission

Message from the Shire President

The Shire of Dalwallinu has a strong farming heritage underpinned by the connections and networks within our tight knit community. We recognise the increasing proportion of older people in our area and are committed to ensuring senior members of our community remain supported, healthy, happy and actively engaged in our local community life.

Council has chosen to prepare this Age-Friendly Community Plan, supported by the WA Department of Local Government and Communities, to guide our efforts and focus resources on developing and maintaining the services and infrastructure that will support local people to remain in our community as they age. The plan sets out the priorities to enable us to work towards becoming a more age-friendly community.

The efforts and input from many people have made this project possible and on behalf of Council, I would like to thank the following people and organisations for their support:

- Members of the Age-Friendly Ambassadors' Group who committed time and energy to promoting the project; actively encouraging local residents to participate in focus groups and complete the survey; and providing excellent insight into the needs and challenges for ageing in this community.
- Local health and community service providers who continue to support the health and wellbeing of all members of our community, and particularly our seniors, and provided valuable information to support the development of this plan.
- Local residents who provided their honest and constructive input by participating in focus groups and surveys to help us build detailed knowledge of the services and infrastructure needed to support local people and enable them to remain living in this community, as they get older.

On behalf of the Shire of Dalwallinu, I am pleased to present our first Age-Friendly Community Plan. It will provide us with many challenges along the way and so I encourage your ongoing input and contribution to collectively address the issues that will assist our community to become more age-friendly.

COUNCILLOR STEVEN CARTER
President
Shire of Dalwallinu



Executive summary

Across much of the Wheatbelt, the region's population is growing and significantly, the number of older residents is increasing even more so. In order to plan for this population change in our community, the Shire of Dalwallinu has commenced its journey to becoming an age-friendly community: the foundation plank for establishing holistic support and care for older people.

An age-friendly community is one that has appropriate housing, transport, physical infrastructure and social and civic supports that enable people to maintain participation in the community, as they grow old. Being age-friendly also means that a community has reviewed and adapted its physical and social infrastructure to help older people age in place.

One of the challenges for the Shire of Dalwallinu is accepting the uncertainty of how our population might change. Conservative projections show a decline in overall population but a significant increase in the number and proportion of older people in our community as fertility rates decrease, younger people leave regional areas, and older people choose to remain in the homes and communities they have called home often for a long time. In 2011, the people aged 70+ formed 10.0% of our population. By 2026, it is anticipated that this age group will represent 14.3% of our population.

With the combined efforts of the Shire of Dalwallinu, the Midlands Centres group of Councils, the Regional Repopulation Pilot Project, Wheatbelt Development Commission, local businesses and other development partners, our aspirational plans for re-population, and economic growth and diversification, show an overall population increase over the next ten years. The success of these strategies may again change the population characteristics for our community.

To prepare for the ageing population in our Shire, development of this plan has included engagement with the community through focus groups, surveys, interviews of service providers and development of an Age-Friendly Ambassadors' Group to provide insight and guidance on the challenges facing an ageing community.

The eight domains of an age-friendly community were analysed to determine the features and barriers in each area, and to identify and prioritise opportunities for improvement. These domains are:

1. Outdoor spaces and buildings
2. Transport
3. Housing
4. Community support and health services
5. Social participation
6. Volunteering and employment
7. Respect and social inclusion
8. Communication and information

Through the engagement activities undertaken, common themes emerged regarding the issues that either enhance or diminish the age-friendliness of our community. Using this information, combined with the input from the Ambassadors' Group, a series of community priorities were highlighted and a range of actions proposed to address these issues.

The key age-friendly challenges identified for the Shire of Dalwallinu during the analysis of information and development of this plan include the following:

1. Provision of suitable older person's housing

Refurbishment and or redevelopment of existing aged accommodation is needed along with consideration of how new models of multi-purpose accommodation / independent living units could be developed with flexible design and functionality to cater for the changing needs of residents. Economic efficiencies can be achieved from co-location of small clusters of units, supported by home care providers where required.

2. Access to in-home care and support services

With the upcoming changes resulting from Aged Care reform, consumers will have more control over the home care services they require and the providers who will deliver those services. However, in small rural communities, the reality of service availability often differs from the planned provision by governments. It will be important to understand and encourage distribution of those services across our Shire and if necessary facilitate providers to reach the most remote and isolated of our residents.

3. Transport options within and beyond the local area

For many senior residents the distance from Perth and other regional centres becomes a disincentive to remain living in rural areas. Without a drivers licence or vehicle, accessing services and getting to where you need to go for medical, social or shopping purposes becomes very challenging. With limited public transport available, investigation of community transport options will determine the feasibility and demand for a regular community bus or car service.

4. Consistent access to allied health services

For many residents, and particularly our seniors, the lack of allied health services in our local community means people must travel to access the services they need. There is strong evidence of demand for dental and physiotherapy services, which is likely to increase with the increased ageing population, however the ability to attract Dalwallinu-based providers depends on the feasibility of a dedicated practice. Alternate and innovative solutions need to be explored in collaboration with neighbouring Shires and health service providers to identify ways to secure more consistent local delivery of allied health services.

Each of the actions proposed in this Plan, to address the above challenges, has merit and provides a constructive and collaborative approach to enhancing our community and enabling better support of local people as they get older. However, Council recognises that it cannot implement this Age-Friendly Community Plan in isolation: the responsibility for addressing some of the challenges lies with other organisations and agencies, and may be subject to obtaining additional external resources.

The Shire of Dalwallinu will work together with health and aged care providers and other stakeholders to identify the resources needed to implement the proposed actions. As part of its Integrated Planning requirements and annual planning cycle, Council will then consider the identified community priorities and proposed actions in the context of its broader function, finite resources and core business focus.

What is an age-friendly community?

An age-friendly community encourages active ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people age (WHO, 2007).

It is a community that –

- Recognises the great diversity among older people
- Promotes their inclusion and contribution in all areas of community life
- Respects their decisions and lifestyle choices, and
- Anticipates and responds flexibly to ageing-related needs and preferences.

An age-friendly community is one that has appropriate housing, transport, physical infrastructure and social and civic supports that enable people to maintain participation in the community, as they grow old. Being age-friendly also means that a community has reviewed and adapted its physical and social infrastructure to help older people age in place.

As of 30 June 2013, there were more than 440,000 people aged 60 years and over living in Western Australia (17.6% of the population). By 2021, it is projected that this will have increased by 50% to just under 595,000 people (21% of the population) (DLGC, 2015). Notably, there are increasing numbers of older people in rural areas, with population growth at a more rapid rate than in most urban and regional centres.

This increase in the ageing population reflects the combined impact of the ageing baby boomer generation, longer life expectancies and decreased fertility rates.

The seniors' population now spans more than 40 years (from 60 to 100+ years) making it very diverse in terms of health, family, economic, emotional, physical, financial and household circumstances.

Ageing well requires planning to enable older Western Australians to age with dignity, maintain their independence, play active and valued roles and have their rights respected and upheld (DLGC, 2015). The WA government's planning approach for seniors is underpinned by the following principles:

- An individual's choices, rights and dignity are fundamental
- Ageing well is a lifelong journey
- 'Ageing in place' benefits everyone

It benefits both seniors and their communities to have opportunities to stay connected, to have a say in the services that affect them, and to remain mentally and physically active. When seniors benefit, the whole community benefits.

Planning for an age-friendly WA means:

- Promoting health and wellbeing,
- Access to essential services,
- Economic security and protection of rights,
- Welcoming and well-planned communities, and
- Opportunities to contribute (DLGC, 2015).

The key outcomes of such an approach include – seniors being involved, friendly communities and key services and supports being available and accessible.

Adapted from the World Health Organisation's Active Ageing Framework, the WA government has developed an Age Friendly Communities Toolkit and grants scheme to assist local governments to establish their own Age Friendly Community Plans. The framework encourages local governments to self-assess against a range of criteria across eight pillars or areas of focus. These eight areas have provided the basis for our research and engagement with the community.

- | | |
|--|----------------------------------|
| 1. Outdoor spaces and buildings | 5. Social participation |
| 2. Transport | 6. Respect and social inclusion |
| 3. Housing and accommodation | 7. Volunteering and employment |
| 4. Community support and health services | 8. Communication and information |

The WA Regional Development Council commissioned the development of the *Ageing in the Bush Report*, from which a 'Highlights' publication was released in August 2016. The full report has not yet been released. The Highlights report identifies four key planks considered essential for holistic support and care for older people as follows: age-friendly communities, older persons housing, community aged care and residential aged care. The foundation plank of age-friendly communities reflects the WHO initiative outlined above with defined areas of activity and infrastructure that assist older residents to remain active, well and socially engaged. The Shire of Dalwallinu's Age-Friendly Community Plan follows this framework.

By necessity, this plan also makes preliminary identification of potential needs for older persons housing, community aged care and residential aged care to address the projected growth of the older population within the Shire of Dalwallinu. This plan should be considered in conjunction with the Wheatbelt Aged Support and Care Solutions Report, which provides further details on the projected demand across the region and potential models for delivery of infrastructure and services to smaller Wheatbelt communities such as the Shire of Dalwallinu.

Ageing in the Central Midlands sub-region of the Wheatbelt

The Central-Midlands sub-region, comprising the Shire of Dalwallinu, Moora, Wongan-Ballidu, Victoria Plains and Chittering had a population of 10,755 in 2011 with almost two-thirds of residents located in the Shires of Chittering and Moora.

The Sub-region has experienced a moderate population increase over the past decade, averaging 0.7% per annum compared to 2.2% for Western Australia as a whole. The WA Tomorrow Population Estimates from the Western Australian Planning Commission project that there will be another 1,510 residents who will move into the Central Midlands by 2021. (WAPC 2015)

The population of the Central Midlands Sub-region is expected to age rapidly over the next decade. This reflects the fact that the Sub-region and associated population centres already possess comparatively older population profiles. Planning for government funded infrastructure and services is typically considered on a regional and sub-regional basis.

According to the results of the 2011 Census of Population and Housing, the residential populations of almost all LGAs in the Central Midlands have higher proportions of people aged 65+ than the State average (12.3%). LGAs such as Dalwallinu (14.5%) and Chittering (12.9%) have the highest share of their current populations aged 65 and over (Verso 2015).

About our community

The Shire of Dalwallinu is a sheep and wheat farming district located 250km north east of Perth along the Great Northern Highway in the Wheatbelt region of Western Australia.

The town of Dalwallinu is the administrative centre for the Shire. Other townships in the Shire are Pithara located 12km to the south, Kalannie located 53km to the northeast, Wubin located 21km north and Buntine located 38km north of Dalwallinu.

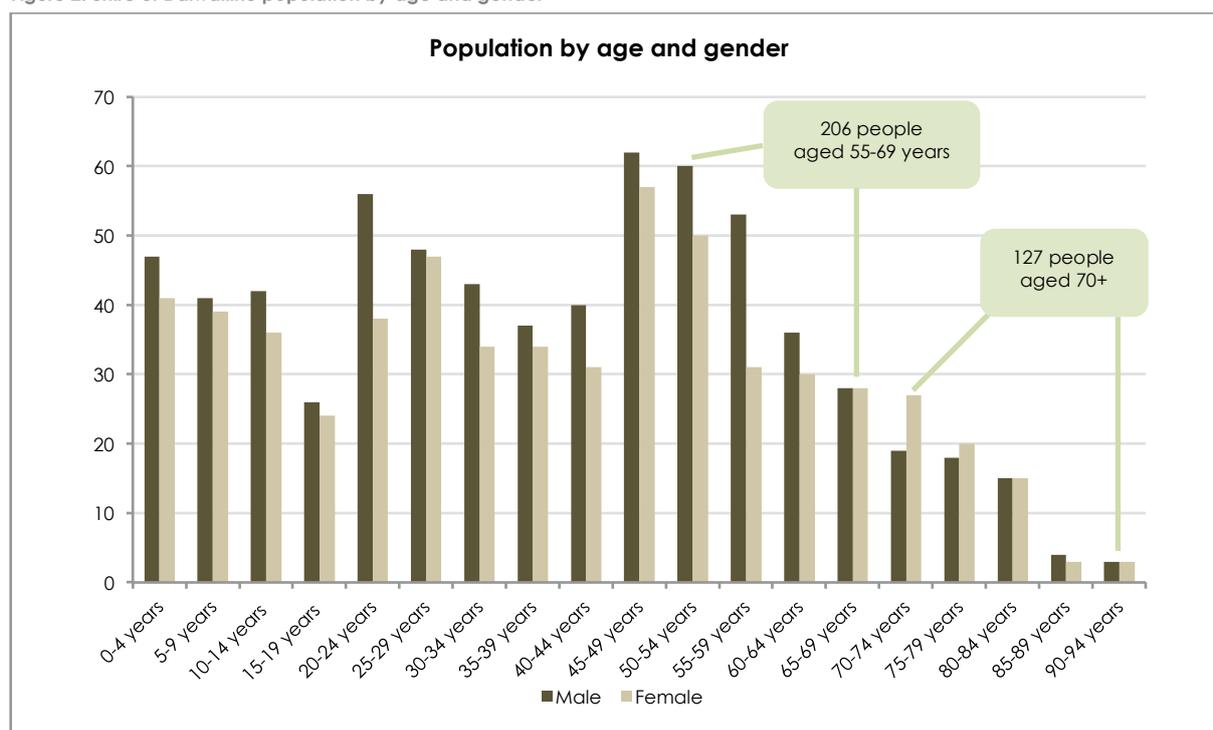
The Shire is included as part of the Central Midlands sub-region of the Wheatbelt, along with the Shires of Chittering, Moora, Victoria Plains and Wongan-Ballidu.

Number of residents

At the 2011 Census, the Shire of Dalwallinu had a population of 1,266¹. Of these, 53.6% were male and 46.4% were female. Aboriginal and Torres Strait Islander people made up 4.3% of the population.

The median age of people in the Shire was 40 years. Children aged 0 - 14 years made up 19.6% of the population and people aged 65 years and over made up 14.4% of the population.

Figure 2: Shire of Dalwallinu population by age and gender



Source: ABS 2011a

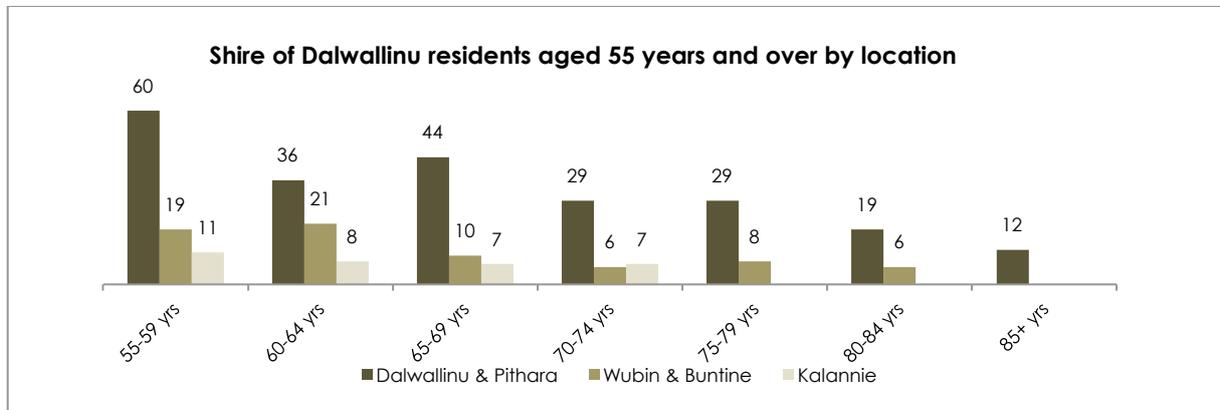
In 2011, 10.7% of the resident population in the Shire identified as members of the local Brethren community. This is relevant to our Age-Friendly Community Planning, given that Brethren members do not participate in social, sporting or recreational activities with other members of the Dalwallinu community. However, senior members of the Brethren community do utilise local health and medical services.

¹ These figures do not include the large number of non-permanent / non-Australian citizens (457 visa holders and their dependents) who are not counted in state and national population statistics. Dalwallinu's Regional Repopulation Pilot Project has seen an additional 198 people (2015 data) reside within the Shire, of whom most are aged under 55 years.

Population distribution

The figure below shows that our older population is concentrated in Dalwallinu with 69% of people aged 55 years and over living within the Dalwallinu and Pithara areas, 21% in Wubin and Buntine, and 10% in Kalannie.

Figure 3: Population distribution within the Shire of Dalwallinu for people aged 55 years and over



Source: ABS 2011b

Note: this chart demonstrates data from ABS State Suburbs, which are an ABS approximation of Gazetted Localities. SSCs are created to enable the release of ABS data on areas that, as closely as possible, approximate Gazetted Localities.

Socio-economic characteristics

Socio-Economic Indexes for Areas (SEIFA) provides relative measures of socio-economic disadvantage and advantage by geographic areas. SEIFA comprises a suite of four indexes that have been created from social and economic Census information by the ABS. Areas with indicators equal to the national average receive a score of 1,000.

The Index of Relative Socio-Economic Disadvantage (IRSD) focuses on the level of relative disadvantage, and is derived from Census variables such as low income, low educational attainment, unemployment, and dwellings without motor vehicles. A low score indicates relatively greater disadvantage in general and a high score indicates a relative lack of disadvantage in general.

In 2011, Wheatbelt communities ranked poorly with 63% of the region's local government areas below 1,000. The Shire of Dalwallinu, however, scored above the national average with a score of 1,031 and was the only Shire within the Central Midlands sub region to score above 1,000.

The Shire of Dalwallinu ranks at 107 for IRSD amongst the 140 LGAs within Western Australia, where the lowest ranked area is given a score of 1. That is, the Shire of Dalwallinu has a relatively low level of socio-economic disadvantage.

Remoteness and access to service centres

Accessibility/Remoteness Index of Australia (ARIA) is a measure of a community's 'remoteness' from service centres with a population greater than 5,000. There are five categories of remoteness based on road distances to service centres: Highly Accessible, Accessible, Moderately Accessible, Remote and Very Remote. An ARIA index score between 0 and 12 is calculated for a locality whereby a zero value means that the location has the highest level of access to services while a value of 12 indicates the location has the lowest level of access to services

Dalwallinu has an ARIA score of 5.64, which is considered Moderately Accessible, meaning there is a significantly restricted accessibility of goods, services and opportunities for social interaction.

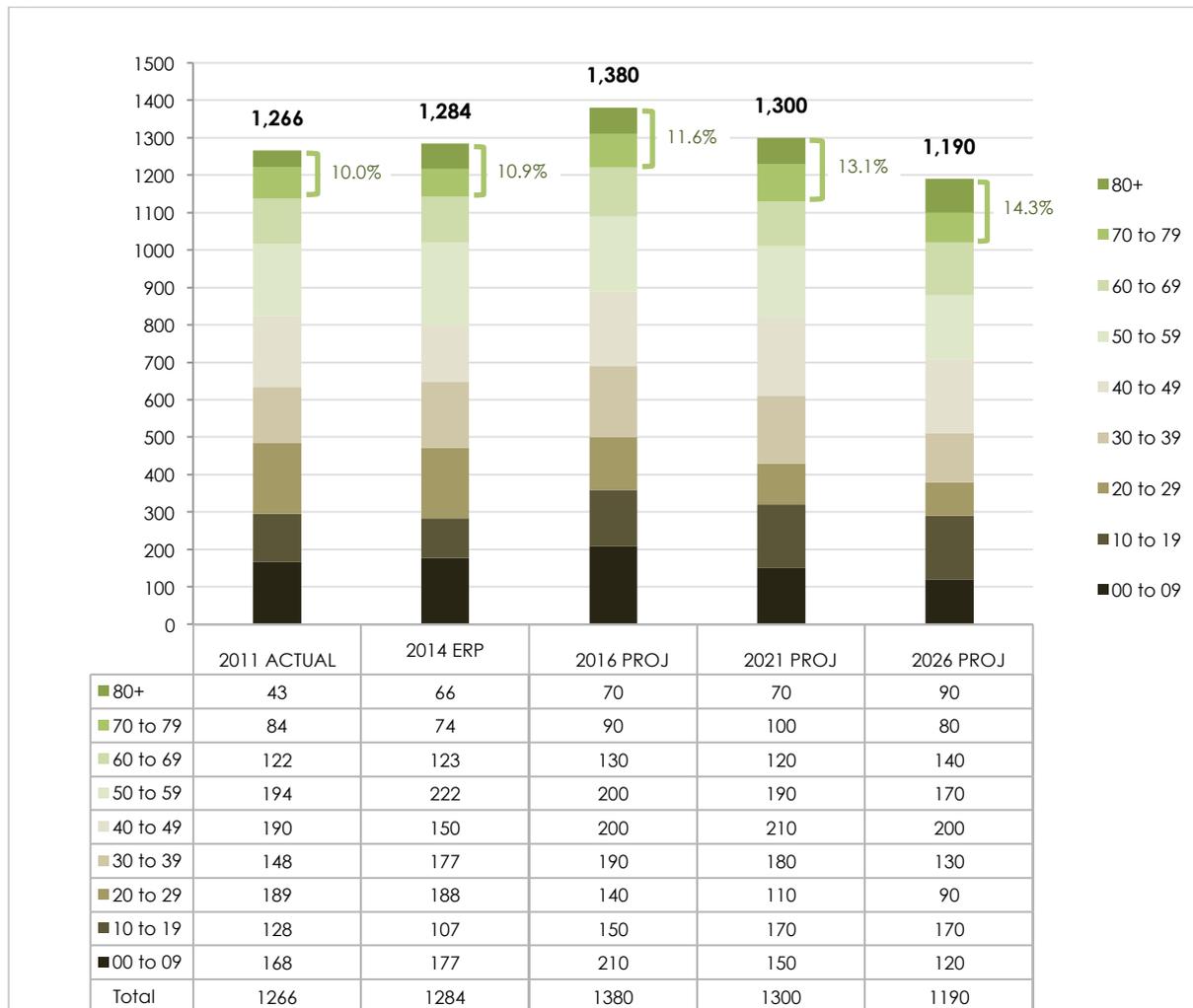
Population growth

The population of residents aged 70 years and over in the Central Coast and Central Midlands sub-region is increasing at the second highest rate of any sub-region in the Wheatbelt (behind AROC). There were 1,307 people aged 70+ in 2011, which is projected to rise to 2,417 by 2027, an increase of 84.9% or 1,110 people. However, the largest increases are projected to occur in Gingin (528 people 70+ in 2011 rising by 104.9% to 1,082 in 2027), Dandaragan (356 people 70+ in 2011, rising by 94.1% to 691 in 2027) and Moora (204 people 70+ in 2011, rising by 76% to 359 in 2027). This sub-regional growth and increased proportion of senior residents has implications for the planning and provision of services and infrastructure to support the aged community (Verso 2015).

From 2011 to 2026, the total population for the Shire of Dalwallinu is projected to decline from 1,266 to 1,190 however the proportion of people aged 70+ is expected to increase from 10% to 14.3% (to approximately 170 people). The table below depicts the projected changes to the local population.

These figures do not include the large number of non-permanent / non-Australian citizens (457 visa holders and their dependents) who are not counted in state and national population statistics. Dalwallinu's Regional Repopulation Pilot Project has seen an additional 198 people (2015 data) reside within the Shire, however the majority of new residents under this program are aged under 55 years.

Figure 4: Projected population change for Shire of Dalwallinu 2011-2026



ERP – Estimated Residential Population (ABS)

PROJ – Projected population 'Band C' (WA Tomorrow)

Developing our plan

Establishment of the Age-Friendly Ambassadors' Group

The Shire's Strategic Projects and Marketing Officer approached a cross-section of community members to participate in an Ambassadors' Group for the development of our Age-Friendly Community Plan. Invitees included a broad cross section of community members of different ages, interests, industries of employment, and residing in different locations within the Shire. Representatives from the local aged care and health sectors also joined the group.

The purpose of the Ambassadors' Group was to promote the project and encourage other local residents to contribute current and relevant information by completing the survey and participating in any of the community workshops. The Ambassadors performed an important role of sitting down with some of their family, friends and neighbours to discuss the survey questions in order to elicit thoughtful and insightful information about the issues that matter most to ageing well in our local community. It was felt that the existing trusted relationship these local Ambassadors have with community members was invaluable in encouraging residents to share their views.

The Ambassadors' Group also enables community members and local stakeholders to provide recommendations and feedback with regard to the development, implementation and ongoing monitoring and review of the Age-Friendly Dalwallinu Plan. A list of the Ambassadors is included as Appendix 1.

Group members were very helpful as champions for the project, recruiting participants for the focus groups and distributing the surveys. Members have also provided insight into the factors impacting both positively and negatively on local people who wish to age in place in their own local communities.

Desktop review of relevant plans and publications

A review of existing plans, publications and strategies was undertaken to identify information already in the public domain that would inform and guide the consultation and planning processes. The following documents were reviewed as part of the development of this plan:

- *Ageing in the Bush: An ageing in place strategy for regional Western Australia, Report Highlights – Verso for Regional Development Council, 2016*
- *Wheatbelt Aged Support and Care Solutions – Verso for Wheatbelt Development Commission, 2014*
- *An Age Friendly WA: The Seniors Strategic Planning Framework - WA Government, 2012 - 2017*
- *Wheatbelt Regional Investment Blueprint – Wheatbelt Development Commission, 2015*
- *Service Plan: Western Wheatbelt Health District (2011/12 – 2021/22) – WA Department of Health, 2012*
- *Strategic Community Plan 2013-2023 – Shire of Dalwallinu*
- *Wheatbelt Regional Plan 2013-18- Regional Development Australia Wheatbelt, 2015*

Age-Friendly Community Audit

Using the Wheatbelt Development Commissions audit tool, a community survey and physical assessment of community infrastructure was completed in December 2015. This audit provided a basic overview of the current status of community infrastructure and services with regards to the level of community satisfaction and age-friendliness.

40 community members completed the survey and the Shire's Strategic Projects and Marketing Officer conducted the physical assessment of services and some facilities in the town of Dalwallinu. Results from the audit were used to inform the next phase of community engagement and identification of barriers and or gaps. An audit of other community facilities across the Shire will be considered as part of the implementation of this plan.

A copy of the Dalwallinu Age-Friendly Community Audit for Dalwallinu is included as Appendix 6.

Engagement with the community

To better understand the current age-friendliness of our community, engagement with residents and service providers was undertaken during June and July of 2016 using focus groups, surveys, interviews and a planning session with the Ambassador's Group.

Focus groups with residents

Within the Shire of Dalwallinu, two focus groups were held for residents at the Dalwallinu Discovery Centre and the Kalannie Community Resource Centre.

Each focus group followed the prescribed discussion points as per the WA government's Age-Friendly Community Toolkit and provided an interesting view of participants' experiences and opinions about living in this Shire. Details of the focus group participants are provided at Appendix 2 and a summary of the focus group discussions is provided at Appendix 3.

Participants worked in two groups, each with a facilitator, to identify the features, barriers and improvements in each of the eight focus areas. A roundtable format was used to discuss -

- Features – the things seniors love and believe are great,
- Barriers – the things that are not so great or make life harder, and
- Ideas and opportunities for improvement – the ideas and new ways of thinking about the issues that need to change, including what individuals and groups can do to contribute to the solutions.

Small group discussions enabled a more detailed analysis of each focus area and a collective view of features, barriers and opportunities for improvement. Outcomes of these discussions were shared with the wider group, followed by a prioritisation process to assist in determining the issues and ideas that are considered the most important for the broader community.

Community surveys

Two community surveys were distributed both online and in hard copy around the Shire for interested community members to complete. The surveys were specifically targeted at those aged 55 years and over and those aged less than 55 years. Appendices 4 and 5 provide a summary of these survey results. Feedback from this survey has been considered in each focus areas of this plan.

Survey of residents aged 55 years and over

70 respondents completed the survey. Of these,

- 67% were aged 65 years and over,
- 70% were female, 30% male
- 62% of respondents live in Dalwallinu, 14% live in Kalannie and 7% live in Buntine
- 97% live in the Shire on a permanent/fulltime basis, and
- 79% have lived in the Shire for 11 or more years.

Survey of residents aged less than 55 years

For many people under the age of 55, it is difficult for them to predict where and how they might be living as an older person. However, it was considered important to identify any trends in the responses from 'younger' local residents, which may provide indication of future needs for housing, services and other infrastructure. Further details of the respondents and results from this survey are included as Appendix 5.

WA Tomorrow Estimates (Band C) forecast a 6% decline in total population for the Shire of Dalwallinu between 2011 and 2026, however an increasing proportion of people aged 70 years or more. This indicates an outward migration of younger people from the community.

36% of the 59 respondents indicated that they intend to permanently leave the Shire in the next five years. Whilst this is concerning, consideration of the sample size must be made, and tempered with the concerted efforts by Council, the Regional Repopulation Pilot Project, Wheatbelt Development Commission and Midlands Centres group of Councils to focus on economic and population growth.

In response to the question, '*which factors would influence your decision to leave the Shire?*' the main reasons given were:

- 27% - health and/or access to medical and allied health services
- 21% - employment opportunities
- 10% - children's education
- 10% - social activities or lifestyle
- 8% - family

Service providers

Providers of health and community support services within the Shire of Dalwallinu were asked to complete a questionnaire to provide details of the services available to locally-based seniors. An in-depth interview was conducted with the Dalwallinu Health Service (hospital), which is also the local provider of home and community care services.

Services providers consulted include -

- Dalwallinu Health Service (hospital)
- Dalwallinu Home and Community Care

- Visiting private Clinical Psychologist
- Dalwallinu Medical Centre
- Wheatbelt Podiatry

Information gathered from services providers has been used to identify the current level of service provision and understand future plans and challenges for these providers.

Prioritisation sessions with Ambassadors

A first review session was held with the Ambassadors' Group to consider the key themes arising from the community engagement activities. Ambassadors worked in small groups to review the feedback and consider potential solutions and priorities to address the barriers and gaps identified. These suggestions were incorporated into the draft actions. A second review session was held to consider the draft actions and prioritise each, for further consideration by Council.



Robyn Bryant and Irene Mills



Jeanette Syme and Anita Dickins



Nat Wallis and Tess JoynerSlot



Kathy Mills and Angella Davey

Grant funding from the Department of Local Government and Communities (DLGC)

Development of this plan has been supported by the DLGC under the Age-Friendly Community grants scheme. The Shire of Dalwallinu is appreciative of the Western Australian government's support.

Links with our Strategic Community Plan

Local governments in Western Australia are required to comply with the Integrated Planning and Reporting Framework, which includes development of a Strategic Community Plan and Corporate Business Plan as well as other Informing Strategies and Plans, such as the Age-Friendly Community Plan.

In the process of developing this Age-Friendly Community Plan, the Shire's Strategic Community Plan and Corporate Business Plan were considered to ensure alignment with Council's priorities. Specifically the Age-Friendly Community Plan addresses the following objectives of the Strategic Community Plan.

Table 1: Links with Shire of Dalwallinu Strategic Community Plan

Goal	Outcome	Strategy
1. COMMUNITY: To be a progressive and safe community with a high standard of living, valuing acceptance of all people	1.1 Enhanced and expanded medical and other appropriate health services	1.1.1 Advocate for additional medical services e.g. dental, physio. 1.1.2 Utilise locum services more regularly 1.1.3 Upgrade and expand the medical centre 1.1.4 Develop and promote a community health program
	1.2 Enhanced quality of public amenities and all Shire facilities	1.2.2 Improve lighting in public places
	1.3 Improved technology and electronic communication	1.3.1 Lobby state and federal departments to improve mobile phone coverage 1.3.3 Lobby for better access to the NBN 1.3.4 Support provision of public services such as Community Resource Centres.
	1.6 Enhanced community meeting areas in each town	1.6.1 Provide appropriate shade structures or trees in meeting places 1.6.2 Provide appropriate seating in meeting places 1.6.3 Redevelop town sites' main streets
4. CIVIC LEADERSHIP: To work together as custodians for now and the future.	4.1 Improved communication/ consultation across all towns with a variety of methods	4.1.1 Engage the community in decision making and a shared responsibility to achieve our goals.
	4.4 Strategic alliances to best serve Dalwallinu	4.4.1 Develop regional projects with adjoining shires

As part of developing the Shire's Corporate Business Plan, Council must consider the core business functions of the Shire, all informing strategies and plans, budgetary constraints, resources available and identified community needs as outlined in the Strategic Community Plan. The community priorities identified in this Age-Friendly Community Plan and the proposed actions to address them, will be considered by Council as part of the annual planning cycle.

Limitations

The following limitations should be considered in any interpretation of the data:

- The project necessarily comprises the amalgamated views of those who participated.
- Overall there were 166 participants including:
 - 4 individuals representing 5 service providers who were interviewed one-on-one or provided their service details via questionnaire,
 - 19 residents who participated in focus group discussions,
 - 129 survey respondents (which may also include those who participated in focus groups), and
 - 12 project Ambassadors.
- Sample size: Survey respondents aged 55 years and over (n:70) represent 21% of this age group within the Shire of Dalwallinu. This sample size provides a 95% confidence level with a margin of error of 10.4%. Accordingly, survey data has been used to identify trends and key themes amongst the target population group.
- Some people declined to participate and there were likely many who remained unaware of the project despite its wide promotion.
- Aboriginal people were not present in any of the focus groups.
- Not all seniors who wished to attend a meeting were able to do so due to other commitments or activities. Where possible, these seniors were encouraged to complete the written survey instead.
- Greatest emphasis has been given to issues and suggestions that were expressed by a number of participants. Singular comments within the survey results on issues that an individual feels strongly about, whilst still important, may not reflect the views of the whole community – the rating average should be considered as a more accurate reflection of the broader community view.
- Those who participated were, in the main, active and engaged senior members of the community.
- The most readily available and reliable population statistics were from the 2011 ABS census. This data should be updated in 2017 following the 2016 census data release.
- The population forecasts (Band C) provided in the WA Tomorrow series by the WA Planning Commission have been used to project the future population and demands for services where planning benchmarks and models are available.
- The ABS data uses different age bands from the target group proposed by the Department of Local Government and Communities for age-friendly planning. In most instances, the data considered in the preparation of this report looks at residents aged 55 years and over.
- Sub-regional planning often focuses on district centres and granular detail of plans for smaller centres such as Dalwallinu can be difficult to ascertain from publicly available strategies and plans.
- It proved difficult to identify and engage with carers, although support services were asked to have their carers assist clients to complete the survey. 5.8% of survey respondents aged 55 years and over indicated they are currently caring for a family member, other than a child under 18.

Analysis of findings

The following section provides a detailed analysis of the eight domains that make up an age-friendly community including the features, barriers and opportunities for improvement to support the needs of local people as they get older, as identified by community participants in this project.

Outdoor spaces and buildings

Enabling people to age in place has many benefits for health and social wellbeing. The suitability, accessibility and functionality of outdoor spaces and buildings in a community can have a major impact on the mobility, independence and quality of life of older people.

Community input

Generally, respondents are happy with the provision and standard of local facilities and outdoor spaces in the Shire. The Discovery Centre, library, new seating and park in the main street of Dalwallinu, and the CRC and sports ground in Kalannie, in particular, were considered excellent community assets.

The new footpaths in Dalwallinu are well regarded and residents are keen to see continued redevelopment of other paths to this same standard. Gopher access in Dalwallinu town centre was considered suitable. Minor improvements needed to footpaths, parking, park facilities and building access were identified in Kalannie. The ramp at the Kalannie CRC was considered a good model that could be replicated elsewhere.

Dalwallinu, as the main centre within the Shire, is considered a calm, clean and well-lit town where seniors feel safe. Whilst Kalannie respondents indicated they feel safe in their homes, concern was expressed at recent drug-related crime in the town site and its impact on senior residents in particular and their sense of safety.

The age-friendly community audit conducted by the Shire in 2015 assessed community facilities in the Dalwallinu town site only. An extension of the audit process is required to assess all community facilities across the Shire including each town centre. Footpaths, building access, seating, shade and general amenity of facilities should be considered.



Dalwallinu Discovery Centre

Opportunities to improve

Continued improvements to footpaths in the town centres were identified as an important way to enable older residents to safely move about the town and access local services and facilities. Some buildings in Kalannie are difficult for seniors to access due to steps, loose/gravel surfaces and a lack of handrails. Completion of the Age-Friendly Audit across all localities within the Shire, including facilities in Kalannie, will assist in identifying specific improvements needed.

A review of the provision of ACROD parking would ensure sufficient numbers and locations of ACROD bays are provided, particularly with an increasing senior population. In Kalannie, the provision of priority parking bays for seniors at the sports ground was proposed as a way to ensure older residents are able to continue to enjoy local sporting events.

Access to public toilets in Kalannie, particularly disabled toilet facilities after hours needs to be addressed.

Amenities in the local parks could be improved with the inclusion of additional seating and shade. Dalwallinu Recreation Centre requires better lighting in the car park to ensure safe access for all centre users.



Dalwallinu main street pathways

Transport

Ensuring access to affordable transport options enables seniors to move around the community, get to where they want to go, access services, and maintain social and spiritual connections by actively participating in community life.

Living in a rural community such as the Shire of Dalwallinu, which is some distance from a regional centre and metropolitan Perth, creates challenges for local residents to access specialist health and professional services; a wider variety of social and recreational opportunities; and retail outlets.

Community input

Transport services currently available within the Shire are -

- TransWA – Buntine-Wubin-Dalwallinu to Perth via Northam and Dalwallinu-Wubin-Buntine to Geraldton – twice weekly service. There are no public transport services to or from Kalannie.
- HACC – subject to eligibility criteria, provides transport to medical appointments in Perth and also provides some local transport within the community.

The condition of local roads is considered generally good, and the new sections of highway are excellent, however the roads to Wongan and Ballidu were stated by many to be unsafe, dangerous and in urgent need of upgrade, as with some sections of the Great Northern Highway that have not yet been improved.

88% of survey respondents (aged 55+) drive themselves and the majority drive to neighbouring towns or Perth. For those aged 75 years and over, 75% of respondents continue to drive themselves. Only 1% of respondents stated that they use a local community transport service. 63% of respondents occasionally need assistance with transport and most rely on family members for this help. There was general acknowledgement that living on a farm or in a rural area is very difficult without a drivers' licence or a family member to provide transport. Limited local transport options can impact an individual's ability to remain living in their own home. The lack of transport options to Northam and Perth can also impact on the quality of medical care that people receive.

Opportunities to improve

Recognising the challenges for older people to travel between towns and to Perth, focus group participants raised the idea of a community transport service and 7% of survey respondents (aged 55+) would like to see such a service planned. 6% of survey respondents indicated that access to transport was something that would assist people to remain living in Shire in the long term.

The Ambassadors' Group discussed a range of transport solutions including:

- A regular community bus service within the Shire (Kalannie-Dalwallinu) and outside the Shire to regional centres such as Moora, Northam and Perth;
- A community car with volunteer drivers;
- Promotion of Uber and opportunities for local residents to register as an Uber driver;
- Creation of an informal car pooling /travel register; and
- Linking with the Wheatbelt Development Commission's Local Transport Solutions Project (aimed at improving transport options for older residents living in the Wheatbelt - currently under development).

The Ambassadors' Group agreed that users of any transport solutions offered need to make a financial contribution for use of the service. Sustainability of such services, without government subsidy in some form, was considered challenging.

HACC provides an important transport service for eligible residents however better promotion of the availability and cost of the service, and eligibility criteria was considered important.

Tele-health services are becoming increasingly available and provide the opportunity for people living in country areas or with limited transport means, to access personalised health services using web technology. Raising awareness of, and familiarity with, tele-health services was proposed as an important action to assist older members of the community access services without having to rely on transport. Importantly, access to tele-health requires access to mobile coverage and/or the Internet, which is not currently available to all residents in their homes. Here, the local Community Resource Centres and hospital provide a critical role in supporting access to tele-health services.

Housing

Appropriate and affordable housing influences independence and quality of life for older people and enables them to age safely within the community.

In our rural community, older residents often need to move from the farm into 'town' to enable improved access to services particularly when transport options become limited or when ownership of the farm changes. The availability of suitable land and accommodation has a direct impact on whether people are able to remain in the community. Similarly, those wishing to downsize from a large home to a smaller property are limited by the lack of diversity in local housing stock.

As at the 2011 Census, in the Shire of Dalwallinu there were 641 private dwellings. Of these, 73.8% are occupied and 26.2% are unoccupied. There is very little diversity amongst the housing stock with the overwhelming majority (98.1%) of occupied dwellings being separate houses. Most occupied dwellings have three or four bedrooms with only 14.2% having two or fewer bedrooms.

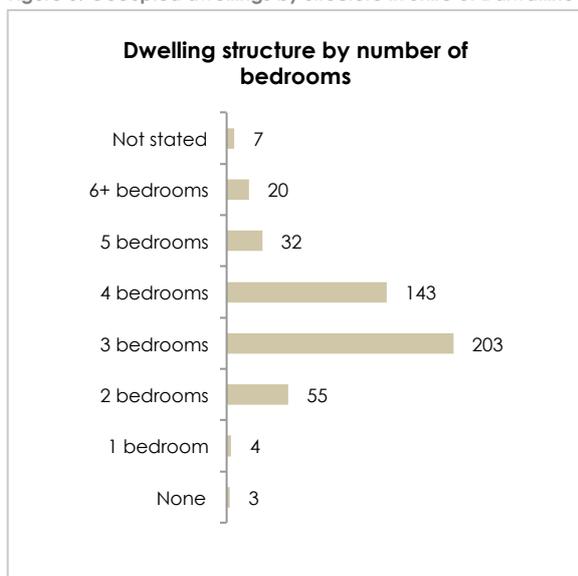
Most Dalwallinu residents own their homes outright (47.7%) and a further 22% own their home with a mortgage. Rental properties account for 27.5% of the occupied dwellings in the Shire. The majority of rentals are managed through private arrangements with a relative or known contact, or are provided as part of an individual's employment such as with a local or state government department. No rental properties were listed with the local Real Estate Agent at the time of preparing this plan.

The WA Department of Housing had 19 properties in the Shire: 16 houses and 3 units. These properties are made available to eligible tenants based on a range of social and financial criteria. According to the Department there is only a minimal shortfall of social housing in the Wheatbelt region and in some areas there is a surplus (RDA, 2015).

70% of households within the Shire are families, however nearly 28% of households are people living alone. Living alone can reflect the likelihood of an informal carer, such as a spouse, family member or friend, being available to provide support to enable the individual to remain living at home for longer.

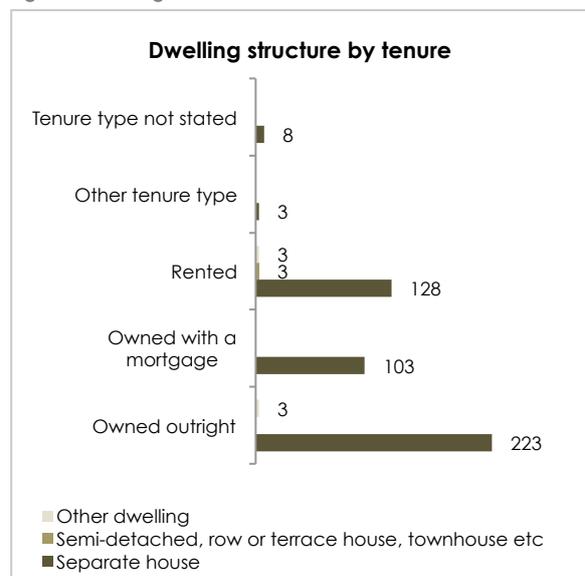
Since the 2011 Census, there have been a number of residential developments within the town of Dalwallinu including smaller houses provided as part of the Regional Repopulation Pilot Project.

Figure 5: Occupied dwellings by structure in Shire of Dalwallinu



Source: ABS 2011a

Figure 6: Housing tenure



Source: ABS 2011a

The Shire of Dalwallinu owns some older persons housing stock within the Dalwallinu townsite as follows:

Table 2: Shire-owned aged accommodation

Location / property	Year constructed	Number of dwellings	Configuration	Occupied (August 2016)	Unoccupied (August 2016)
James Street	2005	2 units	2 bedroom	2	0
Sullivan Lodge	1984	3 units	1 bedroom	2	1
Wilfred Thomas Lodge	1980	2 units	1 bedroom	0	2

Source: Shire of Dalwallinu

There is a waiting list (eight people as at August 2016) for these properties and typically they are filled once a residence suitable for the applicant becomes available.

Residential aged care is provided by the hospital and is addressed further under the Community Support and Health Services section of this report.

With the increasing population of local residents aged 70 years and over, the demand for older person's housing will continue to grow and outstrip supply. Small clusters of multi-purpose housing developments featuring universal design could provide the flexibility to adapt to the changing needs of residents and the local community.

Community input

Survey respondents overwhelmingly indicated that they wish to stay in their current residence for as long as possible and generally agreed that they knew how to obtain and could afford assistance with home maintenance if required.

Of concern is that respondents felt it would not be easy to downsize their home or find suitable alternate housing in their current community should they need or choose to relocate.

8% of survey respondents (aged 55+) indicated they intend to relocate to another property in the Shire in the next five years and a further 30% were unsure. The feedback from focus group participants and survey respondents is that there is very limited house or land availability in their communities that would enable them to move to a smaller and more suitable property.

When asked what other housing options need to be available to residents within the Shire, the most commonly provided responses included -

- Independent living units (33%)
- Village style accommodation (13%)
- Rental units and small houses (10%)
- More of the staged accommodation we have now (5%)

Survey respondents (aged <55) indicated the importance of independent living units (29%), aged care facilities (24%) and a retirement village (9%).

In contrast, 15% of responses showed that people feel the community is well catered for now with respect to accommodation options and nothing additional was required. However, maintenance and continual upgrades of existing facilities was considered important.

In **Dalwallinu**, the new smaller housing developments on James Street and Annetts Road are considered attractive, good quality and affordable for most residents. The existence of staged accommodation for the aged, albeit that some is now quite outdated, is an asset for our local community and more of this staged accommodation is needed. Service providers indicated that the units at Sullivan Lodge require substantial refurbishment or redevelopment.

There are limitations to the diversity and availability of housing due to the lack of available land, lack of quality independent accommodation and very few small rental properties. There is an unmet demand for smaller two-bedroom units in Dalwallinu.

Given the absence of such accommodation, older people tend to move into the low care facilities at Pioneer House earlier than might otherwise be necessary, or are forced to leave the community all together. Some residents of Pioneer House could be better supported through the provision of in-home care whilst residing in suitable older person's housing, effectively freeing up beds for those needing a higher level of support in residential aged care or for respite care.

Barriers to subdivision were also stated as limiting the potential for current landowners to further develop their residential properties and/or add granny flat style accommodation in their back yards – all of which could provide older persons housing options.

Currently in **Kalannie**, there are three blocks available for sale by Landgate. Most of the houses in town are large and only a few rentals are available. It is very slow and can be quite difficult to sell a residential property in Kalannie. Some survey respondents expressed a desire for aged care accommodation in Kalannie, rather than centralised in Dalwallinu.

Opportunities to improve

The Ambassadors' Group contemplated the current status of older persons housing availability in the Shire, the projected growth of our ageing population, and responses from the surveys. Priorities established include:

- The existing and increasing demand for smaller houses and two-bedroom independent living units – both rentals and for outright purchase;
- The lack of available land to develop new affordable housing projects;
- The concept of flexible small cluster housing models that could meet the changing needs of residents;
- The need for upgrades to existing older persons housing in Dalwallinu
- The importance of universal design principles for new housing and refurbishment projects; and
- The need for an expansion of the staged accommodation that already exists.

Given the 'ageing in place' objective, which aims to support people to remain in their own homes and communities as they age, the need for affordable and suitable housing options within the Shire of Dalwallinu is becoming increasingly evident.

There is a strong indication that two-bedroom houses and units are highly desired by those looking to downsize and/or move into town but remain living independently. Small cluster housing (2 to 4 dwellings) is appealing to those wishing to retain regular contact with others and reduce any sense of isolation.

Mixed models of ownership need to be available given the respondents' indications of demand for both rental and properties to purchase. Options should include pension-level rentals, commercial

rentals, lease for life and outright purchase (RDC 2016). This will cater for a range of economic circumstances and further promote a community that is inclusive and respectful.

The Wheatbelt Aged Support and Care Solutions Report indicates that the clustering of community aged care services to multiple residents in innovative housing developments can lead to greater efficiencies in community care provision. Older persons housing developments should be modest in size and in some instances may be only two or three independent living units.

Very broad estimates for the Wheatbelt region are that 20% of the 70+ population may require older persons housing across a mix of housing types (Verso 2015). On this basis, the potential demand within the Shire of Dalwallinu for older persons housing would need to accommodate around 35 people aged 70 years and over by 2026.

In order to explore the potential for small cluster housing developments of two-bedroom independent living units in Dalwallinu, investigation of the following should be undertaken:

- Audit of existing stock to determine shortfall (including consideration of existing aged accommodation for refurbishment and or redevelopment)
- Survey of prospective tenants/purchasers to determine genuine commitment
- Assessment of land availability
- Consideration of entry/ownership options
- Potential for partnership with NFP/Government providers and governance arrangements
- Design functionality and flexibility to accommodate carers, communal areas and/or higher levels of residential care
- Financing and funding models

Community support and health services

Having access to health and support services that are affordable, of good quality and appropriate is vital for older people to maintain health and independence in the community.

The community support and health services for older people, currently available within the Shire of Dalwallinu include the following:

- Dalwallinu Health Service (hospital)
- Home and Community Care service including transport and Meals on Wheels provided by the hospital
- Aged and limited respite care provided by the hospital
- Home Care via Silver Chain, Baptistcare and Avivio for eligible residents
- Medical Centre (GP)
- Visiting allied health providers – podiatrist, physiotherapist, dentist (mobile clinic), clinical psychologist, social worker, occupational therapist, speech therapist
- Pharmacy
- Local volunteer ambulance service
- Access to tele-health and the Rural In-Reach service
- Fitness classes for seniors provided at the Dalwallinu Recreation Centre by Changes Fitness



Dalwallinu Health Service

The Dalwallinu Health Service is a Multi-Purpose Service (MPS) and the sole provider of residential aged care in the Shire. This is often the case in smaller communities where no not-for-profit organisations provide residential aged care. The MPS program allows rural communities to pool Commonwealth and State health and aged care funds within a designated geographical area, to coordinate and target community health and aged care needs (WADoH 2012).

Flexible aged care funding allows services to be provided either in a residential setting (hospital or hostel) or in people's own home. In Dalwallinu, the hospital is funded to provide the following residential aged care:

Table 3: Hospital supported residential aged care

Facility	High Care	Low Care	Care Awaiting Placement	Respite care
In hospital	4 beds		Yes	1 bed
Acacia House - attached to hospital	3 beds			
Pioneer House – owned by Shire, leased & run by hospital		4 beds		

Source: Dalwallinu Health Service

Under the Commonwealth Government's Aged Care Reform, the distinction between low and high care is being removed. The aim is to support people in their own home or older persons housing with Home Care support for as long as possible. Once a person moves into Residential Aged Care, it is important that the accommodation is flexible to adapt to the changing needs of the resident.

The federal government allocates funding for Residential Aged Care and Home Care packages using a 'Planned Benchmark Ratio'. In 2011, the ratios were 88 Residential Aged Care places and 25 Home Care packages per 1,000 people aged 70+ years. In 2021, they are planned to be 80 Residential Aged Care places and 45 Home Care packages per 1,000 people aged 70+ years (DoSS, 2016).

Planning for Residential Aged Care and Home Care is undertaken on a regional and sub-regional basis. The Shire of Dalwallinu is part of the Western Wheatbelt Health District and is mostly considered part of the Moora area for planning purposes. Planning ratios used for services based on demographics often result in service and infrastructure delivery focused in regional and sub-regional centres.

Using the planning ratio of 80 Residential Aged Care places per 1,000 residents aged 70+, it could be determined that at least 14 Residential Aged Care places and 8 Home Care Packages (at a ratio of 45 per 1,000) will be required to support the projected 170 local residents aged 70+, by 2026. Additional population growth will necessitate the need for even more Residential Aged Care places and Home Care packages.

The Southern Inland Health Initiative includes a \$300m capital works program to improve hospital infrastructure across the Wheatbelt including upgrade to small hospitals such as Dalwallinu, along with the future creation of new residential aged care services and facilities within the region.

The local HACC service is contracted to WACHS via the Dalwallinu Health Service and currently provides services to around 12 clients per month including transport, domestic assistance, personal care, home maintenance and centre-based day care.

Home Care providers Silver Chain, Baptistcare and Avivo are funded to provide Home Care packages in parts of the Wheatbelt region including the Shire of Dalwallinu. It is unclear how many of these packages are provided locally or have been taken up by local residents.

Community input

Of the survey respondents aged 55+, 76% described their health as good or excellent. 29% of respondents have health problems that limit their daily activities, and 79% of people visited a doctor during 2016. 85% of people stated their regular doctor is located in Dalwallinu.

Generally, focus group participants and survey respondents agree that local health and support services are affordable and accessible. However, of particular concern is the availability of the local GP in Dalwallinu with patients experiencing long waiting periods for an appointment with the doctor, the lack of allied health services such as a dentist and physiotherapist, and transport challenges when needing to see specialist medical services in Northam or Perth.

It was acknowledged that our local health services are at times accessed by people from outside the Shire, which directly helps to maintain the viability of these services, at the same time as bringing additional business to town.

Dalwallinu Health Service indicated that the level of HACC and Home Care provided currently meets the identified needs of the community. Similarly, the Wheatbelt Aged Support and Care Solutions Report (2015) found that HACC/Home Care appears to be currently in adequate aggregate supply in the Wheatbelt, according to normal funding guidelines.

However, community feedback suggests that there is some confusion about the availability of and eligibility for HACC services, and even less awareness of and access to the Home Care packages scheme. Only 8% of survey respondents (aged 55+) currently receive specialised health care support at home such as HACC or Silver Chain and a very small number indicated they receive help with gardening, household chores, meals on wheels and home maintenance. Kalannie focus group participants indicated that the responsiveness of services for local residents was very good.

19% of the factors stated by survey respondents (aged 55+), that would influence their decision to move away from this Shire, related to concerns about the lack of support, health and medical services available locally. Health reasons (current and potential) were also cited as major factor (21%) influencing a decision to move.

33% of respondents indicated that access to community support and health services would also enable them to remain living in the Shire of Dalwallinu in the long term. The most sought after services, currently unavailable on a regular basis were a dentist (32%) and more allied health professionals / visiting specialists (27%) including physiotherapist and optometrist. This was strongly evident from the survey responses of residents aged less than 55 years.

Only one survey respondent identified as being Aboriginal or Torres Strait Islander, although 3.9% (n:13) of the 55+ population of the Shire are Indigenous people. The Ageing in the Bush Report Highlights (2016) proposes a tailored model of appropriate care for older Aboriginal people.

Opportunities to improve

As identified in the Wheatbelt Aged Support and Care Solution/s Report 2016, the net effect of an increasing proportion of older people is a large increase in demand for formal support and services, based on older population growth alone, but exaggerated in its effect by the gradual winding back of informal support resources with a reduction in the younger population and less people to provide volunteer supports.

With the increasing proportion of older people within the Shire of Dalwallinu (from 10% in 2011 to 14.3% in 2026) the demand for formal support services such as Home Care and HACC, will continue to grow, including provision for appropriate dementia care and models of care tailored for older Aboriginal people.

The apparent confusion about services available to help people remain in their own homes should be addressed through education and awareness campaigns that dispel the myths around eligibility, cost, subsidies, services and providers available, and also the upcoming changes to Home Care packages from early 2017.

Access to visiting allied health providers requires a referral from a GP. This is not always practical or possible given the long waiting times to secure an appointment or in the event of needing urgent treatment. Attracting private allied health providers to be based permanently within the Shire depends directly on the feasibility of such a service and the interest from a provider to establish a practice in the area. Similarly, the attraction and support of a second GP in Dalwallinu may not be feasible.

It is unclear whether permanent services of this nature would be viable however, an expanding older population will likely increase this demand further. Alternative innovative solutions could be explored in partnership with neighbouring Shires including mobile / shared services and ways to facilitate local accommodation needs and suitable premises as a consulting / treatment room.

Currently a clinical psychologist visits Dalwallinu fortnightly and sees around 15 clients per month for 10 months of the year. Of these, approximately 35% are aged 55 years and over, and seek counselling support for a range of issues including grief, depression, family matters, and difficulties in accepting to

give/leave the farm to children. This service is funded by the Dalwallinu Health Service and is free to clients. The long term funding for this service is uncertain.

As the population of the Shire continues to change, a coordinated approach should be developed between the Council and local health services to advocate for the local delivery of expanded essential services for the increasing number of older residents in our community.

Tele-health is emerging as a key tool, particularly for country and remote patients requiring follow up appointments and reviews with medical specialists. As outlined in Action T2a, promotion of tele-health, providing opportunities for senior residents to 'have a go' using the video conferencing facilities at the hospital or CRC, and supporting seniors to use their home computers or smart phone to access tele-health, will assist older people to enjoy the benefits of the service.

A recurring concern raised during the engagement activities for the development of this plan was the quality, variety and pricing of retail food, groceries and household goods available in Dalwallinu. Even the visiting 'vegie truck' is difficult for seniors to access due to having to climb steps to access the truck. 21% of survey respondents (aged 55+), indicated that improved shopping options was one of the things that would better assist the next generation as they get older.



Seniors' morning tea in Dalwallinu

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, and with family, allows older people to exercise their competence, enjoy respect and esteem, and to build and maintain relationships (WHO, 2007).

Community input

Communities within the Shire of Dalwallinu are seen as active, vibrant and connected places. The overwhelming feedback from engagement activities was that there is plenty to do with a wide selection of groups, clubs, sports, interest / hobby groups and informal networks, particularly in Dalwallinu and to a lesser extent in Kalannie.

In response to the question, 'what is the best thing about living and ageing in the Dalwallinu Shire?' the most common responses were: friendly place, safe community, family, lifestyle, facilities and the people.

Survey respondents agreed that local events and attractions are inclusive of older people, and that most social venues are easily accessible. Community facilities such as the bowling club, swimming pool, CRCs, football clubs and the newly formed Men's Shed in Dalwallinu all provide a range of activities for seniors within our community.

For those people in residential aged care, social activities such as fitness classes, craft groups, the Gentlemen's Group, and activity days at Anthony Bell Hall all assist in preventing boredom, loneliness and depression.



Dalwallinu Bowling Club

The Men's Shed and Gentlemen's Group were acknowledged as great activities to ensure our local senior men remain connected with others in the community.

73% of survey respondents aged 55 years and over participate in social activities mostly in Dalwallinu. 48% of people participate weekly and 27% monthly but 21% of respondents indicated that they do not participate in social activities.

It was recognised that some older people can become socially isolated as a result of poor health, reduced mobility and/or lack of transport. The existence of close community networks and good neighbourly relations were considered strengths for combatting this isolation.

Other barriers to participation identified include lack of awareness of what is on, the distances one needs to travel, and the costs involved (both transport and participation).

Focus group participants felt that the spiritual needs of the community were well catered for, with a number of religious groups active in the area.

Opportunities to improve

Better promotion of local activities is required using a range of communication methods – Totally Local, Kalannie Kapers, social media, websites and word of mouth. Sometimes there is an assumption that people will know what is on, and when and where to go. Focus group participants stated that this attitude could lead to exclusive practices resulting in people missing out on important social interaction.

Respondents identified the important role that sporting groups and physical activity play in keeping our older community members healthy and engaged in community life. For those who find the cost of participating in the local fitness classes difficult there is a subsidy available for HACC eligible clients. This needs to be better promoted to encourage participation in the classes.

Kalannie focus group participants are keen to see an expanded wellness program offered from the CRC that is inclusive of our older people. This program could include yoga, health education, mental health support and other social activities. There is an opportunity for the Kalannie and Dalwallinu CRCs to work more cooperatively in the development and delivery of social programs.

A regular transport service such as a community bus, between Kalannie and Dalwallinu was raised as a way to enable Kalannie residents to participate in social activities in Dalwallinu. The concept of a community bus has been identified in the Transport section of this plan.

Other ideas raised included access to the University of the Third Age, an increased number of arts and music events, and a program of intellectual activities and guest speakers. The CRCs could play a key role in facilitating some of these types of programs.



Australia Day festivities in Dalwallinu

Volunteering and employment

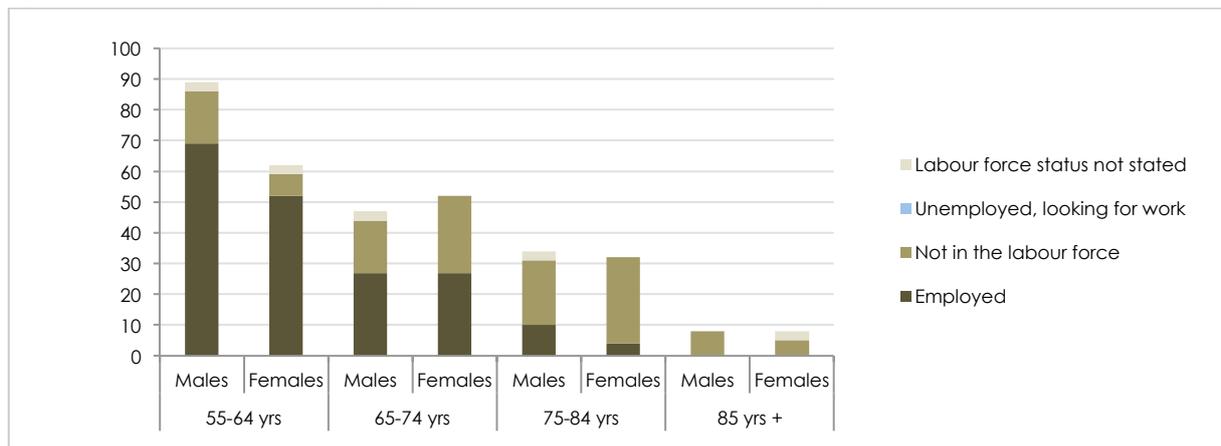
An age-friendly community provides options for older people to continue to contribute to their communities through paid work or volunteering and to be engaged in the political process (WHO, 2007).

The Shire of Dalwallinu is primarily a wheat and sheep farming district however the emergence and growth of manufacturing and fabrication services, and agricultural and mining supplies has seen some diversification of the local business community.

As at the 2011 census, 37% of employed persons aged 15 years and over worked in 'agriculture, fishing and forestry' and the next highest industry of employment was manufacturing, with 12% of the labour force. Since 2011, this proportion has likely increased given the growth of local manufacturing.

Just over 49% of people aged 55+ were employed in agriculture, fishing and forestry. The chart below depicts the proportion of people aged 55+ and their participation in the labour force. After 75 years of age, the proportion of people still working reduces significantly.

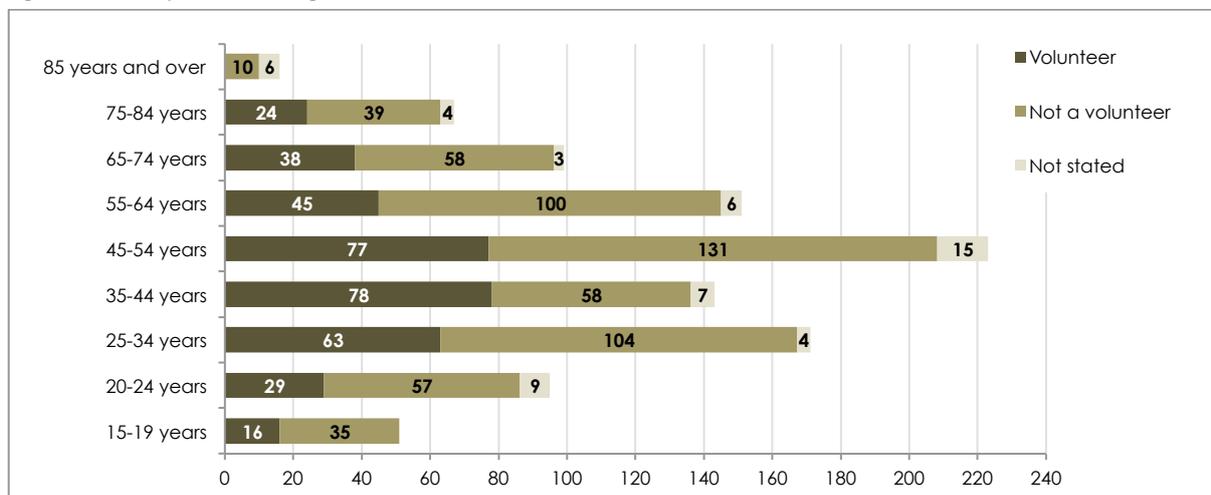
Figure 6: Labour force participation by age group for residents in the Shire of Dalwallinu aged 55 years and over



Source: ABS 2011a

Communities thrive on the basis of the volunteering efforts made by its residents. The number of Shire of Dalwallinu residents volunteering for an organisation is shown in the chart below.

Figure 7: Voluntary work for an organisation - Shire of Dalwallinu residents



Source: ABS 2011a

Community input

Given the heavy reliance on the agricultural sector for employment in the Shire of Dalwallinu, it was noted that there are few employment opportunities for older people, especially women. At the time of the 2011 census, no residents aged 55 years and over indicated that they were looking for work. Feedback from the focus group discussions however suggested that there are some seniors who would like to work, but the jobs just do not exist. It was felt that seasonal and casual work went to younger people or migrant workers on special work visas.

The generally consensus of both focus groups was that local communities rely heavily on volunteers to run local sporting and community groups and events. Without volunteers most social, sporting and community service activities in our communities would not occur. All groups welcome volunteers of all ages however there seems to be a heavy reliance on the same people to do the bulk of the work.

Cultural change is needed to promote the importance and value of volunteering in our community. Focus group participants felt that the right environment needed to be created to encourage volunteers from all age groups, including new and longer term residents, which will lessen the reliance on older volunteers. There is a perception however that some volunteers retain positions of control in local organisations, which can preclude others from taking part, and make an unwelcoming environment for newcomers.

The newly formed Men's Shed provides an opportunity for men to be involved in a voluntary capacity to undertake practical projects, which may assist other community groups. It was noted that the group is very new and has only a small membership, hence realistic expectations of this group must be accepted.

Some of the barriers for seniors to volunteer include the costs involved (transport, donated materials and participation) and the red tape such as obtaining Working With Children checks and Police clearances, although it was accepted that this has become the norm for volunteering with most organisations.

Opportunities to improve

The CRCs provide vital support to community members in a wide range of functions. Assistance for seniors to apply for WWC and police clearances may encourage more senior residents to volunteer with local groups and projects. Importantly, many of our senior members have wonderful skills, experience and knowledge, which should be utilised to assist in the ongoing delivery of community activities.

Local groups and organisations need to better promote the activities, services and programs they offer and the ways in which community members (including seniors) can volunteer.

Given the expanding health and aged care industry and the projected increased demand for local services, an opportunity exists for flexible, part time employment in this sector, which may suit older people with the necessary skills and physical capacity to work in this area.

The demand for assistance with home maintenance for seniors may also provide local business opportunities for handyman services.

Respect and social inclusion

The extent to which older people participate in the social, civic and economic life of a community is closely linked to their experience of inclusion. It is important that we create environments where older people are respected, recognised and included in the community and family (WHO, 2007).

Community input

The Shire of Dalwallinu is considered an inclusive and welcoming community. Seniors are respected and recognised and no concern was expressed about age discrimination. Focus group participants felt that seniors' voices are heard and respected, and local events are inclusive and community focused.

Intergenerational activities held with students in Kalannie are highly valued and there is a strong sense of community cohesion across generations in the community.

Local religious groups are inclusive of older people, and the Brethren community in particular plays a significant role in providing accommodation, social interaction, transport and care for its own senior members.

The recent 'Ladies Lunch' initiated and hosted in Dalwallinu by a local community member was very popular and provided an opportunity for women from all walks of life to come together for a meal. It was identified that this type of activity promotes social inclusion and strengthens community cohesion.

A few barriers were identified, which can result in the exclusion of some individuals in the community. These include the cliques that exist in small communities and the assumption that 'everyone knows how things work around here'. Some senior residents have found that if their children's ages are not similar to the children of other seniors in the same age group as themselves, it is very hard to find a place to fit in, especially in smaller communities.

Dalwallinu focus group participants felt that the community was divided in some ways, based on people's religious beliefs. Similarly, it was unusual to see local Aboriginal seniors participating in the community.

Some senior residents are geographically, physically and or socially isolated in their homes – both in town and on farms. More home visits for these community members are required.

Opportunities to improve

Kalannie focus group participants identified that promotion of the details of local groups and clubs could be improved so as to be inclusive of new community members.

Following on from the success of the Dalwallinu Ladies Lunch, other similar informal and community-hosted events should be encouraged, enabling greater inclusion of seniors as well as other community members.

Cross promotion of groups, clubs and events was identified as an excellent way to encourage wider participation and greater inclusion of all community members. The use of written and electronic communication methods should be expanded and a central Facebook page could be created listing all local social, spiritual, volunteer and special purpose groups.

Given the success of intergenerational activities at Kalannie School, other similar activities should be encouraged between community groups/services and the local schools.

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. It is essential to provide access to relevant information that is readily available to older people with varying capacities and resources (WHO, 2007).

Community input

Focus group participants reported that there is a good range of well utilised communication mediums available locally including:

- CRC noticeboards
- Social media including local Facebook pages such as Dally Buy & Sell
- Email
- Internet
- Community newsletters: Kalannie Kapers and Totally Local
- Lions' newsletter
- Word of mouth

One of the main concerns expressed about how seniors receive information is the push to move everything online including government services. This move makes the assumption that everyone has access to the Internet, is computer literate and regularly uses email and other electronic communication. In many rural communities this is not always the case, particularly amongst senior residents.

In some parts of the Shire there is no or limited mobile and Internet coverage. The regular power outages at Kalannie result in mobile coverage blackouts if the power has been off for more than 6-8 hours as the back up battery expires. The lack of mobile and Internet access is problematic in an emergency and limiting for agricultural businesses that are increasingly reliant on technology.

Opportunities to improve

Continued lobbying and advocacy is required for improved mobile and Internet coverage across the Shire. Given the increasing reliance on technology for access to information and services (including tele-health) for seniors, we need to ensure that coverage is consistent and reliable.

Computer literacy and familiarity with technology is of concern to seniors. Supporting the provision of training for seniors in the use of computers, tablets and the internet, and mobile phones and text messaging, will assist in increasing their confidence and skills in using technology.

Increased collaboration and cross promotion between the CRCs to share information about local events and programs will enable senior residents to be aware of what is on in the local area.

The Dalwallinu Health Service and other health providers should be encouraged to include in the Kalannie Kapers and Totally Local newsletters information about local hospital and health services, particularly visiting specialists and new programs.

Promote that people can subscribe to a hard copy or electronic copy of Kalannie Kapers and Totally Local newsletters

Age-friendly community plan

Through the engagement activities undertaken for this project, common themes emerged around the issues that either enhance or diminish the age-friendliness of our community. Using this information, combined with input from the Ambassadors' Group, a series of community priorities have been highlighted and a range of actions proposed to address these issues. The tables on the following pages outline community-identified priorities and proposed actions that form the Age-Friendly Community Plan.

Implementation

Each of the actions proposed in this Plan has merit and provides a constructive and collaborative approach to enhance our community and enable better support of local people, as they get older. However, Council recognises that it cannot implement this Age-Friendly Community Plan in isolation: the responsibility for addressing some of the challenges lies with other organisations and agencies, and may be subject to obtaining additional external resources.

For each of the proposed actions, the role of Council varies and may include the following:

Lead	Take ownership of the action, actively enlist the participation of other stakeholders, identify, secure and allocate resources to lead implementation of the action.
Partner	Actively work in collaboration with others to jointly address the issues and implement agreed actions, allocate appropriate resources to the shared action.
Facilitate	Identify and liaise with all stakeholders to determine the party responsible for implementation and create the appropriate linkages to enable implementation.
Advocate	Actively communicate Council's informed position on the issue and lobby the responsible parties to encourage implementation of the action.
Support	Provide in-kind and in principle support to the responsible party to support them to lead and implement the action

The Shire of Dalwallinu will work together with health and aged care providers and other stakeholders to identify the resources needed to implement the proposed actions. As part of its Integrated Planning requirements and annual planning cycle, Council will then consider the identified community priorities and proposed actions in the context of its broader function, finite resources and core business focus.

Tracking our progress

The Age-Friendly Ambassadors' Group, when required, will be invited to work with the Shire of Dalwallinu on the ongoing implementation and review of this plan.

Future community surveys and feedback will assess the level of community satisfaction with our progress on delivering improvements for each of the eight domains of an age-friendly community.

Outdoor spaces and buildings

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21
OB1. Work towards community facilities, buildings and outdoor spaces being universally accessible, considerate of mobility issues for users and well maintained.	OB1a. Complete the age-friendly audit for outdoor spaces and buildings in each locality within the Shire to identify areas for improvement.	Shire of Dalwallinu	Local businesses AFAG CRCs	Partner Partner Partner	Low					
	OB1b. Continue to identify and plan for physical improvements to Shire-owned building access and safety, parking, footpaths, shade, seating and lighting.	Shire of Dalwallinu	Govt. depts. and funding agencies	Partner	Medium					
	OB1c. Conduct audit of the provision of and access to public toilets (including disabled) in each locality.	Shire of Dalwallinu			Medium					
	OB1d. Ensure all renovation and new construction works for Shire-owned infrastructure follows universal access design codes	Shire of Dalwallinu			High					
OB2. Promote environments where senior community members continue to feel safe in their homes and moving about in our towns	OB2a. Advocate for regular police presence and encourage development of Neighbourhood and Rural Watch programs in our local communities	Local police	Local businesses Shire of Dalwallinu Comm. groups	Partner Advocate Support	Low					

Transport

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21
T1. Enable seniors to safely travel to the places they need to go to access services, social activities and retailers.	T1a. Explore the feasibility of community transport options to provide a regular transport service within and outside the Shire for local seniors. Actively participate in the WDC Local Transport Solutions Project.	Shire of Dalwallinu	HACC Home Care providers Wheatbelt Dev. Commission RDA Wheatbelt Other Shires	Partner Partner Partner Partner Partner	Medium					
	T1b. Review the provision of ACROD parking in each locality.	Shire of Dalwallinu	Dalwallinu Health Service Local Health Advisory Group	Support Support	Low					
	T1c. Encourage HACC to better promote its transport service and eligibility criteria. Encourage local residents to volunteer as HACC drivers	HACC	Local Health Advisory Group	Support	Medium					
T2. Promote alternative options for seniors to access services where transport is not available	T2a. Promote and encourage the use of tele-health services by seniors. Support local CRCs and hospital to host have-a-go sessions for seniors.	Dalwallinu Health Service	CRCs Local Health Advisory Group Medical centre	Partner Partner Partner	Medium					
T3. Maintain roads within and linking our Shire to others to ensure safe routes for travel.	T3a. Continue to deliver our road maintenance and upgrade program.	Shire of Dalwallinu			High					
	T3b. Lobby Department of Transport for continuing upgrades of major road networks in our region	Shire of Dalwallinu	Department of Transport Wheatbelt Dev. Commission Local MP	Partner Partner Advocate	High					

Housing

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21
H1. Explore and support the development of a diverse mix of affordable and flexible housing to provide our senior residents with appropriate accommodation options that enable them to remain living within our community	H1a. Conduct a detailed assessment of existing Shire-owned older persons' housing to determine fit-for-purpose and inform decisions on refurbishment, renovation or redevelopment.	Shire of Dalwallinu	Dalwallinu Health Service	Partner	Medium					
	H1b. Develop a business plan for upgrade / redevelopment/ expansion of existing, and/or construction of new 'older persons housing' and residential aged care in Dalwallinu*	Shire of Dalwallinu	Innovation Central Midlands Wheatbelt Dev. Commission WACHS / Dalwallinu Health Service Local Health Advisory Group NFP housing providers DoSS / Home care providers Private developers Dept. of Housing Landcorp Medical Centre	Lead/Partner Partner Partner Support Partner Support Partner Partner Partner Support	High					

* This is a complex action with overlapping considerations as follows:

- Explore the potential for small cluster (2-4) housing developments of two-bedroom independent living units (ILU)
- Residential aged care needs to be provided in facilities that are flexible to meet the changing needs of the resident (without having to move). This investigation needs to consider new models that incorporate ILUs that are also adaptable to residential aged care.
- Dalwallinu Health Service (HACC) and federally-funded Home Care providers will be integral to the service provision in these housing clusters.

Community support and health services

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21	
CH1. Advocate for the provision of appropriate in home and residential care services to assist our senior community members to age in place.	CH1a. Contact Home Care package providers and advocate for better distribution of packages across the region including for eligible residents in the Shire of Dalwallinu. Support providers to plan for projected growth.	Local Health Advisory Group	Shire of Dalwallinu WACHS / Department of Health Home Care providers Medical Centre Alzheimer's Australia	Advocate Partner Partner Advocate Partner	High						
	CH1b. HACC to monitor that service provision meets the needs of the growing aged population. Identify gaps and advocate for additional resources to service projected population growth.	HACC / Dal. Health Service	WACHS Local MP Shire of Dalwallinu	Partner Advocate Advocate	High						
	CH1c. Improve the promotion of the range of services provided and eligibility criteria to access the HACC program.	HACC / Dal. Health Service	CRC	Partner	High						
CH2. Ensure that local medical and allied health services adequately meet the health needs of our community including our seniors.	CH2a. Engage with the community to determine demand and willingness to fund for additional GP resources in Dalwallinu	Shire of Dalwallinu			High						
	CH2b. Engage with allied health service providers including psychologist, dentist and physiotherapist and neighbouring Shires to assess potential for establishment of local private practice/s.	Local Health Advisory Group	Shire of Dalwallinu Shire of Moora Shire of Wongan-Ballidu Allied health providers Population Health	Facilitate Partner Partner Partner Support	High						

Social participation

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21
SP1. Support the provision of a range of social activities, both formal and informal for older members of the community with consideration given to seniors who are restricted in mobility, and/or may be geographically or socially isolated.	SP1a. Continue to support local community groups including those that provide programs and services for seniors, through in-kind help, training, advice, assistance with grants and advocacy.	Shire of Dalwallinu	CRCs	Support	Medium					
	SP1b. Encourage the CRCs to work together to explore educational, wellbeing and general interest programs targeted at seniors in our community.	CRCs				High				

Volunteering and employment

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21
VE1. Respect the value, knowledge and skills that senior members of our community have and encourage volunteering with local groups and organisations where their interests and capacity matches the needs of the organisation.	VE1a. Support community groups to identify opportunities for seniors to volunteer in a manner appropriate to their skills, availability, capacity and mobility.	CRCs			Low					
	VE1b. Enable local community groups to better promote the volunteering opportunities that exist within their organisations.	CRCs	Wheatbelt Dev. Commission Shire of Dalwallinu	Partner Support	High					
	VE1c. Encourage the CRCs to assist volunteers to apply for WWC checks and Police clearances	CRCs			High					
VE2. Promote the value that mature workers can provide and encourage local businesses to provide appropriate employment opportunities for our senior residents seeking work.	VE2a. Share the Age-Friendly Community Plan with local businesses to encourage age-friendly considerations for their premises and employment practices.	Shire of Dalwallinu	Local businesses	Partner	Medium					

Respect and social inclusion

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21
RS1. Encourage the inclusion of senior residents in community life through a range of activities, events and informal networks	RS1a. Encourage local schools to conduct intergenerational activities to involve seniors with school students	Local schools	Shire of Dalwallinu	Advocate	High					
	RS1b. Encourage local community and sporting groups to better promote their activities and events through a range of communication mediums	CRCs	Local community Local sporting groups Local businesses	Partner Partner Support	Medium					
	RS1c. Host a Community Facebook page that includes details of all local groups and services including who to contact for more information.	CRCs	Local community Local sporting groups	Support Support	Medium					

Communication and information

Community priority	Proposed actions	Lead	Stakeholders	Role	Priority	2016/17	2017/18	2018/19	2019/20	2020/21
COM1. Ensure that all residents, including our senior community members, have appropriate and timely access to up to date information	COM1a. Advocate for improved mobile and Internet coverage across the Shire.	Shire of Dalwallinu	Wheatbelt Dev. Commission Telstra NBN Dept. of Commerce RDA Wheatbelt Local MP	Partner Partner Partner Partner Partner Advocate	High					
	COM1b. Support and promote opportunities for seniors to learn about computers, the internet, mobile technology in a safe and supportive environment.	CRCs			Medium					
	COM1c. Actively seek information about community services available for seniors and promote through the CRCs and local newsletters	CRCs	Totally Local & Kalannie Kapers Dalwallinu Health Service HACC Medical Centre Local Health Advisory Group Shire of Dalwallinu	Support Support Support Support Partner Advocate	Medium					

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Appendices

1. Focus group participants
2. Results of focus groups and service provider input
3. Survey results for respondents aged 55 years & over
4. Survey results for respondents aged less than 55 years
5. Age-Friendly audit of Dalwallinu

Appendix 1: Age-Friendly Ambassadors

1. Angella Davey
2. Anita Dickins
3. Gail Smit
4. Irene Mills
5. Jeanette Syme
6. Kathy Mills
7. Linley Webb
8. Marlene Dutton
9. Merrie Carlshausen
10. Nat Wallis
11. Robyn Bryant
12. Sally Sanderson

Appendix 2: Focus group participants

The **Dalwallinu** focus group meeting was held on 14th June 2016 at the Dalwallinu Discovery Centre.

11 local residents participated in the focus group. Of these, six lived in Dalwallinu, one lived in Pithara and the remainder lived elsewhere in the Shire including Jibberding.

Ten of the participants have lived in the Shire for more than 20 years and one person has lived in the Shire for 2-5 years.

Currently, four of the participants are working part time and one is working full time. Three people indicated they were retired and three people did not indicate their employment status.

All participants own the home where they live; there were no renters in the group.

Only one member of the group lived alone. All others lived with their spouse and/or children.

Most participants self assessed their general health as good or excellent.

Figure 8: Dalwallinu participants by age and gender

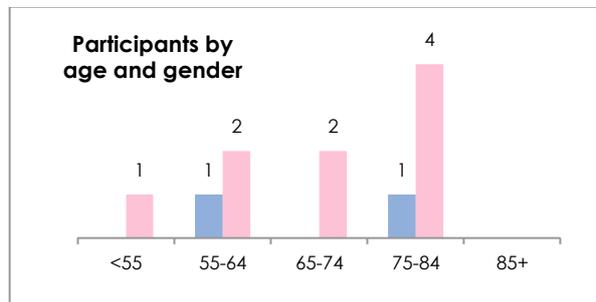


Figure 9: Dalwallinu participants - employment status

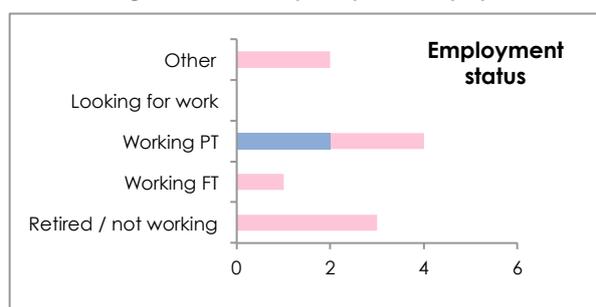
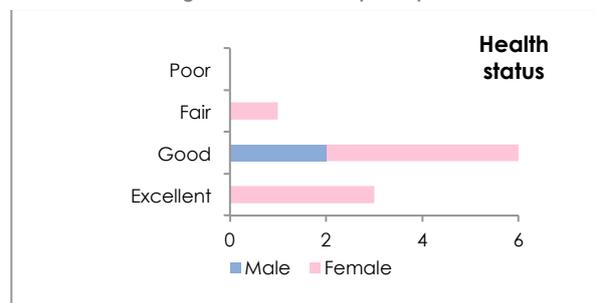


Figure 10: Dalwallinu participants - health status



In **Kalannie** on 15th June 2016, a roundtable discussion was held with eight local community members representing a mix of ages, occupations, backgrounds and gender.

This roundtable created a semi-structured dialogue regarding the features and barriers of each domain of an age-friendly community.

Appendix 3: Results of focus groups and service provider input

Outdoor spaces and buildings

Table 4: Outdoor spaces and buildings - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<ul style="list-style-type: none"> • Feel safe • Park in the town centre very good, don't need more • Group fitness classes • Main street is very good, pathways to the Shire are excellent • Town site well lit • Good facilities: library, DDC, Community Arts Centre, Bowling Centre, Rec. Centre, Swim Pool • Median strip in main street is good for pedestrian safety • New footpaths in town are good, paths from caravan park are excellent • New public toilets • New seating • Open, clean, calm town centre, bypass is good, calm streets • Recreation Centre is functional and doesn't require proposed investment 	<ul style="list-style-type: none"> • Ramp at the CRC is a good model for elsewhere • Good facilities: CRC, school, sports ground, club 	<ul style="list-style-type: none"> • Footpaths in the town are good • Gopher access is good
Barriers		
<ul style="list-style-type: none"> • Entry and exit to the rec centre (lighting?) • Links between new footpaths (ramps at path edges needed) • More parking on main street needed • Parking for frail and elderly • Seating & shade - require more between Acacia and the shops • Signage for the rec centre needed 	<ul style="list-style-type: none"> • No disabled public toilets available after hours • Concerns for safety due to recent crime / drug incidents • Step at the shop and high kerb • Gravel around the toilets at the football club is slippery, no handrail • No ACROD parking bays • Access at the back of sports club is gravel and steps only • Access into the school for seniors (e.g. to go to assembly) is hard / impossible • CWA has a step into the building • Street lighting in the main street is not great • No footpaths in town 	
Ideas & opportunities		
<ul style="list-style-type: none"> • Pathways being well maintained and expand development of more • Angle parking on main street • Lighting for the main park in the town site • Links between parking and facilities • More seating in the park, especially for the frail • Movement sensors at parking areas • Pathway from Pioneer House to main street 	<ul style="list-style-type: none"> • Designated seniors parking spot to watch the football (e.g. patron's parking near the toilets) • CRC committee meeting with local police to discuss concerns • Seating at the shop and near the CRC • Seating and gazebo in the park 	<ul style="list-style-type: none"> • A meeting space is needed for social activities

Transport

Table 5: Transport - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<ul style="list-style-type: none"> • Most drivers are considerate • Government bus to Perth, Northam & Geraldton • New sections of the highway • TransWA bus travel is relatively cheap • Volunteer drivers are available [for HACC] • We are familiar with the trouble spots on the highway 	<ul style="list-style-type: none"> • Local roads are generally good 	<ul style="list-style-type: none"> • Hospital / HACC provides transport to appointments in Perth and some urgent local health care • HACC provides transport around town (within Shire) – charge per km
Barriers		
<ul style="list-style-type: none"> • Road to Ballidu not safe • Access to services if not able to drive • Some portions of highway very unsafe • Cleanliness of transport hubs • If unable to drive, opportunity to age in place may be restricted • Irregularity of public bus • Limited availability of volunteer drivers 	<ul style="list-style-type: none"> • Bus only goes from Dalwallinu, nothing from Kalannie • Self-drive is imperative for living here. Once you cant drive, you have to move • Road from Kalannie to Burakin is not so good 	<ul style="list-style-type: none"> • Lack of transport to Perth for medical specialists can influence the quality of medical care people receive
Ideas & opportunities		
<ul style="list-style-type: none"> • Angle parking in the main street • Community coordination of car-pooling for transport to Perth / elsewhere [unstructured / informal] • Create more volunteer drivers and service • Signs for "Seniors crossing here" • Upgrade of Dalwallinu-Ballidu Road 	<ul style="list-style-type: none"> • Road signage needed when coming to Kalannie from Dowerin • Signage to sports ground to be improved 	<ul style="list-style-type: none"> • Tele-health facilities are available at the hospital and can overcome some transport challenges for medical appointments and reviews

Housing and accommodation

Table 6: Housing and accommodation - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<ul style="list-style-type: none"> • Staged, aged accommodation • Housing on James St & Annetts Rd is nice, good and affordable 	<ul style="list-style-type: none"> • 3 Landgate blocks available for sale • Teachers units in town 	
Barriers		
<ul style="list-style-type: none"> • Limited land availability • Quality of independent accommodation • Wilfred Thomas is empty - is there a demand for housing? 	<ul style="list-style-type: none"> • All big houses in town, mostly old • Only a few rentals, cheaper than in Dalwallinu • Very slow if you want to sell your property 	<ul style="list-style-type: none"> • Access to services to home modifications that would help people manage in their own homes for longer
Ideas & opportunities		
<ul style="list-style-type: none"> • Another Independent Living facility • Find out from the real estate agent about the number of rentals and affordability • Upgrade of Sullivan Lodge 		<ul style="list-style-type: none"> • Independent living units in cluster with Home Care support would prevent some hospitalisations and residential care for some people

Community support and health services

Table 7: Community support & health services - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<ul style="list-style-type: none"> • GP in town • We have a hospital here • Ambulance • Aware that HACC exist [but don't currently use it] • Meals on Wheels available • Physiotherapist comes to town • Usage of services by people from outside the Shire promotes benefits for other businesses • Very happy that people from outside our Shire use the medical facilities [ensures services remain] • We have a pharmacy here 	<ul style="list-style-type: none"> • HACC services are available and reliable in Kalannie • Meals on Wheels is available • Dalwallinu hospital • Telehealth is available (rebates apply also) • Video link for doctor, allied health, diabetes education • Rural in-reach program 	<ul style="list-style-type: none"> • Local GP clinic – v. high demand • Hospital (MPS) provides Residential Care, Home Care and HACC. • Currently service 12 HACC clients – (no waitlist) • Allied health services: <ul style="list-style-type: none"> – <i>Social worker from Moora – weekly</i> – <i>Speech therapist and Occupational Therapist goes to the schools (others can access)</i> – <i>Physiotherapist 1.5 days per week at the hospital</i> – <i>Visiting clinical psychologist, free fortnightly service – sees ~15 clients per month (35% aged 55+)(long term sustainability of service is uncertain)</i> – <i>Podiatrist from Kalannie</i> • Meals on Wheel is available locally • Local pharmacy
Barriers		
<ul style="list-style-type: none"> • Medical centre needs two doctors and better management • Access & availability of low care service • Lack of access to allied health • Long wait to see the doctor • Must have doctor's referral to see Counsellor - not always possible if urgent • Access to allied health services is dependent on referral from local GP • Access to HACC is limited • Expectation that families 'will do it' • HACC expensive if a private client • Have to go to Perth for specialists, none visit here • Reliability of HACC 		<ul style="list-style-type: none"> • GP clinic overworked, can be long wait times • Hospital is not secure for dementia patients • Only 1 volunteer driver for M on W • Assessment process of people for their eligibility for services has been given to external provider (aged care reform) – leads to lack of understanding of individual, community and available services • Limitations to HACC service based on resourcing (only funded for set number of positions at hospital and this must include HACC) • Feasibility of (visiting) allied health services with low population • Cost for some patients to access allied health can be prohibitive
Ideas & opportunities		
<ul style="list-style-type: none"> • Happy to pay more in rates to get a second doctor in town • Subsidy to encourage seniors to participate in fitness classes 	<ul style="list-style-type: none"> • Better promote wellness in our community - yoga, exercise classes, mental health • Run a taster session for seniors to trial tele-health services 	<ul style="list-style-type: none"> • HACC fee subsidy/reduction is available to eligible clients – needs to be better promoted • Dedicated consulting/treatment room (e.g. for allied health) • Prepare community for tele-health as way to enhance health care (reduce wait times, travel). • Heated pool in a retirement village to allow older people to keep fit • Better mental health help for elderly to keep functioning at optimum levels & prevent memory loss etc.

Social participation

Table 8: Social participation - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<ul style="list-style-type: none"> • Access to fitness classes is great • Golden Girls • Bowls • CRC in town • Fabulous swimming pool • Gentlemen's Club • Men's Shed starting • Service groups • Tai Chi • Well catered for spiritual needs 	<ul style="list-style-type: none"> • Lots of activities at the CRC • Bowling Club • Tennis Club • CWA • Book Club • School Assemblies • Go to Dalwallinu for most social activities 	<ul style="list-style-type: none"> • Social activities prevent boredom, loneliness and depression – such as Changes Fitness, craft group, Activity days at Anthony Bell Hall, Gentlemen's Group • HACC supported shopping is a social activity for clients
Barriers		
<ul style="list-style-type: none"> • Division & cliques within the community • Internet access out of town is poor • Payment to attend exercise classes may deter people from participating • Physical isolation may restrict access to social activities • Volunteering - new – existing 	<ul style="list-style-type: none"> • Lack of awareness and transport are barriers to participation 	<ul style="list-style-type: none"> • Individual resilience is needed to cope with limited options for social activities in rural areas
Ideas & opportunities		
<ul style="list-style-type: none"> • Community liaison - actively engaging new people • Hydrotherapy - heating the pool for health and activity of the aged • Enabling volunteers to join in • Access to University of the 3rd Age • Arts & music events • Extend the season and availability of the pool • Learn to swim lessons for the aged • Planned new tennis courts • Welcome dinners - people bring invited guests into homes for meals 		

Respect and social inclusion

Table 9: Respect & social inclusion - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<ul style="list-style-type: none"> • Seniors are well respected and recognised • No age discrimination • Seniors voices are heard and respected • Well supported for wellbeing and health • Events are inclusive and community focused • Seniors are respected by all age groups 	<ul style="list-style-type: none"> • Reading with students at the school • Welcome pack available at the CRC • Very inclusive of new people if they choose to get involved 	<ul style="list-style-type: none"> • Lots of local events suitable for older people • Religious groups are inclusive of older people
Barriers		
<ul style="list-style-type: none"> • Arts Festival - need to engage people < 55 years to volunteer and help • Separation in the community based on spiritual beliefs 	<ul style="list-style-type: none"> • Each age group has their own little group - you can be stuck in between and not fit in (e.g. if your kids are a different age to other parents the same age as you) • Kalannie can be clique - things are always 'done this way' • No information on where groups meet. Assumptions that people will 'just know' 	<ul style="list-style-type: none"> • Nothing is done to include the Aboriginal community
Ideas & opportunities		
<ul style="list-style-type: none"> • Education about the volunteer culture needed in small country towns - 'how it works in the country' 		<ul style="list-style-type: none"> • More home visits for those who are geographically, physically or socially isolated

Volunteering and employment

Table 10: Volunteering & employment - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<ul style="list-style-type: none"> • Meals on Wheels important volunteer service • Groups welcome older volunteers • Red Cross ladies 	<ul style="list-style-type: none"> • Volunteers are always welcome 	
Barriers		
<ul style="list-style-type: none"> • Cultural change needed to promote volunteering in the community • Govt regulation may restrict volunteering • Not enough employment opportunities for older people • Perception of control or exclusion in groups • Same groups of people in many roles 	<ul style="list-style-type: none"> • Employment opportunities really limited, especially for women • Seasonal employment mostly goes to younger people • Some local businesses employ overseas workers on 457 visas in preference to local people • No induction process for new volunteers, just assume people will know 	
Ideas & opportunities		
<ul style="list-style-type: none"> • Facilitating volunteer support to clear red tape • Men's Shed as contractors for maintenance / community projects • Support and training for volunteers 		

Communication and information

Table 11: Communication and information - features, barriers and ideas

DALWALLINU	KALANNIE	SERVICE PROVIDERS
Features		
<p>Communication methods we use regularly are listed below:</p> <ul style="list-style-type: none"> • CRC noticeboard • Dally Buy & Sell Facebook page • Email • Facebook • Internet • Kalannie Kapers • Lions newsletter • Totally Local [online, subscribed/posted or buy locally] • Word of mouth 	<ul style="list-style-type: none"> • Kalannie Kapers - weekly, at shop or online 	<ul style="list-style-type: none"> • HACC clients receive a lot of local information • Hospital has a regular page in the TL •
Barriers		
<ul style="list-style-type: none"> • Internet access not available everywhere • Feel the move/push for everything to be online 	<ul style="list-style-type: none"> • Push to move everything online but we don't all have access • Mobile phone tower (battery back up) only lasts for 6-8 hours in the event of power outage • Silver Chain emergency pendant of no use if no power/phone • Totally Local (Dal) not available here in Kalannie but contains important information • Poor mobile and internet coverage once out of town - cant access services or use for tech-based agricultural tracking • Assumption made that you have mobile access in an emergency and for everyday business but we don't 	<ul style="list-style-type: none"> • Not everyone has access to or uses the Internet / email – other communication methods need to be used as well
Ideas & opportunities		
	<ul style="list-style-type: none"> • Include hospital, services and health information in the Kalannie Kapers, not just sport • Dal & Kal CRC to work more closely together to share and promote information 	

Appendix 4: Survey results for respondents aged 55 years & over

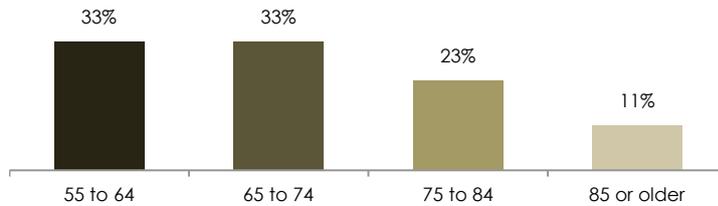
70 local residents aged 55 years and over provided the following information.

1. Gender

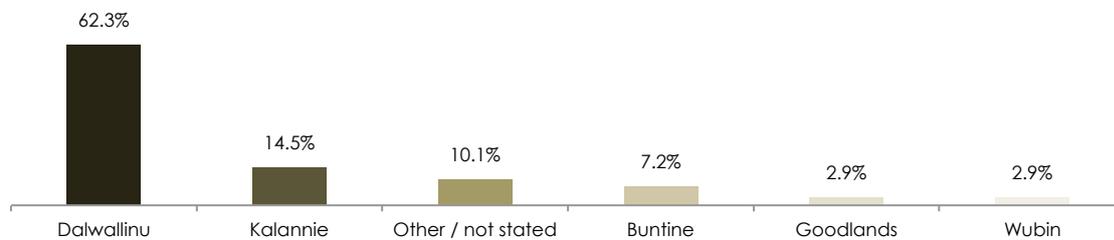
Female – 70%

Male – 30%

2. What is your age?



3. Which locality do you currently live in?



4. What type of area do you live in?

Town – 63.8%

Rural – 34.8%

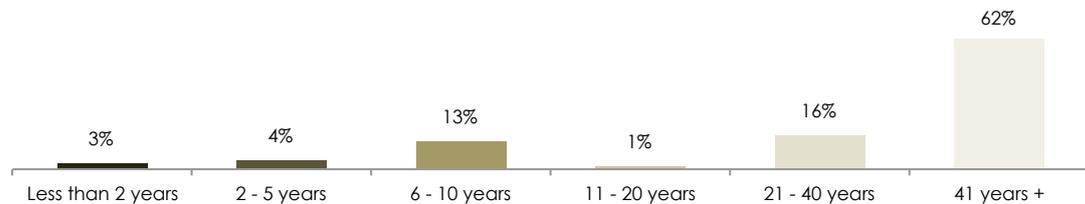
Semi-rural – 1.4%

5. Do you live in the Shire on a permanent (full time) basis?

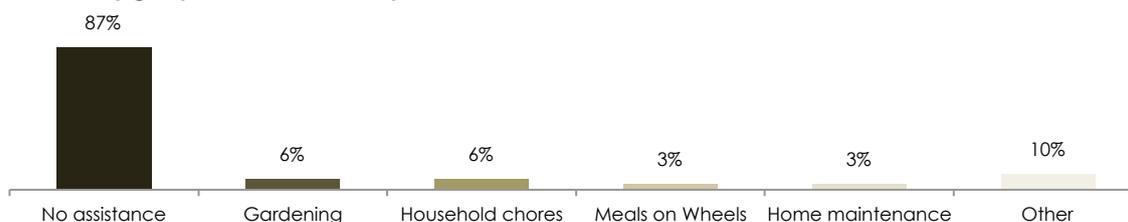
Yes – 97.1%

No – 2.9%

6. How long have you lived in the Shire?



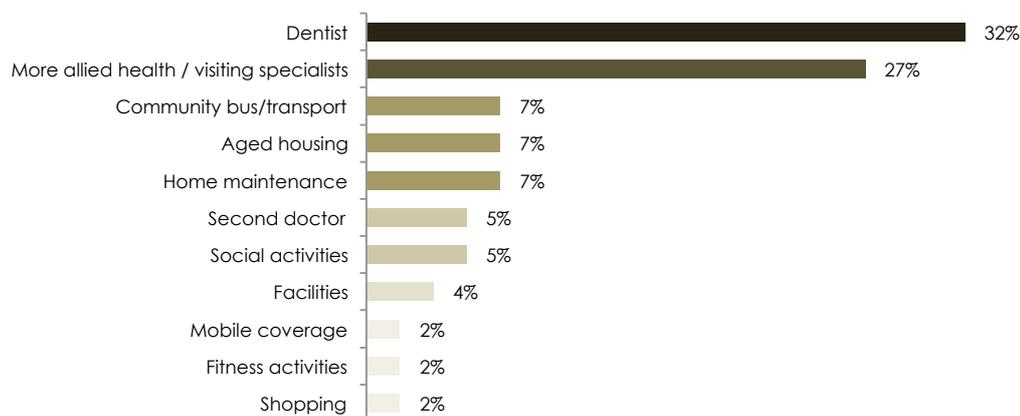
27. Do you currently receive any in-home assistance that enables you to live independently, that is provided by a community group or local community member?



28. If you require other allied health services such as physiotherapy, dental, podiatry etc. where do you access these services?

- Dalwallinu – dentist caravan at school, physio, medical centre, podiatrist, diabetes educator
- Wongan Hills - dentist
- Perth – all medical
- Midland – optician, dentist
- Moora – dental
- Northam – dentist, optician

29. Would you like to see other services or facilities planned for older people? If so, what could these be?



30. What health or support services would assist you now or in the future to remain in your home as you grow older?

In-home support

- HACC services and later move to accommodation like Pioneer House
- An organised properly staffed HAAC or Silver chain.
- Showering, community health
- Meals on Wheels, meal provision
- More home help, general household assistance
- Gardening activities like digging and weeding.
- House cleaning services
- Cleaning services not HAAC as only available 1 hour and are limited to what they can do.
- Help with the odd jobs around the home e.g. wood cutting, keeping the wood box full
- Detailed house keeping - including washing sheets and hanging them out, comprehensive gardening all aspects including pruning assistance with grocery shopping and delivery

Health

- More local allied health services so we don't need to travel to Perth
- Full time physiotherapist
- Dentist
- Local remedial massage service

Medical

- Doctors that you don't have to wait weeks for an appointment.
- Get more x-ray equipment
- Easier access to specialist help
- Silver chain type service
- Blood pressure taken by nurse in home
- Aged persons to have someone to check on them (every couple of days)
- Help with putting the weekly medication in pill boxes so that at a glance the person knows it has been taken

Other

- Community Bus
- Someone to help the elderly to read mail from government departments and help them translate it
- Someone to assess improvements to house/living standards i.e. aids that my help in the future

General comments

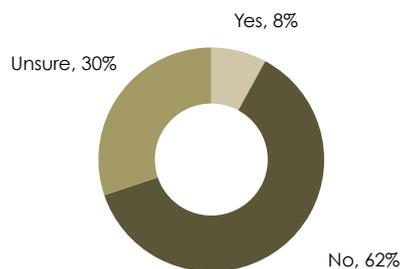
- Do not think it possible to live on a farm when you need help
- The in-house support for the aged has been very helpful in allowing aged persons to continue at home.

HOUSING / LIVING

31. Please consider your current housing and living situation and indicate how strongly you agree or disagree with the following statements.



32. Do you intend to relocate to another property / house within our Shire in the future?



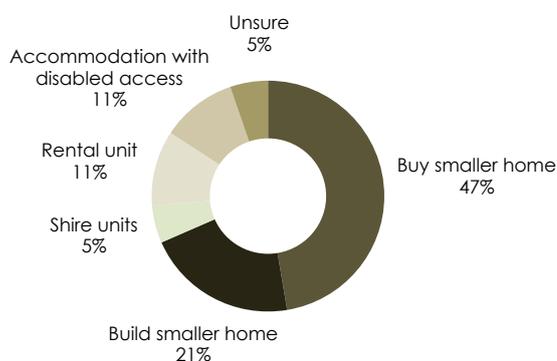
33. If so, what local housing options are currently available to you?

Consider location, size and ownership (rent/buy/build/move in with family/other)

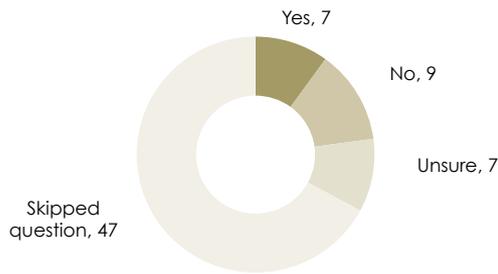
- There are almost no options to buy/rent in Dalwallinu. We are fortunate enough to have a Shire home.
- Very limited availability of land to build on
- I have a spare block next door so I could build a smaller residence.
- I have a block to put a compact house on.
- Rent appropriate accommodation e.g. units on South Street
- Rent 2 x 1 unit with garden
- Buy, build
- Next step could be to buy a house in Dalwallinu
- Would have to buy a house, as there are no rentals in town
- May need to locate to an area where my husband is able to receive chiro, physio and acupuncture. He must travel to Perth weekly now to access this support.
- Shift to Dalwallinu or to Perth
- Houses in Dalwallinu
- None
- Rent, houses for sale, build

34. What type of local housing do you anticipate you might seek in the future? Consider location, size, and ownership (rent/buy/build).

17 respondents, 53 skipped question

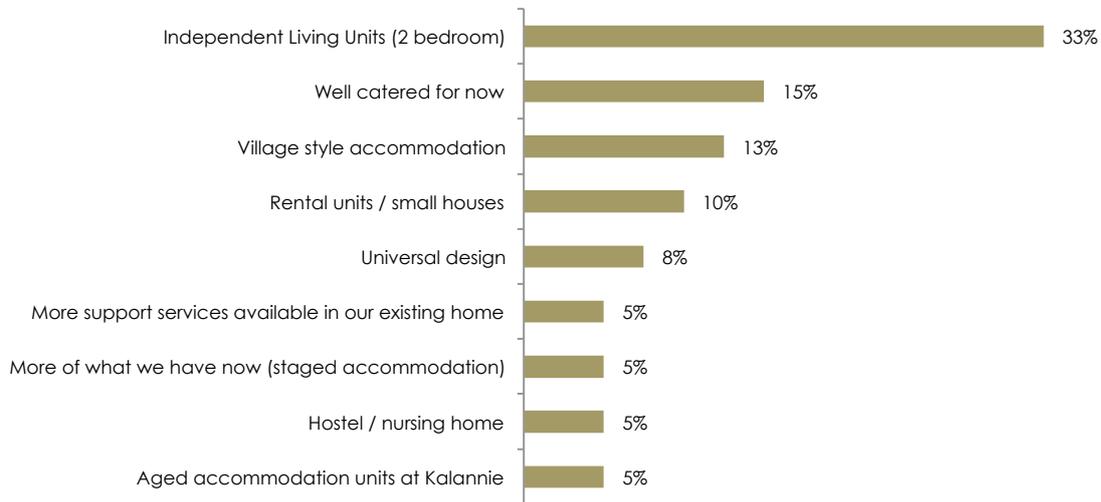


35. Do you anticipate that in the future you will seek access to government-subsidised housing/accommodation in our local community?



36. What other housing/accommodation options need to be made available to seniors choosing to remain living in the Dalwallinu Shire?

39 respondents, 31 skipped question



37. Are there senior member(s) of your extended family who are intending to move to our Shire?

Yes - 1 Unsure – 11 No – 50 Skipped question – 8

38. In what time frame do they plan to relocate here?

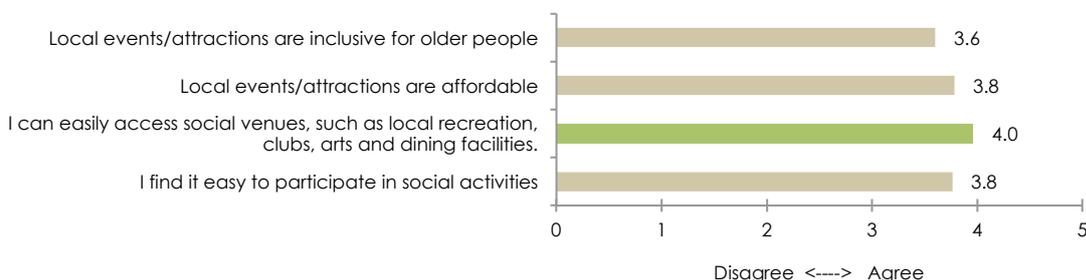
- Within the next two to five years (only one respondent)

39. Please describe their plans for housing. Consider location, size and ownership

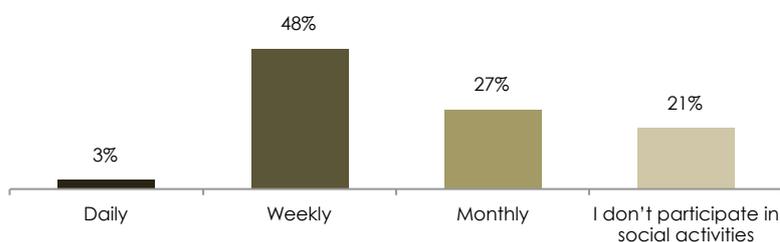
- Buy and live independently in town

SOCIAL PARTICIPATION

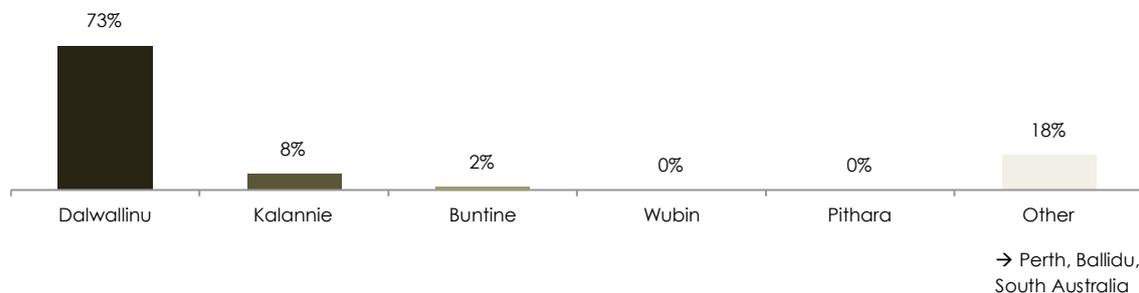
40. Please consider your participation in social activities and indicate how strongly you agree or disagree with the following statements



41. How often do you participate in social activities, such as sports, crafts, group/club activities or dining out? (Select one)



42. Where do you participate in most of your organised social activities / recreation / groups?

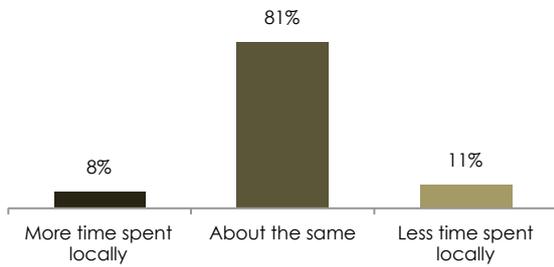


43. Other comments re participation in social activities

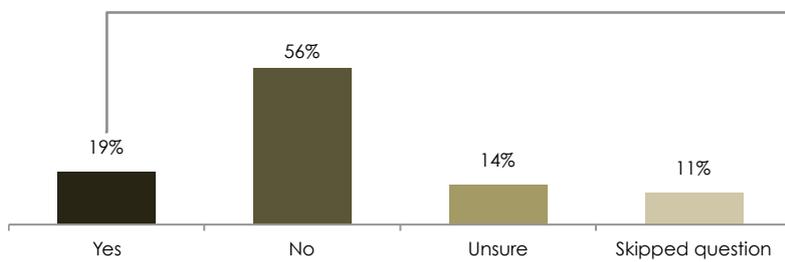
- I go to scrap booking and card making.
- Not many social activities apart from bowls or the pub, seniors exercises are too expensive
- Get rid of the drugs in town and people will feel safer on social evening walks. Keep the police in town they have a habit of all leaving town together. This makes social activity for the elderly less safe.
- Church in Dalwallinu and the coffee club in Ballidu
- We need far more social activities that are accessible to seniors e.g. guest speakers and movie screenings
- Distance is the major obstacle to participating in social events
- Not as many events locally as there used to be.
- Nothing available in Wubin other than the museum
- I feel there is a wide variety of activities to do in Dalwallinu.
- Easy access to toilet facilities is a must for older people, most have issues with continence and if access is easy, they will get out more i.e. having to park a distance away from a difficult to get to toilet, with possibly slippery gravel entrance will be enough to stop them leaving their homes...
- I am interested in working with performing arts groups to provide a high standard of entertainment for the community in general. This would be a great benefit to the elderly
- Need social events that are affordable and don't revolve around sport.
- Too far to travel - Shire to provide a community bus service once a week to Dalwallinu
- The exercise activities are wonderful that are provided by Maureen Gilbard (Changes Fitness).

FUTURE PLANS

44. Is the amount of time you spend in the Shire likely to change, as you get older?



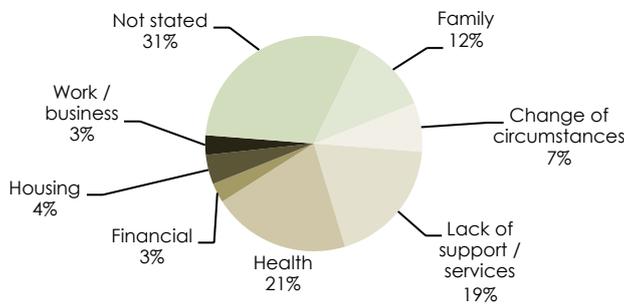
45. Do you intend to permanently leave the Shire in the next five years?



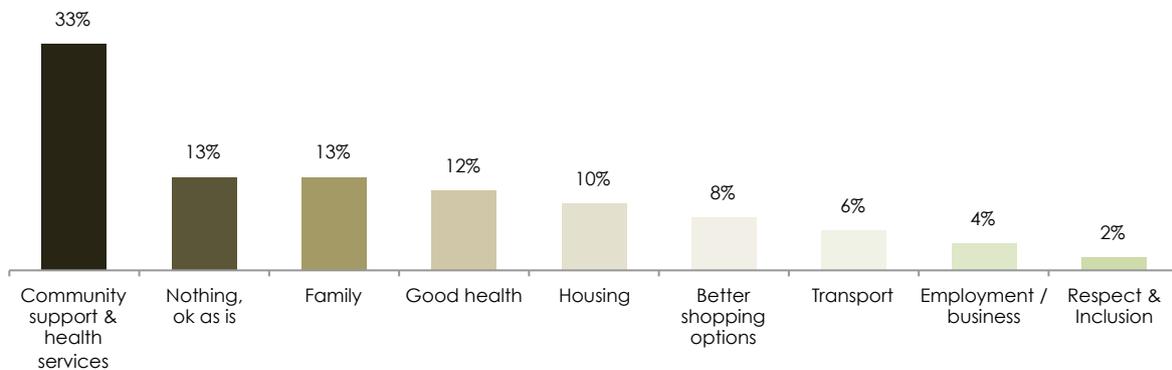
62 responses
 8 skipped question
 19% intending to leave are:

- 10 females, 3 males
- 9 are aged 65-74 years
- 10 live in a town, 3 live in rural areas
- Nearly half of these people have lived in the Shire for > 41 years
- Reasons for leaving: family & health/lack of medical services

46. What factors would influence your decision to move from this Shire?



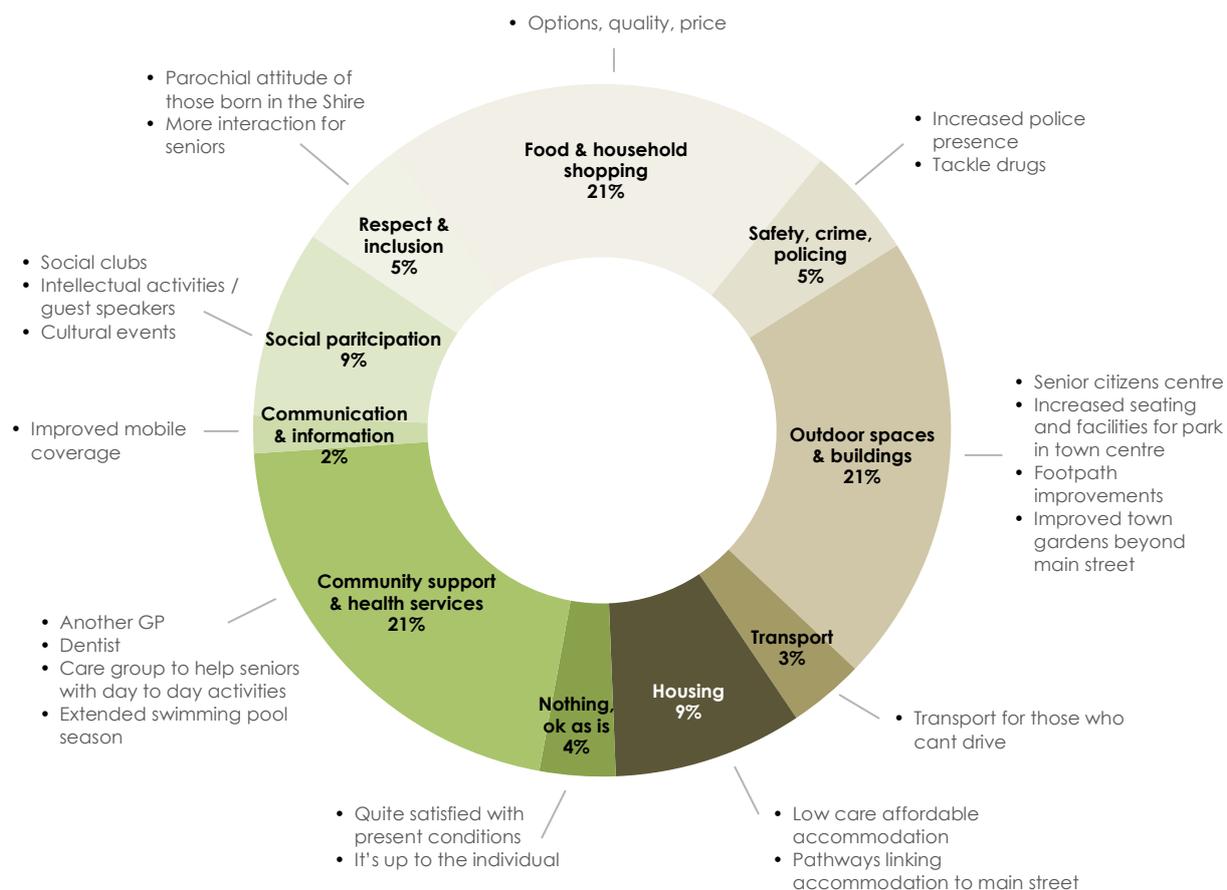
47. What would enable you to remain living in Dalwallinu Shire in the long term?



49. What could be improved to make Dalwallinu Shire a better place to live as a senior?

50. Based on your experience, if you could change/improve two things in this community that would better assist the next generation, as they get older, what would these be?

Combined responses to Q. 49 and Q.50 shown below



51. Other comments or ideas about what is needed to support local people as they get older

- The veggie van that arrives on Wednesdays - needs better access i.e. a ramp or better steps so oldies can enter the van.
- Socialising opportunities
- Extended medical facilities to include dental physio etc., extended hospital facilities affordable housing retirement village and shopping facilities.
- Housing to rent for older people - not everyone coming into town can afford to buy.
- More housing
- Better roads
- Better shops
- Make sure services to the community like housing and medical don't deteriorate.
- Construction of good road/footpath access i.e. pram ramps for gophers wheelchairs etc.
- Footpaths and road ramps

- Older people don't have much time, speed things up, be cooperative in their wishes, no regulations - use guidelines to help.
- Safe footpaths
- More education at the school as to the value of the older generation
- Increase in Drs numbers
- Larger acacia house
- More social activities purely for seniors
- Heated pool and seniors gym.
- A dedicated handyman who can do a multitude of odd jobs around the home such as fixing minor water leaks, replacing blown globes etc.
- More people need to support our community and get involved in Anzac Day, Wattle Week and tourism events (give more than take)
- Some of the present day elderly need to get to Perth for medical appointments and are travelling down by Westrail, which requires hotel accommodation at their own cost and some planning by them.
- Would very much like to see a cemetery in Kalannie. Permanent Kalannie residents would very much like to have the option of being buried here
- It would be good if I could get assistance while working with Performing arts groups to provide regular high quality entertainment for the District
- We just need to retain our energy
- 2 permanent doctors
- Medical home visits
- Access to swimming as a form of exercise all year round

Appendix 5: Survey results for respondents aged less than 55 years

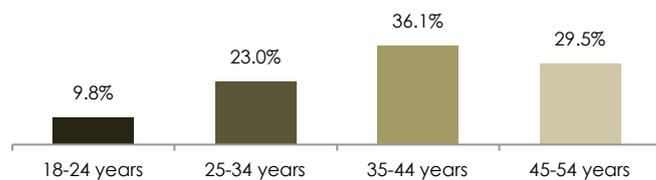
59 local residents aged less than 55 years provided the following information.

1. Gender – please tick the relevant box

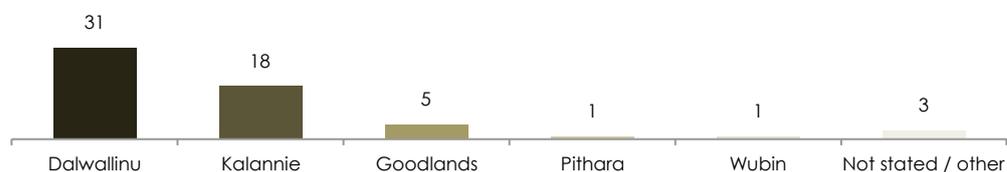
Female – 80.3%

Male – 19.7%

2. What is your age?



3. Which locality do you currently live in?



4. What type of area do you live in?

Town - 30

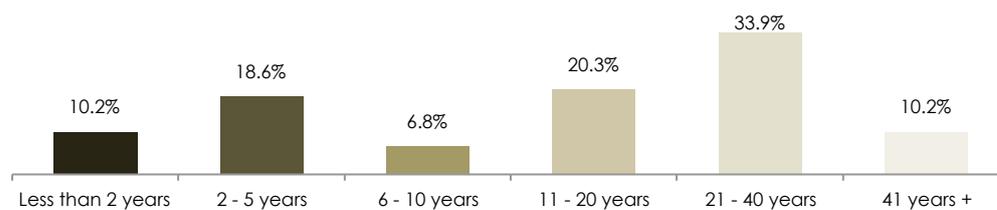
Rural - 29

5. Do you live in the Shire on a permanent (full time) basis?

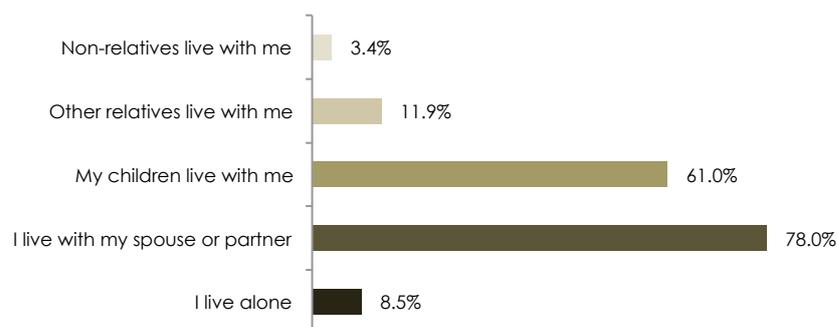
Yes – 58

No - 1

6. How long have you lived in the Shire?



7. Which of the following best describe your household? (multiple responses ok)



8. Do you have family in the Shire (apart from those living with you)?

Yes - 39 No - 20

9. Are you of Aboriginal or Torres Strait Islander background?

Yes - 0 No - 57 Prefer not to state - 2

10. Do you speak a language other than English at home?

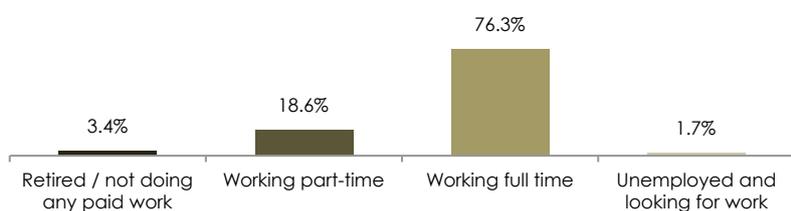
No, English only - 48

Yes - 11 – Tagalog/Filipino (6), Afrikaans (2), Swahili (1), Finnish (1), Malayalam (1)

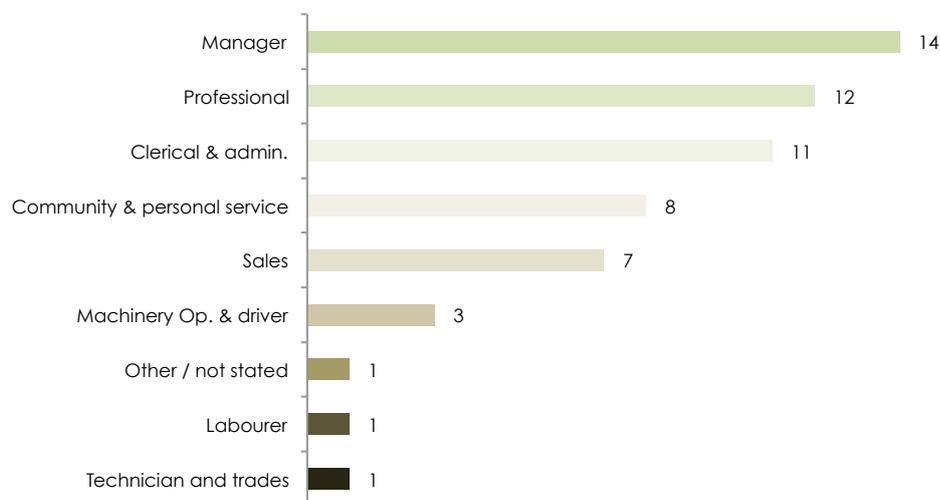
11. Are you currently caring for a family member? (other than your own child under 18 years of age)

Yes - 2 No - 57

12. What is your present employment status?

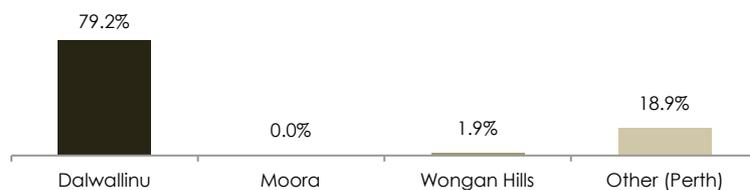


13. Please describe your present, or most recent occupation.

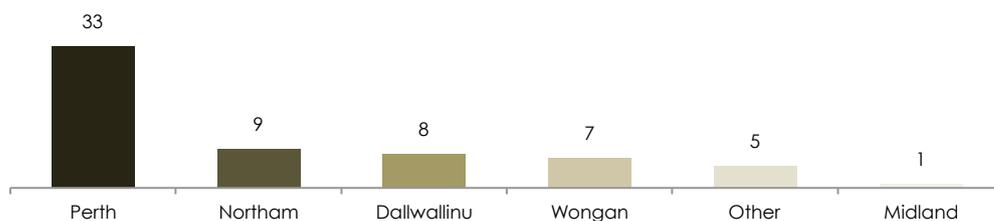


ACCESS TO COMMUNITY SUPPORT AND HEALTH SERVICES

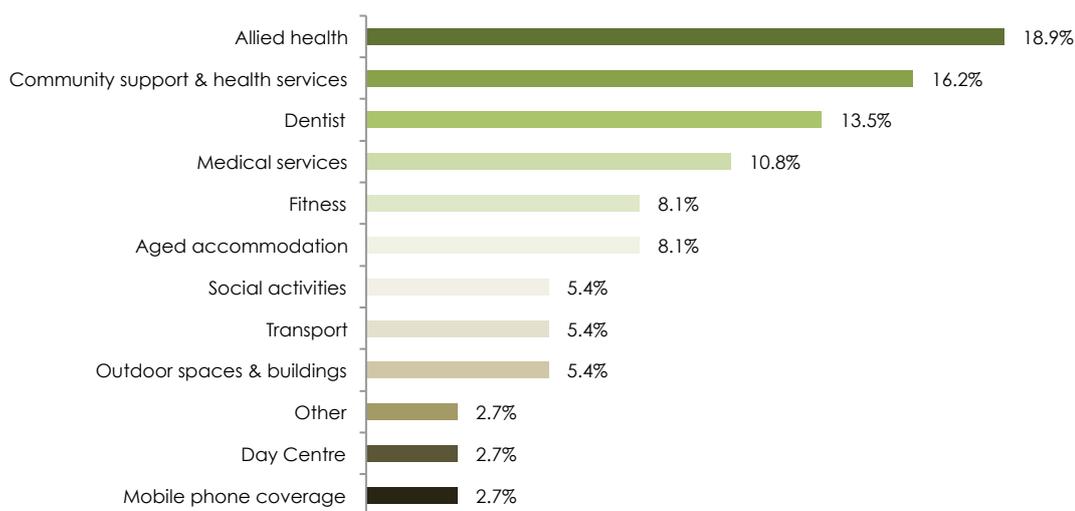
14. Where is your regular doctor located?



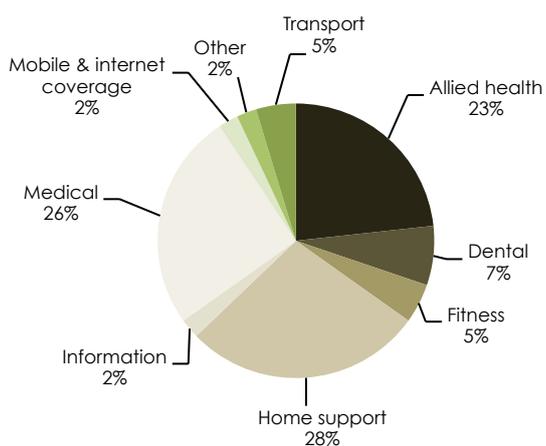
15. If you require other allied health services such as physiotherapy, dental, podiatry etc. where do you access these services?



16. Would you like to see other services or facilities planned for older people? If so, what could these be?



17. What health or support services would assist you now or in the future to remain in your home as you grow older?



18. Do you intend to permanently leave the Shire in the next five years?

Yes – 35.8%

No – 37.7%

Unsure – 26.4%

FUTURE PLANS

19. Is the amount of time you spend in the Shire likely to change, as you get older?

Less time spent locally - 7

More time spent locally - 1

About the same - 26

Did not respond - 27

20. Do you intend to relocate to another property / house within our Shire in the future?

Yes - 2

No – 18

Unsure - 14

Did not respond - 27

21. If so, what local housing options are currently available to you? Consider location, size and ownership (rent/buy/build/share with family/other).

- Limited houses for sale in Kalannie
- If the town had more houses to rent and more options to move into a home
- Nothing to rent and housing prices have gone up so not that affordable to buy. Would love to purchase a larger block of land but no options here
- Nothing available at the moment we were lucky to get the house we are living in at present
- Own in town
- Probably one of those lots for sale by the Shire, buy
- Not many
- 4x2 comfortable home currently provided
- Unsure

22. What type of local housing do you anticipate you might seek in the future? Consider location, size, and ownership (rent/buy/build/share with family/other).

- Buy/Build something bigger (2)
- Buy house (2)
- Rent department of housing
- Rental/ Buy
- Larger block and build a house for the growing family. its a country town there should be hobby farm type blocks to buy
- Would be nice to have more units available for the locals on a long-term basis.
- Probably one of those lots for sale by the Shire, buy lot & build house
- Rental
- Similar type housing as currently in

23. Do you anticipate that in the future you will seek access to government-subsidised housing/accommodation in our local community?

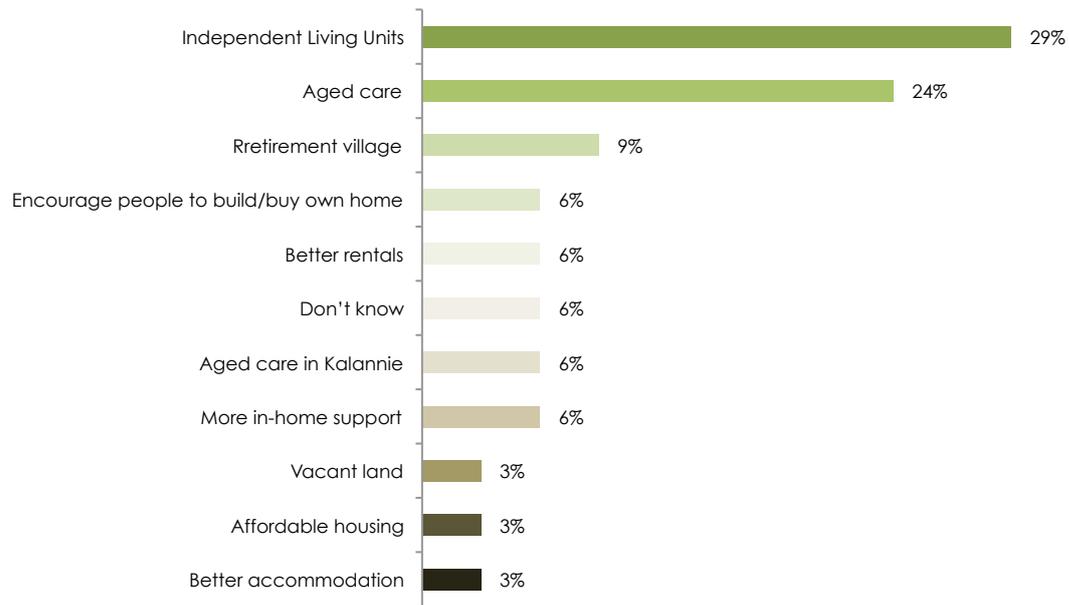
Yes - 2

No – 5

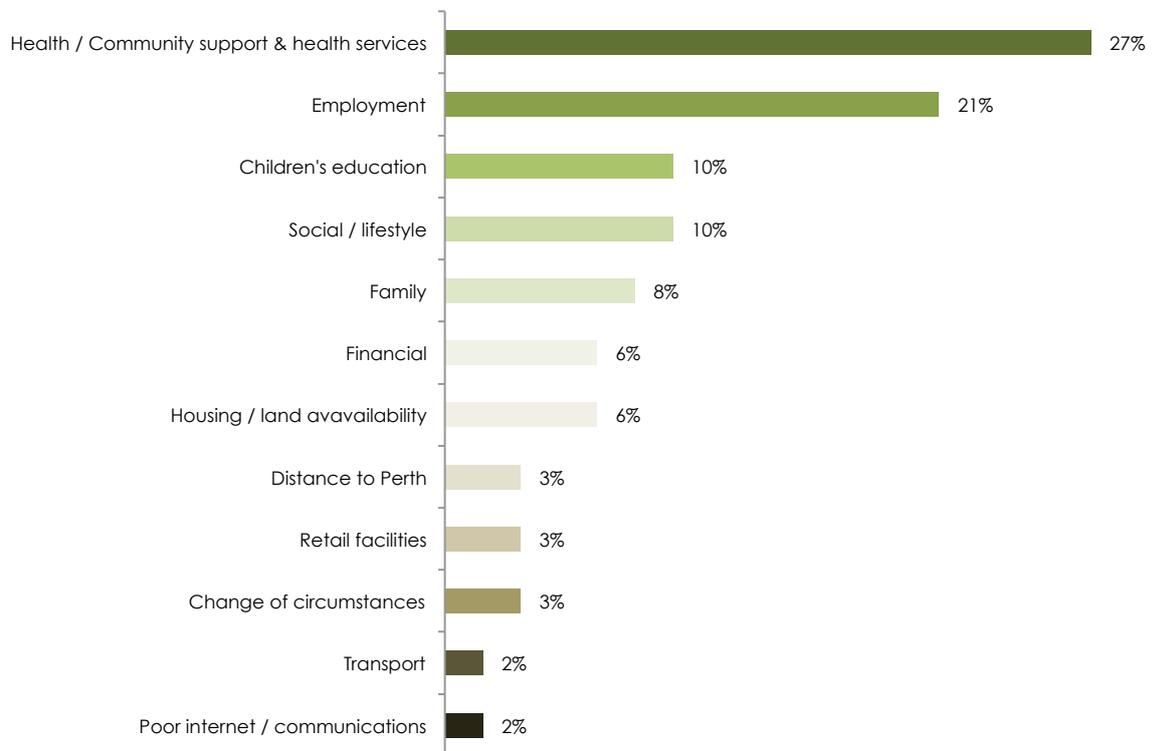
Unsure - 9

Did not respond - 45

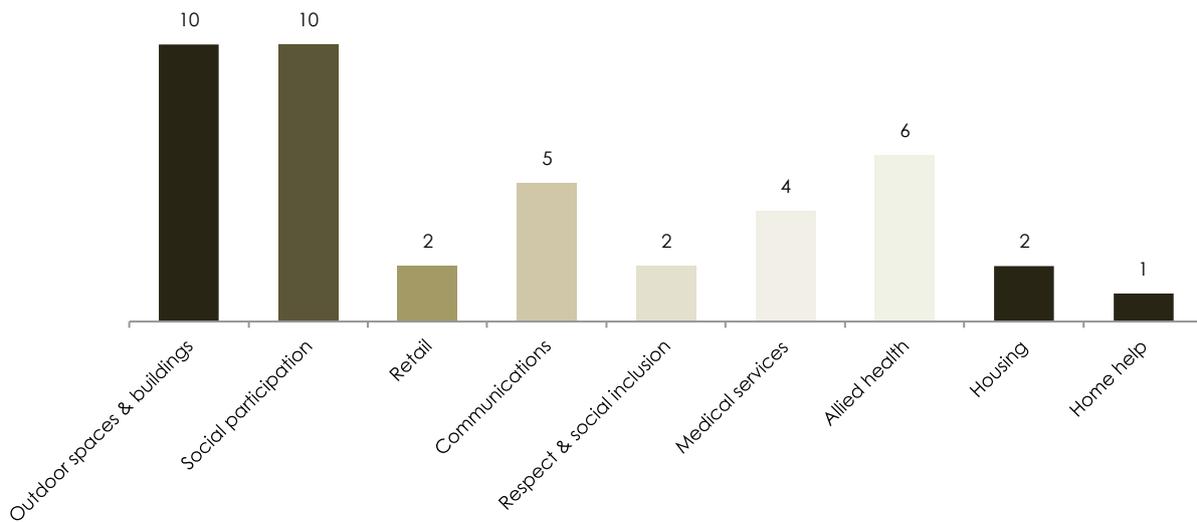
24. What other housing/accommodation options need to be made available to seniors choosing to remain living in the Dalwallinu Shire?



25. What factors would influence your decision to move from this Shire?



31. What could be improved to make Dalwallinu Shire a better place to live as a senior?



32. Do you have any other comments or ideas about what is needed to support local people as they get older?

- Get together of older people at least once a year.
- Can't think of any maybe a pill that makes you younger.
- Funding to be allocated for more houses
- Mobile phone service throughout shire, paddocks so that if I am out and have a problem I can call for help.
- Allied health in Kalannie
- I think that there is a range of facilities to support people in their home in Dalwallinu. I don't have immediate family affected but from what I've observed there is help there if you need it.
- Try and do something no one else has done. e.g. bingo or bake sales
- Regular medical check up complete
- Travelling services i.e. buses that travel into town (mammogram bus, Centrelink buses, travelling professionals to CRCs)
- We need more dating services. E.g. over 60s eHarmony
- More carers to go to homes to assist
- Availability of meals service that offers more home type foods, than fast foods
- HACC, Residential care homes,
- Help for them in their own homes
- More mobile nurses that could visit the seniors
- All age groups need to have access to same services & this will bring the community together.
- Help them to stay happy and healthy in their home as long as possible. Tele-health services may be key to that, so communication and technology essential
- Community bus taking elders from our community on day trips to Perth get out of town and see something different for the day
- Perhaps a Liaison Officer for the elderly - referrals from Dr, Hospital or can be contacted directly. Assists with what support is available, how do they access or can help etc. Wongan are currently trialling a regular bus to Northam for people to get to appointments. It is not a shopping trip, bags are limited. Perhaps in future Dalwallinu could look at doing something similar to Joondalup, Midland, or one of the main hospitals that has multiple specialist rooms.
- Allied health services travel subsidised

Appendix 6: Age-Friendly audit of Dalwallinu

Age Friendly Community - Audit Tool - Dalwallinu

Document No.

000001

Audit Title

Final Consolidated Age Friendly Community Survey

Local Government Area

Shire of Dalwallinu

Conducted on

24/03/15 01:55 PM

Prepared by

Tess Slot

Disclaimer

The assessors believe the information contained within this risk assessment report to be correct at the time of printing. The assessors do not accept responsibility for any consequences arising from the use of the information herein. The report is based on matters which were observed or came to the attention of the assessors during the day of the assessment and should not be relied upon as an exhaustive record of all possible risks or hazards that may exist or potential improvements that can be made.

Information on the latest workers compensation and OHS / WHS laws can be found at the relevant State WorkCover / WorkSafe Authority.

Confidentiality Statement

In order to maintain the integrity and credibility of the risk assessment processes and to protect the parties involved, it is understood that the assessors will not divulge to unauthorized persons any information obtained during this risk assessment unless legally obligated to do so.

Table of Contents

AGE FRIENDLY COMMUNITY - AUDIT TOOL - DALWALLINU	1
Disclaimer	2
Confidentiality Statement	2
AUDIT	4
HEALTH AND COMMUNITY SERVICES	5
GP/Health Centre	5
Hospital	6
Dental	7
Allied health services	7
Pharmacy	9
Shopping	9
Health and Community Care Services (HACC)	10
Home Care	11
Residential Aged Care/Multi-purpose Service	12
Other seniors care services	13
OUTDOOR SPACES AND BUILDINGS	15
Parks and Open Spaces	15
Public buildings	17
TRANSPORT AND MOVEMENT	19
Pedestrian Movement	19
Road Signage	20
Public and Community Transport	20
HOUSING	22
Housing Stock	22
Maintenance and adaptation services	22
Housing security	22
Retirement Village/Seniors Housing	22
SPORT AND RECREATION	24
Facilities	24
Clubs	24
SOCIAL PARTICIPATION	26
Volunteering	26
Community events and activities	27
Employment	28
Grandparents/older care givers of young children	29
RESPECT AND SOCIAL INCLUSION	30
Respect and Social Inclusion	30
COMMUNICATION AND INFORMATION	31
Communication and Information	31
Computers and Internet	31
Health Promotion	31
MEDIA	32

Audit

Question	Response	Details
<p>The Age Friendly Audit Tool consists of eight domains (sections). Each domain contains a number of questions, sometimes divided into sub-domains. There are several types of questions to collect data and each question provides the auditor with the opportunity to add comments. It is recommended to include as many comments as possible so as to enhance the output report. Photographs can add depth to both the data collected through the questions and the comments; it is therefore recommended that photographs are included where appropriate to strengthen the output report. Specific information will be contained where guidance is required throughout the Audit.</p>		

HEALTH AND COMMUNITY SERVICES

Question	Response	Details
GP/Health Centre		
Is there a GP service in your community?	Yes	
Name of doctors surgery	Dalwallinu Medical Centre	
What is the address of the GP?	17 Myers Street, Dalwallinu WA 6609, Australia	
Insert a photo of the GP Practice.		
		
Appendix 1		
Is there disability access into the building?	Yes	
Is disability parking available?	Yes	
Is the GP accessible by public or community transport?	N/A	
Is there another GP service in your community?	No	
Are people with seniors cards bulk billed or provided with a discount?	Yes	
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Are at home visits available?	No	
When is the GP open?	Five to seven days per week	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	No	

Question	Response	Details
Are seniors satisfied with the provision of GP/Health Centre services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to GP/Health Centre Services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	0	
Is there another GP service in your community?	No	
Hospital		
Is there a hospital within 60 minutes from the town?	Yes	
Does the hospital have an Emergency service?	Yes	
Is the hospital in your local government area?	Yes	Dalwallinu District Hospital
What is the address of the hospital?	Myers Street, Dalwallinu 6609	
Insert a photo of the hospital.		
 <p>Appendix 2</p>		
Is there disability access into the building?	Yes	
Is disability parking available?	Yes	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	Yes	

Question	Response	Details
Are seniors satisfied with the provision of the Hospital service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to the Hospital? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Dental		
Is there a dental service within 60 minutes from the town?	No	
Are seniors satisfied with the provision of dental services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	1	
Are seniors satisfied with the physical access to the dental service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	1	
Allied health services		
Are there allied health services (physiotherapy, occupational therapy, podiatry, physiologist, dietitian etc) within 60 minutes from the town or visiting services available?	Yes	
Insert address of service location.	Dalwallinu Medical Centre, 19 Myers Street, Dalwallinu 6609 and Dalwallinu District Hospital, Myers Street, Dalwallinu 6609	

Question	Response	Details
Add a photo of the service location.		
Is there disability access into the building?	Yes	
Is disability parking available?	Yes	
Is the service accessible by public or community transport?	No	
Are people with seniors cards provided a discount?	Yes	
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	No	
Are seniors satisfied with the provision of allied health services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are seniors satisfied with the physical access to the allied health services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

Question	Response	Details
Pharmacy		
Is there a pharmacy?	Yes	
 <p>Appendix 3</p>		
Insert address of pharmacy.	Shop 1, 25 Johnston Street, Dalwallinu 6609	
Insert a photo of the pharmacy.		
Is there disability access into the building?	Yes	
Is disability parking available?	No	
Is the service accessible by public or community transport?	No	
Are people with a seniors card provided with a discount?	Yes	
Does the pharmacy offer a delivery service?	Yes	
Are seniors satisfied with the provision of the pharmacy service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to the pharmacy? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Shopping		
Is there a shopping complex or precinct?	Yes	R&E General Store

Question	Response	Details
Insert address of shopping complex or precinct.	47 Johnston Street, Dalwallinu WA 6609, Australia	
Insert photo of shopping complex or precinct.		
 <p data-bbox="161 595 272 618">Appendix 4</p>		
Is there disability access into the shops?	No	
Is disability parking available?	Yes	Could use more disabled bays on both sides of Johnston Street - outside R&E and next to park
Is the shopping complex or precinct accessible by public or community transport?	No	
<p data-bbox="105 1025 644 1093">Are seniors satisfied with the provision of shopping services?</p> <p data-bbox="105 1099 368 1128">1 - Very Dissatisfied</p> <p data-bbox="105 1135 300 1164">2 - Dissatisfied</p> <p data-bbox="105 1171 576 1200">3 - Neither Satisfied nor Dissatisfied</p> <p data-bbox="105 1207 264 1236">4 - Satisfied</p> <p data-bbox="105 1243 331 1272">5 - Very Satisfied</p>	2	
<p data-bbox="105 1310 600 1413">Are seniors satisfied with the physical access to the shopping complex or precinct?</p> <p data-bbox="105 1420 368 1449">1 - Very Dissatisfied</p> <p data-bbox="105 1456 300 1485">2 - Dissatisfied</p> <p data-bbox="105 1491 576 1520">3 - Neither Satisfied nor Dissatisfied</p> <p data-bbox="105 1527 264 1556">4 - Satisfied</p> <p data-bbox="105 1563 331 1592">5 - Very Satisfied</p>	2	
Health and Community Care Services (HACC)		
Is a Home and Community Care (HACC) service provided?	Yes	
Which HACC services are provided?	Allied health services like podiatry, physiotherapy and speech pathology, Domestic assistance, including help with cleaning, washing and shopping, Home maintenance, Nursing care, Personal care, such as help with bathing, dressing, grooming and eating	

Question	Response	Details
<p>Is the service promoted in the community?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3	
<p>Are at home assessments available?</p>	Yes	
<p>Are there any critical gaps in the HACC services provided?</p>		<p>People outside of town have limited access. Communication of services visiting. Not enough home help for the elderly. Carers and families need to know what services are available. Dementia specific care and support. High care services are limited. Communication is the gap as some services & assessments visit and some are local.</p>
<p>Are seniors satisfied with the provision of HACC services?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3	
<p>Home Care</p>		
<p>In general, are the services for home care packages up to level 4 available?</p> <p>1 - Level 1 supports people with basic care needs 2 - Level 2 supports people with low-level care needs 3 - Level 3 supports people with intermediate care needs 4 - Level 4 supports people with high-level care needs</p>	2	
<p>For full details of services contained within the four packages click here.</p>		
<p>Are there any critical gaps in the home care services provided?</p>	Limited - only available on certain days and certain activities	
<p>If respite care has been identified as a critical gap, identify which type/s of respite care are not available.</p>		Centre-based respite, Overnight or weekend respite
<p>Is palliative care available in the home?</p>	No	

Question	Response	Details
Are seniors satisfied with the provision of Home Care services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Residential Aged Care/Multi-purpose Service		
Is there a Residential Aged Care/Multi-purpose Service?	Yes	Dalwallinu District Hospital
Insert address of the Residential Aged Care/Multi-purpose Service.	17 Myers Street, Dalwallinu WA 6609, Australia	
Insert a photo of the Residential Aged Care/Multi-purpose Service.		
Is it designed to dementia standards?	No	
Is there disability access into the building?	Yes	No disabled parking at Pioneer House. No sufficient wheel chair access for visitors.
Is disability parking available?	Yes	
Is the facility accessible by public or community transport?	No	
Is the facility within close distance to the town site?	Yes	
Are GP's able to access the facility for patient visits?	Yes	
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Is the service considered affordable?	Yes	

Question	Response	Details
Are seniors satisfied with the provision of the Residential Aged Care/Multi-purpose service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to the Residential Aged Care/Multi-purpose service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Other seniors care services		
Is there any other seniors care services? (eg. community health clinics, day care centre etc.)	Yes	Centre based day care
Insert address of the service.	Myers Street, Dalwallinu WA 6609, Australia	
Insert a photo of the service location.		
Is there disability access into the building?	Yes	
Is disability parking available?	Yes	
Is the service provider accessible by public or community transport?	No	
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are seniors satisfied with the provision of the service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

Question	Response	Details
Are seniors satisfied with the physical access to the service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

OUTDOOR SPACES AND BUILDINGS

Question	Response	Details
Parks and Open Spaces		
Are parks and open spaces adequately provided generally? 1 - Very Poor 2 - Poor 3 - Fair 4 - Good 5 - Excellent	3	
Are parks and open spaces accessible generally? 1 - Very Poor 2 - Poor 3 - Fair 4 - Good 5 - Excellent	3	
Name of park	Main Street Park	
Insert address of park.	Johnston Street, Dalwallinu WA 6609, Australia	
Insert photo of park.		
 <p style="text-align: center;">Appendix 5</p>		
Is there disability access?	Yes	Wheel chair access to park and seating is needed. Wheel chair accessible picnic settings needed.
Is disability parking available?	No	
Is the park accessible by public or community transport?	Yes	
Is the park well shaded?	Yes	
Are there well scattered benches or seating?	Yes	Need wheel chair accessible picnic settings

Question	Response	Details
Is the park well lit?	No	
Are there footpaths within the park?	No	Need paths to access seating within park
Name of park	Richardson Park	
Insert address of park.	1 Leahy Street, Dalwallinu WA 6609, Australia	
Insert photo of park.		
Is there disability access?	No	The Shire is currently working with local community Focus group to develop this park
Is disability parking available?	No	The Shire is currently working with local community Focus group to develop this park
Is the park accessible by public or community transport?	No	The Shire is currently working with local community Focus group to develop this park
Is the park well shaded?	No	The Shire is currently working with local community Focus group to develop this park
Are there well scattered benches or seating?	No	The Shire is currently working with local community Focus group to develop this park
Is the park well lit?	No	The Shire is currently working with local community Focus group to develop this park
Are there footpaths within the park?	No	The Shire is currently working with local community Focus group to develop this park
Are seniors satisfied with the provision of parks and open spaces generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

Question	Response	Details
<p>Are seniors satisfied with the physical access to parks and open spaces generally?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3	
Public buildings		
<p>Are seniors satisfied with the provision of public buildings generally?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	4	
<p>Are seniors satisfied with the physical access to public buildings generally?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	4	
Name of public building	Dalwallinu Discovery Centre	
Insert address of building.	Johnston Street, Dalwallinu WA 6609, Australia	
Insert photo of building.		
 <p>Appendix 6</p>		
Is there clearly visible directional and identification signage?	Yes	
Is there clearly visible navigational signage within the building?	Yes	
Is there disability access into the building?	Yes	
Is disability parking available?	No	Not enough disabled parking

Question	Response	Details
Is the building accessible by public or community transport?	No	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?		
Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)	Yes	
Are the floors non-slip?	Yes	
Are there unisex disability accessible toilets?	Yes	

TRANSPORT AND MOVEMENT

Question	Response	Details
Pedestrian Movement		
Are there accessible, sloping curbs at pedestrian crossings?	N/A	
Are there any pedestrian crossings that require attention?	N/A	
Are seniors satisfied with the provision of footpaths generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	2	
Are the footpaths wide enough for wheelchairs/gophers/walking frames generally?	Adequate for one wheelchair/gopher (1.0m - 1.49m)	
Are pedestrian and cycle access separated generally?	No	
Are footpaths well maintained and free of obstructions generally?	Yes	
Are footpaths well lit generally?	Yes	
Is there adequate seating along major pedestrian routes?	No	
Are there adequate footpaths provided on key access routes generally (eg. Residential to facilities etc)	No	Pathways are adequate however dual use linking residential to services and shopping
Are pedestrian crossings adequately provided generally?	N/A	
Are there pedestrian crossings on key access routes? (eg. To community services and public facilities)	No	

Question	Response	Details
Are there any footpaths that require attention?	Yes	Myers Street, McNeil Street, South Street, Leahy Street, Rayner Street, Annetts Road, Myers Street. Specifically main street left hand side footpaths to link to medical centre. Focus on linkages from services to main street.
Identify any footpaths that require attention and describe the issue.	Myers Street, McNeil Street, South Street, Leahy Street, Rayner Street, Annetts Road, Myers Street. Specifically main street left hand side footpaths to link to medical centre. Focus on linkages from services to main street - linkages and dual usages	
Road Signage		
Are seniors satisfied with the provision of road signage generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are traffic signs visible and well placed generally?	Yes	
Public and Community Transport		
Is public transport available?	No	Apart from a bus twice a week, there are no other transport services. Many elderly people are stuck getting to and from specialists appointments in Perth, they no longer drive, don't have a vehicle or don't have a family that can take them. Critical need for specific transport to appointments in Perth and return.
Is there any other form of community transportation available? (eg. Community bus, HACC transport)	Yes	HACC
What are the other forms of community transportation?	HACC	

Question	Response	Details
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	2	
Is a taxi service available?	N/A	
Are seniors satisfied with the provision of public and community transport? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are seniors satisfied with the physical access to public and community transport? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

HOUSING

Question	Response	Details
Housing Stock		
Is there sufficient suitable housing to meet the needs of the ageing population in the future? (eg. Smaller homes, 2-3 bedroom, single story, wider entrances, located close to services)	Yes	Yes for frail and supported care No for independent living Need self supporting accomodation availability in town with access to support but still independent and secure. Critical gap is small independant living units. More single housing.
Maintenance and adaptation services		
Are sufficient and affordable home maintenance and adaptation services available?	N/A	
Housing security		
What is the population with insecure tenancy arrangements aged over 70?		
Retirement Village/Seniors Housing		
Are seniors satisfied with the provision of Retirement Village/Senior Housing services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are seniors satisfied with the physical access to the Retirement Village/Senior Housing? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Is there a Retirement Village/Seniors Housing precinct?	Yes	Pioneer Place
Insert address of Retirement Village/Seniors Housing precinct.		

Question	Response	Details
Insert photo of Retirement Village/Seniors Housing precinct.		
Is there disability access into the village/precinct?	Yes	
Is disability parking available?	No	
Is the village/precinct accessible by public or community transport?	N/A	
Is the village/precinct close to services and the community?	Yes	

SPORT AND RECREATION

Question	Response	Details
Facilities		
Is there an adequate range of sporting and recreation facilities that cater for people across a range of abilities?	No	
Are the sport and recreation facilities accessible?	Yes	Pool heating??? Hydrotherapy. Access to exercise program for all seniors should be available.
Are seniors satisfied with the provision of sport and recreation facilities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are seniors satisfied with the physical access to sport and recreation facilities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Clubs		
Are seniors actively involved in local sport and recreation clubs? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are seniors satisfied with the provision of sport and recreation clubs? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

Question	Response	Details
Are seniors satisfied with the physical access to sport and recreation clubs? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

SOCIAL PARTICIPATION

Question	Response	Details
Volunteering		
<p>Is there a range of flexible volunteering opportunities to suit different interests?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3	
<p>Are volunteering opportunities well promoted?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3	
<p>Are volunteers provided with training and guidance?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3	
<p>Are senior volunteers recognised through awards and special events?</p>	Yes	
<p>Are seniors satisfied with provision of volunteering opportunities?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3	
<p>Are seniors satisfied with the physical access to volunteering opportunities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3	

Question	Response	Details
Community events and activities		
Are seniors satisfied with the provision of community events and activities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are seniors satisfied with the physical access to community events and activities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are activities free or low cost?	Yes	Town Park could incorporate some passive activities eg. games tables, chess board on ground. Air conditioned gazebo. Music
Are activities well spread, at a variety of locations? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are activities held at convenient locations? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are activities accessible by community or public transport?	N/A	
Are activities at night well lit?	Yes	
Are activities held often enough? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	

Question	Response	Details
Are activities held throughout the year? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are activities interesting and varied to appeal to a range of people? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are activities well promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Employment		
Are flexible and appropriately paid opportunities available for senior workers? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	2	
Are seniors discriminated against on the basis of age? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are seniors encouraged to take up self-employment opportunities generally? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	2	

Question	Response	Details
<p>Is training provided for post retirement options?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	2	
<p>Do workplaces meet the needs of people with a disability generally?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3	
<p>Are seniors satisfied with provision of employment opportunities?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3	
<p>Are seniors satisfied with the physical access to employment opportunities?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3	
Grandparents/older care givers of young children		
<p>Do grandparents/older care givers of young children feel they can access the support they need?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3	
<p>Identify any critical gaps.</p>		

RESPECT AND SOCIAL INCLUSION

Question	Response	Details
Respect and Social Inclusion		
Are seniors visible in the local media? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Are seniors recognised for their contributions in the local community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Do seniors feel well respected by younger people? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Do seniors feel included in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Are seniors involved in school activities? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	

COMMUNICATION AND INFORMATION

Question	Response	Details
Communication and Information		
Are seniors satisfied with the provision of information about services and activities in their community? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Computers and Internet		
Do seniors have home computers?	Yes	
Do seniors have access to the internet?	Yes	
Can seniors obtain assistance to access computers and the internet?	Yes	
Health Promotion		
Are there any Health Promotion activities aimed at Seniors? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Identify any critical gaps.		Stay on your feet. Can always be improved to reach others who are isolated by distance, illness or socially. Well aged exercise classes, very well supported. More support for hydrotherapy options and solar heating of swimming pool with rehabilitation classes and services available.

Media



Appendix 1



Appendix 2



Appendix 3



Appendix 4



Appendix 5



Appendix 6