



Shire of Manjimup  
**Age-friendly  
Communities Plan**  
*2016-2021*

This Plan is available in alternative formats on request.



## Document Change Control Table

Version	Date of Issue	Author(s)	Description of Version
<b>1<sup>st</sup> Edition</b>	20 November 2008	McKay LG Services	Title: Active Ageing Strategic Plan 2008 - 2028
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### *Document Review*

This document should be reviewed and updated upon the release of the 2016 National Census Data. New demographic data is expected to be released around March 2017. This Plan should then be reviewed every five years in line with ongoing census timeframes.

### *Acknowledgements*

This publication has been developed through a partnership between the Shire of Manjimup and the Department for Local Government and Communities.



## The Vision for the Shire of Manjimup

### **The Shire of Manjimup—the heart of the South West**

“We are a thriving region that is safe, liveable and welcoming.

We value our quality of life and embrace our natural environment, which affords us both economic and recreational pursuits.

Our industries are recognised for their resilience, quality and innovation and for their contribution to the state of Western Australia. Our economic diversity provides business and employment opportunities for all.”

### **The Shire of Manjimup—the place to grow a future**

#### *Our Motto*

“Celebrating our Diversity”



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## Executive Summary

The Shire's first seniors' strategy, the *Active Ageing Strategic Plan 2008 – 2028: Seniors Planning for their Future*, was adopted in 2008 and this document now replaces it as a 'second edition'. It has been revised and updated to ensure it is current and responsive to new developments since the first version was implemented. This document, *Age-Friendly Communities Plan 2016 – 2021* ('the Plan'), has been renamed but its purpose remains the same; it continues to provide the Shire with strategic guidance to achieve the goal of being an age-friendly community.

In its 2015-16 budget the Shire allocated funding to undertake the research and consultation to update the Plan. The Shire thanks the Department of Local Government and Communities for also providing funding to support this activity.

This Plan is based on the World Health Organisation's *Global Age Friendly Cities: A Guide* (2007) that highlights eight key domains communities can address to better adapt their structures and services to meet the needs of older people. The Shire, in implementing this Plan, anticipates its commitment to older residents will be recognised through acceptance to the World Health Organisation's Global Network of Age-friendly Cities and Communities.

Since the first age-friendly strategic plan was implemented in 2008 the Shire and its communities have experienced strong improvements but still faces a number of challenges. This Plan, and its accompanying research, demonstrates that there have been strong gains in **housing** and **community support and health services**, however these domains remain key priorities and pressure must be maintained to ensure gains are built upon and sustained into the future.

**Transport** was a significant priority domain for improvement in 2008 and unfortunately, despite some improvements, still remains largely unresolved. The Shire and its communities, as well as the communities of the greater Warren Blackwood, face many challenges in regards to establishing available, accessible and affordable public transport options.

**Outdoor spaces and public buildings** is a domain that has arisen as a new, key priority for our older residents, specifically in regards to safety and quality of the footpaths within our towns or the absence of universal footpaths in frequently trafficked areas.

The domain of **communication and information** has also been identified as a new and significant priority within this Plan. In the age of new technologies our older residents are deeply concerned they are being left behind and unable to access the information important to them. This is compounded by the ongoing introduction of 'competition' within the aged-care services sector, resulting in numerous operators offering similar services or various services needing to be accessed from multiple providers within the community, creating anxieties about the reliability and



completeness of the information that is obtained. Our older residents are seeking information about the matters that affect them to be delivered in a way that gives them confidence in their decisions and a sense of genuine engagement.

The Shire recognises that the task of addressing the many important issues that affect our ageing community is not an easy one. The Shire will endeavour, however, through ongoing consultation and involvement of the community, to identify as many barriers and challenges to ageing as possible and work towards achieving success in these areas in an ongoing and sustainable manner.

The Plan is a whole-of-shire plan and will require a collective contribution from across the organisation and the community. In committing to being more age-friendly the Shire is encouraging its partners in government, business and the wider community to also consider adopting age-friendly practices, as everyone benefits from a community that values its older residents.



## The Shire of Manjimup's Role in Developing Age-friendly Communities

### *The Role of Local Government*

This Plan investigates and makes recommendations on all eight domains of an age-friendly community and the Shire of Manjimup often has a direct role to play in the pursuit of the recommendations and objectives of this Plan. For example, the maintenance of town footpaths and public open spaces is core business to the Shire. The Shire also manages the operation of a home and community care service through Manjimup HACC and is therefore in the business, to an extent, of aged-care service delivery.

There are, however, numerous domains that are not part of the Shire's core business or domains over which the Shire has limited authority or power. For example the Shire does not deliver medical care and can only seek to influence rather than control the medical services available to its communities.

Where the Shire has control and influence it will exert it to the best of its capabilities in pursuit of the objectives of this Plan. Where control and influence is limited it will advocate and explore creative partnerships in pursuit of the objectives of this Plan. All of this will occur within the context of the limited resources available to the Shire at any given time.

To assist the community to understand the extent the Shire may influence the outcomes of any given objective within the Plan, its 'role' has been detailed against all Strategies contained in *Appendix A: Action Plan*. The Shire's role is defined as one or more of the following according to the strategy it relates to:

- Advocate
- Facilitate
- Partner
- Lead
- Deliver

### *What is an 'age-friendly community'?*

The Shire's definition of an 'age-friendly community' is one which:

1. Recognises the diversity of older people.
2. Promotes the inclusion and contribution of older people in all areas of community life.
3. Respects the decisions and lifestyle choices of older people.
4. Anticipates and responds flexibly to ageing-related needs and preferences.





## ***Principles for planning an age-friendly community***

This Shire's approach to planning for an age-friendly community is underpinned by the following principles:

### **An individual's choices, rights and dignity are fundamental**

- All seniors should be treated with respect and have their contribution recognised.
- Access to timely information and support is important to uphold the rights of seniors to make their own choices.
- Seniors are a diverse group and 'one size does not fit all'.

### **Ageing well is a lifelong journey**

- The decisions and choices made throughout life will influence how well we age.
- Planning ahead can help us improve our health and better meet our housing, transport and financial needs in our senior years.

### **'Ageing in place' benefits everyone**

- Good social and physical infrastructure planning allows people of all ages and abilities to be better connected and contribute to community life.
- Supporting seniors to remain living in their own home and local community helps to build strong, vibrant communities that care for and support each other.

## ***Manjimup's Role in the Region – Regional Growth Centre***

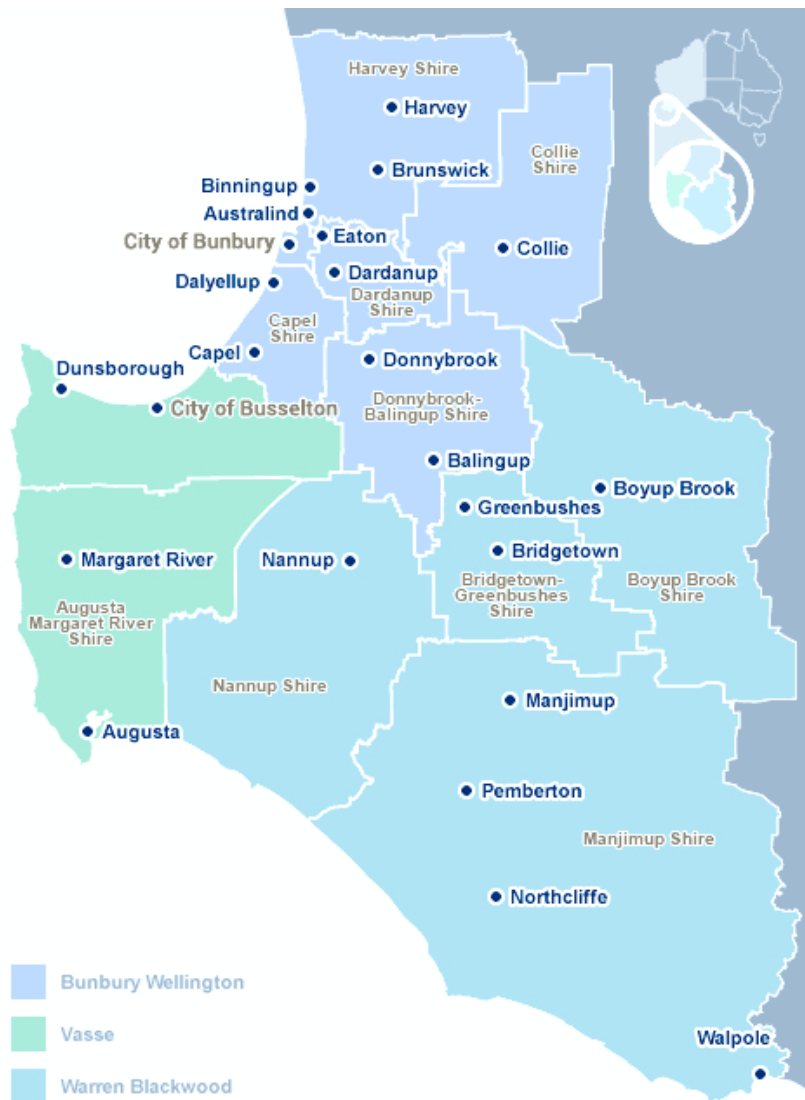
The Shire of Manjimup is located in the South West of Western Australia. The South West has been divided into the following three sub-regions by the statutory body, the South West Development Commission:

1. Bunbury Wellington
2. Vasse
3. Warren Blackwood

The Bunbury Wellington region hosts the South West's most populated and largest industrial centre, the City of Bunbury. The Vasse region is home to the popular tourist destination, Margaret River, and the second largest population centre, the City of Busselton.

The Warren Blackwood sub-region has the largest number of individual small settlements of the South West. Manjimup itself is the most populated town in the Warren Blackwood (over 4,000 residents in the urban centre) within a large geographical region comprised of very small towns ranging in size from 250 to 1,500 residents.

Figure 1 depicts the cities, towns, local government areas and sub-regions of the South West.



**Figure 1: Australia's South West and it's sub-regions as defined by the statutory authority, South West Development Commission**

The town of Manjimup has been identified by the state government as a Regional Growth Centre as it possesses the basic infrastructure, services, population density and geographical location to grow as a central service hub for the Warren Blackwood.

This Plan has been developed not only for the Shire of Manjimup and its communities, including the towns of Manjimup, Pemberton, Northcliffe and Walpole, it has also been developed with the needs and aspirations in mind of other local government areas and communities in the surrounding Warren Blackwood region, particularly the Shires of Bridgetown-Greenbushes, Boyup Brook and Nannup.

## ***The Shire of Manjimup Home and Community Care Service (Manjimup HACC)***

The Shire of Manjimup has been working in partnership with the WA Department of Health Aged and Continuing Care Directorate since 1988 to deliver home and



community care, known as 'Manjimup HACC', to support older persons in Manjimup and surrounding communities wishing to remain independent in their own homes. The Manjimup HACC service based in Manjimup has consistently grown since 1988 and currently operates on a \$1.3 million budget providing services to the region, including towns in neighbouring local governments.

### ***The Core Philosophy of Manjimup HACC***

*“Deliver wellness, reablement and restorative care to enable older people, people with dementia and people with disabilities, and their carers, to improve their functional independence, social participation and quality of life.”*

Manjimup HACC provides a diverse range of services including centre-based day care, group support and one on one support services to around 348 regular clients in the region. In 2014/15 approximately 25,500 hours of centre-based day care, group support and one on one support were provided to clients. In the same period Manjimup HACC also provided 5,116 transports and 4,870 meals.

The Manjimup HACC service currently employs 13.4 Full Time Employees (FTE) and sits within the Shire's Community Services Directorate.

In addition to older persons, Manjimup HACC staff are also trained to assist:

- Ageing people who were born with a disability or acquired a disability as a younger person.
- People who acquired their disability as an ageing person, for example as a result of a stroke.
- People with a disability living in the community whose primary carer is an elderly person.

The Manjimup HACC service also specifically trains staff to work with individuals from culturally and linguistically diverse backgrounds and specialises in assisting those living with dementia, including early onset dementia. Staff training commenced in October 2015 to introduce specialised mental health care to the existing suite of Manjimup HACC services.

This Plan however is developed with a whole-of-organisation, whole-of-shire and regional perspective and is not a Manjimup HACC Plan, as such. It exists in addition to any service-specific Manjimup HACC Business Plan.

### ***Progress since 2008***

Significant progress has been made since 2008 when the Shire adopted its first age-friendly Plan. Some of the initiatives implemented or supported by the Shire include:

- Significant achievements in the provision of and stimulation of investment in aged accommodation options across our communities.



- Significant impact in facilitating the increased number of GPs and medical specialists available to our local communities.
- Transition to flexible service provision, utilising innovative funding and service partnerships, in Home and Community Care (HACC).
- Significant progress towards the construction of the Manjimup Wellness & Respite Community Centre.
- Embedded 'whole-of-organisation' approach to supporting an ageing population.
- Comparatively ahead of the game in setting the age-friendly agenda within local government.
- Evidence we have been successful in retaining our ageing population.

A detailed report on the progress made toward an age-friendly community since the first strategic plan was adopted in 2008 is contained in *Appendix I: Summary of Achievements 2008 - 2016*. The achievements are measured against the stated objectives within the following Plans:

1. *Active Ageing Strategic Plan 2008 – 2028: Seniors planning for their future*
2. *Business Case Proposal for Manjimup Developing an Age-Friendly Town 2012*

## **Resourcing the Plan**

The implementation of the Plan on an ongoing basis may have financial implications for Council when determining the five-year Corporate Business Plan and annual budget priorities. Refer to *Appendix A: Action Plan* for cost indications on the implementation of this Plan.

Many of the resources required to implement this Plan are already absorbed into existing work schedules and budget allocations. Any additional costings included in this document are to assist Council to set budget priorities and the attached budgets do not bind Council to including them in the Shire's Annual Budget.



## Incorporation into the Strategic Community Plan (Integrated Planning)

### *World Health Organisation Global Network of Age-friendly Cities and Communities*

The Shire has revised and updated this Plan to meet standards set by the Department of Local Government and Communities blueprint, *Age Friendly Communities: A Western Australian approach* (2012), and to incorporate strategic priorities modelled on the World Health Organisation's *Global Age Friendly Cities: A Guide* developed in 2007.

### **The Eight Domains of an Age-friendly Community**

This Plan and the research and consultation to develop it has been arranged to capture data and priorities in regards to eight domains identified by the World Health Organisation as being key focus areas for developing age-friendly communities:

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

Two of the 'domains' of an age-friendly community were found to be difficult to translate and explain to stakeholders and consultation participants. They also proved challenging to align with the four key areas of integrated local government planning.

It was decided to redefine and reword these domains. The domain "Respect and social inclusion", which was difficult to distinguish from the domain "Social participation" was redefined as "Leadership, consultation and respect". The domain "Civic participation and employment", which was difficult to differentiate from "Respect and social inclusion" was redefined as "Employment, volunteering and life-long learning".

This Plan therefore addresses the following eight domains:

1. Social participation
2. Community support and health services
3. Outdoor spaces and buildings.
4. Transport
5. Housing
6. Communication and information
7. **Leadership, consultation and respect**
8. **Employment, volunteering and life-long learning**



The 'definitions' of the eight domains of an age-friendly community, as the Shire of Manjimup applied them in this project, can be found in the 'Questions Asked and Information Provided During the Shire of Manjimup Cross-Departmental Workshop' section of *Appendix E: Internal Staff Consultation Questions*.

## **WA Local Government Integrated Planning and Reporting Framework**

The eight 'age-friendly domains' have been categorised into four key areas as defined by the *Local Government Integrated Planning and Reporting Framework and Guidelines 2010*. Specific objectives and strategies related to the age-friendly domains are established under these four key areas so they may inform and be easily integrated into the broader Shire of Manjimup *Strategic Community Plan, Corporate Business Plan and Annual Budget*.

The four key integrated local government planning areas are as follows:

1. Social inclusion
2. Environmental planning and sustainability
3. Civic leadership
4. Economic growth and development

The categorisation of the eight age-friendly domains under the four integrated planning key areas depicted in Table 1 below:

<b>Integrated Planning Framework Key Area</b>	<b>Age-friendly Communities Domain</b>
<b>1. Social inclusion</b>	1. Social participation 2. Community support and health services
<b>2. Environmental planning and sustainability</b>	3. Outdoor spaces and buildings 4. Transport 5. Housing
<b>3. Civic leadership</b>	6. Communication and information 7. Leadership, consultation and respect
<b>4. Economic growth and development</b>	8. Employment, volunteering and life-long learning

**Table 1: Categorisation of age-friendly domains against the key areas of the local government integrated planning framework**



## Community Profile

### Land Use

The Shire of Manjimup is geographically the largest locality in the South West covering over 7,000 square kilometres. Eighty-three per cent of the Shire is composed of National Park and State Forestry. The Shire's natural landscape comprises great rivers, unique forests and spectacular coastline and offers a number of diverse experiences and attractions for tourism.

The remaining land is predominantly used for agriculture. The region is known for its production of wine, truffles, avocados and other vegetables, fruit and nuts. It also boasts many marron farms and some traditional livestock, predominantly cattle and dairy herds. The Shire's diverse agricultural industries are collectively branded as "Genuinely Southern Forests" and the local government area is recognised as a food bowl.

### Population

According to 2011 Census figures, 9,183 people live within the Shire boundaries. The population of the Shire is both diverse and dispersed. Most WA local government authorities have their population predominantly based in one or two main town sites; however, the Shire of Manjimup has four main population centres (from largest to smallest): Manjimup, Pemberton, Northcliffe and Walpole. See Figure 2 below for the boundaries of the local government area and locations of the four gazetted towns of Manjimup shire.



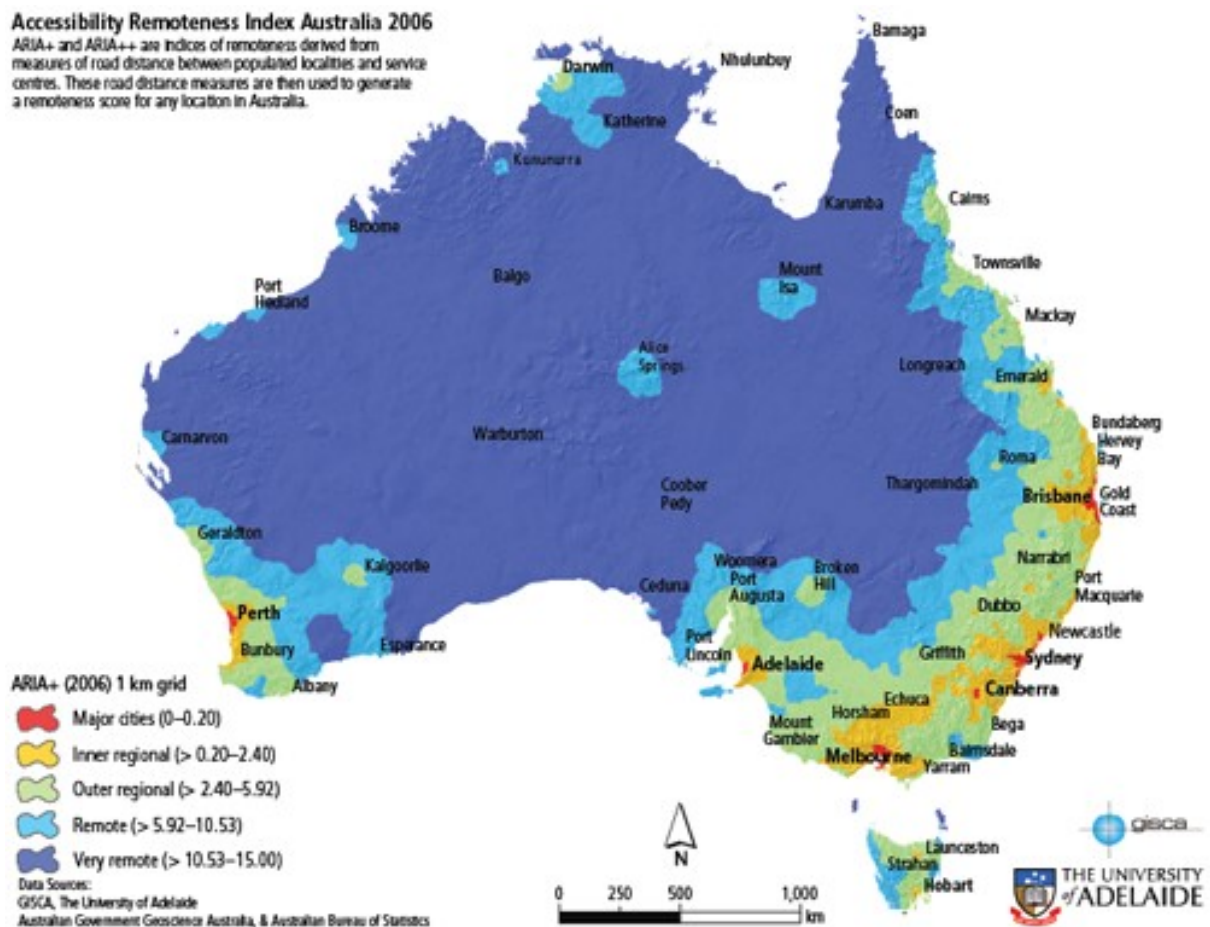
**Figure 2: Map depicting local government boundaries and towns within the Shire of Manjimup**

In addition to these town sites, the Shire also has seven other populated settlements (listed alphabetically): Deanmill, Jardee, Nyamup, Palgarup, Quinninup, Tone River and Windy Harbour.



## Australian Standard Geographic Classification (ASGC) Remoteness Areas

The majority of the Shire of Manjimup population resides in areas classified as "Outer Regional" however a large geographical portion of the shire, including the town sites of Northcliffe and Walpole, are classified as "Remote" in accordance with the Australian Standard Geographic Classifications, as depicted in Figure 3. No other area of the South West receives a Remote classification. The rural and remote nature of the region presents a variety of key challenges including travel distance, access to services and attracting health and care professionals to work and stay in country areas over the long term.



**Figure 3: Map depicting the remoteness areas as defined by the ASGC**

The Warren Blackwood region is also made up of many small communities, with significant portions of the population living in rural settings or small settlements as opposed to a gazetted town site. Table 2 provides details on the populations of each of the local government areas and towns in the Warren Blackwood and demonstrates nearly 50% of the region's population live away from town centres.





Local Government Authority	Total LGA Population	Town	Urban Centre Population	% Living in Rural Setting
Shire of Boyup Brook	1,588	Boyup Brook	554	65%
Shire of Bridgetown-Greenbushes	4,319	Bridgetown Greenbushes	1,515 375	56%
Shire of Manjimup	9,183	Manjimup Northcliffe Pemberton Walpole	4,164 282 777 371	39%
Shire of Nannup	1,262	Nannup	501	60%

**Table 2: Figures from ABS 2011 Census Quick Stats for local government areas and urban centres**

### Income Levels and Cost of Housing

The communities within the Shire of Manjimup are known to be generally more affordable in terms of cost of living and housing when compared to the more affluent coastal areas of the state and other parts of the country, however this is offset by the fact household income is comparatively low compared to other parts of the country, as indicated by the following income, rent and mortgage figures shown in Tables 3, 4, 5 and 6.

Median weekly incomes	Manjimup	Western Australia	Australia
<i>People aged 15 years and over</i>			
Personal	\$486	\$662	\$577
Family	\$1,149	\$1,722	\$1,481
Household	\$914	\$1,415	\$1,234

**Table 3: Median weekly incomes from ABS 2011 Census Quick Stats for the Shire of Manjimup**

Household income	Manjimup	Western Australia	Australia
Less than \$600 gross weekly income	32.1%	21.1%	23.7%
More than \$3,000 gross weekly income	4.2%	14.1%	11.2%

**Table 4: Percentage of high and low household incomes from ABS 2011 Census Quick Stats for the Shire of Manjimup**

Rent weekly payments	Manjimup	Western Australia	Australia
<b>Median rent</b>	<b>\$150</b>	<b>\$300</b>	<b>\$285</b>
Households where rent payments are less than 30% of household income	92.8%	91.1%	89.6%
Households where rent payments are 30%, or greater, of household income	7.2%	8.9%	10.4%

**Table 5: Weekly rental payments from ABS 2011 Census Quick Stats for the Shire of Manjimup**



Mortgage monthly repayments	Manjimup	Western Australia	Australia
<b>Median mortgage repayments</b>	<b>\$1,300</b>	<b>\$1,950</b>	<b>\$1,800</b>
Households where mortgage payments are less than 30% of household income	92.1%	89.8%	90.1%
Households where mortgage payments are 30%, or greater, of household income	7.9%	10.2%	9.9%

**Table 6: Monthly mortgage repayments from ABS 2011 Census Quick Stats for the Shire of Manjimup**

The unemployment rate within the Shire at the 2011 Census was 4.4% which relatively consistent with state and national averages at the time.

Comparatively speaking, however, the Shire of Manjimup is performing better than the other local government areas of the Warren Blackwood in regards to its relative socio-economic advantage according to the Australian Bureau of Statistics 2011. Table 7 provides each local government area's ranking on the Index of Relative Socio-economic Advantage and Disadvantage (SEIFA scores).

SEIFA Measure for local government areas	Index of Relative Socio-economic Advantage and Disadvantage						
	Score	RANK WITHIN AUSTRALIA			RANK WITHIN STATE		
		Rank	Decile	Percentile	Rank	Decile	Percentile
Boyup Brook	985	364	7	65	73	6	53
Bridgetown-Greenbushes	968	291	6	52	49	4	36
Manjimup	946	215	4	39	30	3	22
Nannup	968	294	6	53	51	4	37

**Table 7: Each Warren Blackwood local government area's ranking on the Index of Relative Socio-economic Advantage and Disadvantage (SEIFA scores)**

## Volunteering

The residents of the Shire of Manjimup participate in formal volunteering activities at a substantially greater rate than the West Australian or national averages. See Table 8 below:

Unpaid work	Manjimup	%	Western Australia	%	Australia	%
<b>People aged 15 years and over</b>						
Did volunteer work through an organisation or group (last 12 months)	1,973	27.4%	304,623	16.9%	3,090,874	17.8%

**Table 8: Participation in formal volunteering activities in the Shire of Manjimup compared to state and national**

## Migration

The Shire of Manjimup has experienced waves of immigration since European settlement. The statistics below are based on the current population. It is worth



highlighting that while residents may have been born within the Shire or elsewhere in Australia, many of them will have parents or grandparents who were born overseas. At the time of the 2011 Census 24.1% of the Shire's population had parents who were both born overseas and 15.8% of the population had one parent who had been born overseas, leaving only 60.1% of the Shire as being born of two Australian parents.

The 2011 Census data shows that of the current Shire population:

- 90.2% are Australian citizens
- 15.4% were born overseas
- 5.0% speaks a language other than English at home.

The vast majority of the Shire's population was born in Australia (7,320 persons). The largest population born overseas is from the United Kingdom (661 persons). The remaining population are immigrants from many diverse countries with many diverse cultures and language groups; however, Macedonian and Italian are the most common languages spoken at home after English.

### **Indigenous**

The land now known as the Shire of Manjimup was originally under the custodianship of Indigenous people, possibly a number of clans, as part of the broader Nyoongar nation. According to the 2011 Census, 2.7% (246 people) of current residents declared themselves to be Indigenous or Torres Strait Islander Australians, and 93.0% of the population stated they were not Indigenous, leaving a group of survey respondents (4.3%) who did not state if they were or were not of Aboriginal descent. The overall Western Australian indigenous population at the same time was 3.1% and the national population was recorded as 2.5%.

### **Religion**

According to 2011 Census data, 59.1% of the population holds a religious affiliation or belief of some kind. Of these, 95.7% subscribe to a form of Christianity, predominantly Catholic or Anglican. Overall, 31.1% of residents do not consider themselves 'religious'.

### **Communications**

According to the 2011 Census data approximately one in three households across the Shire do not have a connection to the internet. Of the households that do have internet access almost 300 are reliant on 'dial up' or satellite connections, as opposed to more reliable ADSL or broadband access.

Even with the National Broadband Network (NBN) rollout it is not expected access to the internet will increase rapidly for those who do not already have it as there is no intention of rolling out the broadband connections to areas outside the existing gazetted town boundaries and a significant portion of the Shire's population not already connected live in rural settings or small settlements away from the town



centres. Alternative internet access will be offered to rural residents by way of the NBN Network Extension Program or NBN Sky Muster Satellite Service but it is too early to tell if these alternatives will provide an effective and affordable services to residents.

Large areas of the Shire are also known as mobile phone reception 'black spots', however recent works have been undertaken to address this. It is too early to tell if the new towers being constructed across the region will satisfactorily address the current, significant lack of mobile reception.

## Transport

The Shire of Manjimup is the largest Local Government Area by physical size in the South West of Western Australia. The four gazetted towns are widely distributed with the main commercial town of Manjimup being 124km from Walpole, 56km from Northcliffe and 31km from Pemberton (shortest distances by road according to Google Maps).

There are considerable distances to the South West's regional centre of Bunbury. Bunbury is 131km from Manjimup and 256km from Walpole. The State capital city, Perth is 293km from Manjimup and 418km from Walpole.

Table 9 below identifies the distances from the Shire's four towns to all major population centres, classified as 'cities' in Western Australia, south of the State capital of Perth.

City	Distance (km) to Manjimup	Distance (km) to Pemberton	Distance (km) to Northcliffe	Distance (km) to Walpole
Busselton	126	149	170	250
Bunbury	131	161	186	256
Albany	215	233	216	127
Mandurah	226	256	281	351
Perth	293	323	348	418

**Table 9: Distance from towns to city locations (shortest travelling distance by road according to Google Maps)**

## Public transport provision

The level of public transport both within and between the Shire's towns and other cities is very limited. The rail line from Perth that passed through Manjimup to Pemberton and Northcliffe has closed and limited long-distance coach services are provided by two bus services; TransWA Coaches and South Western Coachlines.

TransWA Coaches run services from Bunbury to Albany seven times weekly via Manjimup and Walpole with stops in Pemberton and Northcliffe. A connecting train or alternate bus service is available from Bunbury to Perth. This company also provides a Bunbury to Pemberton service via Margaret River six times per week with a connecting train or bus from Bunbury to Perth.

South Western Coachlines provides one service each week-day from Manjimup to Bunbury with a connecting service to Perth.



With the service level and scheduled travel time from Manjimup to Perth of 4hrs, a round trip will usually involve the cost of an overnight stay.

There is no public transport providing dedicated intra-regional services between the four principal towns nor any public transport serving destinations within the towns themselves.

### **Taxi services**

There are currently no taxi services within the Shire of Manjimup. In the past one taxi service provider was based in Manjimup however the Department of Transport (DOT) removed this taxi license in 2015 and deregulated taxi services across the shire.

### **Population Growth**

In 2013 the WA Department of Regional Development published a report of Western Australian attitudes and perceptions about living in regional WA. The *Living in the Regions 2013* report identified that Perth metropolitan residents considering relocating to regional WA were more likely to move to the South West than any other of the 9 identified non-metropolitan regions. It also revealed residents already living in regional WA, and considering relocation, were also more likely to relocate to the South West than another non-metropolitan region.

The *South West Regional Blueprint 2014* states that population growth is expected in the “smaller inland towns” of the South West, particularly the Warren Blackwood, and the region's lifestyle and affordability attraction is likely to explain the above average representation of the retirement age group.

The *Regional Centres Development Plan (SuperTowns) 2011* is a WA state government initiative planning for substantial population growth particularly in the town of Manjimup, but also the surrounding region, over the next 30 years as a mechanism to help absorb the expected doubling of Western Australia's population. It is anticipated that with a general population increase, a substantial growth in the aged person population is likely in and around the Regional Growth Centre of Manjimup.

### **An Ageing Demographic**

The Shire's population is ageing, reflecting not just a state-wide but worldwide trend. In 1996 just 17.0% of the Shire's population was aged 55 and over. In 2001 this had increased to 20.3%, and by the 2006 Census this had grown to 25.5%. Over this same ten-year period, the Shire's total population declined by 7.6%, down from 10,020 in 1996 to 9,255 in 2006, while the population in the 55 and over age group increased by 649 people (a 38.0% increase).

According to *ABS Quick Stats 2011* The median age of people in the Manjimup Local Government Area was 42 years, 5-6 years higher than the state and national figures. People aged 65 years and over made up 15.9% of the population compared to 12.3% of the WA population and 14.0% of the national population. People aged 50 years and



over make up 37.8% of the region's population compared to 30.4% of the WA population and 32.3% of the national population. This is shown below in Table 10:

Age	Manjimup	%	Western Australia	%	Australia	%
<b>People</b>						
0-4 years	541	5.9	151,262	6.8	1,421,050	6.6
5-9 years	689	7.5	142,774	6.4	1,351,921	6.3
10-14 years	756	8.2	146,035	6.5	1,371,054	6.4
15-19 years	557	6.1	148,208	6.6	1,405,798	6.5
20-24 years	397	4.3	159,010	7.1	1,460,673	6.8
25-29 years	383	4.2	167,944	7.5	1,513,236	7.0
30-34 years	426	4.6	156,152	7.0	1,453,775	6.8
35-39 years	559	6.1	161,526	7.2	1,520,138	7.1
40-44 years	647	7.0	166,731	7.4	1,542,879	7.2
45-49 years	751	8.2	159,859	7.1	1,504,142	7.0
50-54 years	720	7.8	150,369	6.7	1,447,404	6.7
55-59 years	688	7.5	133,894	6.0	1,297,244	6.0
60-64 years	613	6.7	120,531	5.4	1,206,116	5.6
65-69 years	482	5.2	86,324	3.9	919,319	4.3
70-74 years	362	3.9	66,219	3.0	708,090	3.3
75-79 years	265	2.9	49,832	2.2	545,263	2.5
80-84 years	189	2.1	38,284	1.7	436,936	2.0
85 years and over	156	1.7	34,217	1.5	402,681	1.9
<b>Median age</b>	<b>42</b>	<b>--</b>	<b>36</b>	<b>--</b>	<b>37</b>	<b>--</b>

**Table 10: Age distribution of Manjimup shire compared to state and national distributions**

The *South West Active Ageing Research Project 2010* makes the following projections for growth in the populations aged 50 years and over within the various local government areas of the Warren Blackwood region. This is shown below in Table 11:

LGA / YEAR	2011	2016	2021	2026	% Increase 2011-2026
Boyup Brook	652	766	889	1,019	56.3%
Bridgetown - Greenbushes	1,801	2,131	2,452	2,657	47.5%
Manjimup	3,627	4,461	5,269	5,836	60.9%
Nannup	573	696	801	863	50.6%
<b>REGIONAL TOTALS</b>	<b>6,653</b>	<b>8,052</b>	<b>9,411</b>	<b>10,375</b>	<b>55.9% average</b>

**Table 11: Predictions of growth of 50+ years populations by local government authority (Source: South West Active Ageing Research Project 2010)**

### **Predicted Increases in Dementia Prevalence**

Although dementia is not an inevitable part of ageing, it primarily affects older people. In recognition of Australia's ageing population and the increasing prevalence of dementia it was designated the ninth National Health Priority Area by the Federal



Standing Committee on Health (Australian Institute of Health and Welfare, Australian Government, 2012).

According to the Australian Institute of Health and Welfare an estimated 332,000 Australians had dementia in 2011, 93 per cent of whom were aged 65 years and over. In WA about 30,700 people over the age of 60 years have a dementia diagnosis.

Alzheimer's Australia WA has researched and developed 'Projections of dementia prevalence and incidence in WA' (*2010 Alzheimer's Australia WA Access Economics Report*) demonstrating dementia will increase proportionally as demographics age. As the over-50 age bracket is the greatest growth trend for the Shire of Manjimup and the greater Warren Blackwood region this is clearly a matter of significance.

Predictions for the prevalence of dementia by 2050 within each Warren Blackwood local government area is shown below in Table 12:

Regional Local Government	Rank 2050*	Numbers 2050	% Change from 2010
Boyup Brook	56	46	125%
Bridgetown-Greenbushes	23	234	315%
Manjimup	17	366	194%
Nannup	66	31	181%
<b>Ave Rank 40/109*</b>		<b>Total 677</b>	<b>Ave Increase 204%</b>

**Table 12: Predictions of dementia prevalence by LGA (Source: Alzheimer's Australia WA). \*There are 109 regional local government authorities in WA. The higher the rank, the higher the prevalence of dementia compare to other authorities.**

## Hospitalisations and Injury

Table 13 below shows the number of hospitalisations within the local government area due to injury and poisoning, by injury category and age group for a five year period, from 2010 to 2014 combined.

Injury category	Age group					Total
	0-14 years	15-24 years	25-44 years	45-64 years	65+ years	
Accidental falls	61	19	42	103	<b>316</b>	541
Abnormal reaction following procedure	14	14	55	157	<b>234</b>	474
Adverse effects due to drugs and other substances	16	8	21	55	<b>135</b>	235
Accidental exposure to other and unspecified factors	11	35	49	66	<b>68</b>	229
Exposure to mechanical forces	53	32	55	52	<b>31</b>	223



Injury category	Age group					Total
	0-14 years	15-24 years	25-44 years	45-64 years	65+ years	
Medical misadventure and devices associated with medical misadventure	<5	0	<10	14	<b>26</b>	48
Transport accidents	45	59	66	57	<b>19</b>	246
Accidental poisoning	6	<5	<5	5	<b>14</b>	28
Accidental drowning, submersion and threats to breathing	<5	<5	0	<5	<b>13</b>	20
Contact with venomous animals and plants; exposure to forces of nature	<10	<5	11	11	<b>7</b>	35
Exposure to smoke, fire and flames; heat and hot substances	7	0	6	6	<b>5</b>	24
Intentional self-harm	<10	27	30	10	<b>&lt;5</b>	77
Assault	<10	11	34	12	<b>&lt;5</b>	68
Event of undetermined intent	0	0	6	<5	<b>&lt;5</b>	12
Sequelae of other accidents	5	<5	<5	<5	<b>&lt;5</b>	<20
Exposure to electricity, radiation and extreme temperature/pressure	0	0	0	<5	<b>0</b>	<5
<b>Total</b>	<b>240</b>	<b>213</b>	<b>386</b>	<b>560</b>	<b>880</b>	<b>2279</b>

**Table 13: Number of hospitalisations of Shire of Manjimup residents due to injury and poisoning by injury category and age group, 2010-2014 combined (Source: Injury Control Council of WA). Note: Cells that have numbers less than 5 have been suppressed to protect privacy and data confidentiality. Additionally, complementary suppression was undertaken to ensure that the actual numbers for the <5 cells cannot be derived by means of calculation.**

These figures demonstrate the biggest injury risks for over 65s is:

1. Accidental falls.
2. Abnormal reaction following a procedure.
3. Adverse effects due to drugs and other substances.

The leading measures to prevent falls in older persons is to reduce fall risks within the home, improve the safe walkability of public spaces and through maximising the physical wellbeing of older people.





The key measures to preventing an abnormal reaction following a procedure are ensure the patient is low risk of an abnormal reaction prior to discharge and has access to comprehensive rehabilitation after discharge.

The main strategies to prevent older people experiencing adverse effects due to drugs and other substances are to ensure medications are administered in correct dosages and that possible adverse drug interactions have been identified and avoided.

### ***Disability and Unpaid Care***

The prevalence of disability nationally has been in decline; however, available data indicates the prevalence of disability within the Shire of Manjimup may be higher than the state in general. 2011 Census data estimated 3.9% of the population of the lower south west area to be living with a serious disability (severe or profound core activity limitation) compared to a state wide figure of 3.1%.

The WA state government authority, Disabilities Services Commission (DSC), estimates

- 405,500 Western Australians that have reported to having a disability (20.6 per cent of the total population).
- 246,800 Western Australians are carers for people with disabilities (12.6 per cent of the total population).
- One in every 17 Western Australians aged 15 and over (91,600 people) has a disability and is also a carer of a person with disabilities.
- Of the 405,500 Western Australians with disabilities, 115,800 people have profound or severe core activity limitation.

The *South West Active Ageing Research Project 2010* presents data showing seniors 75+ years in Western Australia were more likely to have a disability than those aged 60-74 years (67% compared to 44%). Seniors living in the country (58%) were more likely to have a disability than those living in a metropolitan area (49%). Of those seniors with a disability 16% had a profound or severe core-activity limitation. The prevalence of profound or severe core-activity was 8% for those 60 to 74 years but then increased sharply to 32% for those aged 75+ years. Property maintenance, health care, transport, housework, mobility and self-care were commonly reported activities with which assistance was sought.

According to *ABS Quick Stats 2011* 11.2% of the Shire's population gave unpaid care to a person with a "disability, long term illness or problems related to old age" in the two weeks before the 2011 Census compared to the WA average of 9.3%. This could imply there are disproportionately more people with disabilities, ill or older in the region requiring care compared to the state, or carers in the region are experiencing disproportionately lower access to assistance. See Table 14 below:



Unpaid work	Manjimup	%	Western Australia	%	Australia	%
<b><i>People aged 15 years and over</i></b>						
Provided unpaid assistance to a person with a disability* (last two weeks)	804	11.2%	168,014	9.3%	1,896,957	10.9%

**Table 14: Unpaid assistance to a person with a disability in the Shire of Manjimup compared to state and national. \*Disability is defined as a person with a "disability, long term illness or problems related to old age".**



## Methodology

### Internal Staff Consultation

42 employees of the Shire of Manjimup participated in consultation workshops as summarised in Table 15 below. The Shire of Manjimup HACC service Manager attended both workshops.

Forum	Date	Attendees
Shire of Manjimup Cross-Departmental Workshop	Tuesday, 31 May 2016	19
Manjimup HACC Staff Workshop	Friday, 17 June 2016	23
<b>Total Internal Staff Participation</b>		<b>42</b>

**Table 15: Participation rates for Shire of Manjimup internal staff consultations.**

### Shire of Manjimup Cross-Departmental Workshop

19 Directors, Managers, Coordinators and other staff from across all services of the Shire of Manjimup attended a focussed internal workshop to review the Shire's achievements against the objectives of the *Shire of Manjimup Active Ageing Strategic Plan 2008 – 2028* and assist in setting priorities for the Plan.

The structure of and information provided to this workshop was different to other workshops and forums undertaken. Staff were provided:

1. Copies of all strategies contained in the existing *Active Ageing Strategic Plan* sorted within the eight domains of an age-friendly community (Refer to *Appendix I: Summary of Achievements 2008-2016* for a record of all strategies contained in the previous plan), and
2. Descriptions of the features of the eight domains and notes as to why each domain is important to older people (Refer to *Appendix E: Internal Staff Consultation Questions* for copies of these notes).

Staff worked in groups to explore the World Health Organisation's 8 domains of an age-friendly community and asked three questions from an internal, organisational perspective:

1. What are we doing well?
2. What could we improve on and what are our barriers?
3. What are the gaps we could address?

The results of this workshop have been recorded in *Appendix F: Internal Staff Consultation Results*.

The list of participants in this workshop is contained in *Appendix B: Consultation Participant Information*.



## Manjimup HACC Staff Workshop

23 Shire of Manjimup HACC staff participated in a workshop. The list of participants in this workshop is contained in *Appendix B: Consultation Participant Information*.

Participants were provided a presentation about the project and then asked to note any responses they may have to a series of questions. Responses were recorded individually by participants on post-it notes and categorised as either “works well” or “needs work” under each of the eight domains of an age-friendly community. Similar to the cross-departmental workshop above, Manjimup HACC staff were asked to view the questions from an internal, organisational perspective. Refer to *Appendix E: Internal Staff Consultation Questions* for the questions put to the Manjimup HACC staff.

The results of this workshop have been recorded in *Appendix F: Internal Staff Consultation Results*.

## Community Consultations

### Target Audiences

Local stakeholders were targeted to participate in the consultations to develop the Plan. In addition to directly contacting 100 identified stakeholders to promote the planned public workshops the following audiences were targeted through general advertising in local newspapers and through known networks:

- Over 55s who have concerns about their future as they get older in the Shire of Manjimup.
- Residents providing regular care or assistance to a senior family member who lives in the Shire of Manjimup.
- Any person who works or volunteers for a service that supports older people in and around the Shire of Manjimup.
- Community organisations that represent the interests of older people in and around the Shire of Manjimup.

Advertising materials contained the following common phrasing:

*“PUBLIC CONSULTATION – TELL US WHAT YOU THINK*

*The Shire of Manjimup wants your help to plan for an ‘age-friendly community’. Please come along and give your thoughts on the positive features, barriers and suggestions for improvements for ageing well in the region.”*

Transport assistance was offered to anyone wishing to participate, however this offer was not taken up.

Attendees at workshops and discussion forums were asked to complete anonymous participant information forms. The information gathered from these forms has been



summarised in *Appendix B: Consultation Participant Information*. Copies of the three different types of form used can be found in *Appendix G: Participant Information Forms*.

1. General
2. Older Person and Carer of an Older Person
3. Service Provider

A number of 'service providers' also completed the 'general' participant form as they were over the age of 55. Not all 'carers of older people' provided additional information about their experiences as a carer.

### Community Participation

The following public workshops and forums were conducted, with participation numbers totalling 124 persons from across the Shire. These 124 persons were predominantly from the target demographics and attendance numbers at each forum are shown in Table 16 below.

Forum	Location	Date	Attendees
University of the Third Age (U3A)	Manjimup	Thursday, 9 June 2016	8
Carers of Older People	Manjimup	Tuesday, 21 June 2016	6
Manjimup Men's Shed	Manjimup	Wednesday, 22 June 2016	8
General Community	Pemberton	Thursday, 23 June 2016	11
General Community	Walpole	Friday, 24 June 2016	16
General Community	Quinninup	Tuesday, 28 June 2016	17
General Community	Manjimup	Wednesday, 29 June 2016	19
General Community	Northcliffe	Thursday, 30 June 2016	10
Aged Care Sector	Manjimup	Thursday, 30 June 2016	13
Crowea Club (Centre Based Day Care)	Manjimup	Thursday, 7 July 2016	7
Country Women's Association	Pemberton	Tuesday, 12 July 2016	9
<b>Total Community Participation</b>			<b>124</b>

**Table 16: Participation rates for community consultations.**

In addition to these 124 forum participants, 39 surveys were collected from over 65s during the bi-annual Wellness Expo held in April 2015 and an unknown number of community members participated in a static consultation set up as part of the community-run Northcliffe Showcase held on Saturday 2 July 2016.



## Community Workshops

The format of each of the following workshops was very similar, with the exception of the Northcliffe Showcase.

- Aged Care Sector
- Manjimup
- Northcliffe
- Northcliffe Showcase\*
- Pemberton
- Quinninup
- Walpole

Participants were provided a presentation about the project and then asked to note any responses they may have to a series of questions. Responses were recorded individually by participants on post-it notes and categorised as either “works well” or “needs work” under each of the eight domains of an age-friendly community. Refer to *Appendix C: Community Consultation Questions* for the questions put to the workshops.

Note: Two Shire of Manjimup HACC employees attended the ‘Aged Care Sector’ meeting to represent the Shire’s service.

\*The Northcliffe Showcase participants did not receive a presentation. An unstaffed stall was set up during the community event and attendees were invited to use pens and post-it notes supplied to record any responses they may have to questions displayed on pin-up boards. Similar to other workshops, participants were asked to categorise their responses as either “works well” or “needs work” under each of the eight domains of an age-friendly community.

The results of these workshops have been recorded in *Appendix D: Community Consultation Results*.

## Discussion Forums

The format of each of the following discussion forums was very similar:

- University of the Third Age (U3A)
- Carers of Older People
- Manjimup Men's Shed
- Crowea Club (Centre Based Day Care)
- Country Women's Association (Pemberton)

Participants attended round table discussions where the project was explained to them and then a series of questions were asked by the facilitator. The facilitator used the same questions from the workshops to prompt discussion and explore the eight domains however, due to time limitations, not all questions were asked or all domains explored in every discussion. In the case of the University of the Third Age (U3A)



discussion only a limited number of topics were discussed and recorded as this forum was predominantly used to test and refine the general Participant Information Form (see *Appendix G: Participant Information Forms*).

Participant responses during all discussion forums were recorded by the facilitator and not specifically categorised as either “works well” or “needs work”. The responses were simply documented under each of the eight domains of an age-friendly community.

The results of these discussion forums have been recorded in *Appendix D: Community Consultation Results*.

### **Manjimup Wellness Expo 2015**

39 surveys were collected from over 65s during the Shire of Manjimup HACC bi-annual Wellness Expo held in April 2015. These completed surveys, developed by Manjimup HACC staff, were provided to age-friendly communities' project for incorporation into the findings as the survey questions addressed the eight domains of an age-friendly community.

A summary of the survey data can be found in *Appendix H: Manjimup Wellness Expo 2015 Summary of Survey Responses*. Whilst this data does add to the totality of the research much of it is inconclusive due to a number of issues with the survey forms themselves. These issues are detailed further under the *Limitations of the Research* chapter of this document.

### **Establishing a Regional Perspective**

The Shire of Manjimup is part of the Warren Blackwood sub-region of the South West. To this end, and especially as the town of Manjimup is identified as a Regional Growth Centre, efforts were made to ensure the Shire's Age-friendly Communities Plan sits well within in a bigger regional picture.

### **South West Development Priorities**

The two key informing documents reviewed that are specific to the South West and the Warren Blackwood are as follows (see the *Informing Strategic Documents* section for more details):

1. *South West Regional Blueprint*, Regional Development Australia - South West and South West Development Commission, December 2014
2. *South West Active Ageing Research*, South West Development Commission May 2010

The *South West Regional Blueprint* was developed through a collaboration between the state and federal governments and is therefore a peak level planning document for the South West and its sub-regions.



A meeting was also held with a representative of the South West Development Commission to confirm the key priorities and gaps for the region.

### **Review of other local government plans in the Warren Blackwood**

This Plan has been drafted having given consideration to the priorities of the other local government authorities of the Warren Blackwood region. Regional documents reviewed are as follows:

- Shire of Boyup Brook Aged Housing Plan 2013
- Shire of Nannup Aged Housing Plan 2012
- Shire of Nannup Age Friendly Communities Plan 2011
- Shire of Bridgetown-Greenbushes Keeping the Community Age-friendly: Age-friendly community plan 2016-2020 (DRAFT for public comment)





## Identified Age-friendly Audit Tools and Guides

The process of research and review revealed there are a number of audit tools and guides available for use by the Shire and other stakeholders to assist in achieving the goal to develop and support age-friendly communities. This list is not intended to be exhaustive and other useful tools and guides may also exist:

### *Legislative Requirements and Responsibilities*

- Australian Standard 1428—Design for Access and Mobility
- Building Act 2011 (WA)
- Building Code of Australia
- Disability (Access to Premises Buildings) Standards 2010, under the Disability Discrimination Act 1992 (Cth)
- Disability Services Act 1993 (WA)
- State Planning Policy 3.1 Residential Design Codes of Western Australia 2013 (Aged person dwellings)

### *General Guides*

- Age Friendly Community Planning Tool (computer app), Wheatbelt Development Commission, 2014
- Checklist of Essential Features of Age-friendly Cities, World Health Organisation, 2007

### *Aged Care Services*

- My Aged Care, Australian Government ([www.myagedcare.gov.au](http://www.myagedcare.gov.au))
- Aged and Continuing Care Directorate, WA Department of Health ([www.agedcare.health.wa.gov.au](http://www.agedcare.health.wa.gov.au))

### *Buildings and Spaces (Including Home Equipment)*

- Age Friendly Home Maintenance Kit: How to get the most out of your home, Department of Local Government and Communities, 2015
- Australian Human Rights Commission Guideline on the application of the Premises Standards 2011
- Design for Dignity: Principles for 'beyond compliance' accessibility in urban regeneration, A collaboration of Westpac Group and Australian Network on Disability, 2015
- Designing Out Crime Planning Guidelines, Western Australian Planning Commission, 2006
- Healthy Spaces and Places: A national guide to designing places for healthy living, A collaboration of the Australian Local Government Association, Planning Institute of Australia and Heart Foundation, 2009
- Independent Living Centre WA ([www.ilc.com.au](http://www.ilc.com.au))
- Liveable Homes Technical Manual, Disability Services Commission ([www.liveablehomes.net.au](http://www.liveablehomes.net.au))
- Liveable Neighbourhoods: A WA Government Sustainable Cities Initiative 2009



- Residential Design Codes of Western Australia Explanatory Guidelines, Department of Planning and Western Australian Planning Commission, 2015
- Walkability Audit Tool, Department of Transport, 2011

## ***Social & Recreational Participation***

- Accessible Events: A Guide for Meeting and Event Organisers, Meetings & Events Australia, 2012
- Captivate Inclusion Toolkit: A resource for frontline sport, recreation and leisure staff, WALGA, 2009
- Living Longer Living Stronger ([www.illswa.org.au](http://www.illswa.org.au))
- Stay on Your Feet WA ([www.stayonyourfeet.com.au](http://www.stayonyourfeet.com.au))
- You're Welcome Guide to Accessible Places, AccessWA ([www.accesswa.com.au](http://www.accesswa.com.au))

## ***Communication and Information***

- Guidelines for Accessible Printed Information Checklist, Disability Services Commission, 2010
- Producing Accessible Materials for Print and Online, AbilityNet, ([www.abilitynet.org.uk](http://www.abilitynet.org.uk))
- Web Content Accessibility Guidelines (WCAG) 2.0

## ***Dementia Friendly***

- Dementia Enabling Environments ([www.enablingenvironments.com.au](http://www.enablingenvironments.com.au))
- Creating Dementia-Friendly Communities Business Toolkit, Alzheimer's Australia, 2014
- Creating Dementia-Friendly Communities Community Toolkit, Alzheimer's Australia, 2014
- Dementia Enabling Environments Lighting Audit Tool, David McNair, Director of Lighting, Stirling University Dementia Service Development Centre, 2008
- Dementia Enabling Environments: Adapting your home, Alzheimer's Australia, 2012
- Guidelines for the Development of Dementia Friendly Communities: A practical model for local governments, civic services and community organisations, Alzheimer's Australia, 2016
- The Dementia Friendly Communities Environmental Assessment Tool (DFC-EAT) 3.0, Richard Fleming & Kirsty A. Bennett, University of Wollongong, 2015



## Informing Strategic Documents

The following documents have informed the context of this Plan and assisted with issues-research, and the development of evidence-based principles and priorities, so that the objectives and strategies of this Plan are consistent with the strategic direction of key stakeholders.

### *Global*

#### **Global Age-friendly Cities: A guide, World Health Organisation, 2007**

The eight 'domains' of an age-friendly community detailed in the World Health Organisation guide have been used as the basis for researching and organising the objectives and strategies of this Plan.

### *Federal*

#### **National Health Priority Areas, Australian Institute of Health and Welfare, Australian Government, 2012**

The nine National Health Priority Areas are:

1. Cancer control (*first set of conditions, 1996*)
2. Cardiovascular health (*first set of conditions, 1996*)
3. Injury prevention and control (*first set of conditions, 1996*)
4. Mental health (*first set of conditions, 1996*)
5. Diabetes mellitus (*added 1997*)
6. Asthma (*added 1999*)
7. Arthritis and musculoskeletal conditions (*added 2002*)
8. Obesity (*added 2008*)
9. Dementia (*added 2012*)

#### **Living Longer. Living Better. Aged care reform package. Commonwealth of Australia, April 2012**

The federal aged care reform package places emphasis on ensuring older Australians have the independence they want with the support that they need to live in their own home for as long as they can through the provision of:

- Commonwealth Home Support programs
- More Home Care packages
- Supporting carers
- Addressing relevant workforce pressures
- Promoting better health care practices and partnerships
- Tackling dementia
- Building a system for the future



## Key (Dementia) Facts and Statistics 2015, Alzheimer's Australia, 7 April 2015

Key national facts and statistics include:

- There are more than 342,800 Australians living with dementia
- This number is expected to increase to 400,000 in less than ten years
- Without a medical breakthrough, the number of people with dementia is expected to be almost 900,000 by 2050
- Each week, there are more than 1,800 new cases of dementia in Australia; approx. one person every 6 minutes. This is expected to grow to 7,400 new cases each week by 2050
- There are approximately 25,100 people in Australia with Younger Onset Dementia (a diagnosis of dementia under the age of 65; including people as young as 30)
- Three in ten people over the age of 85 and almost one in ten people over 65 have dementia
- An estimated 1.2 million people are involved in the care of a person with dementia
- Dementia is the second leading cause of death in Australia and there is no cure
- On average symptoms of dementia are noticed by families three years before a firm diagnosis is made
- Dementia is the single greatest cause of disability in older Australians (aged 65 years or older) and the third leading cause of disability burden overall
- Australia faces a shortage of more than 150,000 paid and unpaid carers for people with dementia by 2029

## South West Regional Blueprint, Regional Development Australia - South West and South West Development Commission, December 2014

The federal statutory authority, Regional Development Australia – South West, in partnership with the state government statutory authority, South West Development Commission, produced the *South West Regional Blueprint* which forecasts a 30% increase in the older population demographic 65 years and over, 2013-2026, in the South West of Western Australia.

The *Blueprint* identifies "Active Ageing" as a priority and supports the development of "infrastructure which supports social capability and ageing in place". One of the stated objectives of the *Blueprint* is to "enable people to age in place and transition to higher levels of care as needed".

Demographic analysis indicates older people are settling in smaller inland towns however these towns do not typically have access to the appropriate senior's services. As such, the *Blueprint* calls for a special focus on aged care needs for inland communities.



## State

### **Royalties for Regions, Department of Regional Development, Government of Western Australia, December 2008**

Since December 2008, Royalties for Regions has underpinned the WA State Government's long-term commitment to developing Western Australia's regional areas into strong and vibrant regional communities that are desirable places to live, work and invest.

Royalties for Regions promotes and facilitates economic, business and social development in regional Western Australia for the benefit of all Western Australians. Royalties for Regions focuses on delivering benefits to regional WA through six objectives:

- Building capacity in regional communities
- Retaining benefits in regional communities
- Improving services to regional communities
- Attaining sustainability
- Expanding opportunity
- Growing prosperity.

### **South West Active Ageing Research, South West Development Commission May 2010**

The South West Development Commission is a statutory authority of the Western Australian government. In 2010 it published the *South West Active Ageing Research Project* report which highlights the key infrastructure and service priorities for the South West's Warren Blackwood sub-region (Shires of Boyup Brook, Bridgetown-Greenbushes, Manjimup, Nannup) contained in Table 17:

Priority	Drivers	Level
Respite care services	<ul style="list-style-type: none"><li>• More older people are choosing to live at home and be cared for by a family member</li><li>• Increasing number of older people in carer roles</li></ul>	High
Staffing and skill shortages in aged services	<ul style="list-style-type: none"><li>• Labour and skill shortages are a key challenge for those industries that serve older people</li></ul>	Medium
Improve HACC services	<ul style="list-style-type: none"><li>• More older people want to age in place in their own homes and community and have services come to them</li><li>• Service provision struggles to keep up with demand</li></ul>	Medium

**Table 17: Key infrastructure and service priorities for the South West's Warren Blackwood sub-region according to the South West Active Ageing Research report 2010.**



## **Local Government Integrated Planning and Reporting Framework and Guidelines, Department of Local Government and Communities, 2010**

All local governments are currently required to produce a plan for the future under S5.56 (1) of the Local Government Act 1995 (the Act).

This Integrated Strategic Planning Framework provides the basis for improving the practice of strategic planning in local government. It addresses the minimum requirements to meet the intent of the Act and outlines processes and activities to achieve an integrated strategic plan at the individual local government level.

## **Southern Inland Health Initiative, WA Country Health Service, Department of Health, July 2011**

All towns in the Shire of Manjimup are located within the Southern Inland Health Initiative (SIHI) catchment area. The catchment stretches from Kalbarri and Meekatharra in the north, to Laverton in the east, down to Esperance in the south east, including all small regional towns, but excluding following population centres: Perth metropolitan regions, Peel/Mandurah, Bunbury, Busselton, Albany, Geraldton and Kalgoorlie.

Funded by Royalties for Regions since July 2011, the program seeks to develop a robust, sustainable and high quality system of health service delivery that can meet the diverse and contemporary health needs of consumers within the SIHI catchment.

People in rural areas face a number of health care challenges including distance, access to services and making sure health and care professionals work and stay in country areas over the long term. Shifting demographics show that in country areas, there is a greater need to focus on:

- primary health care
- aged care
- management of chronic illness

People living in country areas expect to receive quality health care from within their own community, or from nearby towns. The Initiative supports the focussed development of these services in District Network Towns to provide long term, appropriate care to residents and those in surrounding, smaller towns. Manjimup itself has been identified as a 'District Network Town' as it has the basic infrastructure and services, population density and is geographically located to grow as a central service hub of health, care and related services for the Warren Blackwood region.

## **The Regional Centres Development Plan (SuperTowns), Department of Regional Development and Lands, 2011**

The Regional Centres Development Plan is a state government Royalties for Regions initiative to encourage regional communities in the southern half of the state to plan and prepare for the future so they can take advantage of opportunities created by WA's population growth to 2050. WA's population is predicted to more than double over the next 40 years.



Manjimup has been selected as a Regional Growth Centre; one of nine towns in the southern half of the state with growth potential based on the following criteria:

- potential for population expansion
- potential for economic expansion and diversification
- strong local government capabilities
- generation of net benefits to Western Australia

### **An Age-friendly WA: The seniors strategic planning framework 2012-2017, Department of Local Government and Communities, 2012**

The WA Department for Communities and Local Government (DCLG), in line with World Health Organisation principles, developed a whole-of-state government based document that specifies key strategies to help promote health and wellbeing of older persons in WA.

The DLGC has also produced other documents under the *Framework* to assist local government authorities to introduce strategic plans and initiatives to develop their own age-friendly communities. :

1. WA Age Friendly Local Government Report 2011
2. WA Age Friendly Toolkit 2012
3. WA Seniors Demographic Profile 2012
4. WA Seniors Wellbeing Indicators 2012

### **Living in the Regions 2013: A survey of attitudes and perceptions about living in regional Western Australia, State Report, Department of Regional Development, December 2013**

The WA state government report, *Living in the Regions*, identified that that Perth metropolitan residents considering relocating to regional WA were more likely to move to the South West than any other of the 9 identified non-metropolitan regions. It also revealed residents already living in regional WA, and considering relocation, were also more likely to relocate to the South West than another non-metropolitan region.

### **Age-Friendly WA? A challenge for government, Report No.7, Community Development and Justice Standing Committee, Legislative Assembly, Parliament of Western Australia, November 2014**

This extensive state government report provides, among other things, an overview of age-friendly strategies being enacted at the local government level, and how WA is performing in terms of the areas critical to creating an age-friendly State: health and wellbeing, transport, housing, outdoor spaces and built environments, respect and inclusion, economic security and protection of rights, and technology and information. It also considers issues affecting grandparents caring for grandchildren and the needs of the Aboriginal ageing population.



## **WA Carers: A draft for public comment to inform the development of the WA Carers Strategic Framework, Department of Local Government and Communities, October 2015**

The WA state government Department of Local Government and Communities estimates that up to 320,000 West Australians are carers. They provide unpaid personal care, support and assistance to people who need help with daily life due to disability or impairment, mental illness, chronic condition or terminal illness, an alcohol or drug issue or being frail aged.

Carers are vital to achieving the State Government's vision of a community where people who require support can remain in their own homes, participate fully in their communities and receive person-centred care.

The care they provide reduces the demand and dependence on paid care and the health and community services sector. Population ageing, longer life expectancy and rising prevalence of disability mean there will be more people in need of care. Community-based care can deliver better outcomes as well as enable governments to better balance the rising cost of and demand for care against budgetary constraints.

## **Local**

### **The Shire of Manjimup Active Ageing Strategy 2008 – 2028; “Seniors Planning for their Future”, Vern McKay LG Services for the Shire of Manjimup, November 2008**

The Shire of Manjimup was one of the first local government authorities in Western Australia to develop an Active Ageing Strategy and support the development of age-friendly communities.

A detailed report on the progress made toward an age-friendly community since the first strategic plan was adopted in 2008 is contained in *Appendix I: Summary of Achievements 2008-2016*.

### **Shire of Manjimup Local Bike Plan, Transplan Pty Ltd, March 2008**

The Local Bike Plan was prepared with the overall aim of making cycling safer and more convenient within the 4 major town sites of the Shire of Manjimup: Manjimup, Northcliffe, Pemberton and Walpole. It identifies hazards, barriers and obstacles to cycling, and proposes the means by which these can be eliminated.

In reality the Plan has been used to also improve connectivity and movement within towns for more than just cyclists. The Plan has served as a blueprint for improving the walkability of towns, which also has the benefit of improving ease of movement by those using wheelchairs or mobility scooters. The Plan is due for review in 2016 and its review will be informed this Plan.





### **Business Case Proposal for Manjimup Developing an Age-Friendly Town, Shire of Manjimup, March 2012**

The *Business Case* identifies nine key strategic outcomes designed to transform Manjimup into an age-friendly town so that as the population of Manjimup and the neighbouring region ages, they will be provided an opportunity to age in place.

The project recognises that, in terms of economic development and sustainability, through the attraction and retention of the ageing demographic Manjimup's population will grow and through this strong economic and employment growth will evolve, particularly as the health and essential services sector expands. Additionally, through jobs growth the attractiveness of the town and region to all age demographics will increase and support a balanced community demographic.

A detailed report on the progress made toward achieving the nine strategic outcomes in the *Business Case Proposal* is contained in *Appendix I: Summary of Achievements 2008-2016*

### **Manjimup SuperTown Combined Report, AECgroup for the South West Development Commission, April 2012**

The *Combined Report* makes recommendations in regards to the economic development of the Manjimup urban centre.

Manjimup's pre-existing position as a service centre for the surrounding townships is seen as one of the five key economic drivers for the town to be developed as a Regional Growth Centre and population growth area. Industry development in relation to health and retirement (including health services, aged care services and allied health services) is presented as an opportunity for economic growth, including employment growth.

A rapidly ageing population puts upward pressure on demand from aged care and health services. As a Regional Growth Centre Manjimup will need to look at strategies for supporting the needs of its ageing population over the next 20 years.

Developing an 'Age Friendly Town' is nominated as a key strategic project, including initiatives to attract older Australians and retirees as well as aged care facilities and health services.

This project will improve the amenity of the Manjimup town particularly for the aged. The project will also provide a range of new jobs in the health care sector, assisting in diversifying the economy and providing greater employment opportunities for locals.

The project's aim is to embrace the opportunities that an ageing demographic present to Manjimup and to seize opportunities to attract target group migration.



### **Manjimup SuperTown Townsite Growth Plan, RPS for Shire of Manjimup and Government of Western Australia, August 2012**

The *Growth Plan* provides a high level strategic blueprint to facilitate the continued and sustained growth of Manjimup as a regional centre with a population of up to 11,000 people by 2031.

The *Growth Plan* identifies an 'age-friendly Manjimup' as a strategic opportunity. Achieving this aim requires delivery of new age-appropriate infrastructure that will develop and promote Manjimup as a town that is age-friendly and a town where people can actively age in place. The "Active Ageing and an Age-Friendly Town" objectives are to:

- Embrace the opportunities that an ageing demographic presents to Manjimup, seizing the opportunity to address the existing and well documented challenges of the local ageing and broader demographic;
- Retain existing seniors in the district to strengthen local families and community;
- Ensure Manjimup is well placed to attract target group migration;
- Improve health benefits for the broader Manjimup community through more GP's and better access to health and support services at the local level;
- Retain a skilled labour workforce and volunteers;
- Provide a range of new jobs in the health care sector, assisting in diversifying the economy and providing greater employment opportunities for locals;
- Develop a lifestyle and amenity that supports 'active ageing' for all;
- Provide for a continuum of aged appropriate housing and accommodation options at the local level opportunities for individual to 'age in place'; and
- Maximise coordination and collaboration across the three levels of government, community, not for profit and private sector, with a wide range of targeted investments and regional partnership arrangements.

### **Shire of Manjimup Local Planning Scheme No.4, Department of Planning, gazetted 2012 (and related Local Planning Policies, adopted and amended by the Shire of Manjimup from time to time)**

Local Planning Scheme No.4 is a legally binding statutory document that enables the orderly and proper planning and regulation of land use and development throughout the Shire of Manjimup. It also details provisions and requirements in respect to the rezoning and subdivision of land and makes appropriate reference to Local Planning Policies, Structure Plan and Planning Precincts that expand upon this.

A full list of all Shire of Manjimup's related Local Planning Policies can be found on the website ([www.manjimup.wa.gov.au](http://www.manjimup.wa.gov.au)).

The *Shire of Manjimup Local Planning Scheme No.4* is due for a full review in 2016. The review of the Planning Scheme and any relevant Local Planning Policies will be informed by this Plan.



### **Access and Inclusion Plan 2013-2018, Shire of Manjimup, August 2013**

The Shire's Access and Inclusion Plan has been designed to meet the requirements of the Disability Services Act 1993 (WA) and sets the stage for responding to diversity meeting the needs of all members of the community.

There are numerous objectives and strategies in the Access and Inclusion Plan that are relevant to the Shire's older residents that have been echoed in this Plan

### **Heritage Connections Project Implementation Plan, Shire of Manjimup, April 2015**

The Shire of Manjimup celebrated its Centenary in 2008; 100 years of people, settlements, industry and life. This celebration brought to the fore a widely held desire to capture the stories of our people. Thus, the Heritage Connections Project was born.

The Shire of Manjimup *Heritage Connections Project Implementation Plan 2015* contains a range of objectives and strategies to capture our living stories and celebrate the contributions of our older community members and their forebears.

### **Strategic Community Plan 2015–2025, Shire of Manjimup, October 2015**

The Shire of Manjimup's *Strategic Community Plan* was developed, in part, to meet the requirements of the Department of Local Government's Integrated Planning and Reporting Framework.

The *Strategic Community Plan* sits at the centre of, and leads, all associated plans such as the Corporate Business Plan, the Long Term Financial Plan, the Asset Management Strategy, Asset Management Plans and Workforce Plan.

This Plan is one of the informing documents of the Shire's *Strategic Community Plan*.



## Limitations of the Research

### What Worked Well

Overall the research and data collected during the Age-friendly Communities Project is comprehensive. Particularly:

- A good spread of ages and residential locations were represented.
- Participants came from a range of economic backgrounds and various statuses of health.
- Carers of older people were reasonably represented.
- Aged sector services were well represented.
- A local contractor, with a background in community development, undertook the research. Whilst they did not have any direct experience in the 'aged sector', they came to the project with a pre-understanding of the general community and pre-existing relationships with a number of key stakeholders.

### Summary of Participation

154 participants (ID numbers allocated) were recorded during internal staff and general community workshops and discussion forums. 166 participants were recorded in attendance at the various consultations however a number attended more than one forum. Of these 154 participants:

- a. 107 completed "General Participation Forms";
- b. 101 stated an age of 55 or above;
- c. 11 provided deeper information about caring for an older person;
- d. 23 were Shire of Manjimup HACC staff, and their feedback will also be used to update the Manjimup HACC Business Plan;
- e. 18 were other (non-HACC) Shire of Manjimup staff who participated in a cross-departmental workshop, deepening the whole-of-organisation approach to developing age-friendly communities; and
- f. 21 were representatives from other aged sector services.

Table 18 below shows the percentage of population of the Shire of Manjimup that participated in the Project, and stated their age was 55 years or over. Manjimup HACC staff and other Shire of Manjimup staff are excluded from these figures.

Age Range	Shire Population	Project Participation	% of Population
55-64 years	1301	24	1.8%
65-74 years	844	46	5.5%
75-84 years	454	27	5.9%
85 years and over	156	4	2.6%
<b>Totals</b>	<b>2755</b>	<b>101</b>	<b>3.7%</b>

**Table 18: The Shire population statistics are taken from the 2012 Census (Source: Australian Bureau of Statistics)**



Whilst the latest Census population figures from 2012 may be somewhat different to the actual population figures of 2016, there is a good indication the 65-84 year old demographic was well represented in the Project and the findings are valid.

The validity of the findings is also supported by the consistency of feedback received by participants, the similarity of the findings to the 2008 senior's consultation project and the global nature of the features of an 'age-friendly community'.

### Limitations in Participation

- Only nine participants attended the Northcliffe workshop, making them the least represented community in which consultations were held. To compensate for this additional feedback was collected during a community event, Northcliffe Showcase (see *Appendix D: Community Consultation Results* for a record of the feedback collected). Unfortunately, as this was an unstaffed display it is not known how many residents participated and additional information was not collected through the completion of participant information forms. It is worth noting that eight aged care sector workers, providing services to Northcliffe, also participated in the consultations. Whilst it was disappointing only nine residents participated in the Northcliffe workshop the data collected from the community is still comprehensive and valid.
- The Walpole community consultation was set at the same time the seniors' bus conducted its monthly service to Albany. This was unfortunate but did not appear to have a dramatic impact on participation rates.
- Winter is a time that many of the Shire's older residents leave on caravanning holidays to the north, and is the time of year when 'seasonal' transient residents are less likely to be in the region. The workshops were conducted in winter and achieved good levels of engagement but participation may have been even greater if the consultations had been held in the warmer months.
- Indigenous and culturally and linguistically diverse persons were almost completely absent from the consultations, meaning the unique needs of these groups have not been assessed or addressed. Genuine attempts were made to engage with indigenous services in the community but did not achieve the desired result.

### Issues with the Data

- Despite the data still being of interest, the Wellness Expo 2015 survey (see *Appendix H: Manjimup Wellness Expo 2015* for a summary of responses) had a number of issues in its reliability as a data capture tool. For example two questions only offered one tick box, which sat between the words "yes" and "no". It is not possible to know if the respondents meant to tick yes or no. The inconclusiveness of these results does not diminish the data collected throughout the age-friendly communities project, and the project's consultation results are robust enough to be considered reliable and valid without the addition of the Wellness Expo results.



- Question 16 on the general participation forms did not effectively investigate if participants had moved to the Shire of Manjimup in retirement. Analysis of the results indicated that a significant number of participants may have moved to the region in retirement but the tool did not definitively measure this. Anecdotally, the researcher heard a number of participants state they had lived in the area much less than 10 years, but “10 years or less” was the minimum option offered.
- Question 6 on the Service Provider form is both poorly worded and contains an error. If the form is to be used again it would be recommended to consider the following wording:

*How long have you been employed in this occupation or industry?*

*(Less than 2 years) (2-5 years) (5-10 years) (More than 10 years)*

- Questions 4 (gender identity) and 5 (indigenous identity) on the general participation forms were poorly placed by being the only two questions located on the right hand side of the page. Both questions ended up with significant blank responses. For example, 66 females, 32 males and 9 blank responses were recorded on the gender identity question. There may have been greater gender balance than reported depending on how the 9 blank responses would have been recorded if they hadn't been missed.
- From a data analysis perspective the questions relating to the provision of unpaid care to others on both the General and Carer's forms were confusing and time consuming because of a lack of consistency in wording and numbering. There were no issues with the quality of the data, only the quality of the formatting of the data collection tool.
- All Australian Bureau of Statistics data referred to throughout the Plan is from the 2011 National Census and therefore not current. It is recommended the *Community Profile* chapter of this Plan be updated on release of the 2016 National Census data.



## Summary of Findings

### *An Ageing and Growing Population*

The research and consultations conducted in the development of this Plan indicates that the Shire of Manjimup is becoming increasingly attractive to older person migration and Manjimup itself is likely to grow as a regional centre. The evidence contained in this Plan supports the case for the Shire of Manjimup to prioritise the ongoing development and support of age-friendly communities.

### *The Rise of Dementia Prevalence*

Dementia is now the leading cause of disability in people over the age of 65. The evidence contained in this Plan supports the case for all levels of government, businesses and the community to work together to create dementia-friendly communities where people living with dementia are supported to live a high quality of life with meaning, purpose and value.

### *1. Social Participation*

Overall older people across the Shire have positive experiences in regards to social, cultural and recreational participation. There are many options and opportunities to positively engage with others in the community.

Despite the many positives there are still some community members at risk of social isolation; particularly those requiring higher levels of care, their unpaid carers (usually their live-in partner) or those no longer able to drive. Unless the older person is linked in with a home and community care service or other supports they are more likely to be disadvantaged socially.

The following Objectives are to be pursued by the Shire in relation to 'Social Participation':

**Objective 1.1 Encourage the social connectedness and community participation of older people.**

**Objective 1.2 Increase participation of older people in physical and recreational pursuits.**

**Objective 1.3 Ensure events and activities organised by the Shire of Manjimup appraise the access and inclusion of older people.**

**Objective 1.4 Provide information and encouragement to the community in regards to the access and inclusion of older people in public events.**

### *2. Community Support and Health Services*

This Plan, and its accompanying research, demonstrates that there have been strong gains within the realm of community support and health services, however this domain



remains a key priority and pressure must be maintained to ensure gains are built upon and sustained into the future.

One area of health requiring greater focus and priority is dementia. The prevalence and predictions of growth in the incidence of dementia is of great concern in the region. To this end the Shire of Manjimup HACC service has entered a Dementia Partnership Project with Alzheimer's Australia to look at ways its home and community dementia care services can be improved.

On a positive note, the Shire of Manjimup HACC service received many accolades for quality of service during the consultations, and the increased availability of general practitioners in the region was also well received. Consultation participants would, however, like to see further improvements in access to specialists (such as ocular or oncology), dentistry, mental health services, day procedures and community nursing.

In regards to improvements to community support and health services the Shire is often unable to dictate changes and it is up to the many government, commercial and community stakeholders to work together achieve outcomes. For example, a whole-of-community approach is encouraged to prevent accidental falls by older persons, the greatest injury risk for over 65 year olds in the shire, by reducing fall risks within the home, improving the safe walkability of public spaces and through maximising the physical wellbeing of older people.

Finally, the following principle that underlies the current federal aged-care reforms and the Shire's approach to planning for an age-friendly community was well received by consultation participants.

*"Ageing in place' benefits everyone*

- *Good social and physical infrastructure planning allows people of all ages and abilities to be better connected and contribute to community life.*
- *Supporting seniors to remain living in their own home and local community helps to build strong, vibrant communities that care for and support each other."*

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The following Objectives are to be pursued by the Shire in relation to 'Community Support and Health Services':

**Objective 2.1 The range and accessibility of health, medical and ancillary services across the Shire is continuously improved.**

**Objective 2.2 Older people are able to remain in their homes and community and 'age in place'.**

**Objective 2.3 Emergency response strategies have taken into account the needs of vulnerable older people.**





### 3. Outdoor Spaces and Buildings

Outdoor spaces and public buildings is a domain that, whilst always important to older residents, has ascended as a key priority in the context of improvements in other domains since the first age-friendly plan was introduced in 2008. Of specific concern is the safety and quality of the footpaths within our towns or the absence of universal footpaths in frequently trafficked areas. The Shire recognises this as a priority for its communities and has committed to a strategic review, to be undertaken within the next 12 months, of the footpath networks within all four gazetted towns to lay out a schedule for new developments and upgrades.

The Shire's influence over the development of outdoor spaces and public buildings provides good opportunities for the development of dementia-friendly environments. Dementia-friendly environments use inexpensive tools such as lighting, colour, texture and pictorial signage to reduce confusion and improve way finding. A commitment to these principles will provide benefits for older community members but also people with disabilities, people from non-English backgrounds, visitors and children.

There were a number of issues raised by consultation participants in regards to outdoor spaces and buildings however there was consistent praise for the Shire's Parks and Gardens team. Participants reported great appreciation for the beauty and high level of maintenance of public gardens and parks. Another positive and consistent area of feedback was that older people felt safe out and about across all communities of the Shire.

The research data collected and attached to this Plan in relation to outdoor spaces and buildings is hopefully of great benefit to the Shire and may inform a number of activities and plans, such as the activities of the various Town Centre Revitalisation Projects and Committees.

The following Objectives are to be pursued by the Shire in relation to 'Outdoor Spaces and Buildings':

**Objective 3.1 The quality and adequacy of the footpath networks in the Shire's four towns is meeting the needs of older people.**

**Objective 3.2 Older people feel secure in public places.**

**Objective 3.3 Adequate and accessible toilets are provided for public use, and well maintained, in the Shire's four town centres.**

**Objective 3.4 The accessibility and inclusivity of all Shire of Manjimup buildings, facilities and spaces is continuously improved.**

**Objective 3.5 The benefits of providing accessible venues and buildings is promoted to community-based, commercial and residential developers.**



## 4. Transport

Transport was a priority domain for improvement when the first age-friendly plan was introduced in 2008 and unfortunately, despite some improvements, still remains largely unresolved.

There were many calls for a taxi or uber-style service (not currently available in any of the towns), along with more frequent, affordable inter-town transport options. Manjimup and Pemberton participants also expressed a desire for an intra-town bus service, however it is understood Manjimup already has an intra-town service that consultation participants were largely unaware of. Despite the prevalent perception transport options are very limited it seemed that consultation participants were not aware of a number of options available to them and improving the availability of this information may see an increase in the usage of existing services. It is not yet certain that any new transport services are feasible or viable.

The availability, locations and inappropriate usage of ACROD bays was a big topic amongst consultation participants as were concerns about the increased prevalence of mobility scooters, potentially creating public safety hazards. Australian Standards and government legislation will guide the Shire in regards to these issues as it plans for a growing and ageing population.

Overall, the Shire and its communities, as well as the communities of the greater Warren Blackwood, face many challenges in regards to establishing available, accessible and affordable public transport options.

The following Objectives are to be pursued by the Shire in relation to 'Transport':

**Objective 4.1 The transport shortfalls which limit older people's participation in community life and access to services are addressed.**

**Objective 4.2 The parking needs of older people are being met.**

**Objective 4.3 Road and transport safety is improved for the community.**

## 5. Housing

There have been strong gains in the provision of age-friendly housing within all gazetted towns of the Shire, and at the time of writing aged housing developments were underway in Manjimup, Northcliffe, Pemberton and Walpole. Nonetheless this domain remains a key priority and planning and partnerships must be maintained to ensure gains are built upon and sustained into the future.

Interestingly 53% of consultation participants have not downsized their home and do not plan to at any point in the future. 24% had already downsized and only a further 14% are planning to. These figures support the tenet that older people want to be able to stay in their home and community and age in place. To this end there is a range of



supportive equipment that can be accessed and home modifications that can be undertaken to support older people to stay in their homes.

Those who expressed the greatest desire to downsize to a 'village' style age-friendly housing complex were those providing unpaid and high-needs care to their partner. Not only does this downsizing assist the carer to reduce their home maintenance burden, it also provides connectivity to a community that can provide much needed social support.

The Shire has recently commenced a review of all its local planning strategies and associated policies and is in a good position to assess the demand for future age-friendly accommodation and identify appropriate land for this use.

The following Objectives are to be pursued by the Shire in relation to 'Housing':

**Objective 5.1 Older people across our communities have reasonable access to an adequate range of suitable and affordable housing options.**

**Objective 5.2 The housing needs of older people are addressed through effective urban planning strategies.**

**Objective 5.3 The homes of older people are equipped, maintained and modified to support their safety and changing needs.**

## **6. Communication and Information**

The domain of communication and information has been identified as a new and significant priority within this Plan. In the age of new technologies our older residents are deeply concerned they are being left behind and unable to access the information important to them. This is compounded by the ongoing introduction of 'competition' within the aged-care services sector, resulting in numerous operators offering similar services or various services needing to be accessed from multiple providers within the community, creating anxieties about the reliability and completeness of the information that is obtained. Our older residents are seeking information about the matters that affect them to be delivered in a way that gives them confidence in their decisions and a sense of genuine engagement.

Older people are looking for a one-stop-shop for information. To address this need the Wellness and Respite Community Centre soon to be built in Manjimup will, among other things, serve as a one-stop-shop for older people seeking information about the various services and supports that are available in our communities and the region. Health service workers and other support services are also encouraged to be informed about the suite of supports available in our communities so they may provide advice to their older clients.

Issues were also raised during the consultations about the availability and reliability of the basic infrastructure that supports communications technologies. Many Quinninup residents cannot access mobile phone reception in their own homes and Pemberton



residents experience deplorable radio reception further frustrated by the fact there is only one station available. Many residents complained about the regularity and severity of power outages and the accessibility of reliable, high-speed internet was criticised by those who were computer literate.

Many in the consultation group expressed a total lack of confidence or interest in regards to computers and were usually the participants over the age of 75. Younger participants, whilst often using computers as a communications tool, still had concerns about their skill levels and ability to trouble-shoot technical issues, expressed fears about accidentally infecting their computers with viruses and voiced frustration about information being provided in electronic and downloadable formats because of the costs associated with printing. Whilst over time computer literacy and access to the associated technologies will increase across all demographics for the time being online communications should remain just one of the mediums to provide information to older residents to compliment the more traditional formats.

The following Objectives are to be pursued by the Shire in relation to 'Communication and Information':

**Objective 6.1 Older people have access to the information that is relevant to them.**

**Objective 6.2 Households have access to basic communications infrastructure.**

**Objective 6.3 Older residents receive information from the Shire of Manjimup in a format that will enable them to access the information as readily as other people are able to access it.**

## ***7. Leadership, Consultation and Respect***

Consultation participants expressed strongly they felt welcomed in their community and theirs is a good place to grow old and retire in. 73% of the participants stated they agreed their community appreciates and supports older people.

In general older people are well respected across our communities and are actually disproportionately represented on boards and committees. Indeed, strategies could be considered to increase the participation of younger generations.

A key mechanism to maintaining the positive image and roles older people play in the Shire's communities is the implementation and review of this Plan. The Shire of Manjimup is one of the first local government authorities in Western Australia to implement an age-friendly communities plan and, due to its ongoing commitment, is now well placed to join the World Health Organisation's Global Network of Age-friendly Communities.

The following Objectives are to be pursued by the Shire in relation to 'Leadership, Consultation and Respect':



**Objective 7.1 The Shire regularly monitors, reviews and reports on the Age-friendly Communities Plan.**

**Objective 7.2 Shire staff are knowledgeable, competent and aware of how to address the needs older people.**

**Objective 7.3 Older people are provided opportunities to engage with children and youth to share knowledge, history and skills.**

**Objective 7.4 Our community supports positive images and recognises the valuable contributions of older people.**

## ***8. Employment, Volunteering and Life-long Learning***

Largely the already-retired participants in the consultation did not have interest in accessing or maintaining paid employment. Many had moved to the region as retirees and were more interested in participating in community work as volunteers.

Older people represent a substantial component of the volunteer base across all communities. There is a strong desire to see volunteers well supported with appropriate resources as well as centralised and coordinated volunteer management within each community.

In terms of education and training only computer and internet literacy courses appear to have significant demand, despite senior's computing courses being regularly run in the Manjimup, Pemberton, Northcliffe and Walpole Community Resources Centres.

The following Objectives are to be pursued by the Shire in relation to 'Employment, Volunteering and Life-Long Learning':

**Objective 8.1 Older people have the same rights and opportunities as other people to obtain and maintain employment with the Shire.**

**Objective 8.2 The Shire recognises, supports and values the contributions volunteers make to the organisation and to the general community.**

**Objective 8.3 Training and retraining opportunities are affordable and available to older people.**

## ***Priorities for the Warren Blackwood Region***

The priorities of the region are consistent with the priorities of the consultation participants within the Shire of Manjimup. The age-friendly priorities of neighbouring local governments are:

- Accessible and appropriate health services and community support (Domain 2)
- The continued improvement of footpaths, outdoor spaces and buildings, particularly in and around town centres (Domain 3)
- A range of convenient, safe and affordable transport options (Domain 4)
- Suitable, affordable and available housing options (Domain 5)



## Appendix A: Action Plan

### Key Area: Social Inclusion

#### Domain 1: Social participation

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>1.1. Encourage the social connectedness and community participation of older people.</b>	1.1.1 Actively promote local recreation, cultural and social activities by compiling a comprehensive community directory and database of community groups.	Community Resource Centres	Lead Deliver	Community Services Directorate	Update annually	Nil
	1.1.2 Accept 'Companion Cards' for all Shire events and activities.	Companion Card WA	Facilitate	All Directorates	Ongoing	Nil
<b>1.2 Increase participation of older people in physical and recreational pursuits.</b>	1.2.1 Maintain a range of fitness and water-based activities for older people at the Manjimup Regional AquaCentre.		Deliver	Community Services Directorate	Ongoing	Nil
	1.2.2 Pursue co-location and co-management partnerships in Northcliffe, Pemberton and Walpole to facilitate the extension of library opening hours.	Community Resource Centres Visitor Centres Other Potential Project Partners	Lead Facilitate Partner	Community Services Directorate	Ongoing	\$31,105 (2016/2017) Confirmed  Future budgets TBC



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	1.2.3 Support the growth and sustainability of community-based sport and recreation clubs, including strategies to recruit older members.	Department of Sport and Recreation	Partner	Community Services Directorate	Ongoing	Costs are absorbed under the Club Development Officer initiative
	1.2.4. Provide a homebound library service to residents, to pick up and deliver resources to eligible library members.	Home and community care services	Facilitate	Community Services Directorate	Ongoing	Nil
<b>1.3 Ensure events and activities organised by the Shire of Manjimup appraise the access and inclusion of older people.</b>	1.3.1 Plan and evaluate public events, including festivals, meetings and consultations, to consider access and inclusion.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Deliver	All Directorates	Ongoing	Nil
	1.3.2 Where events and activities planned by the Shire meet the criteria to be deemed accessible it will be communicated in the event's marketing materials.	As above	Deliver	All Directorates	Ongoing	Nil



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	1.3.3 Shire employees to receive access and inclusion training, inclusive of a component on organising accessible events and activities. (see also 6.3.3 and 7.2.1)	Training Provider	Deliver	Office of the CEO	Training is undertaken annually for new staff and refreshed as needed	Absorbed by General Staff Training budgets
<b>1.4 Provide information and encouragement to the community in regards to the access and inclusion of older people in public events.</b>	1.4.1 Advise those making application for approval of a public event within the Shire on the best practice for accessibility.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Facilitate	Community Services Directorate	Ongoing	Nil





## Domain 2: Community support and health services

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>2.1 The range and accessibility of health, medical and ancillary services across the Shire is continuously improved.</b>	2.1.1 Sustain continuous improvements in access to health, medical and ancillary services across the Shire, particularly in regards to identified service gaps such as local access to; <ul style="list-style-type: none"> <li>a. specialists,</li> <li>b. dentistry,</li> <li>c. mental health services,</li> <li>d. day procedures, and</li> <li>e. community nursing (home visits)</li> </ul>	Department of Health  South West Development Commission  Private Practitioners  Warren Health Service  Manjimup Wellness and Respite Community Centre	Advocate Facilitate Partner	Community Services Directorate	Ongoing	Nil
	2.1.2 Upgrade, redevelop or relocate the Northcliffe Nursing Post accommodation.	Department of Health	Facilitate	Community Services Directorate	Seek consensus on preferred accommodation improvement option by end 2016/2017	Nil
	2.1.3 Improvements to the incentives and supports, including financial, for ambulance volunteers are encouraged. (see also 8.2.1)	State Government  St John Ambulance	Advocate	Community Services Directorate	Ongoing	Nil



# Age-Friendly Communities Plan | 2016-2021

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	2.1.4 Encourage the new Warren Health Service to expand its function to support resident doctor and nurse training.	Department of Health	Advocate	Community Services Directorate	Ongoing	Nil
	2.1.5 Coordinate and administrate the Warren Blackwood Human Services Network to build the capacity for regional services to work in partnerships.	Health, community development and community support workers providing services in the Warren Blackwood region	Lead Facilitate	Community Services Directorate	Ongoing	Nil
	2.1.6 Health and support services are encouraged to campaign for community awareness and the implementation of risk-management strategies to address the high incidence of unintentional prescription drug misuse by older persons.	Department of Health  Home and Community Care Providers  GPs and Pharmacists	Advocate Support	Community Services Directorate	Ongoing	Nil



# Age-Friendly Communities Plan | 2016-2021

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	2.1.7 Health and support services are encouraged to take action to reduce older people's incidence of abnormal reactions following a procedure by ensuring the patient is low risk of an abnormal reaction prior to discharge and has access to comprehensive rehabilitation after discharge.	Department of Health  Home and Community Care Providers	Advocate Support	Community Services Directorate	Ongoing	Nil



# Age-Friendly Communities Plan | 2016-2021

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>2.2 Older people are able to remain in their homes and community and 'age in place'.</b>	2.2.1 Complete construction of the Manjimup Wellness and Respite Community Centre as a multifunctional hub of services and facilities supporting ageing in place and enabling seniors, frail-aged persons, people with disabilities, people with dementia and their carers to live independent and fulfilling lives.	South West Development Commission	Lead Partner Deliver	Community Services Directorate	Construction to commence 2016/2017	<b>Confirmed Funding:</b> \$91,021 Southern Inland Health Initiative
		Lotterywest				\$249,365 SW Regional Grants Scheme
		WA Department of Health				\$562,634 Department of Health
		Department of Infrastructure and Regional Development				\$1,044,000 Lotterywest
						<b>Approved subject to conditions:</b> \$300,000 Shire of Manjimup
					<b>Confirmation Pending:</b> \$1,610,310 National Stronger Regions Fund	



# Age-Friendly Communities Plan | 2016-2021

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	2.2.2 Continue to work with all Home and Community Care (HACC) providers to achieve coordinated services to clients across the region.	Home and community care providers  Manjimup Wellness and Respite Community Centre	Partner Deliver	Community Services Directorate	Ongoing	Nil
	2.2.3 Government, business and community all work together to create a dementia-friendly community where people living with dementia are supported to live a high quality of life with meaning, purpose and value.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Lead Advocate Partner	Community Services Directorate	Ongoing	Nil



# Age-Friendly Communities Plan | 2016-2021

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<p><b>2.3 Emergency response strategies have taken into account the needs of vulnerable older people.</b></p>	<p>2.3.1 Review and maintain emergency response strategies to meet the needs of vulnerable people, both during a disaster threat and the recovery process. Considerations include:</p> <p>a. A mechanism to retrieve lists of vulnerable people and their needs so appropriate decisions can be made on where to accommodate them during an evacuation. Also identify if they will require physical assistance and special equipment to leave during an evacuation.</p> <p>b. Assistance to return home during the recovery process, after-care and welfare checks, referrals to support services according to the issues, utilisation of 'community-based champions' as advocates and support persons.</p> <p>c. Advice to inform vulnerable people on bush fire readiness ahead of the season.</p>	<p>Local Emergency Management Committee</p> <p>Department for Child Protection and Family Support</p> <p>Disability / home and community care services</p> <p>Department of Health</p> <p>Department of Fire and Emergency Services</p> <p>WA Police</p> <p>Department of Parks and Wildlife</p> <p>Department of Agriculture and Food</p> <p>State Emergency Services</p> <p>Main Roads(WA) and State Utilities</p>	<p>Partner Support</p>	<p>Development and Regulation Directorate</p>	<p>Emergency Management Strategies are due for a full review 2018, however it is recommended the review commence prior</p>	<p>\$25,000 to undertake a full review of all emergency response strategies (2017/2018) Subject to budget capacity</p>



## Key Area: Environmental Planning and Sustainability

### Domain 3: Outdoor spaces and buildings

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>3.1 The quality and adequacy of the footpath networks in the Shire's four towns is meeting the needs of older people.</b>	3.1.1 Review and update the footpath plans for Manjimup, Northcliffe, Pemberton and Walpole, to be informed by the community's feedback on priorities for footpath and pedestrian crossing improvements as documented in the Age-friendly Communities Plan.	Shire of Manjimup <i>Local Bike Plan 2008</i>  Town Revitalisation Committees  Manjimup Town Centre Revitalisation Project	Lead Deliver	Works and Services Directorate	2016/2017	\$60,000 (2016/2017) confirmed to review and update the <i>Local Bike Plan 2008</i>  Future funding to be determined by the recommendations of the new Plan
	3.1.2 Encourage compliance with the State Planning Policy in regards to contributions to be made by developers to the upgrading and maintenance of footpaths.	WA Planning Commission	Facilitate	Development and Regulation Directorate	Ongoing	Nil



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget	
<b>3.2 Older people feel secure in public places.</b>	3.2.1 Consider street, parking and building lighting needs to improve visibility and safety in the Shire's four towns.	Town Revitalisation Committees	Lead Deliver	Works and Services Directorate	Ongoing	Budgets to be determined from identified priorities and subject to budget capacity	
		Manjimup Town Centre Revitalisation Project					
<b>3.3 Adequate and accessible toilets are provided for public use, and well maintained, in the Shire's four town centres.</b>	3.3.1 Replace the public toilets in Coronation Park in Manjimup, and include an adult change table.	Manjimup Town Centre Revitalisation Project	Deliver	Development and Regulation Directorate	2016/2017	Funded by the Royalties for Regions 'Growing our South' program	
		3.3.2 Build public toilets in Lions Park in Manjimup.	Manjimup Town Centre Revitalisation Project	Deliver	Development and Regulation Directorate	2016/2017	Funded by the Royalties for Regions 'Growing our South' program
		3.3.3 Close the Manjimup Town Hall toilets to the public (Town Hall use only) and develop a new public toilet block on Brockman Street.	Manjimup Town Centre Revitalisation Project	Deliver	Development and Regulation Directorate	2016/2017	Funded by the Royalties for Regions 'Growing our South' program





Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	3.3.4 Continue to maintain all existing public toilets in the Shire's four town centres.		Deliver	Development and Regulation Directorate	Ongoing	Undertaken through normal operational budgets
<b>3.4 The accessibility and inclusivity of all Shire of Manjimup buildings, facilities and spaces is continuously improved.</b>	3.4.1 Maintain ongoing reviews of all existing Shire owned buildings, facilities and spaces to identify access and inclusion barriers and prioritise upgrades.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Deliver	Development and Regulation Directorate	Priorities to be reviewed annually	Budgets to be determined from identified priorities and subject to budget capacity
	3.4.2 Ensure all new Shire infrastructure developments meet universal access standards and, where practical and possible, redevelopments improve accessibility.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Deliver	All Directorates	Ongoing	Absorbed by the specific Infrastructure Project budgets
	3.4.3 Consider accessibility features when developing and reviewing asset management plans.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Deliver	All Directorates (Building Services to assist)	Ongoing	Nil



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	3.4.4 Where practical and possible, ensure all new Shire infrastructure developments and redevelopments utilise basic dementia-friendly design principles.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Deliver	All Directorates	Ongoing	Absorbed by the specific Infrastructure Project budgets
	3.4.5 Investigate staff training on dementia-friendly design principles for relevant Shire employees (eg. planning, buildings, parks, technical services, construction).	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Facilitate Deliver	Community Services Directorate	2016/2017	Nil to investigate. Training budgets to be determined from any recommendations and subject to budget capacity
	3.4.6 The Shire of Manjimup Access and Inclusion Advisory Committee may make recommendations on plans for development or priorities for improvements in accordance with the Committee's Terms of Reference.		Lead Facilitate	Community Services Directorate	Ongoing	The Advisory Committee may make budget recommendations to be considered by Council



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	3.4.7 Town Centre Revitalisation Committees are established in each town and make recommendations on priorities for improvements in accordance with the Committee's Terms of Reference.		Lead Facilitate	Development and Regulation Directorate	Ongoing	Committees may make budget recommendations to be considered by Council
<b>3.5 The benefits of providing accessible venues and buildings are promoted to community-based, commercial and residential developers.</b>	3.5.1 Make information available to all developers (commercial and residential) on the specifications and guidelines for maximising accessibility. (See also 5.3.1)	Shire of Manjimup Website	Lead Facilitate	Development and Regulation Directorate	Ongoing	Nil
	3.5.2 Information is available to the community on the benefits flowing from the development and provision of accessible buildings and venues.	Shire of Manjimup Access and Inclusion Advisory Committee	Advocate	Community Services	Ongoing	Nil



## Domain 4: Transport

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>4.1 The transport shortfalls which limit older people's participation in community life and access to services are addressed.</b>	4.1.1 Facilitate a solution-driven process to engage with all stakeholders (public, commercial, not-for-profit) and establish improved public transport delivery and options across the Warren Blackwood region.	South West Development Commission  Public Transport Authority  Transport Providers (community services and commercial)  Community Buses	Facilitate Partner	Community Services Directorate	2016/2017	Any costs to be absorbed by the Community Transport budget (see 4.1.4)
	4.1.2 Seek clarification on the new requirements to establish on-demand 'taxi style' services and make that information available in order to encourage and support potential operators.	Department of Transport - On-Demand Transport Business Unit	Advocate Facilitate	Community Services Directorate	Urgent	Nil



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Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	4.1.3 Make information available to the community regarding the range of transport options available across all communities, including public, commercial, private (eg. Ride Share & Travel Partners) and not-for-profit providers and any accessible features or subsidy schemes.	Shire of Manjimup Website Department of transport Community buses Disability / home and community care services Commercial operators	Lead Deliver	Community Services Directorate	Establish 2016/2017 and update annually	Nil
	4.1.4 Maintain a budget to enable the provision of community bus transport to and from major Shire events and activities.		Deliver	Community Services Directorate	Annual	\$5,000 pa (Confirmed for 2016/2017)
	4.1.5 Support towns and settlements to acquire and upgrade 'community buses'.	Community Groups and Services	Facilitate Support	Community Services Directorate	Ongoing	Nil



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	4.1.6 Encourage all inter-town bus routes and services to include the provision of adequate shelters for bus stops.	Public Transport Authority  Transport Providers	Advocate	Development and Regulation Directorate	Ongoing	Nil
<b>4.2 The parking needs of older people are being met.</b>	4.2.1 Maintain a register of public ACROD parking in Manjimup, Pemberton, Northcliffe and Walpole and include a comment on: whether each town has satisfied the minimum ratio of ACROD bays as required by Australian Standards.	Council Policy 5.2.4 <i>Disabled Parking Bays Identification and Enforcement</i>	Deliver	Development and Regulation Directorate  Works and Services Directorate	Policy due for review August 2016	Nil
	4.2.2 Make information available to the community so it may assist in the enforcement of ACROD parking compliance.	Shire of Manjimup Website and other media	Lead Partner	Development and Regulation Directorate	Ongoing	Nil
	4.2.3 Identify any ACROD bays that are not meeting Australian Standards and set priorities for upgrades.	Australian Standards	Facilitate Deliver	Works and Services Directorate	Ongoing	Nil to investigate. Upgrade budgets to be determined from any recommendations and subject to budget capacity



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>4.3 Road and transport safety is improved for the community.</b>	4.3.1 Continue to consult with Main Roads (WA) on the Shire's priorities in regards to improving the South Western Highway.	Main Roads (WA)	Advocate	Works and Services Directorate	Ongoing	Nil
	4.3.2 Investigate the feasibility of new roads or road upgrades to support safe road freight transport.	South West Development Commission  Main Roads (WA)  Department of Transport	Partner	Works and Services Directorate	2015/2016	Nil
	4.3.4 Encourage stakeholders across the community to:  a. inform and educate the public on mobility scooter safety, rights and responsibilities, and  b. consider the provision of supportive and accessible infrastructure when undertaking developments.	WA Police  RAC	Facilitate Partner	Community Services Directorate	2015/2016	Nil



# Age-Friendly Communities Plan | 2016-2021

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	4.3.5 Encourage stakeholders across the community to support people making a transition from driving.	Department of Transport Department of Health Driver Training Providers Home and Community Care Providers	Advocate	Community Services Directorate	Ongoing	Nil





## Domain 5: Housing

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>5.1 Older people across our communities have reasonable access to an adequate range of suitable and affordable housing options.</b>	5.1.1 Lobby for and support the upgrade of existing Aged and Dementia (High) Care Facilities.	Facility owners	Advocate Facilitate	Community Services Directorate	Ongoing	Nil
	5.1.2 Encourage investment in the development of a high-care nursing home attached to the new Warren Health Service.	Department of Health  Private Investors  High Needs Aged Accommodation Operators	Advocate	Community Services Directorate	Ongoing	Nil
	5.1.3 Complete the Seniors Housing Initiative (age-friendly housing development) on the old Manjimup Primary School site.	Housing Authority  South West Development Commission	Partner	Community Services Directorate	Construction to commence 2016/2017	\$2,036,024 on budget
	5.1.4 Where eligible, continue to provide financial support to community based or not-for-profit developments of age-friendly housing.	Council Policy 3.10.1 <i>Contributions to Community Based or Not-for-Profit Aged Housing</i>	Lead Deliver	Community Services Directorate	Ongoing	A maximum of \$50,000 available per request, subject to budget capacity
	5.1.5 Support not-for-profit applications for funding for age-friendly accommodation.		Advocate	Community Services Directorate	Ongoing	Nil



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Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	5.1.6 Encourage investment in age-friendly housing and accommodation in the region.		Advocate	Community Services Directorate	Ongoing	Nil
	5.1.7 Where approved by Council, provide self-supporting loans to not-for-profits to develop aged accommodation.	Council Policy <i>4.1.2 Self Supporting Loans</i>	Partner	Business Directorate	Ongoing	As approved by Council
	5.1.8 Where approval conditions are met, enable local caravan park operators to develop 'park homes' specifically for long-term leasing by older residents.	State Government <i>Caravan Parks and Camping Grounds Regulations 1997</i>	Facilitate	Development and Regulation Directorate	Ongoing	Nil
	5.1.9 Where approval conditions are met, enable residents to build an ancillary accommodation ('granny flat').	Council Policy <i>6.1.21 Ancillary Accommodation for Aged/Dependent Persons</i>  WA Planning Commission	Facilitate	Development and Regulation Directorate	Ongoing	Nil



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	5.1.10 Where eligible, seniors concession card holders may receive a rebate or deferment on the payment of property rates.	State Government <i>Rates and Charges (Rebates and Deferments) Act 1992</i>	Facilitate	Business Directorate	Ongoing	Nil
	5.1.11 Pensioners may make application for the deferment of connection to deep sewer or, subject to the availability of finance, Council may choose to finance the connection of the premises to deep sewer by way of a self-supporting loan.	Council Policy <i>5.1.1 Sewerage Connections</i>  Council Policy <i>4.1.2 Self Supporting Loans</i>	Facilitate	Development and Regulation Directorate	Ongoing	As approved by Council
<b>5.2 The housing needs of older people are addressed through effective urban planning strategies.</b>	5.2.1 Consider age-friendly provisions when undertaking a review of the Local Planning Strategy (2003) and Scheme (No.4) provisions and any relevant Local Planning Policies.	<i>Shire of Manjimup Local Planning Strategy 2003</i>  <i>Shire of Manjimup Local Planning Scheme No.4</i>	Lead Deliver	Development and Regulation Directorate	2016/2017	\$25,000 (2016/2017) Confirmed funding to undertake the full planning strategy review
	5.2.2 Consider research into age-friendly housing and accommodation demands, across all towns, expected in 2036/2037.		Facilitate Deliver	Community Services Directorate	Consider undertaking the research in 2026/2027	To be determined (2026/2027)



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<p><b>5.3 The homes of older people are equipped, maintained and modified to support their safety and changing needs.</b></p>	<p>5.3.1 Make information available (including audit tools and guides) to the community on;</p> <p>a. meeting standards for accessible, age-friendly and dementia-friendly homes (see also 3.5.1),</p> <p>b. sources of funding, safety audits and other supports for undertaking home modifications or acquiring supportive equipment, and</p> <p>c. services and supports available to assist with home maintenance.</p>	<p>Shire of Manjimup Website</p>	<p>Lead Deliver</p>	<p>Community Services Directorate</p>	<p>Ongoing</p>	<p>Nil</p>



## Key Area: Civic Leadership

### Domain: 6: Communication and information

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>6.1 Older people have access to the information that is relevant to them.</b>	6.1.1 The Manjimup Wellness and Respite Community Centre is to service the region as a one-stop-shop for information about facilities, services, programs and activities relevant to older people.	All facilities, services, programs and activities in the region relevant to older people	Facilitate Partner	Community Services Directorate	Commence consultations and negotiations as a matter of priority	Nil
	6.1.2 Make information available to the community in regards to all of the Shire's facilities, projects, programs, strategies and services that are designed to support older people. (see also 3.5.1 and 5.3.1)	Shire of Manjimup Website	Deliver	Community Services Directorate	Ongoing	Nil



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	6.1.3 Local medical services and other health professionals are encouraged to access the information required to make informed referrals and connect older patients and consults with the services and programs available to support them.	Department of Health Local General Practitioners Local Medical Services Staff Local Allied Health Professionals	Nil	N/A	Ongoing	N/A
	6.1.4 The Shire's Manjimup HACC service to deliver a biannual Wellness Expo to provide opportunities for older people to make one-to-one contact with a range of services and groups relevant to them.	Expo Exhibitors	Lead Partner Deliver	Community Services Directorate	Every two years - Next Expo April 2017	Absorbed by the General HACC budgets
<b>6.2 Households have access to basic communications infrastructure.</b>	6.2.1 Pursue improved mobile phone coverage across the region.	Department of Communications and the Arts Mobile Black Spot Programme	Advocate	Development and Regulation Directorate	Ongoing	Nil



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Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	6.2.2 Minimise any disadvantage to residents not able to access the National Broadband Network (NBN).	NBN Network Extension Program and Sky Muster Satellite Service  Telecommunications Industry Ombudsman	Nil	N/A	Ongoing	N/A
	6.2.3 Pursue improved radio reception and access to a greater range stations across the Shire.	Australian Communications and Media Authority	Advocate	Development and Regulation Directorate	Ongoing	Nil
	6.2.4 Reduce the number and severity of power failures across all communities, with improvements urgently sought in the Northcliffe and Quinninup area.	Western Power	Advocate	Development and Regulation Directorate	Ongoing	Nil
<b>6.3 Older residents receive information from the Shire of Manjimup in a format that will enable them to access the information as readily as other people are able to access it.</b>	6.3.1 The Shire will comply with all reasonable requests for its printed information to be provided in an alternative format, and all official Shire documents are to carry a notation to this effect.		Deliver	All Directorates	Ongoing	Absorbed by General Administration budgets



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	6.3.2 All Shire promotional materials, newsletters and documentation regarding services, facilities and customer feedback (including the website) are presented in visually accessible formats and use clear and concise language.	Refer to the <i>Identified Age-friendly Audit Tools and Guides</i> chapter of this Plan	Deliver	All Directorates	Ongoing	Nil
	6.3.3 Shire employees to receive access and inclusion training, inclusive of a component on accessible information requirements and how to obtain information in other formats. (See also 1.3.3 and 7.2.1)	Training Provider	Deliver	Office of the CEO	Training is undertaken annually for new staff and refreshed as needed	Absorbed by General Staff Training budgets





## Domain 7: Leadership, consultation and respect

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>7.1 The Shire regularly monitors, reviews and reports on the Age-friendly Communities Plan.</b>	7.1.1 This Plan is to be reviewed upon release of the 2016 National Census Data in order to update the <i>Community Profile</i> section of the document.	Australian Bureau of Statistics	Deliver	Community Services Directorate	When the data becomes available	Nil
	7.1.2 Progress reports on the Plan are to be provided to Council and publicity given to any achievements.	Local Media Regular Print Advertising (Shire Bulletin)	Deliver	Office of the CEO	Ongoing	Absorbed by General Advertising budgets
	7.1.3 The Plan is to receive a full review every five years.		Lead Deliver	Community Services Directorate	2021/2021	\$25,000 (2021/2022) Subject to budget capacity
<b>7.2 Shire staff are knowledgeable, competent and aware of how to address the needs older people.</b>	7.2.1 Shire employees to receive access and inclusion training, inclusive of a component on the provision of quality person-centred customer services to people with disabilities and dementia. (See also 1.3.3 and 6.3.3)	Training Provider	Deliver	Office of the CEO	Training is undertaken annually for new staff and refreshed as needed	Absorbed by General Staff Training budgets



# Age-Friendly Communities Plan | 2016-2021

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>7.3 Older people are provided opportunities to engage with children and youth to share knowledge, history and skills.</b>	7.3.1. Community organisations and agencies are encouraged to run intergenerational programs or projects that inspire children and young people to learn about ageing and older people.	Family Centres and Playgroups  Schools  Youth Organisations	Support	Community Services Directorate	Ongoing	Nil
<b>7.4 Our community supports positive images and recognises the valuable contributions of older people.</b>	7.4.1. Make application to be a member of the World Health Organisation Global Network of Age-friendly Cities and Communities.	World Health Organisation	Deliver	Office of the CEO	Upon adoption of the Age-friendly Communities Plan 2016	Nil
	7.4.2 Participate in the Local Government Managers Association (LGMA) Network of Age Friendly Communities.	Local Government Managers Association (LGMA)	Deliver	Community Services Directorate	Ongoing	Membership to the LGMA is absorbed by General Administration budgets
	7.4.3 Plan and implement a Seniors Week and Dementia Awareness Month program each year, and encourage activities in all four towns.	WA Department of Local Government and Communities  Alzheimer's Australia	Lead Partner	Community Services Directorate	Seniors Week is held every November  Dementia Awareness Month every September	Supported by external grants



## Key Area: Economic Growth and Development

### Domain 8: Employment, volunteering and life-long learning

Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
<b>8.1 Older people have the same rights and opportunities as other people to obtain and maintain employment with the Shire.</b>	8.1.1 Ensure recruitment strategies that ensure equal employment opportunity are followed, and the Shire advertises itself as an equal opportunity employer when undergoing recruitment.	State Government <i>Equal Employment Opportunity Act 1984</i>	Lead Deliver	Office of the CEO	Ongoing	Nil
	8.1.2 In all reasonable and practical circumstances, implement flexible work practices or equipment to support older workers.	As above	Lead Deliver	Office of the CEO	Ongoing	Nil
<b>8.2 The Shire recognises, supports and values the contributions volunteers make to the organisation and to the general community.</b>	8.2.1 Improvements to the incentives and supports, including financial, for ambulance volunteers are encouraged. (see also 2.1.3)	State Government St John Ambulance	Advocate	Community Services Directorate	Ongoing	Nil
	8.2.2 Make Community Grants to support not-for-profit organisations to deliver projects, events or activities that have a focus on benefiting communities within the local government area. Unincorporated volunteer groups are eligible to apply.	Council Policy 3.1.3 <i>Community Funds Allocation</i>	Facilitate Partner	Community Services Directorate	Annual	2% of the prior year's rates revenue



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Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	8.2.3 Publicly acknowledge outstanding contributions by volunteers through the selection of the Premier's Australia Day Active Citizenship Award winners, presented as part of the official annual ceremony each year.	Australia Day Council	Lead Deliver	Community Services Directorate	On or around 26 January each year	\$5,000 pa
	8.2.4 Facilitate regular activities to develop the capacity of volunteer groups across the region.	Department of Sport and Recreation  Alzheimer's Australia WA  VolunteeringWA  Community Resource Centres	Facilitate Partner	Community Services Directorate	As needed and to the extent available resources allow	Nil
	8.2.5 Coordinate a collaboration of resources and programming across all communities to maximise the engagement with Thank a Volunteer Day.	Department of Local Government and Communities  Community Resource Centres	Facilitate Partner	Community Services Directorate	Annually in December	Currently grant funded



Objective	Strategies	Stakeholders and Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	8.2.6 Support National Volunteer Week.	Volunteering Australia	Support Partner	All Directorates	Annually in May	Nil
	8.2.7 Ensure the Shire's registered volunteers are well supported.		Lead Facilitate	Office of the CEO	Ongoing	Nil
<b>8.3 Training and retraining opportunities are affordable and available to older people.</b>	8.1.1 Support the Broadband for Seniors training program designed to provide free peer-based mentoring and computer literacy skills.	Public Libraries Manjimup HACC Community Resource Centres	Partner	Community Services Directorate	Ongoing	Currently grant funded



## Appendix B: Consultation Participant Information

### General Participants

107 participants in the various workshops and discussion forums completed “general” participant information forms. A number of these who were aged 55 or over also completed “carer” and “service provider” information forms.

The majority of respondents lived in and around the largest population centre, Manjimup.

The participation rates by Northcliffe residents appear comparatively low however an opportunity for residents to contribute feedback on the eight domains was also provided during the Northcliffe Showcase on 2 July 2016. This was an unstaffed consultation station and participation information forms were not collected during this event. The feedback received from residents during the Northcliffe Showcase has been recorded in *Appendix D: Community Consultation Results*.

Publicly advertised consultation workshops were planned for the four gazetted towns of the Shire; Manjimup, Northcliffe, Pemberton and Walpole. It was not intended for workshops to be conducted in the Shire’s ‘settlements’ of Deanmill, Jardee, Nyamup, Palgarup, Quinninup, Tone River or Windy Harbour however a request was made by the Quinninup Community Association who supported the project and hosted a workshop.

Residence	Qty
Manjimup	43
• Glenoran	1
• Perup	1
Northcliffe	9
Pemberton	20
Quinninup	16
Walpole	17
<b>Grand Total</b>	<b>107</b>

For the purposes of categorising and reporting on the data the two respondents from Glenoran and Perup have been included in the Manjimup data as it is the closest gazetted town.



## Manjimup likes and dislikes

9 respondents left the “likes” section blank. 24 respondents left the “dislikes” section blank.

Likes about Manjimup	Dislikes about Manjimup
A friendly shopping community.	Being far away from children and family.
All nice people. I like everything. I've lived here long enough.	Cold at night time.
Always lived here and have family.	Hoon drivers.
Caring, beautiful people around me.	Isolation (distance from the city).
Central location, fresh air, walks, amenities, friendly people.	Isolation, satellite internet, no mobile phone reception.
Community minded, lots of volunteer groups and help for the aged.	Lack of taxi service.
Community (x 2)	Need more free WIFI, and there are no seats in town to sit on and access WIFI. Seeing the vacant shops, the rents are too high. Need more shops open on Sunday and things to do. Manjimup is dead on a Sunday compared to Nannup and Bridgetown.
Easy accessibility, peace, country life.	No cinema, limited shopping, need to travel to medical services (specialists, etc).
Everything about my lifestyle.	No dislikes.
Friendly people, great Council.	No transport or taxis when you have to go to Bunbury.
Friendly support.	Not many good employment opportunities for potential residents.
Helpful friendly faces.	Nothing much.
I like it all, all nice people.	Nothing, I'm living in paradise.
I like living here because it's a very friendly town.	Nothing.
I like the countryside, nice and open community, friendly.	Slow internet. When will the NBN arrive? When is the aged-friendly housing arriving?
It's clean, quiet and well maintained.	The cold.
It's friendly.	The thought of no fence around the Timber Park.
It's home, it's comfortable.	We want our Shire Lesser Hall back as a general purpose community centre to be available to groups like Lions, Apex, Rotary etc.
It's home.	Weather.
Knowing lots of people and being able to chat to all and sundry.	
Lived here all my life. If I didn't like it I would leave.	
Living among friends.	
Living in a country community, friendly, feel safe, know lots of people.	
Love it, people are nice, friendly.	



Likes about Manjimup	Dislikes about Manjimup
Lovely, excellent, good.	
No traffic lights, no congestion, 5 minutes from anywhere in town.	
People are friendly and it's in the country.	
Pool and scenery.	
Rural, clean air, fresh food grown here, quiet and peaceful.	
Social outings.	
The feel of the community and the opportunity to do varied things.	
The nature, the quiet.	
The surrounding country.	
Town not too large.	
We are really happy with the pool.	

### Northcliffe likes and dislikes

One respondent left the “likes” section blank. One respondent left the “dislikes” section blank.

Likes about Northcliffe	Dislikes about Northcliffe
Caring people, beautiful environment, peaceful.	Bad roads, no overtaking lanes on SW Highway in Manjimup Shire, lack of public transport.
Community commitment.	Disappointing stereotyping, especially in "Karri Pigeon" (otherwise does a good job of providing information)
Community spirit, rural, opportunities to be involved, some good health service practitioners, healthy environment.	End of the line for services? Power, phone - everything is geared towards the necessity of these.
Little external stress.	Isolation can support depression. Extreme gossip.
Natural environment, history of inclusiveness (receding?), not much interest in impressing with possessions, safe.	Lack of NBN, long way to travel for health specialists, poor radio reception, power outages.
Quiet and peaceful, open spaces, community spirit.	Negative people.
The fresh air, the community (some of).	Our infrastructure. I.e. Roads, water, phone, power.
The people, community, diversity, natural amenity.	Poor road conditions.





## Pemberton likes and dislikes

One respondent left the “likes” section blank. Eight respondents left the “dislikes” section blank.

Likes about Pemberton	Dislikes about Pemberton
Beautiful peaceful location. Options for volunteering.	To see Pemberton deteriorating.
Being an active part of a small community.	Lack of accessible community transport both within and without Pemberton, and customer tailored provision of services on a realistic time basis (eg. HACC, Silver Chain)
Born here 1929. Parents on group settlement farm on De Campo Road. Parents lived here from 1924 - 2006.	Lack of available public transport.
Climate, environment, friendly people, sense of belonging (I'm back in my birth place), community spirit, volunteers.	Lack of choice, eg. Medical, shopping, transport etc.
Climate, surroundings, community friendliness.	Lack of medical facilities when there are serious health issues.
Community life.	No footpaths, no transport!
Everything. (x2)	No handrail between the Jarrah and Karri rooms in the Sports Club.
Friendly community, lovely environment, lots of things to do.	Nothing.
Friendly people, caring community, peace and quiet, beautiful countryside.	Some of the roads need to be upgraded and we need more footpaths.
Friendly people.	To see Pemberton deteriorating.
Its ambience and beauty.	Too far from specialist medical services. Very little public transport.
Love the huge trees, quietness, nature, friendly atmosphere, helpful people, community minded spirit etc.	Wet, cold winters.
Quiet and peaceful lifestyle, nice neighbourhood.	Winter.
Quiet, peaceful, crime-free, sporty.	
Quietness, friendly community, most things needed are available, beautiful scenery.	
Safety, community.	
The environment, the trees, the people, the activities, the support.	
The friendly people.	



## Quinninup likes and dislikes

One respondent left the “likes” section blank. Three respondents left the “dislikes” section blank.

Likes about Quinninup	Dislikes about Quinninup
Beautiful place.	Fear of fires.
Being among the trees and away from suburbia.	Fire risk.
Compact.	Insufficient community participation. Too little support from the Shire ie. Exercise classes.
Good community. Lovely environment.	Isolation, lack of services.
Peace and tranquillity.	Lack of facilities. Ie. Shops.
Peace, quiet and beautiful people.	Lack of public transport.
Peace, quietness, friendly atmosphere.	Log trucks.
Quiet country life.	No communications (phone, internet). No transport.
Quietness.	No public transport. No cafe. No internet. No petrol.
Space, bush walks.	No transport.
The peace and quiet, and friendly neighbours.	Not having a shop, fast internet, mobile phone service in my home.
The peace and quiet. Environment. Interesting people. Friendly, helpful people. Love the trees and the lake.	Nothing.
The people and the area.	Sometimes the distance from Manjimup town, for medical reasons.
The town and surroundings.	
Tranquil environment.	

## Walpole likes and dislikes

None of the respondents left the “likes” section blank. Five respondents left the “dislikes” section blank.

Likes about Walpole	Dislikes about Walpole
All that a small town offers, not much chance for anonymity here!	Being isolated because of our small population.
Closeness of the community, environment, safe.	Distance from family members, medical/dental facilities/cultural opportunities.
Environment, great community and people.	Distance required to travel to medical care.
Everything.	Distance to major hospitals, theatre and shopping.
Fishing, quiet, friendly people.	Fire risk, aspects of isolation and distance.
Friendly community.	Haven't been here long enough to find the answer to this one!
Peace and quiet, cool summer weather, friendly.	Isolation from medical help.



Likes about Walpole	Dislikes about Walpole
Quiet living, friendly people.	Lack of close firewood, not enough in the designated area.
Quietude, welcoming and friendly community.	Lack of facilities for people in need.
Rural environment.	Local IGA (poor selection of fresh produce).
Safe, community cohesion.	Nothing.
Small friendly town and lovely environment.	The bad vandalism of some.
The community.	
The people.	
The small town friendly community spirit.	
Trees, water, air, security, library, Silver Chain, chiropractor.	
Very supportive community, well respected, beautiful people and area.	

## Age and gender profile of respondents

The age demographics of the participants was well spread.

Age	Qty
Under 45 years	1
45-54 years	4
55-64 years	24
65-74 years	46
75-84 years	27
85+ years	4
(blank)	1
<b>Grand Total</b>	<b>107</b>

Females were disproportionately represented during the consultation. Only 30% of participants stated they were male, however 8% of respondents did not indicate if they were male or female.

Gender Identity	Qty
Female	66
Male	32
(blank)	9
<b>Grand Total</b>	<b>107</b>

## Aboriginal and Torres Strait Islander

Only one respondent identified themselves as Aboriginal or Torres Strait Islander. The sample size is too small to perform a sub-set analysis.

24 participants did not answer the question but this is likely due to the placement of the question on the page rather than a reluctance to disclose. That is, the question



was placed on the right hand side of the page and may have been missed by many participants.

Indigenous	Qty
No	82
Yes	1
(blank)	24
<b>Grand Total</b>	<b>107</b>

### Non-English speaking background

Only three participants spoke a language other than English at home. The sample size is too small to perform a sub-set analysis of residents from culturally and linguistically diverse backgrounds.

Language Spoken at Home	Qty
Australian	2
Dutch	1
English	102
German	1
Polish	1
<b>Grand Total</b>	<b>107</b>

### Employment

Unsurprisingly the majority of participants are currently retired from paid employment. The next largest employment status is part-time indicating phased in or partial retirement.

Current Employment Status	Qty
Casual	1
Not in paid employment	5
Retired	73
Volunteer	2
Work full-time	7
Work part-time	19
<b>Grand Total</b>	<b>107</b>



The occupations list below demonstrates the participants come from diverse employment backgrounds and a range of government, not-for-profit, commercial and family businesses.

Current or Last Major Occupation	Qty	Current or Last Major Occupation	Qty
Administration Officer	1	Nursing	8
Aged Care	1	Occupational Therapist	1
Arts Facilitator	1	Office Receptionist	1
Building	1	Online Business Manager	1
Business Proprietor	2	Payroll Officer	1
Carer and Farming	1	Pharmacy Manager	1
Caretaker	1	Photographer	1
Chartered Accountant	1	Printer and Book Binder	1
Chef	1	Public Servant	1
Cleaner	1	Receptionist	1
CPA	1	Registered Nurse	3
Dementia Care Aid	1	Retail	1
Drapery Sales	1	School Bus Driver	1
Editor	1	School Principal	1
Educator and Teacher	1	School Teacher	1
EO, Family Centre	1	Self-employed Maintenance Contractor	1
Farming	6	Service Station Proprietor	1
Farming and home making	1	Sheet Metal Worker	1
Farming and Navy	1	Shoe Sales	1
Finance Officer	1	Shop Assistant	2
Fitter	1	Shop Owner	1
Gasfitter	1	Social Services	1
HACC Coordinator	1	Supermarket Service Manager	1
Hairdresser	2	TAFE Lecturer	1
Health Worker	1	Teacher	1
Humanitarian Aid Engineer	1	Timber Machinist	1
Laundry Manager	1	Timber Worker	2
Living	1	Tourism	2
Local Government Officer	1	Towerman	1
Marine Research	1	Town Planner	1
MD Control Data Australia	1	Trades Assistant	1
Media	1	Truck Driver	1
Medical Administration	1	Volunteer Opportunity Development	1
Medical Transcriptionist	1	(blank)	20
Night Supervisor	1		
<b>Grand Total</b>			<b>107</b>



## Health

Participants were asked how they would describe their current health.

Current Health	Qty
Excellent	25
Fair	23
Good	55
Poor	4
<b>Grand Total</b>	<b>107</b>

Despite the vast majority of participants reporting good to excellent health nearly half of the respondents are experiencing health or physical problems that limit their ability to undertake normal activities.

Limitations to normal function	Qty
No	55
Yes	51
(blank)	1
<b>Grand Total</b>	<b>107</b>

Health and physical issues that limit normal functions are as follows:

Reasons for loss of function	Qty	Reasons for loss of function	Qty
Age related issues / old age	2	Multiple sclerosis.	1
Arthritis.	3	Neuromuscular, charcot marie tooth syndrome.	1
Asthma.	1	Parkinson's Disease	2
Asthma, diabetes and heart condition.	1	Problem with legs, can't stand for long and shake a lot.	1
Back pain.	1	Recently underwent two major operations and hope to return to vigorous good health.	1
Back problems and legs.	1	Rheumatoid arthritis.	1
Bad foot.	1	Sciatic nerve.	1
Bad knees.	1	Severe back problems.	1
Breast cancer and osteoporosis.	1	Severe injuries to my legs from a motor vehicle accident years ago.	1
Chronic arthritis and spinal issues.	1	Shoulder reconstruction.	1
Chronic pain and arthritis.	1	Small problem with my back.	1
Developing arthritis.	1	Sore ankles.	1
Fibromyalgia.	1	Spinal injury, paralysis.	1
Hearing and sight impairment.	1	Spinal problems.	1
Hearing impairment.	1	Still recovering from a fractured leg.	1
Heart problems (heart attack).	2	Unsteady on my legs and leg pain.	1
Heart problems and panic attacks.	1	Vertigo.	1
Hips, knees and eyes.	1	Vision impairment.	2



Reasons for loss of function	Qty	Reasons for loss of function	Qty
I am waiting to have heart surgery.	1	Vision impairment and need to use gopher.	1
Knee and back problems affect my mobility.	1	Waiting for a knee replacement.	1
Lymphedema in right arm and history of breast cancer.	1	(blank)	58
Minor issues due to a hip replacement.	1		
<b>Grand Total</b>			<b>107</b>

### Provision of care to others

22 (20%) of the participants reported “yes” they are providing unpaid care or assistance to another person on a regular basis.

Provides Unpaid Care	Qty
Mutual care	1
No	83
Yes	22
(blank)	1
<b>Grand Total</b>	<b>107</b>

Of these 22 participants, more than half (12) were providing that care to a spouse or partner. Six of the 12 participants providing care to a spouse or partner were aged between 65 and 74. Three carers were aged between 75 and 84 with the remaining three being aged under 65.

Relationship to Carer	Qty
Aunty	1
Adult daughter with disability	1
Dependent children	1
Non-relative	6
Sister	1
Spouse/Partner	12
<b>Grand Total</b>	<b>22</b>

In most circumstances where the person receiving care was not a spouse or partner they lived independently and not with the participant.

Residence of Care Recipient	Qty
Lives independently.	8
Lives with carer.	13
(blank)	1
<b>Grand Total</b>	<b>22</b>



Please note, 11 of the participants above who provide unpaid care or assistance to an older person on a regular basis also provided additional information about their experiences as a carer. Please refer to the “Carers of Older People” section of this Appendix for more details.

### Regular assistance with normal activities

Approximately 25% of participants reported they are receiving some kind of regular assistance with normal duties. It is unclear why 14 (13%) of the participants did not answer the question.

Do You Receive Assistance?	Qty
No	67
Yes	26
(blank)	14
<b>Grand Total</b>	<b>107</b>

The majority of the 26 participants who reported they access assistance are doing so through a government or subsidised community service provider, as opposed to accessing support through family members or privately purchasing.

Description of Assistance Received	Qty
A community member helps me with major garden projects.	1
Family, HACC, PATS.	1
HACC.	2
HACC and My Way.	1
HACC and Silver Chain.	1
HACC for cleaning and gardening.	1
HACC for gardening and respite outings for my husband.	1
HACC personal care, Day Centre, social outings.	1
HACC, Day Centre, social outings, medications, meals on wheels.	1
Me and my spouse use HACC for medical appointments in Bunbury. Family also assist.	1
My family and a service provider.	1
Personal Care.	1
Personal care and medications.	1
Private cleaner, occasional gardener.	1
Private hire assistance with cleaning, wood collection and gardens.	1
Privately arranged the assistance of backpackers with nursing qualifications.	1
Receive care from the Holy Spirit of Freedom community and Silver Chain (personal care, shopping).	1
Require assistance to dress, tie laces etc.	1
Service provider.	1
Silver Chain for caring support. House cleaner.	1
Silver Chain for personal care.	1
Silver Chain, personal care, house cleaning and gardens.	1





Description of Assistance Received	Qty
Through agencies at the Nursing Post	1
(blank)	2
<b>Grand Total</b>	<b>26</b>

## Residential Details

36% (39) of participants reported they live in a rural setting.

Where do you live?	Qty
In 'town'	57
Rural Property	39
Retirement Village	6
Residential Care	3
Settlement	1
(blank)	1
<b>Grand Total</b>	<b>107</b>

Just over half (57 or 55%) of participants live with their spouse or partner and a large number of participants (39 or 36%) live alone.

Of the 39 participants living in a rural setting 14 are also living alone, indicating 13% of the participants may be 'at risk' due to isolation.

Who do you live with?	Qty
Spouse/partner	59
Alone	39
Other relatives	4
Group Home	1
Spouse/partner and children	1
(blank)	3
<b>Grand Total</b>	<b>107</b>

A significant majority of participants (78 or 73%) are mortgage-free in regards to owning their own home. Those living in a retirement village or residential care are more likely to be doing so under some kind of rent or lease arrangement.

Home Ownership	Qty
Own home	78
Rent/Lease	12
Paying mortgage	7
Lodging with family	2
Building own disability-friendly home	1
Other	1
(blank)	6
<b>Grand Total</b>	<b>107</b>



51 (48%) of participants have lived in the Shire for 20 years or less whilst 40 (37%) have lived in the region for 41 years or more. Nearly 30% (30 participants) have lived in the Shire for 10 years or less.

Given the age demographics of participants it may be inferred that a significant number have moved to the region in retirement, or in the lead up to retirement, however this question was not specifically asked. Anecdotally it was noticed by the researcher that a number of participants have lived in the Shire for less than 5 years.

Years Lived in the Shire	Qty
10 years or less	30
11-20 years	21
21-30 years	10
31-40 years	4
41-50 years	10
More than 50 years	30
(blank)	2
<b>Grand Total</b>	<b>107</b>

### Safety and Security

Consultation participants, across the board, have given the Shire of Manjimup and its various communities a near-perfect score in regards to a sense of safety and security.

Do you generally feel safe and secure out in public around your community?	Qty
Yes	102
No, I get worried about the kids without adult supervision.	1
No, I worry about gophers going too fast on footpaths and I can't hear them.	1
No, I worry on Friday nights and weekends - street upset until 3am.	1
(blank)	2
<b>Grand Total</b>	<b>107</b>

Do you generally feel safe and secure in your home?	Qty
Yes	106
No, I get worried about a man who lives near my place.	1
<b>Grand Total</b>	<b>107</b>



## Relocation or Downsizing

The significant majority of participants (79 or 74%) are not seeking to move house within the next five years.

Do you plan to move house in the next 5 years?	
No, not at all	79
Yes, I want to move	14
No, but I'm worried I might be pressured to move	5
Don't know	1
I am considering the new primary school development	1
Unsure	1
(blank)	6
<b>Grand Total</b>	<b>107</b>

The five participants who responded “No, but I’m worried I might be pressured to move” also gave the following details.

No.	Relocation Destinations	Reasons for Relocating
1	Albany	Because of my husband's health.
2	Bunbury	Because of medical problems.
3	Close to relatives	I might need more support.
4	(blank)	Poor health.
5	Unknown location	I may no longer be coping.

The 14 participants who responded “Yes, I want to move” also provided the following details. Participants wanting to move within the next 5 years were more likely to also be an unpaid carer of their spouse or partner.

No.	Relocation Destinations	Reasons for Relocating
1	(blank)	(blank)
2	Albany	Change of lifestyle.
3	An age-friendly home	Our house is too big.
4	Another location in Manjimup	It is a wheelchair-friendly home.
5	Another location in Manjimup	It is a wheelchair-friendly home.
6	Another location in Manjimup	To downsize.
7	Another location in Manjimup	Downsize - the garden is too big.
8	Augusta	To a retirement home.
9	Dunreath	To reduce the burden of home maintenance.
10	Dunreath	More age-appropriate.
11	Melbourne	To be with family.
12	Perth	All my family are there.
13	Perth	It's too cold here.
14	Perth	I'm missing out on my grandchildren.



57 (53%) of participants have not downsized their home and do not plan to in the future. Only 15 (14%) of participants are planning to downsize.

Do you plan to “downsize” your home in the future?	Qty
No, no plans	57
No, I have already downsized	25
Yes	15
I am considering the new primary school development	1
Not living in my own home	1
(blank)	8
<b>Grand Total</b>	<b>107</b>

### Attitudes Toward Downsizing

The following five tables detail the responses of participants in regards to their attitudes toward downsizing. Five statements were made and participants were asked to indicate how much they agreed or disagreed with the statements.

It is difficult to draw any conclusions based on the responses. A significant number (45 to 50) of participants (from 45 to 50) left their response to each statement blank, presumably because they did not feel it was relevant to them. For those who did respond, a large number (from 17 to 24) did not feel they could agree or disagree with any given statement.

Those who did record a clear opinion tended to be more in agreement with the statements than not in agreement.

1. The costs of downsizing are too great (fees, duties, taxes etc)	Qty
Strongly agree	18
Agree	15
Neither agree or disagree	24
Disagree	4
Strongly disagree	1
(blank)	45
<b>Grand Total</b>	<b>107</b>

2. There are no <u>affordable</u> homes to downsize to in my community	Qty
Strongly agree	13
Agree	17
Neither agree or disagree	18
Disagree	11
Strongly disagree	0
(blank)	48
<b>Grand Total</b>	<b>107</b>



3. There are no <u>suitable</u> homes to downsize to in my community	Qty
Strongly agree	10
Agree	13
Neither agree or disagree	20
Disagree	14
Strongly disagree	1
(blank)	49
<b>Grand Total</b>	<b>107</b>

4. There are no <u>available</u> homes to downsize to in my community	Qty
Strongly agree	7
Agree	15
Neither agree or disagree	17
Disagree	17
Strongly disagree	1
(blank)	50
<b>Grand Total</b>	<b>107</b>

5. I'm worried I won't have enough equity to downsize	Qty
Strongly agree	10
Agree	16
Neither agree or disagree	19
Disagree	13
Strongly disagree	2
(blank)	47
<b>Grand Total</b>	<b>107</b>

## Medical and Support Services

Participants were asked if they felt there were adequate medical and support services in their community, available to them and their family as they get older. The responses have been broken down by the participant's place of residence.

Responses	Manjimup	Northcliffe	Pemberton	Quinninup	Walpole	Totals
Yes	31	0	4	7	6	<b>48</b>
Mostly	9	5	6	4	6	<b>30</b>
No	3	3	5	5	4	<b>20</b>
Don't know	0	0	1	0	0	<b>1</b>
(blank)	2	1	4	0	1	<b>8</b>
<b>Grand Total</b>	<b>45</b>	<b>9</b>	<b>20</b>	<b>16</b>	<b>17</b>	<b>107</b>

Generally speaking the access to medical and other support services has reportedly improved across all communities since 2008 when the first age-friendly strategy was implemented. However, there are still many gaps and concerns particularly in regards



to accessing a range of medical specialists. Desired improvements in service access is detailed below for each community.

Desired Improvements in Service Access in Manjimup	Qty
Eye specialists.	3
Specialist doctors.	2
A Centrelink office with customer service.	1
Cancer care and related services.	1
Dentistry	1
Reduce delays in local medical appointment times.	1
Emergency response and treatment.	1
Neurologist specialising in Parkinson's.	1
Operations.	1

Desired Improvements in Service Access in Northcliffe	Qty
Better access to specialists / specialists to visit Manjimup (at least)	3
Manjimup hospital to provide services locally, such as day surgery.	2
More high-care accommodation for elderly.	2
A doctor to visit Northcliffe weekly, not twice a month.	1
Heated exercise pool.	1
Regular contact by someone to encourage and coordinate services needed by people living alone.	1
Local groups to provide social support to elderly (visit them).	1

Desired Improvements in Service Access in Pemberton	Qty
Access to specialists, such as hearing, eye, respiratory, oncology	7
A full-time medical practitioner / additional doctor available at the hospital.	2
All medical services need to be more available.	1
Easier access to allied health professionals, such as physio.	1
Reduce the risks for people living alone.	1

Desired Improvements in Service Access in Quinninup	Qty
A visiting doctor or nurse, on a regular basis.	3
Specialists.	3
Transport support - Weekly bus to/from health services in Manjimup.	2
Information on what services are available and how to access them.	1
A doctor in the community.	1
Reduce delays in local medical appointment times.	1
Mental health care.	1



Desired Improvements in Service Access in Walpole	Qty
Transport (with quick access) for medical appointments outside of Walpole.	4
More doctors and services available, with certainty services will be ongoing and available.	2
Specialists.	2
Emergency services.	1
Increased access to ancillary health professionals (physio, dental, ophthalmology).	1
Visiting dentist.	1
Mental health services.	1

## Transport

Participants were asked if they had a drivers licence and drive a car. The significant majority (79 or 74%) are still driving regularly with confidence. Approximately 5% (6) of participants never had a drivers licence.

Driving Frequency and Confidence	Qty
Yes, still driving with confidence	79
Yes, still driving as much as usual but I'm lacking the confidence I used to have	5
Never had a drivers licence	6
Driving less often because I don't like driving in the city.	1
Driving less often because I don't like travelling long distances.	1
Driving less often because I don't own a car.	1
Driving less often because I'm lacking the confidence I used to have (wife does most of the driving now)	1
Not driving anymore.	3
Not driving anymore because of sight impairment.	2
Not driving anymore because I have lost my confidence.	1
Not driving anymore because I'm too old.	1
Not driving anymore because my car gave up!	1
Not driving anymore because of vision impairment and medications.	1
Not driving anymore because of spinal injury (paralysis)	1
Not driving anymore because of vision impairment.	1
(blank)	2
<b>Grand Total</b>	<b>107</b>

Participants were asked, if they could choose to introduce more public transport options or services to describe what would they be, where they would go and when they would operate.

The responses have been categorised by place of residence. "Blank" responses have not been recorded as it was optional to respond to the question.



Manjimup Responses	Qty
24 hour taxi service / taxi bus.	19
Small, daily public bus service around town, possibly utilising established bus stops, extra services in mornings.	8
Wheelchair friendly transport services.	2
Bus direct to and from Busselton.	2
Rail line daily from Northcliffe to Bunbury (via Manjimup, Bridgetown, Donnybrook etc) with links to Perth.	2
Free bus transport to town for shopping. This be available to all outlying areas such as Quinninup and Donnelly River.	1
HACC seem to provide adequate services.	1
HACC should take all seniors out not just the very elderly as a lot do not have cars or no longer drive.	1
I have my own car, so not applicable.	1
Regular bus service to Bunbury, at least twice a day.	1
Regular bus service to Bunbury, Pemberton and Northcliffe.	1
Better parking, the angle parking is too dangerous.	1
Train to southern coast.	1
Transport servicing aged accommodation/housing areas.	1
With the lay of the land this is a difficult issue to resolve. Maybe a subsidised uber-like service would have the flexibility to address the region's transport needs.	1

Northcliffe Responses	Qty
A train service to Bunbury.	2
A senior's facility in Manjimup serviced by a bus to and from other towns.	1
Coordinated carpooling with friends and neighbours.	1
Regular bus service to Bunbury Hospital and specialists, cheap accommodation in Bunbury overnight for patients after day surgery.	1
Volunteer drivers, perhaps via HACC.	1

Pemberton Responses	Qty
A small bus service to be available to transport older residents at regular times around the town (lots of hills are an impediment to older people walking to services).	8
Bus service to Manjimup, 2-3 times a week.	3
Transport to specialist care / hospital in Bunbury (and other major centres).	3
Community bus service to local events and activities, as required.	2
Don't know.	2
Pemberton is too small to accommodate a taxi or bus service.	1





Quinninup Responses	Qty
Regular (small) bus service to and from Manjimup (pool, shopping and appointments) 2-3 times a week.	11
Taxi service.	1
I think there is enough public transport.	1
Increase the value of petrol cards to allow seniors to get to town to take part in more activities (Tai chi, Tender Touch, heated pool)	1
Public transport.	1

Walpole Responses	Qty
<u>Regular</u> community bus services to Manjimup, Denmark and Albany.	6
Bus or small van services to Manjimup, Denmark or Albany <u>as required</u> for specialist and treatment appointments.	2
A community bus. Maybe a bus to transport people to and from local events and activities.	2
Transport with wheelchair services. We need a bigger bus with a hoist.	2

## Communications Infrastructure

Participants were asked if there were communication services they would like to access from their homes but were experiencing difficulties.

Quinninup seems to be experiencing issues across the board. Pemberton residents report their radio reception to be of extremely poor quality (in addition to very little choice in stations) and Northcliffe residents report excessive power outages are negatively impacting on their communication technologies.

Generally there are frustrations with slow and unreliable internet connections, mobile phone 'black spots', lack of choice in radio stations (if you have reception) and reliance on unreliable and/or expensive satellite services. 31 (29%) respondents say they cannot get mobile phone reception in their home.

Town & No. Respondents	TV Reception	Phone Reception	Radio Reception	Reliable Internet
Manjimup (45 participants)	4	5	5	11
Northcliffe (9 participants)	2	4	3	5
Pemberton (20 participants)	3	5	10	2
Quinninup (16 participants)	7	12	10	13
Walpole (17 participants)	3	5	8	7
<b>Total (107 participants)</b>	<b>19 complaints</b>	<b>31 complaints</b>	<b>36 complaints</b>	<b>38 complaints</b>



## Life-Long Learning

Participants were asked if they felt there were enough opportunities for older people to learn new skills and attend training courses. Only 21 (20%) said “no”, however 37 (35%) were not sure.

Are there enough opportunities?	Qty
Yes	35
No	21
Not sure	37
(blank)	14
<b>Grand Total</b>	<b>107</b>

Only computer and internet literacy courses appear to have significant demand, despite senior’s computing courses being regularly run in the Manjimup, Pemberton, Northcliffe and Walpole Community Resources Centres.

What learning opportunities would you be interested in?	Qty
Computer and internet literacy.	11
Art & craft.	4
Physical exercise class (subsidised costs).	3
There are opportunities but sadly not well patronised.	2
Gardening	1
Book discussion group.	1
Line dancing.	1
Learn to get around the red tape (eg. Men's Shed).	1
Philosophy.	1
Science.	1
Various TAFE adult learning courses.	1
Whatever other communities are entitled to.	1

## Are we an Age-friendly Community?

Participants were provided five statements and asked to rate how much they agree or disagree with them. There were no discernible differences in the responses by place of residence so the results are summarised for all 107 ‘general’ participants.

The participants felt strongly that their community is a good place to grow old and retire in. 85% (93) agreed with the statement.

My community is a good one to grow old/retire in	Qty
Strongly agree	44
Agree	47
Neither agree or disagree	6
Disagree	5
Strongly disagree	0
(blank)	5
<b>Grand Total</b>	<b>107</b>



92% (98) agreed, very strongly, they feel welcomed in their community.

I feel welcomed in my community	Qty
Strongly agree	51
Agree	47
Neither agree or disagree	2
Disagree	0
Strongly disagree	1
(blank)	6
<b>Grand Total</b>	<b>107</b>

The participants did not agree as strongly that their community has a positive future. 75 participants (70%) did express agreement with the statement, and only 6% (7) disagreed, however 25 participants (23%) were unsure or did not answer the question.

The results still indicate a strong, positive attitude about the community's future.

My community has a positive future	Qty
Strongly agree	28
Agree	47
Neither agree or disagree	17
Disagree	4
Strongly disagree	3
(blank)	8
<b>Grand Total</b>	<b>107</b>

Similar to above, results indicate a strong, positive attitude that participants can remain in their community and grow old. 81 participants (76%) did express agreement with the statement, and only 2% (2) disagreed, however 24 participants (22%) were unsure or did not answer the question.

I can remain in my community as I grow old	Qty
Strongly agree	32
Agree	49
Neither agree or disagree	16
Disagree	2
Strongly disagree	0
(blank)	8
<b>Grand Total</b>	<b>107</b>

Once again, results indicate a strong, positive attitude that the community appreciates and supports older people. 78 participants (73%) did express agreement with the statement, and only 5% (5) disagreed, however 24 participants (22%) were unsure or did not answer the question.



My community appreciates and supports older people	Qty
Strongly agree	27
Agree	51
Neither agree or disagree	16
Disagree	5
Strongly disagree	0
(blank)	8
<b>Grand Total</b>	<b>107</b>

Finally, participants were asked to note their 'top suggestions' on how to make their community more 'age-friendly'. 41 participants did not provide a suggestion. The suggestions that were provided have been recorded below.

Participant's suggestions on how to make their community more age-friendly
A Council outpost to avoid need to travel to Manjimup. Additional medical practitioner to provide a fully serviced hospital.
Access to training and education. More social activities arranged for residents.
Appropriate staged housing. Regular bus service around town. Taxi service.
Better access to health support services. Changes to granny flat regulations.
Better roads. More aged care units would be a good thing.
Build the age-friendly housing ASAP. All the people who said they would use it will be dead before it's built.
Buildings and footpaths suitable for wheelchairs and gophers. The Shire Admin ramp is not suitable for all gophers. Fetter's Chiro needs a ramp into the door. Secure gopher parking and recharge stations.
Bus service, internet, green (address) posts, footpaths.
Community bus.
Coordination and cooperation of services
Easier public transport availability in and around town, not too costly for the pensioners. Cleaner footpaths outside the shops please!
Encourage elderly into sporting activities, eg. Table tennis, badminton, bowls. Badminton courts must be made available in the basketball pavilion.
Families: To have occasions for families from toddlers to grannies to be together for picnics, impromptu concerts, games, races, story-telling from grannies to all ages (experiences etc). This is what families are missing because of TV screens and the rat race etc.
Footpath from Dunreath to town. More seating around town. More disabled parking.
Free firewood. Regular bus service. Good phone/IT communications.
Get better transport.
Have a volunteer's coordinator. Have regular meetings of senior citizens to needs.
High care units for the aged. More aged housing. Better roads. More school student interaction with seniors.
Hurry up with the age-friendly housing.
I am happy here.
I believe it is already "age-friendly".



## Participant's suggestions on how to make their community more age-friendly

I can't access a number of businesses because of the steps (not wheelchair accessible). Some footpaths need upgrading for wheelchairs. On the whole it ranges from OK to tough.

I would like to have a path around the park in Annanuka, for walking and for the children to ride and skate on much safer.

I'm surprised there is not senior's centre in Manjimup. I have uses and visited different senior citizen buildings in Perth. Rockingham has an excellent facility because it was a semi-rural shire urbanised. Suggest you get in contact with Paul and get some insights. Also Mundaring Shire is excellent.

Improve the paths in the Timber Park. It's hard to walk on gravel with walkers.

Lower the cost of living - Shire rates, water rates, wood supply, electricity costs.

Maintain HACCC and Silver Chain services. They are vital.

Make footpaths more accessible. I find it hard to walk around the Timber Park on a gravel path.

Make private businesses aware of disability access into their buildings. Stop power outages, care alarms don't work if there is no power. More funding for services. Northcliffe Nursing Post needs upgrading (new building).

More activities to get people moving, such as trips into the wilderness to get people in touch with nature and relax.

More aged housing and respite care. More social services available.

More and better transport. More information desperately need on how to access services and which ones are the most suitable for your needs. Availability of medical services must improve.

More handrails and disabled access. Better public toilet facilities.

More hospice and pensioner homes.

More interaction with Manjimup Shire.

More people.

More safe walkways and wheelchair facilities.

More shopping opportunities (too many vacant shops). More shops opening longer (ie. Sundays).

More sporting activities at the Rec Centre for seniors eg. Badminton. Better transport services. A Centrelink office in town. A senior citizens centre. Better footpaths.

More transport. (x2)

More wheelchair access to cross curbs. Better hospital facilities, more staff and medical. More learning courses as TAFE do not offer many. More parking facilities, better than angle parking. More public toilets.

Physical exercise class, computer class.

Programmes to facilitate respectful interaction between generations.

Promote clubs such as Probus, CWA and Lions and the sporting clubs which foster young people. High school and primary school assemblies need promoting - Seniors could thoroughly enjoy our young people's activities.

Provide safe access to and within public buildings (hand rails, ramps etc). Provide simple, age appropriate internet training.

Provide transport for those who no longer drive, to access medical appointments. Provide cheaper accommodation on a rental basis.

Public transport.

Quinninup needs to stop being treated as a 'settlement'. We have equal rights to services. We pay rates.



## Participant's suggestions on how to make their community more age-friendly

Risk assessments in homes and work carried out to reduce falls risks. Medication checks, especially at risk people living alone.

Seating in the CBD. Disability friendly toilet facilities.

Senior's drop in centre. Age appropriate resource library (and hire). Allocation more resources (funding, senior support worker).

Speed humps through Giblett Street to become crosswalks. Build speed hump crosswalks on Rose Street. All footpaths to have gentle sloping curbs down to bitumen.

Taxi. Seating around town be improved.

There seems to be a good amount of help, but as we are only mid-60s it's hard to judge yet.

Transport to appointments.

Transport to medical appointments is the only thing I have found to be an issue for people who can't drive. The Woodturners shed in the Timber Park does not have wheelchair access.

Transport. Information on support services.

Transport. More disabled parking. Commercial premises need more electric doors, less steps and more hand rails.

Try to police young people on bikes on footpaths.

Upgrade the old paving slab footpaths.

Very local community transport (eg. To CWA meetings).

Visiting medical services. Bus service.

Walkways, technology, counselling, social events, interaction with schools.

We need more use of the Silver Chain car.

Younger members of the community to be encouraged to interact with older residents, to learn from an older person's life experiences and knowledge/skill base (eg. A variety of professions and trades) and to voluntarily assist the elderly with daily tasks.



## Carer's of Older People

Eleven participants who are carer's of older people volunteered to provide additional information. These carer's are residents of the following localities.

Residence	Qty
Manjimup	6
Northcliffe	1
Pemberton	1
Quinninup	1
Walpole	2
<b>Grand Total</b>	<b>11</b>

The majority of the carers are also older people (over 65 years).

Age	Qty
Under 45 years	2
55-64 years	1
65-74 years	5
75-84 years	3
85+ years	0
<b>Grand Total</b>	<b>11</b>

In almost every case the carers are caring for a spouse or partner. The two carers caring for an Uncle are a husband and wife caring for the same person as well as a number of children. They have been recorded as two separate people as they each have their own unique experiences of their caring role.

Relationship to Carer	Qty
Spouse/partner	9
Uncle	2
<b>Grand Total</b>	<b>11</b>

Females are over represented as carers within this group.

Gender Identity	Qty
Female	9
Male	2
<b>Grand Total</b>	<b>11</b>

## Level of care

All carers within this group are providing 24 hour care to a family member who also lives with them. Whilst some carers enlist the support of other family members in their caring duties only six out of the eleven are accessing specialised support services such as home and community care or respite.



Access to Support Services	Qty
No	5
Yes	6
<b>Grand Total</b>	<b>11</b>

## Reasons for care

There was usually more than one reason stated why care is required. Given the small sample size of carers, and in order to protect privacy, the detailed reasons for care given by each respondent are not specifically detailed. Reasons provided were due to one or a combination of the following:

- Dementia
- Disability and mobility issues
- Motor Neurone Disease
- Parkinson's Disease
- Stroke
- Vision impairment, and
- Additional compounding illnesses, such as emphysema and diabetes

## Attitudes Around Caring

The following seven tables detail the responses of participants in regards to their attitudes around caring for an older person. Seven statements were made and participants were asked to indicate how much they agreed or disagreed with the statements.

Respondents were generally aware of the services available. Carers less likely to be aware are those who are younger or find themselves suddenly in a caring role, such as in the event of a stroke.

I am aware of the support services available to me as a carer.	Qty
Strongly agree	1
Agree	6
Neither agree or disagree	2
Disagree	2
Strongly disagree	0
<b>Grand Total</b>	<b>11</b>

About one third of respondents have concerns about the social inclusion of their family member.

The person I care for has a good social life.	Qty
Strongly agree	2
Agree	4
Neither agree or disagree	1
Disagree	4
Strongly disagree	0
<b>Grand Total</b>	<b>11</b>





The majority of respondents felt their homes are properly equipped to support them and their family member.

The home of the person I care for is equipped to suit their needs.	Qty
Strongly agree	3
Agree	7
Neither agree or disagree	1
Disagree	0
Strongly disagree	0
<b>Grand Total</b>	<b>11</b>

About half of the respondents are satisfied with the way medical and support services they access communicate with them.

Medical and support services communicate well with me.	Qty
Strongly agree	1
Agree	5
Neither agree or disagree	3
Disagree	1
Strongly disagree	0
(blank)	1
<b>Grand Total</b>	<b>11</b>

Just under half of the respondents felt they received adequate respite.

I get adequate respite from my duties as a carer.	Qty
Strongly agree	1
Agree	4
Neither agree or disagree	2
Disagree	2
Strongly disagree	2
<b>Grand Total</b>	<b>11</b>

Respondents generally felt medical and support services are affordable. This is particularly in relation to acute or urgent care. Concerns were expressed about the affordability of ongoing rehabilitation and health maintenance services.

The medical and support services I need are affordable.	Qty
Strongly agree	1
Agree	6
Neither agree or disagree	2
Disagree	2
Strongly disagree	0
<b>Grand Total</b>	<b>11</b>



Respondents had diverse responses to the following statement. No clear pattern emerged.

I'm worried my family will have to move away to access support.	Qty
Strongly agree	1
Agree	2
Neither agree or disagree	4
Disagree	3
Strongly disagree	1
<b>Grand Total</b>	<b>11</b>



## Aged Care Sector Workers and Volunteers

In addition to the Manjimup HACC employees who participated in the consultation (see the next section of this chapter for details), 21 representatives from the following other agencies were represented:

Organisation	Sector	Qty
BaptistCare Moonya Aged and Dementia Care Facility	Private/Commercial	3
Hospital Auxiliary	Volunteer/Not-for-Profit	1
Manjimup Community Resource Centre	Volunteer/Not-for-Profit	1
Manjimup Family Centre	Volunteer/Not-for-Profit	1
Northcliffe Family and Community Centre	Volunteer/Not-for-Profit	1
Parkinson's Support Group	Volunteer/Not-for-Profit	1
Pemberton Aged Accommodation Inc.	Volunteer/Not-for-Profit	2
Silver Chain	Volunteer/Not-for-Profit	4
South West Development Commission	Government/Public	1
South West Rural Respite	Volunteer/Not-for-Profit	1
St Vincent De Paul	Volunteer/Not-for-Profit	1
WA Country Health Service-SW	Government/Public	4
<b>Grand Total</b>		<b>21</b>

There were five participants from the government sector, three from the commercial sector and 13 from the not-for-profit sector. The following is the reported involvement in aged-related services:

Services
<b>BaptistCare Moonya Aged and Dementia Care Facility</b>
Aged care home, low to high care.
Long term residential and respite care.
Registered Nurse for nursing home and aged hostel residents.
<b>Hospital Auxiliary</b>
(blank)
<b>Manjimup Community Resource Centre</b>
Senior's Computing Club, technology issues and basic senior's advocacy.
<b>Manjimup Family Centre</b>
Tai chi for seniors, movie nights, grandparent involvement in playgroup.
<b>Northcliffe Family and Community Centre</b>
Senior's Week even, support for community consultation, community bus, workshops, room hire, social activities.
<b>Parkinson's Support Group</b>
Support and information for those with Parkinson's Disease.
<b>Pemberton Aged Accommodation Inc.</b>
Housing for the aged. Health facilities in general in the Warren Blackwood.



Services
Provision of 'well aged' independent living accommodation. Currently 9 units. Effectively retaining valuable residents in their own town with their families allowing them to age in place.
<b>Silver Chain</b>
Chronic condition management, health promotion, emergency care, primary care.
Community transport and social activities.
Personal care, social support, home help, packages 2 & 4, home maintenance, respite CHCP, shopping, nursing.
Transport services.
<b>South West Development Commission</b>
Active ageing, planning for age-friendly communities, development of age-friendly communities, affordable housing, health and wellbeing.
<b>South West Rural Respite</b>
Respite, personal care, meal preparation, live in care, medication, transport, social support.
<b>St Vincent De Paul</b>
Provide affordable clothing and furniture.
<b>WA Country Health Service-SW</b>
Chronic disease sub-acute rehabilitation.
HACC services: domestic assistance, transports to medical appointments, social support, personal care, home gardening.
Safe discharge from hospital, home visits to review safety of referred clients.
Warren Hospital - acute hospital care, care awaiting placement. Pemberton Hospital - nursing home type patients. HACC in Pemberton and Northcliffe. Meals on Wheels, from Warren and Pemberton Hospitals. Palliative community care.

The following table indicates where the participating agencies are operating across the Shire of Manjimup. Services were well represented across all four town with Manjimup, the main population centre, having the greatest service representation. A number of organisations also provide services beyond the Shire of Manjimup boundaries.

Service Areas	Service Providers
Manjimup	15
Pemberton	11
Northcliffe	8
Walpole	8
Warren Blackwood	3
South West	2
Frankland River to Bow River	1

Employment Status	Qty
Casual	1
Full-time	7
Part-time	6
Volunteer	7
<b>Grand Total</b>	<b>21</b>

Seven of the participants are at retirement age, however seven participants are also volunteers (as above). Volunteers account for five of the seven participants aged 65 and over.



Age	Qty
Under 25 years	0
25-34 years	1
35-44 years	1
45-54 years	4
55-64 years	8
65+ years	7
<b>Grand Total</b>	<b>21</b>

Females are significantly over-represented within these services.

Gender Identity	Qty
Female	16
Male	5
<b>Grand Total</b>	<b>21</b>

Length of Service	Qty
Less than 2 years	3
2-3 years	3
3-5 years	3
Longer than 5 years	12
<b>Grand Total</b>	<b>21</b>

Reported Level of Experience	Qty
A lot	13
A moderate amount	7
A little	1
<b>Grand Total</b>	<b>21</b>



## Shire of Manjimup HACC (Manjimup HACC)

A workshop was conducted with 23 Manjimup HACC workers. The majority of current Manjimup HACC employees participated in the workshop.

Position Title	Qty
Care Roster Manager	1
Community Liaison Officer	1
Day Centre Activities Officer	1
Home Maintenance Worker	1
Manager	1
Operations Coordinator	1
Senior Support Worker	1
Support Worker	16
<b>Grand Total</b>	<b>23</b>

### Manjimup HACC Services:

- Carer's Support Group
- Centre Based Day Care
- Domestic assistance
- Foot and nail care
- Garden maintenance
- Home maintenance
- Meal preparation
- Medication assistance
- Personal care
- Recreation and physical activities (eg. art classes, tai chi, walking group, swimming group, men's group)
- Respite
- Shopping assistance
- Social outings
- Social support
- Tender touch (massage)
- Transport

### Service Delivery Locations (includes surrounding rural properties):

- Boyup Brook
- Bridgetown
- Manjimup
- Northcliffe
- Pemberton
- Quinninup



Employment Status	Qty
Casual	11
Full-time	2
Part-time	10
Volunteer	0
<b>Grand Total</b>	<b>23</b>

Age	Qty
Under 25 years	1
25-34 years	1
35-44 years	5
45-54 years	8
55-64 years	7
65+ years	1
<b>Grand Total</b>	<b>23</b>

Similar to the Age Care Sector Workers and Volunteers gender composition, females are significantly over-represented within the service.

Gender Identity	Qty
Female	20
Male	3
<b>Grand Total</b>	<b>23</b>

Participants were asked, how long have you been employed in this occupation in the local community? Approximately 60% of the staff have worked in their role in the local community for less than 5 years.

Length of Service	Qty
Less than 2 years	4
2-3 years	2
3-5 years	8
Longer than 5 years	9
<b>Grand Total</b>	<b>23</b>

Participants were asked, how experienced do you feel in your work with older people?

Reported Level of Experience	Qty
A lot	10
A moderate amount	12
A little	0
None	0
(blank)	1
<b>Grand Total</b>	<b>23</b>



## *Shire of Manjimup Staff*

The following 19 Directors, Managers, Coordinators and other staff from across all services of the Shire of Manjimup participated in a cross-departmental workshop.

No.	Position Title
1	Club Development Officer
2	Community Development Officer
3	Community Development Project Officer
4	Coordinator Communication & Exec Support
5	Coordinator Finance & Admin Services
6	Coordinator Human Resources
7	Coordinator Information and Communications Technology
8	Coordinator Statutory Planning
9	Director Business
10	Director Community Services
11	Director Works & Services
12	Manager Building Services
13	Manager Community & Recreation Services
14	Manager HACC
15	Manager Library & Cultural Services
16	Manager Parks
17	Manager Technical Services
18	Manager Works
19	Principal Environmental Health Officer





## Appendix C: Community Consultation Questions

The following questions formed the basis of all community-based workshops and discussion forums, with the exception of the Aged Care Services Sector Workshop. The aged care workshop utilised slightly different questions also detailed in this appendix.

### *Questions Asked During General Workshops And Discussion Forums*

Each set of questions were also accompanied by the following general questions:

- What is working well?
- What isn't working well?
- What are your ideas for improvement?

#### **Domain 1: Social participation**

Think about social, recreation, spiritual, special interest and leisure activities.

- How easy is it for older people to socialise or become isolated in the community?
- Are activities affordable, accessible and in appropriate venues?
- Are activities regular, varied, and satisfying your preferences?
- Are you provided opportunities for integration with other generations?
- Are social opportunities promoted and easy to find out about?

#### **Domain 2: Community support and health services**

Think about your experiences with the various support, advice and health services in your community available to help older people.

- Are services affordable, accessible and in appropriate locations?
- Are there a wide range of services to choose from and do you know how to find out about them?
- Are services well managed and delivering excellent quality?
- Do services promote your independence, enablement and inclusion?
- Are they person-centred and delivered with great respect?
- Are they able to respond appropriately in an emergency?

#### **Domain 3: Outdoor spaces and buildings**

Think about what it's like as an older person to step outside your home and go for a walk, get some fresh air, do some errands, visit a government office, go to the shops or simply visit with others.

- Is the physical environment accessible? Can you go where you want to go?
- Is the public environment well maintained, pleasant and clean?
- Do you feel safe and secure when out and about?
- Do you have access to enough toilets and rest places?



- How good are the footpaths and are there safe pedestrian crossings?
- Do local businesses and organisations respectfully support the needs of older people?

## Domain 4: Transport

Think about all the ways you can be transported around.

- What public transport options are available, or should be?
- How affordable is transport?
- Is it easy to access and use the transport that is available?
- Can you get around in a vehicle and feel safe and secure?
- How do you find out about what is available?
- Are you able to access ACROD bays, where required?
- Is there access to driver education and refresher courses?
- What are road conditions and signage like?

## Domain 5: Housing

Think about where you live now and where you might live in the future.

- Are you supported to remain independent in your home?
- Do you have assistance to maintain your home environment?
- Do you know where to go if you want information about home modifications or equipment?
- Do you feel safe and secure in your home?
- Is there a range of suitable and affordable housing options available for older people in your community?

## Domain 6: Communication and information

Think about how you get your information you need. This can be via the internet, telephone, radio, newspapers or in person.

- Do you have access to basic communications infrastructure?
- Are you getting the government and community service information you need?
- Can you have information translated to other languages if you want?
- Are you supported to learn to use new communication technologies?
- Is information presented in clear and simple language, and communicated with sensitivity to vision or hearing impairments?

## Domain 7: Leadership, consultation and respect

Think about your status and influence in the community.

- Do you feel included as a full partner in decisions that affect you?
- Are older people represented on boards, committees and councils?
- Do you find it easy to give feedback or make complaints?
- Does your community portray a positive image of older people?



- Do services employ well trained and courteous staff that understand and adapt to your needs?
- Are you encouraged to share your knowledge and skills with younger generations?
- Does your community publicly recognise and celebrate the contributions older people?

### **Domain 8: Employment, volunteering and life-long learning**

- Do you have opportunities to access employment, volunteering or education in your older age?
- Have you stopped all paid employment? What was that like for you?
- Do you think workplaces in your community appreciate the value of older workers?
- Do you receive good training and support as a volunteer?
- Are you encouraged to develop your own post-retirement self-employment opportunities?
- Are organisations adaptable and flexible to enable the participation of older people?



## **Questions Asked During the Aged Care Services Sector Workshop**

Each set of questions were also accompanied by the following general questions:

- What is working well?
- What isn't working well?
- What are your ideas for improvement?

### **Domain 1: Social participation**

Think about social, recreation, spiritual, special interest and leisure activities for older people.

- How easy is it for older people to socialise or become isolated in the community?
- Are activities affordable, accessible and in appropriate venues?
- Are activities regular, varied, and satisfying the preferences of older people?
- Are older people provided opportunities for integration with other generations?
- Are social opportunities promoted and easy to find out about?
- Are activities evaluated by participants?
- Are we targeting the participation of consumers identified as "at risk" of isolation?

### **Domain 2: Community support and health services**

Think about the aged sector and the various support, advocacy, advice and health services in region available to help older people.

- Are support services affordable, accessible and in appropriate locations?
- Are there a wide range of services to choose from and how do older people find out about them?
- Are services well managed and delivering excellent quality?
- Do services actively promote independence, enablement and inclusion?
- Are they person-centred and delivered with great respect?
- Are they able to respond appropriately in an emergency?
- Are services meeting the demand or are there gaps?
- What opportunities are there for partnerships and collaborations?
- How do you know you're providing the services that older people want?

### **Domain 3: Outdoor spaces and buildings**

Think about what it's like as an older person to step outside and experience outdoor spaces, public offices and business premises:

- Is the physical environment accessible? Can they go where they want to go?
- Is the public environment well maintained, pleasant and clean?
- Do they feel safe and secure when out and about?
- Do they have access to enough toilets and rest places?



- How good are the footpaths and are there safe pedestrian crossings?
- Do local businesses and organisations respectfully support the needs of older people?

## Domain 4: Transport

Think about all the ways older people can be transported around.

- What public transport options are available, or should be?
- How affordable is transport?
- Is it easy to access and use the transport that is available?
- Do older people feel safe and secure in vehicles and transport services?
- How do older people find out about what is available?
- What are the issues surrounding the provision and monitoring of ACROD bays?
- Is there access to driver education and refresher courses?
- What are road conditions and signage like?

## Domain 5: Housing

Think about where older people are living now, and might live in the future.

- Are you supporting consumers to remain independent and safe in their home?
- Are you assisting consumers to maintain their home environment?
- Are support staff respectful and sensitive within a private home setting?
- Are you assisting consumers to access home modifications and equipment?
- How do older people know what options and supports are available to them?
- Is there a range of suitable and affordable housing options available for older people in our community?

## Domain: 6: Communication and information

Think about how older people get the information they need. This can be via the internet, telephone, radio, newspapers or in person.

- Do older people have access to basic communications infrastructure?
- Do older people get the government and community service information they need?
- Can older people have information translated to other languages if they want?
- Is information presented in clear and simple language, and communicated with sensitivity to vision or hearing impairments?
- Are you communicating with consumers and potential consumers on a regular basis and using a range of mediums?
- What strategies do you use to communicate with older people at risk of isolation?
- Are you encouraging and supporting consumers to learn how to use new communication technologies?



## Domain 7: Leadership, consultation and respect

Think about the status, power and influence of older people in the community.

- Are you including older people as full partners in decisions that affect them?
- Are older people represented on boards, committees and councils?
- Does our community portray a positive image of older people?
- Do services employ well trained and courteous staff that understand and adapt to the needs of older people?
- Are you encouraging older people to share knowledge and skills with younger generations?
- Does your community publicly recognise and celebrate the contributions older people?
- Do you consult with consumers about better ways to serve them?
- Do you provide easy ways for consumers to give feedback or make complaints?

## Domain 8: Employment, volunteering and life-long learning

- Do older people have opportunities to access employment, volunteering or education in older age?
- Do you think workplaces in our region appreciate the value of older workers?
- What training and other support do you provide volunteers?
- Are you encouraging older people to develop post-retirement self-employment opportunities?
- Do you tailor employment, volunteering or learning opportunities to the preferences of older people?
- Do you provide access to training and learning opportunities at low or no cost?
- Do you provide flexible work arrangements to support and retain ageing staff?



## Appendix D: Community Consultation Results

### Domain 1: Social Participation

#### University of the Third Age (U3A) Lunch, 9 June 2016

- Topic not covered during the discussion.

#### Carers of Older People Discussion Forum, 21 June 2016

- We can't even go out for dinner because the restaurant tables are too low for a wheelchair.
- The Men's Shed is a great chance for social interaction, but it's problematic. He shouldn't be on the tools, it's too dangerous. He doesn't really go anymore.
- HACC social support picks him up and takes him for a couple of holes of golf. It's great. He thinks she's just there to caddy.
- A day (respite/activity) centre would be great, that's not in the hospital or Moonya. Those environments feel too institutionalised and unappealing.
- The HACC men's outings are great.
- Our friends and social groups are very supportive. They look the other way when 'alternative' behaviours occur.
- There appear to be lots of support services with social benefits, but how do you find out who does what?
- Man to man social activities are needed, including male support workers.
- People are supportive – businesses, the general public and friends.
- Not having a place he can go to socialise with people his own age is a challenge.

#### Manjimup Men's Shed Discussion, 22 June 2016

- There's good community spirit here.
- Lots of choices, lots of information, but people can still be unaware.
- There's nothing to do on a Sunday. The town is dead!
- You stay active, wooding, bowls, I'd like to play more golf but it's too expensive. Sometimes I just want to go down and hit a few into the nets. There should be a cheaper membership fee to do that.
- I see people refusing to get involved in a social activity because 'so-and-so is involved and I don't like them'. Small communities can be like that.
- It's difficult to meet single women!

#### Pemberton Community Workshop, 23 June 2016

What is working well?

- Pub and Sports Club offer a range of activities.
- The Anglican Church provides good opportunities to share at monthly dinners.

What needs work?

- Would like a Men's Shed.



- Need occasions for whole families to meet and be together (toddlers and grannies) to spend time and enjoy games and stories.
- Cost of belonging to organisations (eg. CWA)
- Regular interaction with children in broad community activities. Feeling isolated from young family members.

## Walpole Community Workshop, 24 June 2016

What is working well?

- Book clubs.
- Promotion through the Walpole Weekly is adequate. (x4)
- Writing Group.
- Walpole Weekly and Bush Telegraph.
- The Recreation Centre is to be congratulated on its programs.
- Stepping out 2 started social events.
- Seniors activities social club.

What needs work?

- Notifying people what is happening in the community.
- Many seniors don't have social contacts, both in town and rural areas.
- Keep funding the Walpole Weekly so information is available to oldies.
- Need a full list of social activities and groups.
- People to visit anyone who is isolated and inform them.
- Recreation Centre needs programs for people with disabilities.

## Quinninup Community Workshop, 28 June 2016

What is working well?

- Noticeboards at Information Centre, thanks to volunteers.
- Plenty available in Quinninup and Manjimup.
- Q-Town has a good Tavern with good staff (but locals should also be more involved in community functions).
- We can socialise very easy. (x2)
- What is working is how the community takes care of itself.
- Working well.

What needs work?

- More events from BRAG, WASO, PTT, including transport to the events.
- Need more social events organised. (x2)
- No church anymore in Q-Town.
- Public transport to nearby towns for social events is critical to preventing isolation. All could benefit.
- The AquaCentre and tai chi classes are too far away.
- Would like yoga, meditation and Qi Jong.





## Manjimup Community Workshop, 29 June 2016

What is working well?

- Manjimup Men's Shed
- You can buy the local paper for community information.
- Improvements being done to the Lions Club House / Rea Park.
- Most public venues now are disability access.

What needs work?

- Need a centralised public notice board, eg. Brockman Street.
- There are many organisations for different interests (CWA, Lions, RSL, Rotary, Library), but no information centre.
- A senior's representative to have access to the weekly Shire page in the newspaper to advise all seniors' activities and opportunities.
- More community bus trips for all seniors.
- Yoga classes.
- Easy to become isolated due to a lack of energy and transport and the weather.
- Legal advice, making wills, medical, financial etc is expensive.
- Lions Club needs to grow.
- Isolation problems need to be addressed.
- Library: Access and information source.
- Centralised information on community organisations required.
- We need a new music shell in the Timber Park.

## Northcliffe Community Workshop, 30 June 2016

What is working well?

- Ladies organise a games afternoon each Wednesday.
- Potential for 'youth worker' role to be extended to assist with community events (paid position).
- No one needs to be an expert to participate in sport and social activities, all levels of ability welcome.
- Activities run by community groups are usually affordable.
- There are many inclusive community events on offer.
- The Karri Pigeon gives good local information on opportunities.
- It's easy to be involved in activities, if one chooses to.

What needs work?

- People can become isolated on farms, especially if you don't have a driver's licence.
- The regular exercise class is really beneficial for older people's health but the cost to attend can be prohibitive.
- Would like more social events, such as quiz nights.
- The closure of the Arts Association has reduced events on offer.



- They're aren't as many mixed and men's social events as there are those attended/targeting women.
- Would like to see a bus take seniors from the smaller towns for a weekly lunch in Manjimup.
- Not enough information for oldies, especially for single people.
- "Living Longer Living Stronger" is a great campaign but should be subsidised to reduce participant fees.
- In the last few years I've noticed community groups becoming more silo-like and not reaching out to the broader community.
- Red tape has got in the way of our town and people doing fundraising activities, like street stalls.
- It's easy to choose social isolation.
- Young kids should be interacting with seniors.
- Shire hire fees of community venues should be waived.

## **Aged Care Services Sector Workshop, 30 June 2016**

What is working well?

- It's great the Shire of Manjimup is now part of the Act Belong Commit campaign.
- There is a great variety of social activities for all ages.

What needs work?

- Social and club events scheduled at night are not as attractive to older people.
- More organised senior's sporting activities.
- Physical activity programs, targeting specific health or injury risks, need to be available and affordable.
- A lack of transport really gets in the way of access to social activities.
- We need a social and activities calendar printed for older people. Not all people buy the local newspaper.
- We need a 'Senior Citizen's Centre'.

## **Northcliffe Showcase, 2 July 2016**

What is working well?

- Northcliffe Family and Community Centre offers workshops and programmes at little or no cost, and is always open to suggestions.
- Informal coffee mornings at the Hollow Butt Cafe Saturday mornings or Tuesdays at the Clem Collins (Recreation Grounds) - all welcome.

What needs work?

- Not working / meeting socially with other groups in town.
- Spiritual think tank.
- Would be good to offer more social groups which encourage thought provoking discussion.



## **Crowea Club Discussion, 7 July 2016**

- There are great, affordable and accessible social opportunities through HACC.
- A range of preferences and interests are pretty well catered for.
- Evaluation forms are offered after every outing, and feedback on preferred activities is always being sought.
- HACC is everything!
- We'd be lost without bingo ;-)

## **Pemberton CWA Discussion, 12 July 2016**

- There is a good variety of affordable and accessible social opportunities.
- There are LOTS of opportunities to socialise with other generations; sports clubs, schools. It's what's good about this community, kids are encouraged to attend lots of non-kid events.
- The Pemberton Community News and the community notice boards (posters) are good places to find out what's happening, so is word of mouth.
- There are quite a lot of social opportunities for small town.
- Vehicles are key to social participation. Even to travel short distances as the streets are too steep.
- You rely on friends to pick you up, a lot.



## **Domain 2: Community Support and Health Services**

### **University of the Third Age (U3A) Lunch, 9 June 2016**

- Need more support and services within mental health.
- Issues with older people mismanaging their prescription drugs. The actual dosage, not "as directed", should be recorded on every bottle, and more should be done to encourage the use of webster-pack services.
- Having someone come into your personal space and help you clean or something is really confronting. It takes a special kind of person to help make you feel comfortable with it.

### **Carers of Older People Discussion Forum, 21 June 2016**

- The availability of medical services is improving.
- I find it difficult to access respite because he won't accept a stranger caring for him.
- What? There are respite services? I didn't know.
- It took us a long time to find out about respite services.
- It's a small town. If you start with one home care support service, and you're not happy, you feel bad about switching to a different service.
- You've got to have a lot of trust in these people who come around.
- Home support workers need to remember it's not about them. They're on the clock, in someone else's home.
- Home support workers need to be well-trained. Sometimes they end up creating more work for you. But I'm worried about making a complaint.
- There is a pretty good understanding of the legal side of things as a carer (powers of attorney etc) but conflict can arise if your partner refuses to sign over the powers. It's naturally difficult for them, especially in the case of dementia.
- The acute medical care received after an incident or emergency is affordable, yes. It's the ongoing management and rehabilitation that's very costly.
- There is no privacy at A&E when you present at reception. You have to let staff know what the problem is in a very public manner.
- The forms for accessing respite, my God! They want to know what colour underpants you're wearing.
- So much paperwork!
- It's hard to accept I need services to help me cope with the needs of the person I care for.
- It's a challenge to find information about what assistance is available. Services need to be better promoted.
- Generally the community is moving in the right direction.
- I need a day care facility Monday to Friday and respite care during school holidays (as I'm caring for children too) with a transport service to pick up and drop off to a rural property.



- We are going OK, but just need more reliable respite services.
- He goes better when he's at home with us and tends to go downhill when he stays away in respite.
- A day centre for drop offs in emergency cases or respite would be great. Something local, the respite services we know are too far away.

### **Manjimup Men's Shed Discussion, 22 June 2016**

- Health services have been improving. More doctors are available and the availability of special procedures is improving.
- It would be good if specialists would visit town for consults on a regular basis.
- Affordable dental is really needed. Ones that offer government subsidies or discounts.
- Vet fees are huge!
- The emergency responsiveness in Moonya and Dunreath is great. Same with the hospital emergency responses.

### **Pemberton Community Workshop, 23 June 2016**

What is working well?

- Because we're small and close knit, if someone goes AWOL we tend to know quickly and can respond.
- Ambulance service available.
- The services provided seem to work well.
- Day care centre, for children.
- Good relationship between aged homes and hospital for people experiencing the need for care.

What needs work?

- Need a men's shed.
- Personal medic alarms need to be used consistently and maintenance checked regularly.
- Could do with more services in Pemberton. Not having to drive elsewhere for medical etc.
- Doctors not always available on weekends in Pemberton.
- Home visits from services should occur at a time that is convenient for the client. And then they should be punctual and turn up at that time!
- Worried about health directives being forced on me and my right to choose for myself being removed.
- Hearing and vision checks to be made available in town. Needs work. (x3)
- Additional doctor required to allow the hospital to operate 24/7. (x2)
- Doctor should be able to give information to patients about available services.
- Afraid of losing the only local bank in Pemberton.



## Walpole Community Workshop, 24 June 2016

What is working well?

- Silver Chain is a great service.
- Volunteer ambulance is marvellous.
- Wellness Centre is positive.
- Services are well advertised in the Walpole Weekly.

What needs work?

- Bushfire Brigade is BADLY unprepared and poorly equipped. Needs work!
- Banking (ATM) very limited.
- Emergency contact for elderly for help via police as Silver Chain is not available.
- Fire risk still a concern.
- The Stay on Your Feet program must be driven and maintained.
- A community calendar, centrally located.
- Pet support - cat enclosures to keep cats 'inside'.
- We need a detailed bushfire response plan circulated to ALL households.
- Denmark was a terrible evacuation point for Walpole! (Northcliffe fires)
- More carers - people, volunteers to check up and visit people.
- Meals on Wheels. Some seniors in our town do not have their dietary needs met.
- Regular medication checks and checks on wellbeing.
- Notification of fire or emergency situation.
- What happens when no medical staff are available?
- Legal support to deal with government departments. (x2)
- Dental is not available. (x2)
- HACC better with a local in charge.
- Concerns about health cover and ambulance transports.
- Stress and cost caused to Ambos due to falls and lack of nursing staff.
- Lack of information on emergency accommodation in cities.
- Lousy supply of fruit and vegetables.
- More legal professionals need to come to Walpole more regularly.
- More attention/funding for aged-related health issues. ie physio for arthritis, counselling for depression.
- Not responsive enough.
- Where do we go when there is a big emergency?
- Walpole CRC is well equipped but poorly utilised and un-creatively managed (no internet connection). Needs work!
- Manjimup Shire should maintain registers of care volunteers on one side, and those in need of care. To be promoted and advertised in local media.
- The profit imperative embedded in both government and commercial services means small communities like Walpole miss out (eg. removal of local TAFE)



courses, removal of bank ATM). We need to reassess the appropriate criteria for delivery of services. It is about profit or community need?

- Fire safety, and ability to alert outer areas.

### Quinninup Community Workshop, 28 June 2016

What is working well?

- Volunteer service providers do a marvellous job and should be congratulated. eg. Ambos.
- Good medical system in Manjimup.
- Manjimup services are good.
- HACC comes to my house and hangs out wet washing, vacuums throughout and mops hard floors every two weeks.
- Have a great 'fire tree' (but need some training by local firey's).
- The health services are adequate (but hard to access).
- HACC will clean my gutters and do an hour's gardening each month.
- HACC can help.
- HACC do a great job. I'm happy.

What needs work?

- Police presence!?
- Reliable phone and internet in case of a fire.
- We need a fire alarm. (x3 )
- Staff Street needs green location number posts.
- SMS is not appropriate in an emergency as mobile service is dodgy. During the recent fire Quinninup was largely ignored and no proper information was getting through.
- Nursing post in Quinninup.
- Emergency communications go down in a fire.
- Mobile health clinic with various professionals visiting the community.
- No local firemen to help put out a fire inside your house.
- Would like to see visiting medical services. ie. weekly/fortnightly clinic.
- The doctor referred me for a consult with an occupational therapist two years ago. Still waiting.
- Shire will not help if there is a fire.
- Health services are unavailable in Q-Town.
- HACC are very busy.
- Power outages.
- Services that are available are complicated and not easy to find out about.

### Manjimup Community Workshop, 29 June 2016

What is working well?

- The Manjimup Community Resource Centre offers great community services and support for computing, Centrelink etc.



- HACC is good.
- Rose Centre very good.
- Access to doctors is good.
- We have a wide range of services available.

## What needs work?

- Dire situation siren needed. Fire station maybe?
- Siren to warn of emergency (bush fire). (x2)
- Volunteer emergency services need more support.
- HACC Assessor should be a Manjimup resident.
- Silver Chain information?
- More controlled burning along walk trails.
- People supplying the service need to LISTEN to the client and hospital.
- Personal alarms.
- Everyone needs emergency services directions on the fridge.
- Services are not able to respond appropriately and quickly.
- Not enough emergency defibrillators.
- Mobile network coverage still unreliable (Glenoran).
- Not clear on where to find information.
- Access to sight and hearing medical specialists.
- Dental services for older people.
- Need a staffed Centrelink office. (x2)
- Specialists to visit Manjimup on a regular basis.

## Northcliffe Community Workshop, 30 June 2016

### What is working well?

- The Northcliffe Family and Community Centre would like to create a directory of senior's health and support services.
- The local nurse at the Northcliffe Nursing Post is great. (x 7)
- The volunteers and the Pemberton Pharmacy who sends down prescriptions for collection from the Northcliffe Post Office. (x 3)
- The Nursing Post and visiting Doctor are good essential services. (x 2)
- Great ambulance volunteers. (x 3)
- The community is most often very caring.
- Family and friends respond well in an emergency.
- A HACC service is available in Northcliffe. (x 2)
- The Northcliffe Family and Community Centre therapy room is great for private consults, physiotherapy etc.
- Laundry facility at the Northcliffe Family and Community Centre.
- The Northcliffe Family and Community Centre WANTS to deliver services relevant to our community.
- Our emergency services seem very good.





- I find out about things through family and friends, at the doctors, chemists and word of mouth.

### What needs work?

- The Northcliffe Nursing Post needs a new building.
- Need information about equipment and services available to help clear up prior to bushfire season.
- Would like a senior's supporting equipment bank/library in Northcliffe. (x 3)
- The government needs to investigate where the health money goes, lots does not go to patients or carers.
- Rural people fall through the cracks.
- HACC and BaptistCare are the only service providers in Northcliffe.
- Maybe greater coordination and communication between services.
- More funding to service providers in Northcliffe.
- More funding for volunteer training, especially emergency services.
- The "Living Longer Living Stronger" program is immensely liberating for many older people. Whilst the exercise classes are still available, the cost is too much for many people on limited income.
- Limited access to respite. (x 4)
- Overnight respite needed.
- Need more local dentist services that accept government subsidies.
- Need specialists to visit town.
- I don't know if a senior on their own can manage accessing services and support on their own. (x 2)
- Home grown fruit and vegetables and the Karri Country Good Food CoOp are the two sources of healthy, nutritious food locally – older people should be supported to access both and both should be supported to be accessible by older people.
- It is ridiculous to cart water in. We need our own dam or water supply, especially when a fire is threatening.
- Red tape in everything.
- Solar batteries would help with power outages.
- More specialists need to come to the Manjimup hospital.
- Need a single contact person/agency who can help to coordinate and advise what is available.
- Northcliffe Family and Community Centre courses, meetings, facilities are excellent but needs greater funding support.
- Very good HACC service but totally underfunded (more time/cost on regulation compliance than on service).
- We have to travel to Manjimup to get 'passport' photos because the local post office does not offer that service.



## Aged Care Services Sector Workshop, 30 June 2016

What is working well?

- We can depend on local community groups (eg. Rotary) to partner in the provision of services to the community (eg. recent Mental Health Forum).
- New Manjimup HACC clients are now being asked about their bushfire readiness so that better planning can be implemented.
- Manjimup HACC has a vulnerable-persons process in the event of a major disaster.
- There is a range of support services available across the Shire.
- The Manjimup HACC and Silver Chain services are wonderful.

What needs work?

- Post-hospital care. There is too much of a lag between discharge and connecting people to appropriate services.
- More information about the Moonya respite services needs to be provided to carers.
- We have a limited capacity to increase the provision of services because of funding and/or staffing restrictions. (x2)
- We need a cancer treatment and management service provided from Manjimup to reduce the need for people to travel or relocate.
- Ambulance workers should be paid.
- We need greater provision of respite services, both planned and emergency. (x2)
- The 'competitive' services model means consumers have lots of choices, but it makes it confusing.
- We need a real Centrelink office with customer service.
- We need an advocacy service for seniors. Somewhere you can get basic advice.
- There is not enough palliative care available.
- Services and staff need to be more flexible.
- More affordable services to support carers.
- Multiple funding sources and lack of surety around ongoing is challenging to planning for growth or sustainability.
- Affordable fresh produce and other groceries - supermarkets often reward bulk-buying which can be impractical for single, older people who end up financially penalised.
- Local doctors do not refer people to relevant services very well.

## Northcliffe Showcase, 2 July 2016

What is working well?

- Nursing Post has a comfortable waiting area.
- If you have private health care, Bunbury has great services.



- Northcliffe services such as the Northcliffe Family and Community Centre and the Community Resource Centre have welcoming staff who often act as 'first responders' to individuals who are stressed or need assistance.
- The Nursing Post is a godsend.
- HACC is great!

### What needs work?

- Some units for palliative care for fulltime care of frail aged.
- Aged care needed for frail people. High care required locally.
- Special equipment for Nursing Post: Blue light vein finder for intravenous acute care - veins difficult to locate in ill people.
- High/medium care needs to be available.
- High care needed at local hospital. Needed for family visiting and friends.
- I think you need more programmes available, but phone or go to homes to invite NOT EMAIL!!
- Need specialists (doctors) to see people in Manjimup.

### Crowea Club Discussion, 7 July 2016

- There has been an improvement in the number of doctors and that is really good.
- An eye specialist now regularly visits Specsavers.
- The new doctor at Woolworths is bulk billing.
- The number of people involved in the various, local emergency services gives confidence if there is an emergency.
- Care Alerts and Medic Alerts are great, if you remember to wear them and they're working.

### Pemberton CWA Discussion, 12 July 2016

- Can a Social Worker come to town once a week, or something, as a one-stop-shop? Someone who keeps up to date with the services around and you can make an appointment with.
- I had to wait months to see the specialist at Specsavers.
- We need a Social Worker to help work through what is available and explain it to us, in person and in layman's terms.
- It's not that the services aren't there, we just don't know about them.
- The Rose Centre is great. It would be great if they did visits to Pemberton.
- Lots of faith in emergency services, but there aren't always enough volunteers.
- The emergency service responses to fire are brilliant.
- The best people to make referrals to other services are HACC, Silver Chain and doctors. That's who we want referrals from.



## **Domain 3: Outdoor Spaces and Public Buildings**

### **University of the Third Age (U3A) Lunch, 9 June 2016**

- Public buildings are pretty OK, but commercial business need to do more to provide more electronic doors, less steps and more handrails.

### **Carers of Older People Discussion Forum, 21 June 2016**

- Gardens overhanging fences onto footpaths are a real hazard.
- My husband can't leave the house. He's in a wheelchair and there is no footpath to our house. He's literally house-bound because of it.
- What are the rules for gophers?

### **Manjimup Men's Shed Discussion, 22 June 2016**

- Footpaths need work! Slabs are uneven. Lots of places have none at all.
- There's a good footpath on Karri Street.
- The paths around Kearnan College, Imperials, Lemman and Ipsen Streets is terrible. Same with Blechynden Street through Muir Street and around Woolworths. Crossing the Highway is a nightmare.
- There have been some improvements but there's a long way to go.
- We need a pedestrian crossing on Rose Street, half way between Brockman and Ipsen Streets.
- The pavers around the CBD need maintenance.
- Need public toilets around Lions Park, corner of Giblett and Ipsen Streets.
- Need public toilets in Allambie Park for caravans and travellers.
- In general, there's a good feeling of safety. There's been some new folk to town recently though that are a worry. Asking for money and things on the street.
- The old art deco entrances to buildings are bad for access.

### **Pemberton Community Workshop, 23 June 2016**

What is working well?

- Where the footpaths exist they are very good.
- The Pemberton RSL volunteers have kept the cemetery in excellent condition for more than 12 years!
- Well done to the people who care for our public gardens and general maintenance.
- The children's playground is well constructed and shaded.
- Main street very attractive. Gardens and Apex Park well maintained.
- Main street looks great.

What needs work?

- Public toilets are a disgrace!
- Pavement needs great improvement.
- Footpaths - dangerous.
- Toilets not available at points of high demand - Visitor Centre and CRC.



- No safe pedestrian crossing on main street.
- Hand rail for the steps desperately needed in the Sports Club's Karri/Jarrah Rooms. (x2)
- Desirable locations of pedestrian crossings on Brockman Street: 1) Ellis Street, 2) Dean Street.
- Provide rest seating inside supermarkets, near the checkouts.
- Footpaths, including the latest slabs outside the Post Office and Library, are uneven and easy to trip on. Needs work.
- Sports Club entrance unwelcoming and foreboding.
- Inadequate public toilets. Need to have the same arrangements as Balingup. Needs work.
- Need seating available in all buildings (eg. pharmacy). Needs work.
- Pedestrian crossing near Hospital Ave / Highway dangerous.
- Footpaths in Brockman Street are dangerous: Uneven, gravel and blue metal.
- Pemberton cemetery, no respect for surrounds and roads.

## Walpole Community Workshop, 24 June 2016

### What is working well?

- Very safe and clean environment. Pleasing.
- Public spaces are good. Excellent.
- Beautifully maintained public spaces.
- Footpath on Walpole Street, excellent.
- OK if your mobility is fine.
- The boat ramp and parking are fine. Spend money on health care.
- Safe, yes.

### What needs work?

- Need a footpath around the retirement village.
- A sign to get to the yacht club, please.
- Footpath on Walpole Street East, appalling.
- Our visitor park and office has a dump site behind. Very strange mix.
- Parking at Coalmine boat ramp.
- We need far better footpaths in the main street for disabled people. Gradients must be better for those in wheelchairs.
- Toilet facilities for those in wheelchairs are totally inadequate
- Apparently parts of Walpole (Tingleview) are not defensible in a fire.
- Footpath needed Baronie Ridge exit near hotel to town.
- Walpole Street East needs footpath. (x2)
- Pavement from Town Vista Street to Walpole East Street.
- Don't WASTE money on boat bays AT THE JETTY. Far better needs in the town.
- Easier access ramps.



- Lack of Rangers, animal control.
- Inlet walk trails need serious attention.
- Most footpaths upgrading for wheelchairs and gophers.
- The pavement on main street corner (IGA Philippine Magic) has a water pool and is dangerous to the sight impaired and general public.
- The dump site for caravans needs to be advertised.
- Need access to the library via gopher.
- Numbers on the roads outside houses.
- Toilets - signs showing where?
- Footpaths in poor state in many streets.
- Visitor Centre has poor access for wheelchairs. (x2)
- Path access, suitable for gophers, from aged housing (Pier Street) to main shopping area.

## Quinninup Community Workshop, 28 June 2016

What is working well?

- The old school buildings are being used well for public purposes (library, meetings etc)
- Starting a community garden.
- Volunteers do a great job of keeping the area clean.
- Feel safe in Quinninup (but not in Perth).

What needs work?

- The old hotel should be bombed. Unpleasant to visit. Dark and dingy.
- Quinninup needs a new hall.
- Ensure there is proper access for all in banks etc.
- Westpac bank needs an automated door for people in wheelchairs.
- Karri Lane needs street lighting.
- More electric doors to services in Manjimup. eg. doctor's surgery.
- Need to think of a NEW building for community centre. Existing building no longer available.
- Toilets not marked well in other towns. Too hard to find in an emergency when travelling.
- Q-Town needs more toilet facilities and a BBQ space.
- Trees on Shire verges need trimming.

## Manjimup Community Workshop, 29 June 2016

What is working well?

- Coronation Park toilets to be replaced.
- I like what is happening at the Timber Park, like a new music shell.

What needs work?

- Push bikes are a public safety issue. (x2)



- Educate kids at school about riding on the footpath, bikes and skateboards.
- Speed humps could be converted to age-friendly crosswalks. (x3)
- Need more pedestrian crossings. (x3)
- Cross walk needed at Coles.
- People should walk bicycles around the CBD.
- Gophers are a health hazard. Gophers are speeding. (x2)
- Gophers should not be allowed in shops.
- Seems to be more crime and undesirables around the town recently.
- More public toilets.
- Can never have enough toilets.
- Toilets in Coronation Park have passed their used by date.
- More street lighting outside CBD.
- We need an auditorium.
- Footpaths need attention. Footpaths are all uneven (x4)
- Mottram Street footpath between Young and Brain Streets dreadful.
- Leaf litter around the Post Office area a problem - slipping and falling.
- Remove the speed bumps, build a cross walk, Toyland - Serendipity.
- More street seating, especially in WIFI area. No seats!
- All footpaths need a gentle sloping curb down to bitumen to allow easier wheelchair access.
- Curbing to be altered for wheelchairs.
- Clean the footpaths in the CBD. Very dirty now.
- The footpath on Lock Street near No's 18-22 is the worst.
- Bikes and gophers need parking.
- More warning or education about bikes and gophers.
- More speed humps in Rose Street.
- Gardens overhanging fences onto footpaths is unnecessary.
- The Manjimup Hotel and Kingsley Hotel, both have issues with ease of wheelchair access.
- Shire Council Chambers to be given back to the people as a combined community centre.

## ***Northcliffe Community Workshop, 30 June 2016***

### What is working well?

- Public toilets are located centrally.
- Meerup Street has a good footpath.
- I feel safe out in public. (x 2)
- Most town/public buildings are accessible by wheelchair.

### What needs work?

- Some subdivisions have no exit road in the event of bushfire/flood etc.



- On Zamia Street, down past the Northcliffe District High School the bike path runs out and then one has to travel on the road towards to cemetery.
- Improve the wages of grader drivers so quality workers can be retained.
- The public toilets on Zamia Street are not aesthetically please (concrete and dusty).
- Need larger signage for public toilets.
- All paths and roads should be gopher friendly by design.
- All private business should have disability access.
- All public buildings should have a solar or other renewable energy supply (battery storage will assist with power outages). (x 2)
- Want to support local businesses but it's costly to shop locally.
- Need a meeting room for seniors.

## **Aged Care Services Sector Workshop, 30 June 2016**

What is working well?

- It's great to have a new path from town to King Jarrah. (x3)
- Ipsen Street footpath is beautiful.
- Paths down Ipsen Street and Hospital Avenue are good.
- The path near Dunreath Cottages is very good.

What needs work?

- Roads, paths and sporting facilities all need improvement.
- There are not enough public toilets. (x3)
- Footpaths need improving. Specific priority areas include Ipsen Street, Graphite Road, Bath Street and Rose Street. (x7)
- Curbs are difficult for older people if they require stepping up and stepping down.
- There is no complete footpath from the town centre to Woolworths.
- Need more undercover areas in towns and parks. (x2)
- Better paths and lighting will encourage people to be out and about.
- Replace the public toilets in Coronation Park.
- More monitoring of wild mobile scooter riders. There are rules that need to be enforced.
- Sommerville Street needs upgrading.
- The public toilets are often not clean.
- There are limited safe crossings for wheelchairs/gophers, especially South Western Highway.
- Need visible pedestrian crossings that give pedestrians the right of way.

## **Northcliffe Showcase, 2 July 2016**

What is working well?

- No comments made.





## What needs work?

- We could use a fenced dog park.
- Footpaths need a lot of work.
- Northcliffe Recreation Association needs better carpark pathways for wheelchair/disability access.
- Clem Collins and whole recreation centre needs better disabled access.
- Better walk trails from recreation centre to town centre.
- Footpaths out of town need upgrading so they are gopher friendly.
- Footpath to Mill town is only loose blue metal.

## Crowea Club Discussion, 7 July 2016

- A pedestrian crossing is needed on Rose Street, somewhere between Coles and the pharmacy.
- Ipsen Street footpaths are priorities for improvement.
- Need more seating in the CBD. Seats are too concentrated around the Post Office and Newsagency.
- There are more 'baby bays' than ACROD bays at Coles. Needs more.
- The gravel walkways within the Timber and Heritage Park are difficult for most. It's nearly impossible to push a walking frame, but it would be nice to visit if possible.
- The gardens around town are beautiful, especially the plantings on the roundabouts.
- The ACROD bays on Rose Street (pharmacy) and Giblett Street (Empire Hairdresser) need better ramps/crossovers.
- The Woolworths car park is difficult to navigate and makes you anxious. Don't know what the ACROD parking is like because I won't go in that close.

## Pemberton CWA Discussion, 12 July 2016

- There is a noticeable increase in gophers and mechanised wheelchairs, but no footpaths so they're forced to go on the road.
- Public bins are not emptied and cleaned enough, especially during tourist season.
- You can't always go where you want to, without a vehicle, because of the hills.
- The parks and gardens are lovely, and well maintained. Beautiful!
- Feel very safe and secure when out and about.
- The number of rest places, street seating has improved.
- The toilets on the corner of Brockman and Hospital are usually in a terrible, filthy state. They need repairs and upgrading, as well as regular cleaning.
- It can be very sketchy crossing Brockman. An ideal location for a pedestrian crossing would be near the chemist.
- The few footpaths we have are good but it would be nice to have a lot more.
- We have some fabulous bush walks.
- Pine and Widdeson Streets are priorities for footpaths.



## **Domain 4: Transport**

### **University of the Third Age (U3A) Lunch, 9 June 2016**

- We need seating and shelter at the SW Coachlines bus stop (Visitors Centre).
- Sommerville Street, beyond Pritchard Street, is terrible for gophers because of the open drains.

### **Carers of Older People Discussion Forum, 21 June 2016**

- Your drivers' licence is a symbol of independence. And a representation of masculinity for the men. There is a lot of resistance to giving it up.
- If you do manage to get them to give up their drivers' licence, because it's not safe anymore, then you become the taxi. You do all the driving. It's not a winning situation.
- The ACROD bays are not big enough to get the wheelchair ramp out. You end up driving around and around looking for something that will work. And there aren't many places that work because a lot of the curbs are too high, even with a portable ramp.
- What happens when you end up in a wheelchair and your car is no good anymore? You need a new car, or a modified car, that can accommodate the chair. What financial support is there for that?
- The forms to access the Patient Assisted Travel Scheme (PATS) were too long and complicated. I just gave up.

### **Manjimup Men's Shed Discussion, 22 June 2016**

- People do u-turns on Rose Street. It's a hazard. Especially if you're reversing out of angled parking.
- The inter-town bus services (TransWA / SW Coachlines) are good.
- If you combined freight and passengers a train to Bunbury might be feasible.
- More road maintenance is needed around town. Especially Chopping Street!
- It doesn't bother us blokes about sharing the roads with the trucks, but it bothers our wives.
- There's not enough caravan parking.
- The angle parking is good because it allows for more parking, but it's more dangerous to get out of. People should be reversing in to angle parking.
- Witnessed a lot of ACROD parking breaches on Rose Street near the chemist.
- Doctors should work consistently within the guidelines to cancel someone's drivers' licence. You shouldn't get different responses from different doctors.

### **Pemberton Community Workshop, 23 June 2016**

What is working well?

- No comments made.



## What needs work?

- Mini bus to pick up and deliver around town to social events and medical appointments.
- How do I get to the hospital to have a blood test if I don't have a car? Needs work!
- Need a small people mover to transport people within Pemberton and also to Manjimup to access education and other services not provided in Pemberton.
- Driving assessments and refresher courses should be done in Pemberton. (x2)
- Top end of Robinson Street is in very poor condition.
- Parking along Brockman, facing the wrong direction, is prevalent.
- Fuel is expensive in town, and there are no competitors.
- Dickinson Street, lower road surface in VERY poor condition.
- Change the name of Hospital Avenue. There is no hospital on that street anymore.
- Exiting Hospital Avenue onto the Highway is very dangerous by vehicle.
- Intra-town 'uber' style people mover, subsidised, able to book in advance and call as needs.

## Walpole Community Workshop, 24 June 2016

### What is working well?

- Available for seniors to access Wednesdays - activity and social club.
- Bus transport to Manjimup for access to the pool etc. (seniors only).

### What needs work?

- When is the Shire going to repair Walpole Street East? I have blown three tyres on my gopher in the last 12 months. The tyres cost \$50 each.
- The community bus available for booking through Silver Chain is relied upon heavily by older people for a number of services. However, it is not suitable for a number of reasons, including that it doesn't have wheelchair access. A remedy for this should be sought in the short time.
- NEED for a community bus with a chairlift.
- Needs review - ACROD stickers are often given to residents for a short need (ie. recovery operation) but then used from then on, makes it more difficult for wheel chairs etc.
- Transport bulletin board in the CRC where people can indicate/plan for a trip and invite passengers to join them. ie. Car-pooling!
- People are putting it on themselves too much. Not enough is available.
- Support to maintain drivers licence. (x2)
- Driver licence support - What, where available?
- Provide transport information in the Walpole Weekly.
- The bus is too small.
- ACROD access into the CRC.
- We need a bigger bus, with hoist.



- Desperately needed for specialist appointments, x-rays etc.
- Problems with accessibility. Needs work.
- Transport on a regular basis. ie bus to city or larger towns, especially for medical appointments
- Local transport for oldies to get out. (x2)
- Walpole Street East needs fixing. (x2)
- The main street in Walpole needs to be resealed.
- We need to access the Silver Chain car more often.
- Often there is only one road in and out for rural emergencies.

## Quinninup Community Workshop, 28 June 2016

What is working well?

- TransWA bus twice a week, Perth to Albany via Q-Town, if booked. (x2)

What needs work?

- SW Highway, from Manjimup to Walpole, is very poor condition considering it is National Highway 1. Particularly narrow south of Vasse Highway. Very dangerous Vasse Highway to Wheatley Coast Road. (x3)
- Roads need to be maintained and widened much better.
- Daily buses to Manjimup, say 8am and 12noon, with return trips 1pm and 5pm (approximately).
- There is no way to access services in other towns without your own vehicle.
- More ACROD bays. Only 7 in Manjimup. (x2)
- Information on bus services to Quinninup. Advertise in the Manjimup Bridgetown Times.
- Find out about gopher rules.
- Trucks speeding through town.
- Very poor gopher rules.
- Is there a weekly bus and, if so, what is the cost?
- The one-way bridge on Wheatley Coast Road is dangerous.
- Community bus service needed.
- Require driver education in Q-Town when ageing.
- No overtaking lane between Bridgetown and Walpole.
- Patient Assistance Transport Scheme (PATS) should cover costs for attending a medical procedure if you have been seeing the same doctor/specialist. We moved from Yanchep and my husband had a melanoma removed in Joondalup but PATS would not cover it.

## Manjimup Community Workshop, 29 June 2016

What is working well?

- HACC.
- Lions.
- Silver Chain.



- Ambulance.
- Ring CRC, HACCC, Shire
- Seniors Centre

## What needs work?

- Woolworths parking needs improvement.
- Enforce ACROD. (x4)
- Improve the ACROD bays
- Seniors driver skills training. (x4)
- The visibility at the roundabout on Ipsen Street (Coles - Target) is very poor for small sedans.
- Cost of transport. Not affordable. (x2)
- Taxi/Uber service needed. (x7)
- More ACROD bays needed. (x4)
- Need shuttle services to specialists in cities.
- Need more public transport.
- Front-in angle parking is VERY difficult for senior drivers. It is dangerous. (x2)
- Free bus from settlements to Manjimup to allow shopping.
- Information on the availability of transport. (x2)
- SW Highway between Manjimup and Bridgetown to have passing lanes.
- The traffic on Mottram Street (SW Highway) is terrible.
- Mottram Street needs a big bump mended.
- More long vehicle parking required.
- Improve town roads.
- Road conditions.
- Road surfaces in Sommerville, Rose and Mount Streets have terrible potholes.
- Rutherford Street (pool - high school) in poor condition.
- The street by the pool needs resurfacing.
- Clear large signage.
- Open space near Muir Ford needs to be cleaned up and turned into a car park.

## Northcliffe Community Workshop, 30 June 2016

### What is working well?

- There is lots of parking in Northcliffe.
- There is some public transport, a bus that comes to town.
- Carpooling with friends works.
- The Shire responds when notified about road conditions.
- Now that Manjimup licencing services have been transferred to the Manjimup Community Resource Centre it is way more user friendly.
- The Northcliffe Family and Community Centre community bus can transport people to events.
- People work together to pick things up from Pemberton or Manjimup.



- Fuel card most valuable. (x 3)

## What needs work?

- P.A.T.S. is too complicated for oldies.
- SIGNIFICANT difficulties accessing P.A.T.S. – Doctors not signing, difficulty faxing forms, have to pay up front and wait for reimbursement.
- When paperwork must be submitted to access P.A.T.S. is not always practical, and not necessarily at the front of mind in an unexpected emergency.
- Don't know where to go to get assessed for a driver's licence.
- Wheatley Coast Road is (very) dangerous because of use by log trucks and caravans, narrow lanes, gravel shoulders, poor maintenance. Caravaners should be warned (signage). (x 2)
- Rural roads need maintenance, specifically Richardson Road. (x 2)
- Give more thought to how the community bus can be used to overcome social isolation and loneliness.
- No ACROD bays in Northcliffe – should be at the Recreation Centre, Shops and Halls.
- More transports to medical appointments required.
- More transport options to Bunbury Hospital required.
- Roads across the Shire need improvement.
- Badly need overtaking lanes on South Western Highway, south of Manjimup (It's Highway 1 for goodness sake!). (x 2)
- Transport to Manjimup return is very limited.
- The Shire or other health department needs to invest in a wheelchair access vehicle.
- Use the community bus to transport Northcliffe, Pemberton people to Manjimup for events.
- Do better promotion of the community bus (posters around shire including photo of the bus).
- Upgrade vehicle registration services so people don't get caught with unregistered vehicles (reintroduce license stickers).
- A train service to Bunbury and Perth would be a miracle, but a great benefit for getting to health services.
- All gravel roads in Northcliffe need improving.
- The Pemberton turn off to Walpole, South Western Highway, needs improvement.

## Aged Care Services Sector Workshop, 30 June 2016

### What is working well?

- The school bus services are good. (x2)
- Manjimup HACC provides a subsidised and private transport service.
- The TransWA bus service to Bunbury is good.



## What needs work?

- There are regular compliance issues with people using ACROD bays at Woolworths without a sticker.
- We need a taxi service. (x8)
- The Coles and Woolworths parking lots need better parking options for older people who have problems with the narrow bays.
- Access to transport is problematic, but necessary when not all services and supports can be provided in the home.
- We need driving instructors for the elderly, and refresher programs. (x2)
- Consider restricted drivers licences so older people can still go to the shops and access general community life.
- More ACROD parking or parking suitable for older people. (x2)
- Establish a shuttle bus.
- The parallel parking in town creates a safety hazard because of reduced visibility when reversing.
- There is a lack of local and regional public transport.
- Extra pressure on the Manjimup HACC transport service due to an absence of taxis.
- Need a bus service direct to Busselton.
- Graphite Road needs upgrading/maintenance.

## Northcliffe Showcase, 2 July 2016

### What is working well?

- A community bus is available.

### What needs work?

- We need ACROD bays – a few available.
- Recreation Centre needs disabled parking and access.
- Bigger school buses to become public transport.
- What public transport!!!!
- Need public transport.

## Crowea Club Discussion, 7 July 2016

- There are two key transport options available; family members and HACC. Most do not drive a vehicle any more.

## Pemberton CWA Discussion, 12 July 2016

- The TransWA / SW Coachlines bus stops in only one location in town. It would be great if there was more than one stop so it's more walkable and accessible to get to it.
- Can we get a volunteer-based transport service?
- You can access transport services through HACC and Silver Chain.



- Some participants say accessing Patient Assisted Travel Scheme (PATS) is easy, others say it is difficult.
- Transport services to Bunbury for medical appointments are too expensive.
- There is a serious drainage problem on Forestry Glen.
- It's embarrassing to ask friends and family for rides. When you're used to being independent, you find it embarrassing.
- Public transport is affordable, if you have concessions or rebates.
- The new paving on Brockman is unclean, stained and slippery. It can be quite dangerous.
- You end up NOT accessing services or treatments because of the transport barrier.





## **Domain 5: Housing**

### **University of the Third Age (U3A) Lunch, 9 June 2016**

- Topic not covered during the discussion.

### **Carers of Older People Discussion Forum, 21 June 2016**

- Very interested in this new Manjimup Primary School development.

### **Manjimup Men's Shed Discussion, 22 June 2016**

- Worried about the general cost of housing and renting, although it is better than Perth.
- Dunreath is excellent.
- The availability of good aged housing is not meeting demand.
- Moonya needs upgrades and expansions, especially the hostel.
- You can access information about home modifications and equipment from HACC, Silver Chain and the hospital.
- Generally feel very safe at home.

### **Pemberton Community Workshop, 23 June 2016**

What is working well?

- 9 aged units now available, 3 in building process, 8 for future development. Good!
- HACC services are available for home maintenance and gardening.
- Aged accommodation available in the town.
- Aged accommodation transition to hospital aged high-care good.
- Home assistance services seem to be adequate.

What needs work?

- One bedroom, detached units available for rent. Needs work.
- How accessible are the HACC services, and how often can you access them?
- Limited amount of Homeswest or affordable public housing available for rent in Pemberton.
- Garden maintenance service needs are not being met.

### **Walpole Community Workshop, 24 June 2016**

What is working well?

- Police will hold keys to senior's residences.
- Yes, Walpole is safe and people look after each other.
- Advent of senior's accommodation a big plus. (x2)

What needs work?

- Need to undertake regular falls risk assessments in homes and FIX IT so home is safe. (x2)
- Lack of nursing home.
- Power supply an issue.



- Don't know what home assistance is available or how to access it.
- More info on what is available.
- Housing assistance - where to find information?
- Age care facility in Walpole?
- Need more purpose built, affordable housing.
- Who gives information on housing?
- Establish economical housing units in town for refugees - expand Walpole's population and wage economy.
- Continued construction of senior's accommodation needed. Rent not buy!
- Housing for disabled residents?
- Housing options in Walpole.
- More assistance with general maintenance.
- Lack of nursing homes for dementia care.
- Support for home maintenance in rented property.

## Quinninup Community Workshop, 28 June 2016

What is working well?

- I can stay in my home IF my pension and super remain secure.

What needs work?

- Can we get information about being a 'fire prone zone' and the consequences for our insurance?
- Federal government should take over fire insurance if insurance companies are refusing.
- Comfortable in my home BUT need information about services (free or cheap).
- Retirement units in Quinninup.
- A percentage of all new developments should be set aside for social housing.
- Please explain what 'affordable housing' actually means in Manjimup.
- Why can't people on the dole help retired people with home maintenance?
- How to access modification services as my arthritis progresses?
- Fire insurance review.

## Manjimup Community Workshop, 29 June 2016

What is working well?

- All working well.
- Homeswest home maintenance is excellent.
- Dunreath Cottages are a wonderful facility.
- I do feel secure in my home.
- Moonya and Dunreath are excellent facilities. Hopefully the new housing on the old Primary School site will compliment this.

What needs work?

- Support services to outlying farms is needed.



- The rents are too high. The landowners and real estate people are charging like we are living in Perth.
- Need more Homeswest houses in each town.
- There is a lack of affordable, reliable tradespeople.
- I don't know where to find out about home modifications and equipment.
- Need for cheap, reliable and quick maintenance services, perhaps HACC sponsored.
- Site of aged housing. Old school site. NOT Collier Street. Moore and Rutherford much better. Close to town.
- Cost of the school site housing?

## Northcliffe Community Workshop, 30 June 2016

What is working well?

- Crowea Village is in a safe zone (near the Nursing Post).
- Very good retirement village committee. (x 2)
- New units at the retirement village. (x 2)
- People make it known if they think they'll need aged accommodation.
- I feel very safe in my home. (x 2)
- Rental prices are relatively affordable.
- Good support from HACC for home help.

What needs work?

- Not enough information about services to help with external property maintenance, for example, fire breaks, land clearing and fuel reduction.
- Granny flats should be able to remain after granny has died. (x 3)
- 'Granny flats' should be able to be built to house carers, particularly on rural properties
- Need at least three high-care units in Northcliffe (x 2)
- Long term rental security encouraged
- Lack of flexibility in Shire planning rules, eg. Farm subdivisions
- More aged housing (x 2)

## Aged Care Services Sector Workshop, 30 June 2016

What is working well?

- Dunreath Cottages are beautiful.
- There are lots of flexible home care services.

What needs work?

- The community needs more information on housing design for long-term living.
- Moonya - No one wants to go there! Residents should have their own en suite, access to more appropriate activities and greater staffing levels.
- Dunreath Cottages are not adequate for all (size, garage).
- There is poor power reliability in the region.



- There is not enough adequate housing for older people wishing to downsize. (x2)
- We need a diverse range of suitable housing for older people.
- Doctors are not always aware of or referring clients for housing aids and modifications.
- We need more high-quality, high-care residential accommodation locally.

### **Northcliffe Showcase, 2 July 2016**

What is working well?

- HACC home care is wonderful!

What needs work?

- No deep sewerage makes big problems in winter with water tables rising.
- More cheap rentals for young families.
- Not a lot of housing available. If more housing was available, young families might be able to better support their aged family members in Northcliffe.
- For those that don't have land/stable housing the community garden could work well however it requires more participants to be maintained and therefore more effective.
- Need more! (Units)
- We need to increase the number of aged units over time.

### **Crowea Club Discussion, 7 July 2016**

- We don't know where we'd be without HACC to support us to remain independent in our homes.
- Yes, feel safe and secure in own homes.
- Being able to enter into lease options for housing is good.

### **Pemberton CWA Discussion, 12 July 2016**

- We need more information about home assistance, maintenance, modifications and equipment.
- Generally feel very safe and secure in the home environment.
- Our community is addressing the need for appropriate housing for the aged.
- Housing does seem expensive, but maybe not as bad as Perth.
- Concerned the pace of development will not keep up with demand.



## **Domain 6: Communication & Information**

### **University of the Third Age (U3A) Lunch, 9 June 2016**

- Topic not covered during the discussion.

### **Carers of Older People Discussion Forum, 21 June 2016**

- The HACC monthly newsletter is great.
- Silver Chain don't promote themselves at all.
- It's hard to understand what is available to you. Flyers are difficult to comprehend. You need someone to explain.
- Written advice and instructions can be impractical.
- Doctor surgery waiting rooms are good places to pick up information.
- Doctors should really know what's available and promote it.
- How do you know what to ask for if you don't know what exists?
- [www.my.gov.au](http://www.my.gov.au) - GROAN!!!

### **Manjimup Men's Shed Discussion, 22 June 2016**

- Stuff the internet, people don't communicate properly and personally anymore.
- The Manjimup CRC and HACC are great for accessing information.
- There is a concern about how services and agencies collect your information; privacy and security concerns as well as need to disclose so much detail and needing to disclose the same information over and over again to various departments. You provide volumes of information, but then the agency doesn't readily give you information, in a timely fashion, in return.

### **Pemberton Community Workshop, 23 June 2016**

What is working well?

- Information on communication technologies available (take up rate poor).
- CRC staff available for assistance. Working well.
- CRC provides courses for IT training. Not always well supported.
- Good access to information at CRC.

What needs work?

- Too much IT for older people who cannot keep up with technology.
- The Post Office will put information in people's post boxes for you, and the Pemberton CRC can arrange letterbox drops.
- Dedicate a section of the CRC Newsletter to provide updates on ALL matter effecting aged persons. Eg. Shire info on HACC, education courses, health - medications.
- Computer training needs to be better delivered. Start where participants are at, not a higher level.
- Learning technologies at the CRC - courses are aimed at higher pre-knowledge. Bring it back to basics and use qualified educators.
- Radio reception is VERY poor in Pemberton. (x2)



- Make the Pemberton Community News free again, and home delivered.
- Too much information is relayed by email. Not everybody has a computer. Needs work.
- Suggest the written word be used more for aged persons (eg. CRC newsletter). A regular column disseminating information on health etc. And use other outlets (surgery, pharmacy, school, library).
- Mobile smart phones are too difficult for older people to operate. Needs work.
- Radio reception is very poor for ABC. (x2)
- Mobile phones cannot be taught in Pemberton. Why?
- ABC national program needed as alternative to one ABC service or commercial station.
- Internet is slow but possibly to be improved by the NBN.
- Provide audio books.
- Need better education and training for use of internet. Needs work.

## Walpole Community Workshop, 24 June 2016

What is working well?

- Social activities advertised by Walpole Weekly and online.
- Mobile phone towers coming!?
- Discounts for rates, water and electricity.
- Information is always available, just ask.

What needs work?

- Don't live much in the 'on line' world.
- Reliance on volunteers to provide instruction/training in IT areas.
- Need a volunteer for non-iPad computing session at CRC.
- Department of Human Services - A flyer for information, not online.
- Mobile reception in rural area is poor or non-existent. Needs work! (x2)
- Oldies don't have online skills.
- Oldies unable to connect online if out of town.
- Lack of support with phone technologies.
- Better communication infrastructure, phone/internet (x2)
- Even for business people, lines go down.
- Landline phones do not always work.
- New residents, retirees or seniors should be given an information pack from the Shire.

## Quinninup Community Workshop, 28 June 2016

What is working well?

- Happy with vast TV and radio.

What needs work?

- Total communications loss during power cuts. (x2)



- IT access in the public Quinninup library.
- Mobiles don't work down Karri Lane. (x2)
- Require help/classes to learn to use computers. (x2)
- What would really help, not just ageing Quinninupians, is reliable internet PLUS a website about services available.
- Not working well. Mobile reception poor or not available at all. (x7)
- We need good communication particularly in an emergency. ie fires.
- Community internet access for those without home IT.
- Power outages - Information often incorrect and also unscheduled outages. (x2)
- Can't get internet in Quinninup, or it is expensive, slow and unreliable. (x7)
- Power keeps going off in Quinninup. (x2)
- MUST improve ALL basic communication services.
- No ABC radio.
- TV via satellite only. Tower decommissioned. Why?
- No radio reception. Need new tower.
- Need information about services on the notice board at the post office.

## Manjimup Community Workshop, 29 June 2016

### What is working well?

- The Manjimup Community Resource Centre Seniors Computing Club is excellent.
- The Shire advertising page in the Manjimup Bridgetown Times is good.
- The local paper has a lot of information.

### What needs work?

- The Manjimup Community Resource Centre was established to provide public information and guidance. Does it?
- There's too much reliance on the internet. Not everyone uses it or has it. (x2)
- Information is vital to security. There is some basic ABC information but it's limited.
- Satellite internet services are too expensive and does not allow sufficient data downloads.
- Many forms and sources of information are hard to understand.
- Mobile phone services need improving along Glenoran Road.
- Need the Rangers to police footpaths and cycle ways for gophers.
- Information is not presented in a language I understand.
- Information on services for older people should be at the doctors, physios and chemists.
- We need free computer technology support for seniors, to trouble-shoot questions and help keep computers clean of bugs and viruses.
- Government websites change structure too frequently. Makes navigation unnecessarily difficult and time consuming.



- Develop a free community newspaper for seniors.
- I have problems with people speaking clearly for my hearing impairment.
- Town siren for emergencies. (x3)
- Access to the Shire weekly newspaper page - a section for seniors to advertise/communicate.
- Assistance to find services.
- Downloading documents is not good when you don't have a printer.
- The Shire should advertise senior's activities weekly in the local newspaper.
- There are too many mobile phone reception black spots.
- When and how do we access NBN? Need info.
- The library should be a source of information, not computers.

## Northcliffe Community Workshop, 30 June 2016

### What is working well?

- Karri Pigeon is good at informing people about events and ongoing meetings etc (calendar). (x 3)
- The old style landline phone still works without individual power source.
- I didn't see any wall posters advertising this workshop, I only found out by accident when I noticed a flyer in the kitchen of the Northcliffe Family and Community Centre.
- The Northcliffe Community Resource Centre events diary and Facebook page is very helpful for local information.
- I rely on the Northcliffe Family and Community Centre, emails and Facebook for notifications on what's on.
- Seniors computing support is available at the Northcliffe Community Resource Centre on Tuesdays – A very worthwhile service for the technologically challenged and keeps up with the changing technologies. (x 2)
- Northcliffe Community Resource Centre staff are friendly and helpful.
- Northcliffe Buy, Sell, Swap Facebook page is fantastic.
- The Northcliffe Family and Community Centre, retirement village, Karri Pigeon, Northcliffe Community Resource Centre are all involved in passing on info.

### What needs work?

- Information on the Shire of Manjimup website is often out of date. (x 2)
- We need a central place, one stop shop, for ALL relevant information for older people (x 3) (Northcliffe Family and Community Centre?).
- The Northcliffe Family and Community Centre ONLY services those with little children.
- The Karri Pigeon is biased and does not represent all residents.
- Better mobile phone services are needed as more and more reliance on them develops (in a fire situation they are all but useless).
- I like communication in person.
- Put a secure Shire noticeboard outside the general store.





- The significant move toward online/email information is problematic.
- Power outages effect communications technologies.

## Aged Care Services Sector Workshop, 30 June 2016

### What is working well?

- Manjimup HACC have a monthly newsletter with lots of useful information about services and what is going on in the community.
- There are seniors programs (Broadband for Seniors) to assist them with computing and new technologies.
- The My Aged Care website is good.
- The Manjimup Community Resource Centre is planning a cyber security workshop on 8 August 2016 in partnership with the Council on the Ageing (COTA).

### What needs work?

- The information is there but it's not easy to find. Don't know what's available or who to ask. Older people need a clear understanding on what is available and how to access this information. (x3)
- There are cyber security fears for our seniors. They need more, regular information. (x3)
- IT infrastructure needs improvement in accessibility and quality.
- Communications issues are arising from being reliant on the internet to communicate and expecting consumers to have access to these technologies. Most older-older people don't have the internet or computers and internet/power connections are unreliable, especially in rural settings. (x4)
- Involve younger generations in providing technical support and education.
- Seniors should not be penalised for receiving paper bills when they don't have the capacity to receive bills electronically.
- We need printed pamphlets with information on the services available.
- Older people, especially those in isolation or rural settings, need access to personal alarms to call for assistance.
- Manjimup HACC receives a lot of calls from under-65s wanting to access services. Where do they go? Help!
- We need to disseminate information about services better at doctor surgeries, via other community organisations and through the media.
- Deliver one booklet with information about ALL services to all residents over the age of 55.
- Lots of people find the internet and websites difficult to navigate.
- New technologies are expensive.



## Northcliffe Showcase, 2 July 2016

What is working well?

- Northcliffe Community Resource Centre helps seniors with IT issues but it needs money.

What needs work?

- Mobile phone service needs improvement.
- Internet needs improvement.
- We need mobile coverage at our farm near Shannon. Also for Bib track walkers and Munda Bididi riders.
- Needs a lot of work – why not a monthly page in the Karri Pigeon – most of us ‘Oldies’ read it.

## Crowea Club Discussion, 7 July 2016

- Club members feel pretty well informed.
- Generally not interested in new communications technologies.

## Pemberton CWA Discussion, 12 July 2016

- Everything's online! (not desirable)
- Lots of places and homes do not have internet access.
- Broadband for Seniors is great, but a lot of older people are not interested and don't want to engage with computers.
- Lots of information is provided as a download. Printing is expensive, and who has a printer?
- Just like phone banking, internet account management is intimidating.
- The technologies are changing all the time. It's frightening, especially when things go wrong.



## **Domain 7: Consultation, Inclusion & Respect**

### **University of the Third Age (U3A) Lunch, 9 June 2016**

- There is a fear and anxiety around 'elder abuse'. We need good legal advice and support regarding enduring powers of attorney, powers of guardianship, living wills and health directives.

### **Carers of Older People Discussion Forum, 21 June 2016**

- I've had a support worker in my home talking about my family member like they're not there. Talking to me about them dying!
- Health and support services need to stop addressing questions to me. My family member has an opinion.
- Our loved ones have issues, that's why we're carers, so they're obviously not quite 'right'. It's infuriating when a health or support services refuse to listen when you're trying to explain something isn't right, for them. We know this person better than they do.

### **Manjimup Men's Shed Discussion, 22 June 2016**

- I have never in 15 years been treated in a way that's made me feel sad or unwanted.
- There are lots of opportunities for intergenerational contact and sharing knowledge with children.
- Businesses and young service staff show lots of respect.
- Asides from Thank a Volunteer Week and the Australia Day Awards, there isn't a great deal of BIG recognition.

### **Pemberton Community Workshop, 23 June 2016**

What is working well?

- One business is training its young staff to treat customers with respect. Other businesses should do the same.
- The Post Office and Newsagency staff are very helpful and supportive.
- Communicating with the school children with visits etc about life in the 'olden days'.
- Older people are well represented on committees and boards.
- In most cases staff in businesses are very courteous and helpful.
- It is enjoyable to share stories with children at schools, and the kids enjoy it.

What needs work?

- Need help from supermarket staff to carry heavy shopping bags to the car. Staff need training.
- Need for mentoring at schools to be more widely known.
- Council meetings are open but there is a limited opportunity to speak.
- Get young people involved in caring for and supporting older people.
- We want young people involved in committees!



- Perhaps CRC or Library could have a directory of seniors to help at schools, on committees etc to share knowledge and skills with younger generations.
- Pemberton requires young leaders and young committees.
- School children respecting, questioning and listening, when asking you to talk to them in a class room.
- This consultation has been set at a bad time of year. Many retirees go north for the winter.

## Walpole Community Workshop, 24 June 2016

What is working well?

- Oldies are treated respectfully.
- Good local representative on Council.

What needs work?

- This community consultation was set at the same time as the monthly senior's bus to Albany.
- Shire Council does not follow up issues.
- Not sure I feel the Shire/Government listens.
- Fresh ideas outside point of view.
- Feedback from public representatives (state and local) is poor or entirely absent. Needs work! (x2)
- Someone to follow up regularly on legitimate complaints.
- More than one local council representative needed.
- How do we get more support with Shire and MRD issues? ie. open drains.
- Option to update our useful experience of care.

## Quinninup Community Workshop, 28 June 2016

What is working well?

- Q-Town older people generally VERY involved.
- Working well.
- Older citizens are respected.

What needs work?

- Need many more leaders than one.
- This event should have been advertised in the Manjimup Bridgetown Times.

## Manjimup Community Workshop, 29 June 2016

What is working well?

- I feel included in everything that concerns me.
- The local trades and maintenance businesses (plumbers, electricians etc) all provide excellent services to older people. (x2)
- The Shire office staff are good.
- Thank a Volunteer Day. (x2)
- The school tours to the historical hamlet are very respectful.



- Australia Day Active Citizenship Awards.
- The NAB provides good service. Personal banking services are important. Some older people don't use online computing.

## What needs work?

- We may be a bit feeble physically but most are still very intelligent, astute and capable. Use us!
- Seniors to do sessions at schools to talk about their experiences. May need help to prepare a powerpoint presentation.
- Some services' staff could be better trained.
- There is a huge resource in our community with seniors. IT IS NOT BEING USED!!!
- Little consultation. Too much reliance on computer surveys.
- We need more community awareness about the difficulties older people experience because of vision, hearing or mobility issues.

## Northcliffe Community Workshop, 30 June 2016

### What is working well?

- HACC staff are lovely!
- Life Memberships are often offered to long-term community members involved in community groups.
- This community supports itself in everything (but that leaves us wide open for not finding out info which could help us).
- As a young person I often think I will be discriminated against because of my age however I find my elders very respectful of my voice.
- Our community leaders are very strong in Northcliffe.
- Many seniors are involved as volunteers in the community. Many activities and services would not function without them.

### What needs work?

- A lot of committees and volunteers are the senior members of the town. Need to encourage the younger ones and not OWN positions for the long term.
- We are not encouraged to, and there should be more interaction between young people and seniors in the school environment. (x 2)
- We need more interaction between the young and old.
- Students should be taught how to take on a caring role for our ageing population.
- Service staff need to understand the needs of seniors more (people are falling through the cracks).
- Grace and respect is a two-way thing. (x 2)
- We need better communication about consultation events like this.
- An adopt a grandparent program would be fantastic.



## **Aged Care Services Sector Workshop, 30 June 2016**

What is working well?

- Seniors are participating in programs that encourage the sharing of experiences with younger generations.
- Manjimup HACC do Consumer Directed Care well. Consumers are involved in all the decisions that affect them.
- Manjimup HACC hosts Thank Seniors Week events each year.
- Manjimup HACC provides consumers with feedback forms and clear instructions on how to make and resolve complaints.
- Manjimup HACC loves feedback from clients.
- Seniors feel accepted and respected in our community.

What needs work?

- The local newspaper could do more to promote seniors in a positive way in the community.
- We need a well-balanced intergenerational blend to inform decision making and planning.
- Intergenerational programs could be done better.
- Dementia needs to be talked about more in workplaces and the community.

## **Northcliffe Showcase, 2 July 2016**

What is working well?

- “Oldies” are treasured and valued.
- Without older people, Northcliffe would come to a standstill!
- We respect our older residents.
- Most of our committees are older residents.

What needs work?

- More school/day care visits to older people.
- Oral histories need to be recorded.

## **Crowea Club Discussion, 7 July 2016**

- We feel respected as older people.
- Children can learn a lot, including history, from old people.
- One support worker, in the process of preparing meals for an elderly client, has been learning how to cook from that client.

## **Pemberton CWA Discussion, 12 July 2016**

- We interact with kids a lot. They’re interested and talkative.



## **Domain 8: Volunteering, Employment & Life Long Learning**

### **University of the Third Age (U3A) Lunch, 9 June 2016**

- Topic not covered during the discussion.

### **Carers of Older People Discussion Forum, 21 June 2016**

- Topic not covered during the discussion.

### **Manjimup Men's Shed Discussion, 22 June 2016**

- There are HEAPS of opportunities to volunteer your time. More than we can participate in.
- Some volunteers are treated greater than others, given greater status. It's an uneven playing field.
- Opportunities to go back into the workforce are very limited.
- Sometimes, in agriculture, you get a call back to help because you know the machinery and the processes.
- More than one of us have offered back services on a part-time or casual basis but received a cold reception.
- Many of us give our labour for contra, or just good will.
- Not everyone has experiences working in Manjimup but those who did felt shoved out the door without thanks, even after more than 30 years of service to one company.

### **Pemberton Community Workshop, 23 June 2016**

#### What is working well?

- The Pemberton CRC has heaps of training for an ageing populace (but poor attendance).
- Volunteer contributions thanked by CRC, Australia Day Awards and Council "Thank a Volunteer" celebrations.
- Many opportunities for involvement exist.
- Involvement of older people in employment or volunteer opportunities, working well in Pemberton.
- There are lots of opportunities, but now everyone wants to participate.

#### What needs work?

- Hard to get young people involved in volunteering because of work commitments.
- A feeling of whether or not one is of any further use.
- TAFE not available. Priced out of availability. (x2)
- There are more volunteering opportunities than time and energy can permit involvement in.
- TAFE no longer available, only in Manjimup.



## Walpole Community Workshop, 24 June 2016

What is working well?

- CRC for education. Less active these days.
- Volunteers are a great service.
- Volunteers always welcome.

What needs work?

- Regulations on recreational fishing and sale of fish need relaxing and amending. Why no trade in fresh fish in Walpole!?
- Shire can facilitate the creation of call centres operating out of CRCs and offering commercial services to companies requiring such ad-hoc services.
- Adult education (TAFE courses) is non-existent in Walpole. Needs work!
- We need a recruitment plan or planner.
- Our town relies so much on volunteers.
- We need a volunteer committee. Who and where are our vollies?
- Are we covered by insurance?
- Police clearance?
- Ask local business to advertise maybe a flyer in the window for volunteers.
- List of volunteer organisations at a central point.
- There is a fine balance between employment and financial needs.
- Notification of educational facilities ie. ECU, Curtin - intakes.
- Lack of education availability for degrees. Who is offering what?
- Coordinated management of volunteer opportunities.
- Lack of training opportunities, without paying huge amounts.

## Quinninup Community Workshop, 28 June 2016

What is working well?

- Working well.
- Great group of people. Always volunteers in the area. Nothing would happen without them.
- A lot of volunteer opportunities available if you're interested.
- Work for the dole is available occasionally in Q-Town.

What needs work?

- Would volunteer if it didn't cost so much for fuel to get to Manjimup.
- Would volunteer more if fuel costs for travel were covered.
- I used to volunteer at Moonya Nursing Home weekly but now my transport has dried up.
- No employment for over 55s. Very difficult.
- More employment should be available here from Council, for locals.
- NO life-long learning opportunities in Q-Town.
- Employment for people over 50 impossible.
- No training over 50.





- Very difficult for over 55s to gain paid employment. Need positive discrimination.

## **Manjimup Community Workshop, 29 June 2016**

What is working well?

- There are lots of volunteer clubs and opportunities for older people.
- The Manjimup Community Resource Centre supports volunteer development.
- At age of 77 I still get requests to accept employment. I now turn them down and concentrate on volunteer activities.

What needs work?

- It takes a while to adjust to retirement as work is enforced socialisation.
- We need more paid work opportunities instead of the exploitation of volunteers.
- Basic TAFE courses are no longer available. (x2)
- We need more volunteer training courses.
- Not enough courses in TAFE for older people.
- The Manjimup Community Resource Centre needs more funding for volunteer development. (x5)
- I'm a volunteer for Manjimup HACC but they seldom use my services.
- We need better coordination and promotion of volunteer opportunities.
- Equal opportunity for senior workers.
- Older workers have lots of experience and I don't think that is appreciated. That sometimes requires a change in management thinking.
- Appoint a central coordinator for ALL volunteer agencies and people willing to volunteer.
- No paid work for seniors. What a terrible waste.

## **Northcliffe Community Workshop, 30 June 2016**

What is working well?

- There are MANY places to volunteer in Northcliffe.
- Unpaid employment is easy to find through volunteering and encourages interaction with other generations.
- It is easy to start a small online business in Northcliffe, as long as you have reliable internet.
- Karri Country Good Food CoOp brings people together to trade and volunteer.
- The Department of Local Government and Communities volunteer grants are VERY helpful.
- Amazingly supportive volunteer community.
- School children learn about volunteering through observation of others, at school, sport etc.
- Some people like their own company, but still volunteer.



## What needs work?

- Northcliffe relies on volunteers and many grants do not include wages/facilitation. We will burn people out volunteering if they are not supported.
- Are oldies prepared to 'let go' and encourage younger generations to volunteer and lead?
- Train school children to fill caring roles, whether paid or volunteer.
- Create a healthy local economy by encouraging new industry. Eg, industrial hemp crops, and related products.
- 6262 is the poorest postcode.
- Volunteer burn-out.
- There needs to MORE employment opportunities for young and old but there are too many rules, regulations and red tape.
- There are no jobs for anyone, let alone the aged.
- Lots of skills in the ageing population are being lost due to no interaction with younger people.
- Would like guidance on how to use life skills to pursue a better education.

## **Aged Care Services Sector Workshop, 30 June 2016**

### What is working well?

- Older Manjimup HACC workers are given jobs to suit them, if they are able.
- Manjimup HACC volunteers are regularly involved in staff training and meetings.
- Seniors computing at the Manjimup Community Resource Centre is seniors volunteering to support other seniors.
- There are lots of volunteer opportunities after retirement.
- Manjimup HACC runs Thank a Volunteer events twice annually to recognise the contributions of volunteers.

### What needs work?

- Volunteer clubs and organisations that hold meetings at night make it less desirable for older people to participate.
- Increase the access of seniors to training and learning opportunities at low or no cost.
- Improve the knowledge of volunteer groups on their rights and responsibilities in regards to volunteer governance.
- Provide dementia awareness training to ALL Shire of Manjimup staff.
- The aged sector relies heavily on the contributions of volunteers, who are predominantly women.
- TAFE is very expensive for older people to access.



## **Northcliffe Showcase, 2 July 2016**

What is working well?

- Lots of opportunities to volunteer.
- Northcliffe Family and Community Centre has some training and free internet for volunteers.

What needs work?

- No work.
- Not enough secure jobs.
- Not enough apprenticeship support (that would help aged independent workers).

## **Crowea Club Discussion, 7 July 2016**

- This topic was not covered during the discussion.

## **Pemberton CWA Discussion, 12 July 2016**

- Topic not covered during the discussion.



## Appendix E: Internal Staff Consultation Questions

### *Questions Asked and Information Provided During the Shire of Manjimup Cross-Departmental Workshop*

The workshop explored the definitions of the World Health Organisation's eight domains of an age-friendly community and the strategies contained in the Shire's previous *Active Ageing Strategic Plan 2008-2028* asking three questions from an internal organisational perspective:

- What are we doing well?
- What could we improve on and what are our barriers?
- What are the gaps we could address?

Refer to *Appendix I: Summary of Achievements 2008-2016* for a record of all strategies contained in the previous Plan.

The descriptions of the features of the eight domains and notes as to why each domain is important to older people, provided to workshop participants, are detailed below.

#### **Domain 1: Social participation**

Age-friendly features:

- Events and activities are accessible.
- Events and activities are affordable.
- A range of events and activities are on offer.
- The facilities and environment at an event or activity is equipped to enable the participation of older persons.
- Events and activities are well communicated to older people.
- Older people are encouraged to participate in events and activities in a conscious effort to reduce social isolation.
- Events and activities provide opportunities for generations, cultures and communities to integrate.

Social dynamics and relationships greatly contribute to quality of life, both in terms of practical and emotional support. Participating in leisure, social, cultural and spiritual activities fosters seniors' integration within society and helps them stay engaged, informed and motivated to take part in activities in which they are valued and needed.

Seniors' participation in social activities helps prevent social isolation and intergenerational activities are mutually enriching and fulfilling for all ages: older people may pass on knowledge, traditions and experience and the younger ones may help seniors with knowledge of new technologies, for example.



## Domain 2: Community support and health services

### Age-friendly features:

- A wide range of health and community services are locally provided and accessible.
- Residential care facilities are available and close to services so residents remain integrated with the larger community.
- A wide range of home support and care services are available.
- Health and community services promote independence, enablement and inclusion.
- Clear and accessible information is provided about the health and community services available for older people.
- Health and community service workers treat older people with respect and sensitivity.
- Financial barriers impeding access to health and community services are minimised.
- Volunteers of all ages are encouraged and supported to assist older people in a range of health and community settings.
- Emergency planning takes into account the needs and of older people in preparing for and responding to emergencies.
- There is adequate access to designated burial sites.

Accessible and affordable community and social and health services are crucial to keep seniors healthy, independent and active. This involves an appropriate supply of home and community care services that are accessible by older people wanting to age in place, and of adequately trained health and social workers to provide these services.

A range of services along the continuum of care such as preventive care, allied health services, specialists, hospitals, adult day centres, respite care, rehabilitation, residential nursing home care, home care and palliative care are needed to meet older persons' diverse needs.

## Domain 3: Outdoor spaces and buildings

### Age-friendly features:

- The environment is pleasant and clean.
- There are well-maintained and safe green spaces available.
- Places to rest are adequately provided.
- Public toilets are adequately provided.
- Safe pedestrian crossings are adequately provided.
- Pavements and walkways are smooth, level, non-slip, wide, obstruction free and have low-gradient inclines from road level.
- Structures, facilities and buildings are designed for accessibility.
- Older people feel secure in public areas.



- Local businesses are encouraged and supported to be age-friendly spaces.

Outdoor spaces and the built environment are key elements to whether a place supports or hinders physical activity, health and wellbeing. They have a major impact on the mobility, access to resources and services, social participation, independence and quality of life of older people as they go about their daily lives beyond their residential setting.

Clean communities with well-maintained recreational areas, ample rest areas, safe pedestrian routes and accessible building infrastructure provide an ideal living environment for seniors to age in place. These features can encourage older persons to better use public spaces and help them participate and interact with the broader community. Furthermore, adapting outdoor spaces and the built environment is also beneficial for older tourists and what are known as 'grey nomads'.

## Domain 4: Transport

Age-friendly features:

- A range of public, private and community or volunteer-based transport options are available.
- Public transport is available, reliable, frequent, safe and affordable.
- Older people on low incomes can access discounted or subsidised transport options.
- Clear and detailed information about available transport options is accessible by older people.
- Public transport is provided to key destinations such as hospitals and health services, public parks and recreation areas, and service and retail centres.
- Transport services are provided within towns and between towns.
- Transport vehicles are age-friendly and specialised transport services are available for people with disabilities.
- Transport drivers are courteous and sensitive to the needs of older people.
- Priority seating is provided and respected by other commuters.
- Transport stops and stations are designed to be accessible, comfortable and safe.
- Roads are well-maintained and well-lit with appropriate traffic calming / management features and clear, visible signage.
- Affordable parking is available and older people are supported through the provision of ACROD bays, priority bays and drop-off / pick-up bays close to amenities.
- Older people are encouraged and supported to maintain driving competence through refresher driving courses.

As people age their mobility patterns change. Accessible and affordable transport is key to ensuring older persons are able to remain engaged with their community and



can access services such as medical care or shopping centres. Transportation facilities are key to enabling older persons to live independently and to prevent isolation.

Road conditions and parking facilities should also be planned and developed with older drivers in mind considering private vehicles are often the only accessible option available to older people living in rural settings.

## Domain 5: Housing

Age-friendly features:

- Older people are supported to remain at home and age in place.
- A range of affordable housing options, including rented and leased, is available for all older people in our communities.
- Basic services are affordable and provided to the homes of all older people, such as electricity, gas, water, heating, sanitation and telecommunications.
- Housing and accommodation is designed and constructed to be accessible, durable, sustainable and comfortable.
- Housing modifications are affordable, financial assistance is available and advice and equipment for housing modifications are readily available.
- Qualified and reliable home maintenance services are available and affordable for older people.
- Public housing, rented accommodation and strata common areas are well-maintained.
- Age-friendly housing and residential care accommodation is developed close to services and facilities and supports integration with the broader community.
- Older people feel safe in their home or accommodation and are assisted to improve safety and security.
- Older people are well informed about available housing options, home modifications and home maintenance support.

Good quality, affordable, well-designed housing is a key element to older persons' health and quality of life and whether they are able to age independently and actively in their community. Its adequacy and its proximity to community and social services allow older residents to live comfortably and safely, while housing affordability gives them peace of mind, a feeling of stability, and contribute to their social inclusion. Housing also carries a vital meaning to people's social identity, status and place in the society.

## Domain 6: Communication and Information

Age-friendly features:

- Households have access to basic communications infrastructure such as telephone, mobile reception, radio, television and broadband.



- Information is communicated to all members of the community using a range of mediums such as television, radio, telephone, text, internet, email, postal services, noticeboards, print publications and community meetings.
- Government agencies and community service providers regularly distribute information relevant to aged persons.
- Older people know where they can access information relevant to them.
- Older people at risk of isolation are identified and provided information by trusted individuals.
- Government agencies, businesses and community service providers provide friendly, one-to-one service on request.
- Printed materials, visual displays, videos and websites are all compliant with accessible/visible text principles.
- Print and spoken communication uses simple, familiar words in short, straight forward sentences.
- Telephone answering machines give slow, clear instructions, allow the caller to repeat instructions and give the caller a choice of speaking to a real person or leaving a message for a call back.
- Electronic devices, such as touch pads, have large clear screens, buttons and text.
- There is public access to computers and the internet for free, or minimal charge, in public places and community centres.
- Users of public access computers or internet have assistance available to them if needed.

Staying connected with family, friends, events, news and activities with timely, accessible and practical information is a key part of active ageing. Communication and information in all its different forms supports an on-going connection with the world, through access to services, leisure and social activities, advocacy and practical advice.

Technology may however contribute to social exclusion. Affordable access to computers for seniors in community facilities and computer training adapted to senior's needs can help improve digital literacy, including a good understanding of the benefits of new technologies.

## **Domain 7: Leadership, Consultation and Respect**

Age-friendly features:

- Older people are included as full partners in community decisions that affect them and are supported to attend and participate in meetings (eg. Hearing aids, transport).
- Older people are represented on councils, committees, boards and other governance structures.





- Older people are consulted by public, non-profit and commercial services on ways to serve them better and those services are adapted to older people's needs and preferences.
- Service staff are courteous and trained to respond to the needs and preferences of older people.
- Public media images include older people, positively and without stereotypes.
- Activities that bring together generations for mutual enjoyment are regularly held by accommodating age-specific needs and preferences.
- Learning about ageing and older people is encouraged from a young age, older people are actively involved in schools and provided with other opportunities to share knowledge, history and skills with other generations.
- Older people are recognised by the community for their past and present contributions.

Negative preconceptions of ageing still exist. Public attitudes, behaviours and representations of older age may marginalise and exclude older people, and by doing so contribute to older people's isolation. It prevents older persons from feeling valuable and our community from benefiting from the participation and the experience and knowledge of older persons.

Moreover, we often witness a lack of involvement of older persons on decisions that concern them. If we want to develop relevant and adequate facilities, products and services for older persons they have to be consulted throughout the design and the development processes.

### **Domain 8: Employment, Volunteering and Life-long Learning**

Age-friendly features:

- There are a range of options for older volunteers to participate in and their opportunities are matched to their preferences.
- Volunteers are supported well by organisations, provided appropriate training and equipment and reimbursed for out of pocket expenses.
- Older people are encouraged and may choose to remain in employment and have a range of employment options, including flexible working arrangements and workplace adaptations.
- Older workers receive fair remuneration for their work and their earnings are not deducted from pensions or other forms of income support to which they are entitled.
- Older people are not discriminated against in volunteer, employment or training settings.
- Training and retraining opportunities are affordable and available to older people.



- Older people are informed of the volunteer, employment or training opportunities available to them and are able to readily access those opportunities.
- There is support for older entrepreneurs and opportunities for self-employment (eg. Markets, small business training, infrastructure and equipment for home industries, micro-financing).

The domain of civic participation and employment recognises older persons' contribution to the political and economic spheres of our community such as through employment, volunteering or active citizenship. Older people can gain fulfilment from involvement in voluntary activity or paid employment as it provides satisfaction, stimulates health and well-being and keeps them socially engaged. Our community benefits from the older person's knowledge and experience. Knowledge can be shared by strengthening intergenerational relationships in the population and offering lifelong learning opportunities.

The elimination of age discrimination in the workplace is important to older people being valued and respected as workers. Employers who provide a range of flexible working options or operational arrangements may benefit from the contributions from older persons.



## **Questions Asked During the Manjimup HACC Staff Workshop**

The workshop explored the World Health Organisation's eight domains of an age-friendly community and asked three questions from an internal, organisational perspective:

- What are we doing well?
- What could we improve on and what are our barriers?
- What are the gaps we could address?

### **Domain 1: Social participation**

Are HACC social activities:

- Affordable?
- Accessible?
- Diverse and varied?
- Well attended?
- Provide opportunities for integration with other social groups?
- Well promoted?
- Evaluated by participants?
- What consumers want?
- Targeting the participation of consumers identified as “at risk” of isolation?
- Offered often enough?

### **Domain 2: Community support and health services**

Are HACC support services:

- Affordable?
- Accessible?
- Diverse and varied?
- Well promoted?
- What consumers want?
- Excellent quality?
- Well managed?
- Meeting demand?
- Promoting “independence”, “enablement” and “inclusion”?
- Delivered with great respect and sensitivity?
- Able to respond appropriately in an emergency?

### **Domain 3: Outdoor spaces and buildings**

When providing social and personal assistance in public spaces, do consumers find outdoor spaces, public buildings and business premises:

- Accessible?
- Pleasant and clean?



- Well maintained?
- Places where consumers feel safe and secure?
- Have enough toilets and rest places?
- Have safe pedestrian walkways and crossings?

## Domain 4: Transport

Are HACC transport services:

- Accessible?
- Affordable?
- Pleasant and clean?
- Safe and secure?
- Reliable?
- Well promoted?
- What consumers want?
- Able to access ACROD bays, where required?

## Domain 5: Housing

Are HACC home support services:

- Supporting consumers to remain independent in their home?
- Assisting consumers to maintain their home environments?
- Respectful and sensitive within a private home setting?
- Assisting consumers to access home modifications and equipment?
- Improving the safety of the consumer within their home?
- Well promoted?
- What consumers want?

## Domain: 6: Communication and information

Are HACC services:

- Easy to find out about?
- Promoted to consumers and potential consumers using a range of mediums?
- Promoted on a regular basis?
- Promoted in clear and simple language?
- Translated to other languages where requested?
- Actively promoted to consumers at risk of isolation?
- Encouraging consumers to learn how to use new communication technologies?
- Supporting consumers to access communications infrastructure in their homes?
- Communicated with sensitivity to vision or hearing impairments?



## Domain 7: Leadership, consultation and respect

Do HACC services:

- Include consumers as full partners in decisions that affect them?
- Consult with consumers about better ways to serve them?
- Respond to the needs and preferences of consumers?
- Provide easy ways for consumers to give feedback or make complaints?
- Support a positive image of older people?
- Engage well trained and courteous staff?
- Encourage consumers to share knowledge and skills with younger generations?
- Celebrate and recognise the contributions older people make to our community?

## Domain 8: Employment, volunteering and life-long learning

Do HACC services:

- Provide consumers opportunities for employment, volunteering or learning?
- Support consumers to maintain employment, volunteering or learning activities?
- Communicate employment, volunteering or learning opportunities to consumers?
- Tailor employment, volunteering or learning opportunities to the preferences of consumers?
- Provide access to training and learning opportunities at low or no cost?
- Provide adequate training and support to HACC volunteers?
- Provide flexible work arrangements to support and retain ageing HACC staff?



## Appendix F: Internal Staff Consultation Results

### *Domain 1: Social Participation*

#### **Shire of Manjimup Cross-Departmental Workshop, 31 May 2016**

What are we doing well?

- A variety of activities and events, catering to seniors, is offered by Manjimup HACC.
- Manjimup HACC undertakes an accessibility audit of all venues where its events and activities are located.
- The Shire's library service supports the "Friendship Circle" at the Warren Hospital (an initiative to improve social connectivity of isolated seniors with health and disability issues). Library staff or volunteers attend and read stories from the Shire's local history collection to stimulate conversation.
- The Manjimup Regional AquaCentre is universally accessible and has facilities (eg. walking lane) and programs (eg. classes) aimed at older people. A weekly bus brings older people in from Northcliffe, Pemberton and Walpole to access the facility for hydrotherapy (and other activities as required).
- Major Shire events are often supported by bus collection services to other towns and outer areas, such as the Australia Day celebrations and the biennial Wellness Expo.
- Local papers and other networks are effective at advertising the Shire's events and activities.
- The Shire's annual 'cultural event' (to bring a performance to the area that would not normally tour here) is targeted at the preferences of older residents.
- The Shire provides information and advice on organising accessible events to everyone applying to hold a public event.
- The Shire's annual Community Grants can and do provide financial support to a range of age-friendly events and activities.
- The Shire supports sport and recreation facilities in each town to cater to a range of interests and demographics including older people (eg. lawn bowls).
- The Shire regularly hosts, supports or partners in events and activities that are age-friendly, family friendly (intergenerational) and inclusive.
- The Shire recognises and accepts Companion Cards for its events and activities.
- The Shire is working toward the co-location of its Libraries with other services in Pemberton, Northcliffe and Walpole in order to extend operating hours.

What could we improve and what are our barriers?

- There are numerous social, recreational and special interest clubs across the Shire with high levels of senior membership, or potentially attractive to older people, but the Shire could improve its knowledge, promotion and engagement of these groups.



- Not all Shire events and activities are assessed for accessibility or promoted as accessible. Improvements in consistency can be made.
- Work with local schools and other stakeholders representing youth and children to develop intergenerational activities between older people and young generations.

What are the gaps we could address?

- A pilot of “Silver Sport”, similar to KidSport, is about to run in WA (2016/17). Assuming the pilot is successful the Shire may have opportunities to encourage increased sport participation of older persons.

### **Manjimup HACC Staff Workshop, 17 June 2016**

What is working well?

- There are lots of different activities to choose from.
- Our outings are good.
- The Centre Based Day Care is good.
- HACC outings and activities are diverse, interesting, affordable and accessible.
- Clients are encouraged regularly to provide feedback about activities and what they would like to do.
- We provide social outings and support for those who are isolated so they remain part of their community.

What needs work?

- Introduce an adopt-a-grandparent program.
- We need more social activities and support options in Northcliffe.
- Social activities with older people and students, to learn how it was in the old days. Bring school age children to the nursing home or Day Centre for games. (x3)
- Take Day Centre clients on visits to schools, playgroup, day-care.
- Create more opportunities for intergenerational interaction. (x2)
- Create more social interaction opportunities for people with dementia.
- Create a broader range of activities for the various age-groups within the clientele.
- Spend more time with new clients exploring the need for any options and services not currently offered.
- Create some less structured social opportunities.



## Domain 2: Community Support and Health Services

### Shire of Manjimup Cross-Departmental Workshop, 31 May 2016

What are we doing well?

- The Shire continues to lobby, negotiate and partner with key stakeholders to secure additional investment in health services for the region. A number of achievements have been made in this area since the first senior's strategy was adopted in 2008.
- Through the Manjimup town site's recognition as a Regional Growth Centre and as a Network Town within the Southern Inland Health Initiative, it is anticipated substantial funding will continue to be directed towards the growth of government funded health and support services in town to service the greater Warren Blackwood region, and attract other private services to establish in Manjimup.
- The Manjimup HACC service, auspice under the Shire, is working well to provide quality home and community care services to the region. These services also appear to be promoted well.
- The Shire will commence construction of the Manjimup Wellness and Respite Centre within the next year. In addition to housing the Manjimup HACC service, new Centre Based Day Care facility and an overnight respite facility, it is expected to attract other relevant services and visiting specialists. It is also intended to be a one-stop-shop for older people, including those with dementia or disability, to explore the various services and supports available to them.
- A new Health Campus (hospital) is being constructed in Manjimup.
- Medical professional accommodation has been built by the Shire to support the attraction and retention of specialists to the region.
- Hydrotherapy services are available at the Manjimup Regional AquaCentre (although this does not provide convenient access for all communities).
- The Shire is in preliminary discussions with BaptistCare in regards to the development of a High Care Nursing Centre attached to the new Warren District Health Campus. This is a long-term objective that will be driven by demand and investment.
- Manjimup HACC works in partnership (Service Agreements) with a number of other agencies. Federal age care reforms due to occur soon will encourage further partnerships.
- The Shire convenes the service information sharing and networking forum (the Warren Blackwood Human Services Network) that meets five times per year in Manjimup and Bridgetown. The Network has over 100 members.

What could we improve and what are our barriers?

- The provision of high-needs residential accommodation is not yet meeting demand across our communities.





- Recent experiences with the Northcliffe fires demonstrated our emergency response strategies could be improved to respond to the needs of vulnerable older people, both during a fire threat and the recovery process. Considerations include:
  - a. Pre-prepared lists of vulnerable people and their needs so appropriate decisions can be made on where to accommodate them during an evacuation. Also identify if they will require physical assistance and special equipment to leave during an evacuation (Manjimup HACC already has a consumer database that is flagging vulnerable clients, but it is limited to HACC clients only).
  - b. Assistance to return home during the recovery process, after-care and welfare checks, referrals to support services according to the issues, utilisation of 'community-based champions' as advocates and support persons.
  - c. Assistance to ensure vulnerable people are bush fire ready ahead of the season.
- The state government has made some improvements in terms of offering emergency services volunteers, particularly ambulance, incentives and supports to compensate for their time but the region still struggles with the attraction and retention of sufficient numbers of well trained volunteers. The Shire could continue to lobby the state and federal governments to ensure our communities can reliably access responsive and robust emergency services.

What are the gaps we could address?

- The Shire recently trialled the development of a "Walpole Health Services" booklet in partnership with the Walpole Nornalup and Districts Community Development Group. Similar booklets, to be updated annually, could be developed for all four towns within the Shire. However, the value of these booklets may be limited if community-based advocates do not maintain them, promote them and assist community members to understand them.
- Adequate mental health services are still lacking across the region.
- The benefits of accessing online health and support services (eg. eHealth) is not fully understood, and there is a risk the trend to push consumers to online services will reduce access by many residents who do not have reliable internet, especially in rural settings.
- Not a lot has been done to address the gap in accessible, affordable dental services, however Donnybrook Dental does offer concession rates for seniors.

### Manjimup HACC Staff Workshop, 17 June 2016

What is working well?

- We provide a great, diverse variety of services. (x2)
- Tai chi, the Timber Park walking group and the swimming group are all working well.



What needs work?

- Northcliffe needs a Day Centre for seniors to socialise, and maybe offer local outings to Windy Harbour and Pemberton.
- We should hold forums to discuss client needs. Ask clients what exactly they want out of their service.
- Some clients need more social support. Some clients are lonely.



## Domain 3: Outdoor Spaces and Public Buildings

### Shire of Manjimup Cross-Departmental Workshop, 31 May 2016

What are we doing well?

- Town revitalisation committees are established in each town enabling local input into improvements to outdoors spaces and public buildings.
- The new Manjimup Wellness and Respite Centre will have “gopher” charging stations available to the public.
- The Shire has just received over \$22 million to revitalise the Manjimup town centre. This is a massive opportunity and, if age/disability/dementia friendly design principles are adhered to throughout the project, it will radically improve the age-friendliness of the CBD, Timber and Heritage Park, Brockman Street, Coronation Park and other designated project areas.
- Ensuring developers contribute to the upgrade or installation of new paths through the Planning Policy, *Developer and Subdivider Contributions*.
- The Shire spends around \$100,000 per annum on extending and improving the multi-user footpath network (*Local Bike Plan 2008*).
- The Manjimup Coronation Park toilet block is to be replaced soon, and a new public toilet block developed in Lions Park, on the corner of Giblett and Ipsen Streets.
- Shire owned buildings are regularly upgraded, wherever possible, to comply with contemporary, accessible building codes. These upgrades are ongoing and prioritised in accordance with available internal and external funds.
- The maintenance of our public open spaces and gardens is good. Parks and gardens are kept neat and attractive.
- The provision of more public seating is being undertaken by the various town revitalisation projects.

What could we improve and what are our barriers?

- The *Local Bike Plan 2008* was prepared with the overall aim of making cycling safer and more convenient within the four major town sites of the Shire of Manjimup: Manjimup, Northcliffe, Pemberton and Walpole. It identifies hazards, barriers and obstacles to cycling, and proposes the means by which these can be eliminated. In reality the Plan has been used to also improve connectivity and movement within towns for more than just cyclists. The Plan has served as a blueprint for improving the walkability of towns, which also has the benefit of improving ease of movement by those using prams, wheelchairs or mobility scooters. The Plan is due for review in 2016 and its review should be informed the Age-friendly Communities Plan; that is it should evolve as a “footpath” plan for multiple users and include consideration of seating, lighting and other facilities.

What are the gaps we could address?

- It is commonly understood that ‘accessible’ facilities and services that meet the needs of people with disabilities meet the needs of all people. Incorporating



dementia-friendly principles into the design and construction of all Shire buildings, facilities and spaces will achieve an even higher level of accessibility than can be provided through Australian Standard 1428 (design for access and mobility) and the Building Code of Australia alone, however training on dementia-friendly design principles for relevant staff (planning, buildings, parks, tech services, construction) would be recommended to ensure design briefs are meeting these standards.

- To develop a street lighting needs assessment for the four towns. This can be done in conjunction with the review of the Shire's Local Bike Plan and in line with Crime Prevention through Environmental Design principles. Whilst Western Power is the responsible agent to install, upgrade and maintain street lighting, an opportunity exists for the Shire to work in partnership with Western Power (including application to the "Safer Streets Fund") and work with the community to prioritise lighting black spots. Solar powered lighting could also be investigated.
- Older residents often express safety fears when they encounter an unrestrained dog in public. Due to resource limitations, it is not possible for enforcement officers to consistently patrol for roaming dogs let alone respond quickly to all calls received reporting unrestrained dogs. Some staff in other service areas could be identified for dog-handling training to assist the Shire Rangers when required and all staff (and perhaps the community) could be trained on the importance and the process to report unrestrained dogs and record useful data for the Rangers to potentially use in prosecutions.

## Manjimup HACCC Staff Workshop, 17 June 2016

What is working well?

- Local businesses and public services are trying to be more disability inclusive.

What needs work?

- Footpaths around town are not pedestrian friendly.
- The curbs outside Coles are very difficult.
- Pathways slope too much, eg. Coles.
- The main streets (Manjimup) are not wheelchair friendly.
- Not all shops on Brockman Street are wheelchair accessible.
- Uneven surfaces cause falls. Footpaths are uneven. (x4)
- Leaves on the pathways in town cause clients to slip.
- Curbing in town is too high for clients. Lower the curbs. (x4)
- More seating needed in the town site of Northcliffe and Manjimup. (x2)
- Doctor Bowie's ramp is too steep. Rooms are difficult to access. (x2)
- Need more public toilets and easier access. (x6)
- The toilets near Markotis Bakery are dreadful.
- More sheltered areas in the parks to sit under.
- The doorway to Fetter's Chiropractic has a step that is difficult for clients.
- The doorway to Empire Hairdressers has a step that is difficult for clients.
- Sheltered walking track.



## Domain 4: Transport

### Shire of Manjimup Cross-Departmental Workshop, 31 May 2016

What are we doing well?

- Manjimup HACC provides individual transport support, including support provided through a partnership network with other agencies. HACC has introduced cost-recovery transport for HACC customers and fee-paying services for private customers. Individuals may be eligible to access the Patient Assisted Travel Scheme (PATS) for financial support.
- Community bus transport is provided for major events and activities (eg. Australia Day, Wellness Expo). The Shire maintains a budget line item each year for the provision of transport.
- Towns within the Shire have been supported to acquire 'community buses'.
- Lobbying has resulted in a commitment from Main Roads WA to make improvements to the South Western Highway between Manjimup and Walpole, such as the implementation of a Road Run Off Program (However, it is difficult to tell yet if the planned improvements will meet expectations).
- The latest review of public ACROD bays across the Shire showed the current provision (ratio of bays) exceeded minimum requirements.
- A bus link between Manjimup and the Bunbury hospital now operates.
- Manjimup HACC operates a monthly bus to bring people from Northcliffe and Pemberton to Manjimup, and the Manjimup Regional AquaCentre.

What could we improve and what are our barriers?

- The Shire's Access and Inclusion Plan includes the following objective: *"Maintain a register of ACROD parking in Manjimup, Pemberton, Northcliffe and Walpole in terms of quantity and location and include a comment on: whether each town has satisfied the minimum ratio of ACROD bays which 'Standard' the bay complies with (old or new standards) - Review the Policy every five years to ensure the register is current"*. The Policy review was due in 2013 and standards have changed since the Policy was introduced. Whilst most ACROD bays may meet the standards at the time of construction, community members are requesting a number of key bays be upgraded.
- The Shire has trialled inter-town bus links but services were accessed infrequently and a number of services have been cancelled. HACC continues to offer an inter-town bus service but not as frequently. Deeper consultations could be undertaken to better understand routes and frequencies in demand.
- The Shire of Manjimup local government area has now been deregistered as a taxi licence area, meaning that unregistered drivers can offer transport at cost recovery (ie. ATO mileage rates), however the opportunities associated with this move are not commonly understood and neither drivers nor passengers seem clear on how to operate or access the service. The Shire could assist with information dissemination and promotions.



- There is an intra-Manjimup hop on/hop off school bus but not many people seem aware of how, where or when this operates.

What are the gaps we could address?

- It is commonly known that non-authorised vehicles will use ACROD bays across our communities. However, due to resource limitations, it is not possible for enforcement officers to consistently patrol ACROD bays for compliance. Other Shire staff (and perhaps the community) could be easily trained to report non-compliance and record sufficient evidence for an infringement to be issued, or a warning at least.
- Generally speaking the lack of regular, convenient public transport has been an issue for residents of the Shire and the greater Warren Blackwood region for a number of years. A previous attempt to host a Warren Blackwood Public Transport Forum of public, community and commercial interests in Manjimup experienced a major challenge through the failure to secure buy-in from key government agencies. This 'round table' concept is still desirable and could be attempted again.
- There is generally confusion about what transport services are available and how to access them. Details about all transport options could be compiled and promoted. The Shire of Denmark has produced a good example in collaboration with their Seniors Advisory Committee.
- The possible increase in popularity and numbers of mobility scooters presents challenges for our communities in regards to public safety and infrastructure.

### Manjimup HACC Staff Workshop, 17 June 2016

What is working well?

- Need more disability parking outside doctors, chemists, banks and supermarkets. (x6)
- Wheelchair access to the footpath doesn't match to park bay in front of Ambassadors Chemist.
- The ramps are on the wrong side of the ACROD bays.
- Transport is reliable and well provided with HACC. (x2)
- Volunteer staff help with transports to other towns (eg. Bunbury).
- We will go to great lengths to provide clients access to the services they require.
- Community members in Northcliffe are friendly and helpful when taking a client out on errands.

What needs work?

- We need more, and improved, ACROD bays in town, eg. curbs are too high, can't access ramps. (x4)
- Other transport options are lacking (bus/taxi).
- Need a bus service connecting to other towns.
- Wilgarup Road badly needs maintenance.



## Domain 5: Housing

### Shire of Manjimup Cross-Departmental Workshop, 31 May 2016

What are we doing well?

- Addressing aged accommodation needs has been an ongoing priority for the whole organisation. The Shire continues to work with all stakeholder groups across all towns to assist in and facilitate the development of aged accommodation options, including actively pursuing and encouraging developers to invest in potential developments.
- \$50,000 of Shire funds is made available per annum to leverage not-for-profit applications for further funding to develop age-friendly housing (Pemberton and Northcliffe have been recently successful). The Shire of Manjimup Community Development Policy, *Contributions to Community Based or Not-for-Profit Aged Housing*, has delivered real benefits to all towns.
- The Shire has also provided not-for-profits with self-supporting loans to develop housing, such as Dunreath Cottages in Manjimup and the Pemberton Aged Care Association.
- Developers must meet "Class 3" building codes in order to obtain a Building Permit for 'aged accommodation'. Class 3 codes relate to the greater safety features than are required for a standard home, such as comprehensive fire alarm systems, evacuation lighting and the provision of adequate emergency exits.
- From a land-use zoning perspective, barriers to developing aged accommodation either have not existed or Council has been responsive and amended the existing Town Planning Scheme to allow development, for example the Scheme was amended to allow the development of the old Manjimup Primary School site.
- Local Planning Policies enable applications for *Ancillary Accommodation for Aged/Dependent Persons* ('granny flats') to be supported by Council.
- The Manjimup Affordable Seniors Housing Project secured \$2 million Royalties for Regions funding plus Housing Authority and private/or/not-for-profit investment in 65+ dwellings commencing construction 2016/17. This is an innovative pilot partnership for Housing Authority - Rural and Regional WA, launched in March 2016.
- Caravan parks are able to obtain Planning Approval to develop 'park homes' specifically for older residents. This opportunity is currently being taken up by a Manjimup caravan park.
- Manjimup HACC and other HACC funded services across the Shire support our ageing community to maintain independent living, including the provision of 'meals on wheels', as well as assisting customers to access supportive equipment and home modification options.
- Senior's Concession card holders may qualify for a rebate or a deferment on paying property rates.



- The Shire continues to lobby and support BaptistCare in regards to upgrading the existing BaptistCare Moonya Aged and Dementia Care Facility. Some works have been undertaken.

What could we improve and what are our barriers?

- The current Terms of Reference (2015) of Council's Access and Inclusion Advisory Committee include "Be available to provide relevant advice on the development of proposals or plans for any activity, building or infrastructure within the Shire", however in practice the Committee may be under-utilised. Establishing a panel of older people, including those with disability and dementia, to vet the fit-out and features of a new development is recommended as best practice within public developments across all levels of Australian government. The Shire could review its existing processes to improve consistency in the vetting of universal access features of all developments and activities.
- Lobbying and negotiations with the state government for suitable aged accommodation sites within all towns is ongoing and could also consider contemporary and alternative housing development models that will better meet the needs of the aged.

What are the gaps we could address?

- The *Shire of Manjimup Local Planning Scheme No.4* is due for a full review in 2016. The review of the Planning Scheme provisions and any relevant Local Planning Policies could be informed by the Age-Friendly Communities Plan and could consider the identification of appropriate locations for aged housing developments, providing incentives for development (such as increasing R Code densities to create a density bonus) and setting down clear criteria for developments so they are genuinely 'age friendly'.
- A dedicated page could be added to the Shire's website promoting accessible, age-friendly and dementia-friendly developments or building modifications (including audit tools and guides), both for residential and commercial interests.

### **Manjimup HACC Staff Workshop, 17 June 2016**

What is working well?

- This is a difficult area as everyone has their own ideas about what suits them as they age.
- HACC provides fantastic support to enable people to remain independent in their homes. (x3)
- HACC staff are training to identify hazards in clients' homes and to assist in improving safety in the home.

What needs work?

- Housing should be developed to ensure older people are not isolated, and are encouraged to interact, with younger generations. Alternative housing models could be looked at, complexes in which a variety of age groups cohabit. (x3)





- Develop a group home for people with dementia.
- Need more assistance with comfortable living tools.
- There is not enough housing for the elderly. (x3)
- A lot of the older homes have serious tripping and electrical hazards.
- Heating old homes can be a real problem.
- High needs housing should still have a homely feeling and atmosphere.



## Domain 6: Communication & Information

### Shire of Manjimup Cross-Departmental Workshop, 31 May 2016

What are we doing well?

- Advocacy to increase the number of mobile phone towers in the region has achieved significant results, however continued advocacy for isolated residents is still needed.
- The Shire disseminates information through a range of mediums, to the extent budgets allow, and also displays printed information on noticeboards and brochure stands within a number of venues.
- Council Minutes, Agendas and other documents are available in printed formats in all four public libraries in the region.
- The monthly Manjimup HACC newsletter communicates a range of advice and information relevant to older persons in our community.
- The biennial Wellness Expo is a major event that provides opportunities for older people to make one-to-one contact with a range of services relevant to them.
- The Shire's website has been reformatted to comply with vision-impaired guidelines, all pages on the site have an accessibility option, users can navigate commonly visited pages using access keys and the pages scale to size when a user increases the font sizes.
- Older persons have a devoted "Seniors" page on the Shire's website ([www.manjimup.wa.gov.au/our-shire/seniors](http://www.manjimup.wa.gov.au/our-shire/seniors)), including links to:
  - a. The current senior's Strategic Plan,
  - b. Manjimup HACC services,
  - c. Manjimup Regional AquaCentre,
  - d. Aged housing options (including the Manjimup Seniors Housing Initiative), and
  - e. Manjimup Wellness and Respite Community Centre.
- The Shire is planning to construct the Manjimup Wellness and Respite Community Centre in 2017. The Centre will provide a 'one-stop-shop' for information regarding seniors' facilities and services available to the community.
- Broadband for Seniors is available through Shire services:
  - a. The Manjimup HACC Centre Based Day Centre has two computers available for free use by older people, including free appointment-based tutoring.
  - b. The Manjimup Library has five computers available for free use by older people, including free tutoring during operating hours.
- Regular efforts are made to improve the internal (staff) and external (public) awareness of the objectives of the senior's strategic plan and the Shire's progress with implementation. Progress reports are made quarterly by all Directorates to Council and publicity given to any achievements.



What could we improve and what are our barriers?

- Consistency has not been achieved in terms of:
  - a. Community awareness that Council information can be made available in alternative formats upon (reasonable) request. All public documents and notices, including online mediums, should carry a notation regarding availability in alternative formats if a reasonable request has been made.
  - b. Shire staff awareness of accessible information requirements and how to obtain information in other formats.
  - c. Ensuring all Shire promotional materials, newsletters and documentation regarding services, facilities and customer feedback are presented in a visually accessible format using clear and concise language.

What are the gaps we could address?

- Enable "google translate" on the Shire's website to support our residents who do not have English as a first language to access information.
- The rollout of the National Broadband Network (NBN) will benefit residences within the gazetted town sites but will not provide improved communication services to those living in settlements or on rural properties. The NBN Co plans to also roll out a Network Extension Program and a Sky Muster Satellite Service. Efforts could be made to minimise the disadvantages to those residents who will miss out on the NBN.
- The Regional Assessment Service (RAS) or Aged Care Assessment Team (ACAT) are the two key bodies that assess eligibility and make referrals to a range of home care services and home support equipment for older people. If older people are not able to easily identify the services available to support them then key community-based targets for education and referrals would be our local medical and allied health professionals, as well as the older residents themselves (an older person is able to self-refer to RAS or ACAT).

## **Manjimup HACC Staff Workshop, 17 June 2016**

What is working well?

- HACC services are well advertised in doctors' surgeries, chemists, the local paper, notice boards.
- HACC staff are trained to communicate effectively with vision and hearing impaired persons.
- There are plenty of brochures available, within our offices, on the other different services available.
- It's good the Independent Living van will visit our community.
- We have improved our advertising to get to a wider community.
- We host an Expo every two years to bring service providers together in Manjimup so the community can find out about and access services.
- Clients have good opportunities to learn new communications technologies, and offer Broadband for Seniors at the Day Centre.



- HACC does a monthly newsletter.
- HACC produces posters and pamphlets.

### What needs work?

- We should be reminding ourselves and clients more about the services available.
- Support Workers could be more proactive in promoting Broadband for Seniors training to clients, and encouraging them to learn various technologies. (x2)
- Increase advertising in the newspaper about HACC services, including photos of our clients doing activities. (x2)
- More communication training on how to talk to clients with language and speech problems.
- Facilitation of communication within families.



## *Domain 7: Consultation, Inclusion & Respect*

### **Shire of Manjimup Cross-Departmental Workshop, 31 May 2016**

What are we doing well?

- Since the introduction of the first Active Ageing Strategic Plan 2008, the Shire has been successful in embedding a “whole of organisation” approach to supporting an ageing population.
- The Shire was one of the first local government authorities in WA to introduce a senior’s strategy placing us comparatively ahead of the game in setting the age-friendly agenda and incorporating World Health Organisation recommendations.
- Older people are surveyed at the biennial Wellness Expo on a range of domains relevant to the existing Strategy, and the results of those surveys have helped the Shire to measure its progress and success against the objectives of the Plan.
- The Plan is currently undergoing a full review to ensure it is current and responsive to new developments since the first version was implemented. The new Plan is being developed in consultation with older people from across the Shire, their carers, HACC clients, staff and volunteers, relevant services in the region and Shire employees. This could be scheduled to occur again in 2021.
- The Shire of Manjimup is a member of the WA Local Government Managers Association Network of Age Friendly Communities, which offers networking and professional development opportunities for the Shire’s staff.
- Older community members tend to be well represented in the attendances of public consultations conducted by the Shire.
- Older people are well represented on our Council as elected members (however this could be disproportionately so).
- The Shire provides training to all staff on “access and inclusion” for people with disabilities.
- Microphones and sound attenuation measures have been installed in the Council chambers to improve the audibility of Council meetings for community members with hearing impairments.
- Council agendas, minutes and documents released for public comment are always available in hard copy at each of the four town’s libraries and at the Shire’s administration building for community members who do not have computer access or skills.
- The Manjimup HACC service makes “Tell us what you think” forms consistently available to clients, carers, staff and volunteers to encourage regular feedback on services. The feedback received is regularly assessed and acted upon by the Manjimup HACC Continuous Improvement Team.
- Manjimup HACC organises Seniors Week events and activities in November each year and celebrates the role seniors’ play and the contributions they have made and continue to make to the community.



- The Shire of Manjimup *Heritage Connections Project Implementation Plan 2015* contains a range of objectives and strategies to capture our living stories and celebrate the contributions of our older community members and their forebears. The Shire also provides considerable support to local historical societies and maintains local history collections to support this activity.

What could we improve and what are our barriers?

- Some consistency could be improved in terms of community meetings and consultations in ensuring the advertising materials and promotional methods are age-friendly, the venue is genuinely accessible and the meeting itself is audible, delivered in easy language and uses only clear visuals and text.

What are the gaps we could address?

- The Shire does not yet provide training to all staff on the unique needs of people with dementia.
- Shire of Manjimup could become a member of the World Health Organisation Global Network of Age-friendly Cities and Communities.
- Manjimup HACC could run a Dementia Awareness Month program each year (September).

### **Manjimup HACC Staff Workshop, 17 June 2016**

What is working well?

- The complaints process is explained, in clear concise steps, to all new clients.
- The annual Seniors Week program is good. (x3)
- HACC staff are well trained, on an ongoing basis, to be professional, respectful and courteous. (x3)
- Client Support Plans are regularly reviewed.
- Consumers have ownership over their Support Plans.
- A quality evaluation process is in place.

What needs work?

- Need more training on how to manage people with dementia.
- Need more feedback from clients regarding services, and if their needs are being met. (x2)
- There could be more opportunities for clients to share knowledge and skills with younger generations.
- No need to change anything!



## *Domain 8: Volunteering, Employment & Life Long Learning*

### **Shire of Manjimup Cross-Departmental Workshop, 31 May 2016**

What are we doing well?

- Manjimup Library has older volunteers and supports both the U3A (University of the Third Age) and the local history group.
- Broadband for Seniors is led by their peers.
- The Shire supports Thank a Volunteer Day events each year across all communities.
- The Shire's volunteer register is extensive, including volunteers providing support and services to older people within Manjimup HACC and Library and Cultural Services.
- Manjimup HACC utilises older volunteers. The Manjimup HACC volunteers also received the Premier's Active Citizenship Award for a community group or event in 2015.
- Manjimup HACC staff and volunteers are all provided the same opportunities for training, as far as budgets allow.
- The Shire supports flexible working arrangements for older staff, including phased in retirement. Retired employees are encouraged to return on short-term contracts. Reasonable steps are made to modify workplace operations and practices to suit older persons.
- The Shire has a strong commitment to the principles of the Equal Employment Opportunity Act.
- The Shire of Manjimup motto is "Celebrating our Diversity".

What could we improve and what are our barriers?

- There are numerous social, recreational and special interest clubs across the Shire with high levels of senior membership, or potentially attractive to older people, but the Shire could improve its knowledge, promotion and engagement of these groups.
- More resources and coordination could be applied to the annual Thank a Volunteer Day events. In addition to formally thanking its own volunteers, the Shire auspices annual grant money and divides it among the four gazetted towns. Local Community Resource Centres then coordinate each town's events on very limited budgets whilst other community volunteer groups may run their own events. Greater resource contributions and coordination between stakeholder organisations could result in a greater whole-of-community celebration for each town.
- Emergency service volunteers are considered a critical element of community safety. More lobbying and advocacy can be undertaken to improve volunteering incentives, so qualified volunteers can be attracted and retained.



What are the gaps we could address?

- The imminent redevelopment of the Manjimup Timber & Heritage Park could reinvigorate interest in 'Friends of the Park' volunteer group, including the potential to recruit volunteer tour guides.
- Volunteer 'burnout' (eg. exhaustion, stress, disengagement, bitterness), is reported as a problem across all communities along with the inability to recruit younger volunteers (most committed volunteers are older persons). Innovative ways to engage and reward volunteers could be explored, including concepts like 'timebanking'. Timebanking is a free community program that allows the voluntary exchange of services between members who earn time credits for giving time and sharing skills to help other members. Credits can then be used to receive services from others. A successful example of timebanking can be found in New South Wales ([www.timebanking.com.au](http://www.timebanking.com.au)).

### **Manjimup HACC Staff Workshop, 17 June 2016**

What is working well?

- We've provided first aid and medication training to volunteers. x2
- We (staff and volunteers) are supported well by our Manager. x3
- Staff and volunteers receive good training opportunities to achieve the knowledge we need to assist clients in their home. Always learning. x6
- We are given opportunities to further our training if we want it.
- Meals on Wheels is a good volunteer opportunity.
- I have no doubt we could continue working with HACC part-time as we get older if we can still manage the physical side of the work.
- We are given full encouragement to step up and help new and old staff when they require assistance. Well done.
- Volunteers are part of our organisation. We appreciate and acknowledge them.

What needs work?

- We need more training opportunities to re-engage clients back into work.
- We need more volunteers.





# Appendix G: Participant Information Forms

## General Participant Form



**Q1.** Please tell us which community you live in, i.e. Manjimup, Northcliffe, Pemberton, Quinninup, Walpole, Windy Harbour or other

**Q2.** Tell us something you **like** about living in your community and something you **don't like** about living there.

Like	_____
_____	_____
Don't Like	_____
_____	_____

**Q3.** Please select an age group:

- Under 45 years
- 45 – 54 years
- 55 – 64 years
- 65 – 74 years
- 75 – 84 years
- 85 + years

**Q4.** Please select one:

- Female
- Male

**Q5.** Do you identify as Aboriginal or Torres Strait Islander?

- Yes
- No

**Q6.** Do you speak a language other than English at home?

- No
- Yes, the language I speak is \_\_\_\_\_

**Q7.** What is your current employment status?  Other \_\_\_\_\_

- Retired
- Work Full-time
- Work Part-time
- Not in paid employment

**Q8.** What is your current or last major occupation? \_\_\_\_\_

**Q9.** How would you describe your current health?

- Excellent
- Good
- Fair
- Poor

**Q10.** Do you have any health or physical problems that limit your ability to do normal activities?

- No
- Yes, the problem is \_\_\_\_\_

**Q11.** Do you **provide** unpaid care or assistance to another person on a regular basis?

- No
- Yes

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The information you have provided will be kept confidential.



Age Friendly Communities Research Project 2016  
Participant Information Form

Please complete this section only if you answered YES to Question 11.

Q11a. Reasons for care: \_\_\_\_\_  
(Examples: dependent child/grandchild, disability, illness, mobility issues)

Q11b. What is your relationship to the person you care for?

Spouse/Partner    Their parent    Other relative \_\_\_\_\_    Non-relative

Q11c. Does the person you care for live in your home?

Yes    No, they live \_\_\_\_\_

Q12. Do you receive care or assistance, on a regular basis, to assist you with normal activities?

No    Yes (If yes, please describe the assistance you access. Such as from another family member, through government subsidies, from a local charity, by privately hiring a cleaner or gardener, respite support etc.)

Q13. What best describes where you live?    Other \_\_\_\_\_

In 'town'    Rural property    Retirement Village    Residential care

Q14. What best describes your living arrangements?

Alone    Spouse/partner    Other relatives    Group home

Q15. Do you own the home that you live in?

Paying mortgage    Rent/Lease    Lodging with family    Own home

Q16. How long have you lived in the Shire?

10 years or less    11 – 20 years    21 – 30 years  
 31 – 40 years    41 – 50 years    More than 50 years

Q17. Do you generally feel safe and secure out in public around your community?

Yes  
 No, I get worried about \_\_\_\_\_

Q18. Do you generally feel safe and secure in your home?

Yes  
 No, I get worried about \_\_\_\_\_

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### Age Friendly Communities Research Project 2016 Participant Information Form

**Q19.** Do you plan to move house in the next 5 years?

- No, not at all
- Yes, I want to move to \_\_\_\_\_ because \_\_\_\_\_
- No, but I'm worried I might be pressured to move to \_\_\_\_\_ because \_\_\_\_\_

**Q20.** Do you plan to "downsize" your home in the future?

- No, I have already downsized
- No, no plans
- Yes

Please choose how much you agree or disagree by ticking the appropriate box	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
A. The costs of downsizing are too great (fees, duties, taxes etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. There are no affordable homes to downsize to in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. There are no suitable homes to downsize to in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. There are no available homes to downsize to in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. I'm worried I won't have enough equity to downsize	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q21.** Do you think adequate medical and support services are available to your family as you get older in your community?

- Yes, the medical and support services are adequate for my community
- Mostly, except for: \_\_\_\_\_
- No, the services I would like to be more available in my community are:  
\_\_\_\_\_  
\_\_\_\_\_

**Q22.** Do you have a drivers licence and drive a car?

- Yes, still driving with confidence
- Yes, still driving as much as usual but I'm lacking the confidence I used to have
- Driving less often because \_\_\_\_\_
- Not driving anymore because \_\_\_\_\_
- Never had a drivers licence

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## Age Friendly Communities Research Project 2016 Participant Information Form

**Q23.** If you could choose to introduce more public transport options or services what would they be? Where would they go? When would they operate? Please describe:

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**Q24.** Would you like to access any of these from your home but are experiencing problems? (choose as many as apply)

TV reception     Phone reception     Radio reception     Reliable internet

If yes, can you describe the issue? \_\_\_\_\_

**Q25.** Do you feel there are enough opportunities for older people to learn new skills and attend training courses in your community?

Yes                       No                       Not sure

If you could choose, what learning opportunities would you be interested in?

---

**Q26.** Please indicate if you agree or disagree with the following statements:

Please choose how much you agree or disagree by ticking the appropriate box	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
A. My community is a good one to grow old/retire in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. I feel welcomed in my own community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. My community has a positive future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. I can remain in my community as I grow old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. My community appreciates and supports older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q27.** Please tell us your top suggestions on how to make your community more "age-friendly"?

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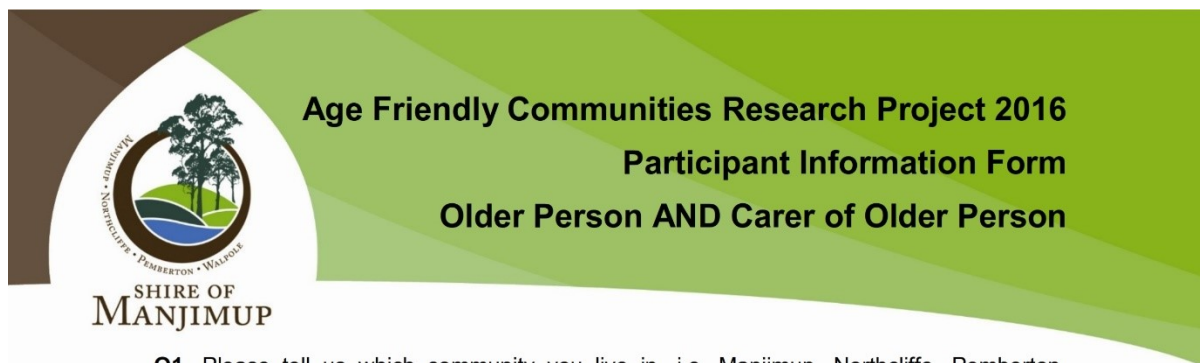
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Carer of Older Person Form



Age Friendly Communities Research Project 2016 Participant Information Form Older Person AND Carer of Older Person

Q1. Please tell us which community you live in, i.e. Manjimup, Northcliffe, Pemberton, Quinninup, Walpole, Windy Harbour or other

\_\_\_\_\_

Q2. Tell us something you like about living in your community and something you don't like about living there.

Like \_\_\_\_\_  
\_\_\_\_\_  
Don't Like \_\_\_\_\_  
\_\_\_\_\_

Q3. Please select an age group:

- Under 45 years
- 45 – 54 years
- 55 – 64 years
- 65 – 74 years
- 75 – 84 years
- 85 + years

Q4. Please select one:

- Female
- Male

Q5. Do you identify as Aboriginal or Torres Strait Islander?

- Yes
- No

Q6. Do you speak a language other than English at home?

- No
- Yes, the language I speak is \_\_\_\_\_

Q7. What is your current employment status?

- Retired
- Work Full-time
- Work Part-time
- Not in paid employment
- Other \_\_\_\_\_

Q8. What is your current or last major occupation? \_\_\_\_\_

Q9. How would you describe your current health?

- Excellent
- Good
- Fair
- Poor

Q10. Do you have any health or physical problems that limit your ability to do normal activities?

- No
- Yes, the problem is \_\_\_\_\_

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Age Friendly Communities Research Project 2016  
Participant Information Form  
Older Person AND Carer of Older Person

**Q11.** Do you receive care or assistance, on a regular basis, to assist you with **your normal activities** (NOT assistance with your caring of another person – to be answered later)?

No  Yes (If yes, please describe the assistance you access. Such as from another family member, through government subsidies, from a local charity, by privately hiring a cleaner or gardener, respite support etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Q12.** What best describes where you live?  Other \_\_\_\_\_

In 'town'  Rural property  Retirement Village  Residential care

**Q13.** What best describes your living arrangements?

Alone  Spouse/partner  Other relatives  Group home

**Q14.** Do you own the home that you live in?

Paying mortgage  Rent/Lease  Lodging with family  Own home

**Q15.** How long have you lived in the Shire?

10 years or less  11 – 20 years  21 – 30 years  
 31 – 40 years  41 – 50 years  More than 50 years

**Q16.** Do you generally feel safe and secure out in public around your community?

Yes  
 No, I get worried about \_\_\_\_\_

**Q17.** Do you generally feel safe and secure in your home?

Yes  
 No, I get worried about \_\_\_\_\_

**Q18.** Do you plan to move house in the next 5 years?

No, not at all  
 Yes, I want to move to \_\_\_\_\_ because \_\_\_\_\_  
 No, but I'm worried I might be pressured to move to \_\_\_\_\_  
because \_\_\_\_\_

**Q19.** Do you plan to "downsize" your home in the future?

No, I have already downsized  No, no plans  Yes

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Age Friendly Communities Research Project 2016  
Participant Information Form  
Older Person AND Carer of Older Person

Please choose how much you agree or disagree by ticking the appropriate box	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
A. The costs of downsizing are too great (fees, duties, taxes etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. There are no <u>affordable</u> homes to downsize to in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. There are no <u>suitable</u> homes to downsize to in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. There are no <u>available</u> homes to downsize to in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. I'm worried I won't have enough equity to downsize	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q20.** Do you think adequate medical and support services are available to your family as you get older in your community?

- Yes, the medical and support services are adequate for my community
- Mostly, except for: \_\_\_\_\_
- No, the services I would like to be more available in my community are:  
\_\_\_\_\_

**Q21.** Do you have a drivers licence and drive a car?

- Yes, still driving with confidence
- Yes, still driving as much as usual but I'm lacking the confidence I used to have
- Driving less often because \_\_\_\_\_
- Not driving anymore because \_\_\_\_\_
- Never had a drivers licence

**Q22.** If you could choose to introduce more public transport options or services what would they be? Where would they go? When would they operate? Please describe:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q23.** Would you like to access any of these from your home but are experiencing problems? (choose as many as apply)

- TV reception
- Phone reception
- Radio reception
- Reliable internet

If yes, can you describe the issue? \_\_\_\_\_

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Age Friendly Communities Research Project 2016  
Participant Information Form  
Older Person AND Carer of Older Person

**Q24.** Do you feel there are enough opportunities for older people to learn new skills and attend training courses in your community?

- Yes                       No                       Not sure

If you could choose, what learning opportunities would you be interested in?

**Q25.** Please indicate if you agree or disagree with the following statements:

Please choose how much you agree or disagree by ticking the appropriate box	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
A. My community is a good one to grow old/retire in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. I feel welcomed in my own community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. My community has a positive future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. I can remain in my community as I grow old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. My community appreciates and supports older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q26.** Please tell us your top suggestions on how to make your community more “age-friendly”?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Questions about Your Experiences as a Carer of an Older Person:**

**Q27.** What is your relationship to the person you care for?

- Spouse/Partner     Their child             Other relative \_\_\_\_\_     Non-relative

**Q28.** Does the person you care for live in your home?

- Yes             No, they live \_\_\_\_\_

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Age Friendly Communities Research Project 2016  
Participant Information Form  
Older Person AND Carer of Older Person

**Q29.** Please describe the reasons why this person needs care and assistance. (Examples: frail-aged, dementia, disability, illness, mobility issues, vision impairment)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Q30.** How regularly do you provide care?

Full-time       Part-time (please describe) \_\_\_\_\_

**Q31.** Do you access support, on a regular basis, to assist you with your caring activities?

No       Yes (If yes, please describe the assistance you access. Such as from another family member, through government subsidies, from a local charity, by privately hiring a cleaner or gardener, respite support etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Q32.** Please indicate if you agree or disagree with the following statements:

Please choose how much you agree or disagree by ticking the appropriate box	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
A. I am aware of the support services available to me as a carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. The person I care for has a good social life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. The home of the person I care for is equipped to suit their needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Medical and support services communicate well with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. I get adequate respite from my duties as a carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. The medical and support services I need are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. I'm worried my family will have to move away to access support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This project is supported by the Department of Local Government and Communities  
The information you have provided will be kept confidential.



Service Provider Form



Age Friendly Communities Research Project 2016 Participant Information Form Service Provider

Q1. Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Position Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Q2. Please select an age group:

- Under 25 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years
- 55 – 64 years
- 65 + years

Q3. Gender identity \_\_\_\_\_

Q4. What sector do you currently work in?

- Government/public
- Private/commercial
- Volunteer/not-for-profit

Q5. How long have you been employed in this occupation in the local community?

- Less than 1 year
- 2 – 3 years
- 3 – 5 years
- longer than 5 years

Q6. How experienced do you feel in your work with older people?

- None
- A little
- A moderate amount
- A lot

Q7. Please indicate which regions you deliver services to (tick as many as apply):

- Manjimup
- Pemberton
- Northcliffe
- Walpole
- Other regions (including outside the Shire): \_\_\_\_\_

Q8. What is your current employment status?  Other \_\_\_\_\_

- Full-time
- Part-time
- Volunteer
- Casual

Q9. How many hours a week do you work in the sector, on average: \_\_\_\_\_

Q10. Please give a description of the aged-related services your organisation provides:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

This project is supported by the Department of Local Government and Communities  
The information you have provided will be kept confidential.



## Appendix H: Manjimup Wellness Expo 2015: Summary of Survey Responses

Thirty nine surveys were collected during the Manjimup HACC bi-annual Wellness Expo in April 2015.

### Place of residence:

Blank	4
Manjimup	24
Northcliffe	5
Pemberton	2
Quinninup	2
Upper Warren	1
Walpole	1

**Grand Total 39**

Only surveys from Manjimup were collected in sufficient numbers to form a sample for analysis by 'town'. Therefore the following summaries have been provided for:

- Manjimup Responses, and
- Other Responses.

### What do you like about your community?

#### Manjimup Responses:

- AquaCentre.
- Because it's nice and quiet.
- Community feel and involvement.
- Easy going lifestyle
- Easy relaxing lifestyle.
- Everyone knows me.
- Feeling of security. Know most people!
- Friendly pleasant people, small community.
- Friendly, compassionate, caring community.
- Good and friendly.
- Has most of the things elderly people need.
- It's friendly, great company.
- It's home.
- It's my home.
- Living in Manjimup.
- Nice friendly town.
- Support of friends.
- The familiarity of the place I have lived all my life and the people I know.
- The friendly community, people willing to help each other.



- The friendly people.
- The people.
- The support you have and friends around who are always willing to help. HACC are soooo helpful.

## **Other Responses:**

- Birds, quiet, friendly people, lots of trees.
- Everything is very handy.
- Friendly country living in the forest.
- God's own country.
- How seniors are, with help, able to stop in their own homes.
- I like it.
- It's nice and quiet.
- Living in the Pemberton community.
- Open, no close neighbours, birds, clean air, native animals, independence.
- Quiet.
- The climate.
- The community spirit.
- Trees.

## **What do you dislike about your community?**

### **Manjimup Responses:**

- As a walker I don't like the broken pavements as I have tripped and fallen three times. These pavements were here when I went to school.
- Cars hooning late at night.
- Crime, drug use etc.
- Drugs!!! Lack of youth activities.
- Everyone knows me. Expensive rates.
- Far away from family (children and grandchildren).
- Footpaths
- Need to investigate a place for people to downsize.
- No retirement village if you want to downsize and stay in Manjimup.
- No retirement village to be able to downsize when owning own home.
- Nowhere for middle aged single people to go. Restricted social life.
- People in 4 wheel drive vehicles close me in parking bays (small car).
- Rough bumpy roads.
- Rubbish and dog poo on the streets where I ride or walk.
- The footpaths around the shops, uneven and dangerous.
- The long wait to see the doctors.



## Other Responses:

- Being the Cinderella of the Shire.
- Can't think of anything.
- Having to travel for specialists.
- I miss the farm I was on for many years.
- No dislikes.
- Not enough good surfaces for walking and gophers.
- Not enough pavement.
- Nothing.
- Too far from shops, doctors and emergency services.
- Weekenders and motor bikes.

## Outdoor Spaces and Buildings

Are there enough well maintained green spaces and public spaces in your town?

Manjimup Responses		Other Responses	
Blank	2	Blank	1
No	4	No	0
Yes	18	Yes	14
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Is there enough well maintained outdoor seating?

Manjimup Responses		Other Responses	
Blank	1	Blank	1
No	10	No	6
Yes	13	Yes	8
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Are the footpaths well maintained, free from obstruction, wide enough for wheelchairs, gophers etc?

Manjimup Responses		Other Responses	
Blank	1	Blank	0
No	19	No	9
Yes	4	Yes	6
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Do you feel safe out and about?

Manjimup Responses		Other Responses	
Blank	3	Blank	1
No	6	No	3
Yes	16	Yes	11
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>



## What measures would you recommend to increase safety, eg. Adequate street lighting etc.?

### Manjimup Responses:

- Better street lighting.
- Footpaths need work.
- More street lights.
- Some footpaths are a bit rocky, especially with walkers and wheelchairs. More street lighting at the outskirts of the CBD would be good.
- Stray dogs are frightening when I'm out walking.
- The lighting around town is not very bright, especially in winter.

### Other Responses:

- Don't go to town at night.
- More footpaths and street lighting.
- More footpaths. Ones we have are uneven in places.
- More pavements.
- Parking bays near cross walks are dangerous, near newsagency, Giblett and Brockman.
- Paths, so gophers don't have to travel on the road.
- Street lights.

## Are there enough pedestrian crossings?

Manjimup Responses		Other Responses	
Blank	1	Blank	2
No	12	No	7
Yes	11	Yes	6
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Are they safe to use, well designed and do drivers give way to pedestrians?

Manjimup Responses		Other Responses	
Blank	9	Blank	2
No	7	No	6
Yes	8	Yes	7
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Comments on Outdoor Spaces and Buildings:

### Manjimup:

- Curbs need painting. White lines are not visible. Annanuka paths are all sloped. I have to walk on level roads.
- Pedestrian crossings need regular painting.
- Seating is not easily accessible. Footpaths are terrible for elderly people. Trip hazard!



- Some drivers don't acknowledge cross walks.
- Some footpaths are uneven.
- Speed bumps do cause some confusion. People and cars don't know whether to stop or go.
- Speed humps are not cross walks. Need to be identified as such.
- Speed humps need NOT look like cross walks. People think they are. The cross walk from the Post Office to Newsagency needs painting so you can see it is a cross walk.
- Speed humps should not look like a cross walk.
- The signage at the Post Office is a bit confusing.
- The speed humps are confusing in main street.

### Other:

- At crossing places I stand back and wait for a break in the traffic though often vehicles will stop for me to cross. I wave a thank you.
- Footpaths need maintenance and repair.
- Nice quiet country town.
- We have to walk on the road as there is no footpaths.

## Accessing Public Buildings, Offices and Shops

### Are services in your town convenient and accessible?

Manjimup Responses		Other Responses	
Blank	4	Blank	0
No	1	No	2
Yes	19	Yes	13
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Do buildings have adequate signage, seating or rest areas and design features such as ramps, railings, non-slip floors etc?

Manjimup Responses		Other Responses	
Blank	1	Blank	0
No	9	No	7
Yes	14	Yes	8
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Are there enough public toilets? Well maintained? Accessible?

Manjimup Responses		Other Responses	
Blank	0	Blank	1
No	10	No	4
Yes	14	Yes	10
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>



## Comments on Accessing Public Buildings, Offices and Shops: Manjimup Responses:

- Do not cater for the elderly enough.
- I only use the Timber Park toilets. Clean and accessible.
- Insufficient public toilets.
- Not wheelchair friendly, or decent pathways to access.
- The toilets are not accessible, need better signage.
- The toilets need to be kept cleaner than they are at the moment. I know that its hard to do but it needs to be checked at least twice a day.
- Woolworths is not adequate.

## Other Responses:

- Keep pool open over Christmas holidays.
- Need toilet opposite Mitre 10.
- There is only one toilet block in the whole town.

## Transportation

### Are there adequate transportation options in your community to enable you to participate in community life and access local areas and services?

Manjimup Responses		Other Responses	
Blank	7	Blank	5
No	9	No	5
Yes	8	Yes	5
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Is there available transport affordable?

Manjimup Responses		Other Responses	
Blank	10	Blank	2
No	3	No	4
Yes	11	Yes	9
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Is there an accessible and affordable taxi service in your community and are drivers courteous and helpful?

Manjimup Responses		Other Responses	
Blank	13	Blank	6
No	5	No	8
Yes	6	Yes	1
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>





## Comments on Transportation:

### Manjimup Responses:

- Cannot comment as I have not used the one taxi we have in town.
- Don't need transport. I have a car and bike.
- Don't use taxi service.
- HACC transport needs to be available to ALL senior members of community when there is a need (ie. Transport to Bunbury for medical appointments).
- Haven't had to use a taxi.
- Haven't used a taxi.
- No applicable to me.
- No disabilities vehicles.
- Some transport is not affordable for the elderly.
- Unsure about affordability, and taxis.
- What taxi service? He's never available.

### Other Responses:

- Do not use taxi.
- Don't know about taxis.
- Have not used these services.
- I drive myself. Westrail and SW Coachlines are affordable.
- Need bus service.
- No taxi service.
- No taxis!
- There is no public transport.

## *What is it like driving in your community?*

### Are roads well maintained and well lit?

Manjimup Responses		Other Responses	
Blank	5	Blank	2
No	11	No	7
Yes	8	Yes	6
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Are traffic signs and intersections visible and well placed and traffic signs easy to understand?

Manjimup Responses		Other Responses	
Blank	4	Blank	2
No	8	No	2
Yes	12	Yes	11
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>



## Are there enough disabled parking bays in appropriate places and adequate parking in general?

Manjimup Responses		Other Responses	
Blank	5	Blank	5
No	4	No	1
Yes	15	Yes	9
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Are there driver education and refresher courses available and are they well promoted?

Manjimup Responses		Other Responses	
Blank	11	Blank	6
No	7	No	7
Yes	6	Yes	2
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Comments about What is it Like to Drive in Your Community?

### Manjimup Responses:

- Bad street surfaces. SW Highway/Graphite Road, bad intersection.
- Country roads are bad.
- Gopher drivers should have road rules. Push bikes and skate boards are a problem on paths in the CBD.
- Gopher users need to be educated.
- I am not well and have lost my balance. It's made life difficult.
- Need to start teaching road rules to children. Need information about changes to roundabouts and give way laws.
- No driver education that I'm aware of.

### Other Responses:

- Don't know about driver education.
- I do not drive as from December 2014.
- I don't drive.
- I seldom use disabled parking and park somewhere else. I don't know about driver refresher courses but instruction on signalling at roundabouts is needed.
- No street lights.



## Housing

Do you believe there is sufficient, affordable housing available that is safe and close to services and the rest of the community?

Manjimup Responses		Other Responses	
Blank	3	Blank	2
No	8	No	7
Yes	13	Yes	6
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Is the housing well-constructed and well designed for older people with level surfaces, wide passages and easy to get around?

Manjimup Responses		Other Responses	
Blank	8	Blank	5
No	3	No	5
Yes	13	Yes	5
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Are there enough affordable home maintenance and support services available?

Manjimup Responses		Other Responses	
Blank	6	Blank	3
No	5	No	5
Yes	13	Yes	7
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Is the public and commercial rental housing in your community clean, well maintained and safe?

Manjimup Responses		Other Responses	
Blank	14	Blank	3
No	2	No	6
Yes	8	Yes	6
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Do you feel safe at home, able to move about and safe from crime?

Manjimup Responses		Other Responses	
Blank	1	Blank	1
No	4	No	3
Yes	19	Yes	11
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>



## Do you believe that there is sufficient and affordable housing for frail and disabled older people?

Manjimup Responses		Other Responses	
Blank	3	Blank	3
No	11	No	8
Yes	10	Yes	4
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Comments on Housing:

#### Manjimup Responses:

- Some questions are not applicable.
- Unsure about availability of appropriate housing.

#### Other Responses:

- Don't know about housing being well designed/constructed.
- Most residents, when they become ill or aged, have to sell up and move away.
- Mostly not applicable to me.
- Need physio for exercising.
- Not affordable to some.
- Not enough units.

## Social Participation

### Can you easily socialise in your community?

Manjimup Responses		Other Responses	
Blank	3	Blank	0
No	2	No	2
Yes	19	Yes	13
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Are activities and events affordable?

Manjimup Responses		Other Responses	
Blank	6	Blank	1
No	1	No	2
Yes	17	Yes	12
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Are they conveniently located, accessible and well lit?

Manjimup Responses		Other Responses	
Blank	6	Blank	0
No	4	No	2
Yes	14	Yes	13
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>



## Are activities and events varied to appeal to a diverse population of older people?

Manjimup Responses		Other Responses	
Blank	5	Blank	3
No	5	No	4
Yes	14	Yes	8
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Are events and activities well publicised with good information provided?

Manjimup Responses		Other Responses	
Blank	5	Blank	2
No	5	No	4
Yes	14	Yes	9
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Is there enough outreach to include older people at risk of social isolation?

Manjimup Responses		Other Responses	
Blank	4	Blank	2
No	9	No	5
Yes	11	Yes	8
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Comments on Social Participation

### Manjimup Responses:

- Day Care is a great help to the elderly and disabled.
- Do not become involved unless they have some family who are interested. Cost is too high on some occasions.
- HACC is a great organisation for assistance.
- Some events are affordable.
- Some questions are not applicable.
- Sorry, we are just beginning to access the services available.
- The local paper is not accurate sometimes.
- There is only the pub or service clubs.

### Other Responses:

- All OK for me!
- I don't go out at night. It appears there is lots for older people to do.
- Some activities are affordable.
- The only business operating is the Quinninup Tavern. We only have one place to go, apart from visiting a neighbour.



## Respect and Social Inclusion

Do you feel in general that you have community respect as an older person?

Manjimup Responses		Other Responses	
Blank	2	Blank	0
No	3	No	2
Yes	19	Yes	13
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Comments on Respect and Social Inclusion:

**Manjimup Responses:**

- I am a member of Probus which organises outings for older people.
- I often get some kind person give me a lift home after shopping. I am very grateful for that.
- Looking at the number who have attended the Expo would confirm not many knew about it, yet there was a senior's club from Bridgetown to swell the numbers.
- Made to feel welcomed at events and activities.
- No respect for bike riders.

**Other Responses:**

- I don't get involved enough.
- Kept busy.
- Scrabble.
- Someone always willing to help if required.
- The only event conducted is the annual market day, which is for all ages.
- Trips with Silver Chain bus about once a month.

## Civic Participation and Employment

Are there a good range of flexible options and opportunities for volunteering in your community?

Manjimup Responses		Other Responses	
Blank	5	Blank	2
No	1	No	3
Yes	18	Yes	10
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

Is information well provided on these opportunities?

Manjimup Responses		Other Responses	
Blank	7	Blank	3
No	3	No	4
Yes	14	Yes	8
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>



## Is training and guidance provided?

Manjimup Responses		Other Responses	
Blank	12	Blank	4
No	1	No	5
Yes	11	Yes	6
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Do you feel that any volunteering work you do is recognised?

Manjimup Responses		Other Responses	
Blank	12	Blank	4
No	2	No	4
Yes	10	Yes	7
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Are the qualities of older workers promoted in your workplace or community?

Manjimup Responses		Other Responses	
Blank	12	Blank	3
No	4	No	7
Yes	8	Yes	5
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Are there flexible and appropriately paid opportunities for older workers in your community?

Manjimup Responses		Other Responses	
Blank	14	Blank	4
No	5	No	9
Yes	5	Yes	2
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Do you feel that older workers are discriminated against in your community?

Manjimup Responses		Other Responses	
Blank	12	Blank	2
No	8	No	10
Yes	4	Yes	3
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Are older workers encouraged to take up self-employment opportunities?

Manjimup Responses		Other Responses	
Blank	14	Blank	4
No	7	No	9
Yes	3	Yes	2
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>



## Is training in post-retirement provided in your community for older workers?

Manjimup Responses		Other Responses	
Blank	12	Blank	7
No	8	No	8
Yes	4	Yes	0
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Comments on Civic Participation and Employment:

### Manjimup Responses:

- Community Resource Centre.
- Some questions are not applicable.

### Other Responses:

- I am nearly 90, so don't need work.
- Parkinson's Disease.

## Community Support and Health Services

### Does your community offer an adequate range of health and community support services for promoting, maintaining and restoring health?

Manjimup Responses		Other Responses	
Blank	6	Blank	1
No	1	No	3
Yes	17	Yes	11
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Are the services affordable? Can financially disadvantaged older people access services?

Manjimup Responses		Other Responses	
Blank	7	Blank	1
No	2	No	2
Yes	15	Yes	12
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

### Are health and community services conveniently located and are buildings well-constructed and accessible?

Manjimup Responses		Other Responses	
Blank	9	Blank	1
No	0	No	4
Yes	15	Yes	10
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>





## Is appropriate information provided on these available services?

Manjimup Responses		Other Responses	
Blank	8	Blank	1
No	5	No	3
Yes	11	Yes	11
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Do you find staff to be respectful of older people and well trained?

Manjimup Responses		Other Responses	
Blank	7	Blank	1
No	1	No	1
Yes	16	Yes	13
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Are the in home care services adequate in your community?

Manjimup Responses		Other Responses	
Blank	12	Blank	3
No	0	No	3
Yes	12	Yes	9
<b>Total</b>	<b>24</b>	<b>Total</b>	<b>15</b>

## Comments on Community Support and Health Services:

### Manjimup Responses:

The range of services is good if you don't have extreme ill health. The services need more staff to operate adequately.

### Other Responses:

- Don't know about adequate in home care.
- The Manjimup HACC office is very helpful and pleasant.
- Wonderful staff.



SHIRE OF  
**MANJIMUP**

## **Appendix I: Summary of Achievements 2008 - 2016**

The following report summarises the progress made toward an age-friendly community since the first strategic plan was adopted in 2008. The report is based on the stated objectives of the following Plans:

3. Active Ageing Strategic Plan 2008 – 2028
4. Business Case Proposal for Manjimup Developing an Age-Friendly Town 2012



## Active Ageing Strategic Plan 2008 – 2028

Aged Housing and Accommodation	
Objective 1 - Ensure that housing needs of older people are addressed through effective urban planning strategies	
Objective 2 - Ensure that appropriate funding is provided by Government, Council and other stakeholders to develop aged accommodation	
Objective 3 - Identify new housing models that address issues of affordability and innovative design to suit people of all ages	
Strategies 2008	Progress 2016
1.1 Work with community based aged accommodation groups to determine the extent of aged accommodation needed in each township	Addressing aged accommodation needs has been an ongoing priority for the whole organisation. The Shire continues to work with all stakeholder groups across all towns to assist in and facilitate the development of aged accommodation options.
1.2 Ensure that the Shire of Manjimup DAIP Committee is consulted and specialist occupational therapy advice is sought in the planning, design and assessment of aged accommodation. An advice note recommending that specialist advice be obtained should also be included on planning approvals and building licenses for aged accommodation.	<ul style="list-style-type: none"> <li>The Terms of Reference (27 May 2015) of the Access &amp; Inclusion Committee include “Be available to provide relevant advice on the development of proposals or plans for any activity, building or infrastructure within the Shire.”</li> <li>A position titled “WA Country Health Service (Occ Therapy Manjimup)” exists on the Access &amp; Inclusion Committee.</li> <li>An advice note is not provided however in order to obtain a Building Permit for ‘aged accommodation’ the development must meet “Class 3” building codes.</li> </ul>
1.3 In finalising PLPS4 (TPS4) ensure that land suitable for aged accommodation development in all townships is identified and zoned appropriately	The Town Planning Scheme No.4 (TPS4) was not finalised with this Strategy in mind, however in practice, barriers to developing aged accommodation either have not existed or Council has been responsive and amended the Scheme to allow development. For example the Scheme was amended to allow the development of the old Manjimup Primary School site. (Note: Review of current TPS4 planned for 2016)



Aged Housing and Accommodation	
Objective 1 - Ensure that housing needs of older people are addressed through effective urban planning strategies	
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Strategies 2008	Progress 2016
1.4 Support development of suitable aged housing choices in all townships	<ul style="list-style-type: none"> <li>• Various ‘royalties’ funding has been channelled into developments, as priority Shire projects, via WBAC or SWDC. For example allocated \$500,000 R4R to Manjimup Dunreath:- construction nearly completed</li> <li>• Development of the <i>Business Case Proposal for Manjimup Developing an Age-Friendly Town 2012</i></li> <li>• Manjimup Affordable Seniors Housing Project - secured \$2 million R4R plus Housing Authority and private/or/not-for-profit investment in 65+ dwellings commencing construction 2016/17 - This is an innovative pilot partnership for Housing Authority - Rural and Regional WA (11 March 2016 Launch)</li> <li>• Shire of Manjimup Community Development Policy 1.10.1 – <i>Contributions to Community Based or Not-for-Profit Aged Housing</i>, due for review in 2012. Has delivered real benefit to all communities.</li> <li>• Shire of Manjimup Planning Policy 6.1.21 - <i>Ancillary Accommodation for Aged / Dependent Persons</i>. Due for review in 2007 and is significantly obsolete. Regardless, ‘granny flats’ are supported in practice.</li> <li>• Ongoing lobbying and negotiation with the state government for suitable aged accommodation sites within all towns. Lobbying the state government to also consider alternative housing development models that will better meet the needs of the aged.</li> </ul>



<b>Aged Housing and Accommodation</b>	
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<b>Strategies 2008</b>	<b>Progress 2016</b>
1.5 Lobby to ensure that infrastructure in each town is suitable to support aged accommodation developments	Not lobbying. Shire's own planning documents have addressed complimentary age-friendly infrastructure: <ul style="list-style-type: none"> <li>• <i>Local Bike Plan 2008</i></li> <li>• Manjimup Town Centre Revitalisation Projects</li> <li>• Town-based Streetscape Committees</li> </ul>
1.6 Include details of density bonuses and policies on aged accommodation as a seniors link on the Shire website	'Density bonuses', related to 'R codes', are state government initiatives. A link to further information is not currently on the website, neither is a specialised section on planning/building advice and requirements. Opportunity exists to promote age-friendly developments or building modifications, both residential and commercial.
2.1 Develop and adopt policy setting out what contributions the Shire may make towards development of community based or not-for-profit aged accommodation	Shire of Manjimup Community Development Policy 1.10.1 – <i>Contributions to Community Based or Not-for-Profit Aged Housing</i> adopted in 2008, due for review in 2012.
2.2 Support community-based and not-for-profit organisations applications for Government funding to develop aged accommodation	<ul style="list-style-type: none"> <li>• Walpole Jarrah Glen: supported in application for \$400,000 R4R - 7 dwellings built</li> <li>• Northcliffe: supported in application for \$1.3 million Growing the South West grant – construction planned 2016/17</li> <li>• Pemberton: supported in application for \$1.2 Growing the South West grant – construction planned 2016/17</li> <li>• Manjimup Dunreath – supporting current application for South West Regional Grants Scheme funding – funding decision pending</li> </ul>



<b>Aged Housing and Accommodation</b>	
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<b>Strategies 2008</b>	<b>Progress 2016</b>
3.1 Work with local caravan park operators to develop long-stay accommodation options	<ul style="list-style-type: none"> <li>Warren Way Caravan Park has recently obtained Planning Approval to develop approximately 45 park homes.</li> <li><i>Residential Parks (Long-Stay Tenants) Act 2006</i></li> </ul>
3.2 Encourage developers to consider aged care accommodation and suitable housing options for the elderly in new subdivisions and developments which offer a range of housing choices	The Shire of Manjimup has maintained an open door to developers wishing to discuss development opportunities, as well as actively pursuing developers to invest in potential developments.
3.3 Promote independent living and home modifications to allow residents to remain in their homes as they age	Manjimup HACC and other HACC funded services assist our ageing community to maintain independent living, as well as referring customers to access supportive equipment and home modification options. The bi-annual Wellness Expo showcases many supports



Transport	
Objective 4 - Lobby and advocate to address transport shortfalls which limit older people's participation in community life	
Objective 5 - Improve transport safety and accessibility for the community	
Objective 6 - Ensure that older pedestrians can access facilities and services safely	
Objective 7 - Ensure parking needs of older drivers are met	
Strategies 2008	Progress 2016
<p>4.1 Lobby the Public Transport Authority and other stakeholders to investigate improved public transport services for the Shire which may include:</p> <ul style="list-style-type: none"> <li>• Investigation of partnership arrangements with the Shire and Bridgetown-Greenbushes Shire</li> <li>• Alteration of TransWA (and South West Coach Lines) bus routes to include Bunbury hospitals on their routes between Manjimup, Bunbury and return</li> <li>• Feasibility of using small people movers to link towns</li> <li>• Options to link towns</li> <li>• Seeking approval to use spare capacity in HACC buses on a user pays basis</li> <li>• Negotiating for the Warren District Hospital Day Care bus to include Quinninup in its Manjimup, Northcliffe, Pemberton route</li> <li>• Coordinating client transport to accommodate multiple clients on single trips</li> </ul>	<ul style="list-style-type: none"> <li>• HACC provides individual transport support, including support provided through a partnership network with other agencies. HACC has introduced cost-recovery transport for HACC customers and fee-paying services for private customers</li> <li>• Community bus transport is provided to for events and activities (eg. Australia Day)</li> <li>• Towns have been supported to acquire 'community buses'</li> <li>• Community Services and HACC have trialled inter-town bus links but services have been accessed infrequently. HACC continues to offer the service but not as frequently. Community Services has cancelled the service.</li> <li>• South West Coach Lines provides a service to the Bunbury Health Campus</li> </ul>



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Strategies 2008	Progress 2016
5.1 Source Lotterywest funding to undertake research on public transport across the Shire to identify options and cover service gaps	<ul style="list-style-type: none"> <li>• <i>Access &amp; Inclusion Strategic Plan 2013-2018</i> Strategy 9.7:               <ul style="list-style-type: none"> <li>○ <i>Advocate for and support the process to develop improved public transport delivery and options in the Warren Blackwood – Host a 'Warren Blackwood Public Transport Forum' in Manjimup and involve key stakeholders inclusive of private, commercial, government and social interests A relevant course of action to be pursued by the Shire</i></li> </ul> </li> <li>• Community Services allocated funds for this purpose (as opposed to submitting a funding application) however has experienced challenges in securing buy in from key agencies</li> </ul>
5.2 Lobby Main Roads WA to investigate and construct passing lanes on the South Western Highway between Manjimup and Walpole	Done. A commitment from MRWA has been made to roll out construction in the near future.
5.3 Request Main Roads WA to assess the suitability of signage and road markings at the intersection of South Western Highway and Vasse Highway	Resolved.
5.4 Convene discussions with the State Government, timber industry, transport and other stakeholders to maximise use of log-haul roads and minimize use of public roads by log trucks	Risk mitigation and issue resolution is regulated by state government.
5.5 Signage be installed on all school bus routes to warn drivers approaching school bus stops	Records would indicate all requests for signage have been honoured.





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Strategies 2008	Progress 2016
5.6 Lobby the Department of Planning and Infrastructure to develop a restricted / part-time Taxi licence plate lease to encourage taxi services to establish and operate in rural communities	Resolved. Local government area deregistered as a taxi licence area, meaning that unregistered drivers can offer transport at cost recovery (ie. ATO mileage rates).
6.1 Develop and fund a 10-year footpath, walk trail and seating installation and upgrade program for Manjimup, Pemberton, Northcliffe and Walpole	<ul style="list-style-type: none"> <li>• <i>Local Bike Plan 2008</i> – review planned within next 12 months, to be reviewed in conjunction with a footpath strategy and bike network plan</li> <li>• Manjimup Town Centre Revitalisation Projects</li> <li>• Town-based Streetscape Committees</li> </ul>
6.2 Investigate and install pedestrian links in towns CBD areas to allow elderly pedestrians, gopher and wheelchair users to safely cross roads	<ul style="list-style-type: none"> <li>• As above</li> <li>• The Wellness and Respite Community Centre will have gopher parking and recharge stations.</li> <li>• All new Town Revitalisation Plans encompass age-friendly access and inclusion measures – Manjimup Town Centre Revitalisation projects focus on liveability / walkability of the CBD and residential areas.</li> <li>• <i>Arts and Culture Strategic Plan 2013 – 2023</i> Strategy 4.2.3:               <ul style="list-style-type: none"> <li>○ <i>Incorporate designs to allow for and encourage social and physical activity into all new developments, modifications or landscaping of public spaces and amenities</i> (Liveable Neighbourhoods: A WA Government Sustainable Cities Initiative 2009)</li> </ul> </li> </ul>
6.3 Develop a 10-year street lighting and installation and upgrading plan for Manjimup, Pemberton, Northcliffe and Walpole to improve visibility and safety for pedestrians and motorists	Western Power is the responsible agent to installation, upgrades and maintenance of street lighting. Opportunities exist for the Shire to work in partnership with Western Power via the "Safer Streets" fund. Shire to work with the community to prioritise lighting 'black spots'.



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Strategies 2008	Progress 2016
6.4 Ensure developer contributions to upgrade and/or install new paths are provided in accordance with Council policy	Planning Policy 6.1.42 – <i>Developer and Subdivider Contributions</i> , due for review in 2011
7.1 Review the number of ACROD parking bays across all towns and ensure that these are located appropriately and constructed in accordance with Australian Standards	<ul style="list-style-type: none"> <li>• The latest review of public ACROD bays across the Shire showed the current provision exceeded minimum requirements.</li> <li>• <i>Access and Inclusion Strategic Plan 2013-2018 Strategy 2.5:</i> <ul style="list-style-type: none"> <li>○ “Maintain a register of ACROD parking in Manjimup, Pemberton, Northcliffe and Walpole in terms of quantity and location and include a comment on: whether each town has satisfied the minimum ratio of ACROD bays which ‘Standard’ the bay complies with (old or new standards) - Review the Policy every five years to ensure the register is current” Policy review was due in 2013</li> </ul> </li> </ul>
7.2 Monitor use of ACROD parking bays and negotiate support of the business community to assist to monitor usage to ensure that only permit holders use these	<ul style="list-style-type: none"> <li>• <i>Access and Inclusion Strategic Plan 2013-2018 Strategy 2.6:</i> <ul style="list-style-type: none"> <li>○ “Infringements are to be issued where noncompliance occurs in relation to ACROD bays - Regular ongoing compliance checks across all four towns to be continued by the Shire Rangers - A record of the number of infringements issued is kept”</li> </ul> </li> </ul>
7.3 Identify and clearly sign-post bus and long-vehicle parking areas in all town sites	Completed.



<b>Safety and Security</b>	
<b>Objective 8 - Support initiatives that sustain the strong feeling of safety in the community</b>	
<b>Strategies 2008</b>	<b>Progress 2016</b>
8.1 Work with the Office of Crime Prevention to implement the home security inspection program to assess older person's homes and recommend actions to improve security of those homes	<ul style="list-style-type: none"> <li>• The Manjimup HACC service has:               <ul style="list-style-type: none"> <li>○ Delivered forums on safety and crime prevention</li> <li>○ Conducted regular safety and OSH audits for clients</li> <li>○ Disseminated relevant information via HACC newsletter</li> </ul> </li> <li>• Refer also to the <i>Community Safety Plan 2011-2014</i></li> </ul>
8.2 Continue active involvement in the Safer Manjimup, Neighbourhood Watch, Rural Watch and other community safety initiatives	<ul style="list-style-type: none"> <li>• Shire has supported, without actively managing, Neighbourhood and Rural Watch initiatives</li> <li>• Wellness (Seniors) Expos run every two years</li> <li>• Installation of security cameras in crime hotspots.</li> </ul>



Health / Medical and Ancillary Services	
Objective 9 - Advocate for improved health, medical and ancillary services across the Shire	
Objective 10 - Enable older people in the Shire to remain in their homes as a preferred option	
Strategies 2008	Progress 2016
9.1 Discuss with local doctors how additional specialist medical services can be accessed in the shire	<ul style="list-style-type: none"> <li>• Shire has played an extensive facilitative and collaborative role in improving the availability of GPs and specialist services to our communities.</li> <li>• The Wellness and Respite Community Centre is expected to attract more specialist services.</li> <li>• Construction of 3 dual keyed dwellings (Max option of 6 dwellings) to attract and retain medical professionals on a permanent and outreach/locum basis.</li> <li>• Preliminary discussions with BaptistCare in regard to future High Care Nursing Centre development.</li> <li>• New Health Campus (Hospital) under construction - SIHI outcome.</li> </ul>
9.2 Consider what role the Shire has and the level of support that it can provide to improve residents' access to medical services across the district	<ul style="list-style-type: none"> <li>• Ongoing lobbying and negotiations. The establishment of working groups (key state and local stakeholders) to secure additional investment in Health Services.</li> <li>• Announcements by the State that considerable funding has been allocated to upgrading the local medical services; attracting GPs – Southern Inland Health Initiative (SIHI)</li> <li>• Establishing a partnership approach to encourage new GPs.</li> <li>• Successful Lobbying and strategic planning from all partner health providers has lead to the expansion of GP practices. 24 hour roster /on-call Doctor presence at ED, New Medical Practice established and additional new GP practice to open in 2016</li> </ul>
9.3 Prepare a submission to the Minister for Health to renew the Area of Unmet Need Determination for General Medical Services which expires on 13 April 2009	Completed and achieved.



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<b>Strategies 2008</b>	<b>Progress 2016</b>
9.4 Lobby Dental Health Services to allow concession card holders to access School Dental service facilities that are routinely available at schools in the area	No action taken. Donnybrook Dental now has concession rates for services.
9.5 Support Silver Chain Walpole to gain the services of a visiting dentist for the Walpole area	No action taken.
9.6 Lobby the Minister for Health and Health Department of WA to ensure that Northcliffe Nursing Post and Pemberton Multi-Purpose Service continue to be staffed and funded to service their local communities	Done. Both services have been maintained.
9.7 Lobby the Health Department of WA to review the Patient Assistance Travel Scheme to improve residents access to specialist medical services and to streamline the scheme	Shire lobbied for the Scheme to be reviewed. A review was undertaken and some improvements were made.
9.8 Work with the Walpole community to investigate the feasibility of developing a hydrotherapy pool / heated water in the town for health reasons	A preliminary investigation was undertaken and the development of a Shire operated / funded facility was not deemed feasible.
9.9 Lobby the State Government and St John Ambulance to establish a payment system for ambulance volunteers (See also Strategy 18.3)	This is an ongoing issue, lobbying ongoing.



Health / Medical and Ancillary Services	
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Strategies 2008	Progress 2016
10.1 Work with all HACC Service Providers to achieve improved coordination of services to clients	<ul style="list-style-type: none"> <li>HACC has increased service provision across the Shire including a strong focus on the wellness approach and expansion of services in Northcliffe and Pemberton.</li> <li>Manjimup HACC works in partnership (Service Agreements) with a number of other agencies.</li> <li>The Regional Assessment Service (RAS) has contributed to an improved coordination of services.</li> <li>Feasibility Study and concept planning for a multifunctional, one-stop-shop purpose built HACC and day care facility. Stakeholders will include HACC, Respite Care, Silver Chain, disability services and allied health. Wellness and Lifestyle Centre - Funding \$2 million secured – additional \$1.8 million Federal funding submission for respite wing pending. Construction to commence 2016-2017.</li> <li>Aged Care Reforms (federal) will encourage further partnerships.</li> </ul>
10.2 Lobby the Australian and State Governments to review eligibility for HACC Services	Aged Care (federal) and Disability Services (state) reforms are currently in play.
10.3 Lobby the Australian and State Governments to increase funding available to local service providers to deliver HACC services	Manjimup HACC has consistently succeeded in securing 'growth' funding. This may change in the future as a result of reforms and the national pressures of an ageing population.



<b>Health / Medical and Ancillary Services</b>	
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<b>Strategies 2008</b>	<b>Progress 2016</b>
Other health related achievements not specifically mentioned in the Active Ageing Strategic Plan	<b>Walpole:</b> <ul style="list-style-type: none"><li>• Health Forum held in Walpole in November 2016 – keeping communications channels open</li><li>• Walpole Health Access booklet being collated</li><li>• Walpole GP retention services - \$20,000 from the Shire of Manjimup committed for 4 years.</li></ul>



<b>Social Inclusion and Community Participation</b>	
<b>Objective 11 – Encourage social connectedness and community participation</b>	
<b>Objective 12 – Increase the participation of older people in physical and social activities</b>	
<b>Strategies 2008</b>	<b>Progress 2016</b>
11.1 Encourage interaction between existing community based seniors groups to exchange information, maximise membership and lobby on aged persons issues	<ul style="list-style-type: none"> <li>• Bi-annual Wellness (Seniors) Expo</li> <li>• HACC coordinated Steering Group for development of Wellness &amp; Respite Community Centre</li> <li>• Warren Blackwood Human Services Network</li> </ul>
11.2 Actively promote current recreation, cultural and social activities on offer throughout the district to extend their reach to older people	<ul style="list-style-type: none"> <li>• Wellness Warren Blackwood – Healthy Communities Initiative.</li> <li>• Weekly intra-town bus service for shopping, AquaCentre fitness or social visits.</li> <li>• AquaCentre senior’s fitness programs</li> <li>• Club Development Project – via Department of Sport and Recreation</li> <li>• HACC day care and social activities – inclusive of recreation and wellness activities</li> <li>• Walk Manjimup Pamphlet - aim to roll out in each township.</li> <li>• Increased support (1% of shire rates) to improve the sustainability of Northcliffe, Walpole and Pemberton Community Recreation Centres to ensure these venues keep functioning and offering participation opportunities for all ages.</li> <li>• Assistance provided to the establishment of the Manjimup Men’s Shed</li> </ul>
11.3 Work with local schools to develop intergenerational activities between older people and students	Some activities have been arranged via HACC programs and events.
11.4 Strongly resist any moves from Government which may reduce access to the coast and other natural resources for recreational uses	Done.
11.5 Work with the Walgenup Aboriginal Corporation to ensure that aboriginals are included in all strategies adopted for ageing residents	There is a limited over-50 cohort living in our communities to work with.





<b>Social Inclusion and Community Participation</b>	
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<b>Strategies 2008</b>	<b>Progress 2016</b>
12.1 Develop a range of fitness and water-based activities for older people at the Manjimup Regional AquaCentre	Done.
12.2 Investigate improved library access options for isolated and home-bound rural residents which may include establishing a mobile library service or on-line access	<ul style="list-style-type: none"> <li>• Manager Library and Cultural Services introducing new e-book / e-library services</li> <li>• Shire working towards co-locating libraries with other services (in smaller towns) to enable extension of opening hours</li> <li>• Silver Chain has a mobile book lending service</li> <li>• Quinninup operates a 'community' library</li> </ul>
12.3 Promote Shire library services including information on ease of access to a large pool of book stock across the State	



Whole of Organisation Approach	
Objective 13 – Develop policies that are responsive to and inclusive of the needs of all residents	
Objective 14 – Build Council and staff knowledge, competence and awareness to better address the needs of older people	
Objective 15 – Ensure there is awareness across the organisation about the Active Ageing Strategy	
Strategies 2008	Progress 2016
13.1 Review all Council policies to ensure that the principles and recommendations of the Active Ageing Strategy are embedded within Council policies, documents and strategies and that the needs of older people are addressed	Active Ageing Strategy is a key ‘informing’ strategy for the Integrated Planning Framework. Linkages should / do exist within: <ul style="list-style-type: none"> <li>• Strategic Community Plan</li> <li>• Business Planning</li> <li>• Community Safety and Crime Prevention</li> <li>• Emergency Management Planning</li> <li>• Access and Inclusion Plan</li> <li>• Cultural and Heritage Planning / Projects</li> <li>• Sport and Recreation</li> <li>• Town Centre Revitalisation Plan</li> </ul>
14.1 Develop and deliver relevant corporate training programs on active ageing for all staff	An Access and Inclusion Training program is undertaken annually to ensure all staff attend training every 4 years
14.2 Implement flexible work practices that will meet the needs of older workers at the Shire	The Shire is an equal opportunity employer. Employees have access to phased-in retirement. Retired employees are encouraged to return on short-term contracts. Reasonable steps are made to modify workplace operations and practices to suit older persons.
15.1 Promote the Active Ageing Strategy to the community, Councillors and staff	The Strategy is developed through extensive consultation with our aged communities, their carers, HACC clients, staff and volunteers, relevant services, Shire employees and Council
15.2 Review and evaluate the Active Ageing Strategy at least every 5 years	Implemented 2008. Reviewed 2016.



Access to Information	
Objective 16 – Improve dissemination of information to older people	
Objective 17 – Advocate for improved communication services	
Strategies 2008	Progress 2016
16.1 Investigate options for direct provision of relevant information to Seniors which may include a Seniors Directory, laminated information sheet, direct email or on-line information	<ul style="list-style-type: none"> <li>• Shire of Manjimup website</li> <li>• HACC Monthly Newsletter</li> <li>• Presentations and discussions with key senior bodies inclusive of Probus and U3A</li> <li>• Shire print advertising / media releases</li> <li>• Bi-annual Wellness (Seniors) Expo</li> <li>• Ongoing consultative and public meetings held at venues that are accessible and inclusive of all ages.</li> </ul>
16.2 Distribute general information relevant to seniors through doctors surgeries, pharmacies, health service waiting rooms, volunteer organisations, telecentres, clubs and relevant businesses	<ul style="list-style-type: none"> <li>• HACC purpose built facility is a response to the strategy which highlighted the need to simplify information dissemination and service provision locations and outlets (one stop shop concept)</li> <li>• Various Shire projects and services have distributed information in this manner on a project by project basis.</li> </ul>
16.3 Include a specific seniors link on the Shire web site, linking to relevant Australian, State and local websites and Council information	Seniors (webpage) – links to other pages and documents including Active Ageing Strategic Plan, HACC services, AquaCentre, Aged Accommodation providers, Manjimup Wellness and Respite Community Centre and the Manjimup Seniors Housing Initiative
16.4 Maintain the new residents pack of local information for distribution to new residents	Ongoing – disseminated by Shire Customer Services



Access to Information	
Objective 16 – Improve dissemination of information to older people	
Objective 17 – Advocate for improved communication services	
Strategies 2008	Progress 2016
16.5 Ensure that all Shire information is made available in age-friendly formats	<ul style="list-style-type: none"> <li>• Access &amp; Inclusion Plan 2013-2018:               <ul style="list-style-type: none"> <li>○ 3.1 <i>Improve community awareness that Council information can be made available in alternative formats upon request. All public documents and notices, including online mediums, carry a notation regarding availability in alternative formats.</i></li> <li>○ 3.2 <i>Improve staff awareness of accessible information needs and how to obtain information in other formats. All reasonable and practical requests for information to be provided in alternative formats are fulfilled.</i></li> <li>○ 3.3 <i>Ensure that the Shire’s website meets contemporary good practice. Maintain the Shire’s website according to the World Wide Web Consortium (W3C) guidelines.</i></li> <li>○ 3.4 <i>Shire promotional materials, newsletters and documentation regarding services, facilities and customer feedback are to be developed in an accessible format using clear and concise language.</i></li> </ul> </li> <li>• Treatments are underway to improve acoustics and provide an audio system in the Council Chambers.</li> </ul>
17.1 Lobby Telstra to improve mobile telephone coverage and broadband access	Done.
17.2 Lobby the ABC to broadcast local radio services from Bunbury for satellite disk users	Unknown status.



<b>Other Issues</b>	
<b>Objective 18 – Develop and maintain volunteer engagement and retention</b>	
<b>Objective 19 – Other issues</b>	
<b>Strategies 2008</b>	<b>Progress 2016</b>
18.1 Ensure that contributions made by volunteers are recognised and celebrated	<ul style="list-style-type: none"> <li>• Volunteer program established at both HACC and Library and Cultural Services - increased trend in volunteer numbers.</li> <li>• Australia Day Active Citizenship Awards</li> <li>• Thank a Volunteer Day</li> </ul>
18.2 Lobby Australian and State Governments to introduce funding programs to support volunteers	Referrals to existing programs, support services and funding
18.3 Lobby the State Government and St John Ambulance to establish a payment system for ambulance volunteers (See Strategy 9.9)	See Strategy 9.9
19.1 Consider the location and development of public toilets at the southern end of the Manjimup CBD in any review of the Plan for the Future	Plans are underway to develop a new public toilet block within Lions Park on the corner of Giblett and Ipsen Streets.
19.2 Actively promote the lifestyle benefits of living in the Shire to attract new residents and halt the decline in population	<ul style="list-style-type: none"> <li>• Manjimup Growth Plans, and related strategies and plans</li> <li>• Promotion of lifestyle/investment via website</li> </ul>
19.3 Continue to support economic development initiatives which will improve the local economy and encourage migration to the area	<ul style="list-style-type: none"> <li>• Marketing and Tourism Strategies</li> <li>• Development of Wellness and Respite Community Centre</li> </ul>



## *Business Case Proposal for Manjimup Developing an Age-Friendly Town 2012*

Project	Progress
1. Completion of a purpose built “Wellness & Lifestyle Centre” for seniors and supported persons providing a one stop shop for their needs	Construction scheduled to commence in December 2016
2. Completion of a village style housing development of 70 lots for seniors and supported persons on the 2 ha old Manjimup Primary School site	Project has been launched (March 2016) and is progressing.
3. Establishment of a medical super-clinic providing General Practitioners, Allied health and visiting specialist services, located immediately adjacent to the Warren District Hospital Health Campus	No ‘super-clinic’, however the need has been met by two new private practices establishing locally. One is operating, the second is expected to open soon.
4. Completion of General Practitioner / Specialist Housing	Project completed April 2016.
5. Installation of infrastructure to support an ‘accessible and inclusive’ community for all levels of mobility	Ongoing – Various strategies are being implemented via the Shire of Manjimup <i>Access &amp; Inclusion Plan 2013-2018</i> ; progress is monitored by the Access & Inclusion Advisory Committee
6. Renovation of exiting nursing home to a modern standard	The Shire continues to lobby and support BaptistCare in regards to upgrading the existing BaptistCare Moonya Aged and Dementia Care Facility. Some works have been undertaken.
7. Public transport modelling for the South West Region	See 5.1 of the <i>Active Ageing Strategic Plan 2008 - 2028</i>
8. Expansion of services at Warren District Hospital to allow doctor and nurse resident training	Long-term objective. Early days.
9. Planning for the construction of a new high care nursing home attached to the Warren District Hospital Health Campus	Long-term objective. Will be driven by demand and investment.

Shire of Manjimup

Age-friendly Communities Plan 2016-2021

Final Edition (8 Dec 2016)