



AGE FRIENDLY COMMUNITIES STUDY

Final Report

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Table of Contents

EXECUTIVE SUMMARY	4
1. OVERVIEW	6
1.1. ALL WORKSHOPS SUMMARY	6
1.1.1. Older people	7
1.1.2. Carers	7
1.1.3. Public Service Providers	8
1.1.4. Private Service Providers	9
1.1.5. Not for Profit Service Providers	10
1.2. MARGARET RIVER & AUGUSTA WORKSHOPS SUMMARY	11
1.2.1. Older People in Margaret River	12
1.2.2. Older People in Augusta	13
2. COMMUNITY PROFILE	14
3. METHODOLOGY	16
4. FINDINGS	17
4.1. WHOLE OF STUDY FINDINGS	17
4.1.1. Outdoor Spaces And Buildings	19
4.1.2. Transportation	26
4.1.3. Housing	33
4.1.4. Respect And Social Inclusion	38
4.1.5. Social Participation	42
4.1.6. Communication And Information	46
4.1.7. Civic Participation And Employment	50
4.1.8. Community Support And Health Services	54
4.2. AUGUSTA & MARGARET RIVER - FINDINGS	57
4.2.1. Older People in Margaret River	57
4.2.2. Older People in Augusta	58
4.2.3. Older People – Comparisons between Augusta and Margaret River	60
5. LIMITATIONS	62
GLOSSARY	63
BIBLIOGRAPHY	64

WHAT IS AN AGE FRIENDLY COMMUNITY?

An age-friendly community is one which:

- ✓ recognises the great diversity among older people
- ✓ promotes their inclusion and contribution in all areas of community life
- ✓ respects their decisions and lifestyle choices and
- ✓ anticipates and responds flexibly to ageing-related needs and preferences¹.

An age-friendly community promotes active ageing which is "the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age" (*Active Ageing: A Policy Framework*, WHO, 2002).

In an age-friendly community, there is a culture of inclusion shared by people of all ages and ability levels. Policies, services and structures related to the physical and social environment are designed to support and enable older people to "age actively", that is, to live in security, enjoy good health and continue to participate fully in society.



¹ Adapted from WHO's definition of an age-friendly city

Executive Summary

The shire of Augusta-Margaret River (the shire) is located in the South West region of Western Australia, approximately 270 kilometres south of Perth. It covers an area of 2,243 square kilometres (866 sq miles) and has a population of approximately 11,000 people, about half of whom live in the two main towns of Margaret River and Augusta. There are also eight smaller, more rural settlements including Boranup, Cowaramup, Gnarabup, Gracetown, Karridale, Prevelly, Rosa Brook and Witchcliffe. Nearly half of Augusta-Margaret River's land area is state forest or national park and is renowned for its beautiful countryside and beaches. The main industries include agriculture, especially dairy and beef cattle, viticulture and tourism.

The shire has been experiencing strong population growth for more than a decade. Average annual permanent population growth rate was 3.7% over the 20 years from 1986–2006, with 10,352 permanent residents recorded at the time of the 2006 Census. Being a tourism location, there are numerous visitors to the area each year (Tourism WA estimated over 760,000 day trip and over night stays for Augusta-Margaret River in 2007), which also increases the use of local facilities. Along with a continual general population growth, the shire is also a popular retirement destination, so it is expected that growth at the high end of the age scale is likely to continue into the foreseeable future.

Data shows that the Shire of Augusta-Margaret River, like the rest of the world, is seeing an increase of older residents as the overall population continues to age and people remain healthy and active for longer. In response to the changes, the Shire of Augusta-Margaret River has, in partnership with the Department for Communities (DFC), the South West Development Commission (SWDC) and using the World Health Organisation (WHO) framework for “Age-Friendly Cities” assessment, conducted a study on how well the Shire addresses the needs and aspirations of older people. The Shire is the first regional local government in Western Australia to implement the process and has been the first to adapt the WHO framework to a rural setting. This report outlines the main findings of the study and provides recommendations for the Shire to consider in ensuring that the shire of Augusta-Margaret River is, and will remain, an Age-Friendly shire.

The methodology for the Study was provided in the *Age-Friendly Communities – A Western Australian Approach* document and involved holding a range of discussion groups with:

- residents aged 60-74 years;
- residents aged 75 years and older;
- carers of older people, or older people who are carers for others;
- public service providers;
- not for profit service providers; and,
- private sector service providers.

Participants were contacted through the local media, through existing community networks and by word-of-mouth. The report provides an analysis of the feedback from the participants by location and in relation to the eight specific aspects in the WHO framework covering:

- Outdoor Spaces and Buildings;
- Transportation;
- Housing;
- Respect And Social Inclusion;
- Social Participation;
- Communication and Information;
- Civic Participation and Employment; and,
- Community Support and Health Services.

The findings showed that overall; Shire of Augusta-Margaret River residents in all locations are appreciative of where they live and of the standard of support available to them. There are good facilities and services available. The public are generally respectful, friendly and helpful in addressing the needs of older people. There are plenty of activities which older people enjoy and the social connections within the community are very positive. In this respect, the Shire of Augusta-Margaret River can be classified as highly “Age-Friendly”.

There are a few concerns that require a specific focus within the next five years. When asked at the end of each workshop, what the most critical concern for older people within the shire was, all groups agreed that it was the provision of affordable and appropriate housing. Although the current levels of housing are adequate, people are aware that demand for smaller houses close to facilities will increase. Older people are remaining in their own homes for longer but as they age, they would like to move closer to services, particularly if they have a spouse in supported accommodation or if they are no longer able to drive.

Older people in the shire are very active and like to walk. For this reason, the state of pavements and the lack of outdoor seating, public toilets and safe traffic crossings were immediate concerns expressed by many participants in the Study. For those who are still driving, parking was a major concern that needs to be addressed. Information availability was a growing concern, particularly for new residents so that they can be aware of the available services and facilities; also so they can quickly integrate with the local community, make friends and become involved in activities that interest them.

The Shire is already making efforts to address these concerns and the detailed findings of this report will assist in focusing attention on the specific interests of older people within the area. This study is meant as a first step in an on-going process. The Shire is interested in maintaining contact with people engaged through the Study, and with other people or organisations that can help to support older people within the community.

1. Overview

1.1. All Workshops Summary

Workshop participants were happy to contribute to what they believed was a worthwhile and inclusive process. They also commented that they believed that they had been listened to in regard to any concerns/suggestions they put forward.

While most groups expressed similar views on the topics presented, there were some minor differences. These similarities and differences are summarised below and are addressed in more detail throughout this report.

It was difficult to determine the most significant age friendly aspects within the shire as there were many positive aspects that were appreciated by workshop attendees. However, outputs from workshops revealed that the top six **age-friendly** aspects the shire offers are:

1. the beauty of the natural environment;
2. community integration and inclusiveness;
3. options for becoming older in the same community and home for as long as possible (ageing in place);
4. the positive public image of ageing within the shire;
5. the good range and availability of health services on offer; and,
6. volunteering opportunities.

Overall the five aspects believed to be most **age unfriendly** aspects within the shire included:

1. housing affordability and options;
2. the lack of public toilets;
3. inadequate footpaths;
4. lack of accessible parking and drop off points;
5. lack of safe pedestrian crossings; and

These six themes came through strong at all workshops. However, as stated previously, the most critical concern expressed by all groups was the affordability of housing and range of housing options in the shire.

Workshop attendees recognise that appropriate housing for all ages impacts directly and indirectly on older people; i.e. if younger people who are care workers cannot afford to live in the shire, then older people in the nursing homes will not receive adequate care as staffing numbers could be stretched as a result. Also, if people cannot afford to live within the towns then the existing older population in isolated rural areas that cannot be adequately serviced will increase. Older people are also being separated from their spouses because there is not an appropriate range of housing options for people to live within or close to supported accommodation.

1.1.1. Older people

Workshops with older people in both age groups (60-74 and 75+) were well attended as indicated below:

- Margaret River² residents aged 60-74 years = 11;
- Margaret River residents aged 75 years and older = 4;
- Augusta residents aged 60-74 years = 8;
- Augusta residents aged 75 years and older = 8;

Older people in the Shire of Augusta-Margaret River recognise and strongly articulated how fortunate they are to live in an area which has beautiful bush and coastal scenery, very good health and support services available, and a strong sense of community. In summary, workshop participants indicated that the shire is more age-friendly than not; with each group articulating more positive points to living in the shire than negative points. There were however, several major concerns expressed by most groups. These aspects are outlined in Table 1 below.

Table 1. Older People Age Friendly Summary

The 17 aspects that older people believed were most age friendly in the shire were:	The five aspects that older people believed were most age unfriendly in the shire were:
Addressing isolation	● Housing affordability and options
Ageing in place	◆ Insufficient public toilets
Civic participation	■ Inadequate footpaths
Community and economic inclusion	⊕ Lack of accessible parking and drop off points
Community integration	⊕ Lack of safe pedestrian crossings
Community support and health services	
Computers and the internet	
Housing modifications & maintenance options	
Living environment	
Promotion and awareness of activities	
Public education	
Public images of ageing	
Safety	
Transport affordability	
Valued contributions	
Voluntary support	
Volunteering options	

1.1.2. Carers





Carers were difficult to locate for the assessment process, with only four participating in the study after numerous attempts to engage this cohort. Carers did not participate in a workshop and were contacted individually for a telephone interview. The term carer itself was not well

² Please note that Cowaramup participants are included in the Margaret River residents.

received as most people did not see themselves as ‘carers’ but simply as family members assisting in looking after a loved one.

The respondents also had many positive viewpoints about support for older people in the shire, although they were split into half being mostly positive and half being mostly negative. The lack of carers within the shire was raised as a specific concern, as was the lack of available respite facilities. In general, carers put the same emphasis on the major concerns as other groups, however they did not show the same degree of concern in relation to the state or provision of footpaths within the shire as other groups.

Table 2. Carers Age Friendly Summary

The 17 aspects that carers believed were most age friendly in the shire were:	The four aspects that carers believed were most age unfriendly in the shire were:
Ageing in place	 Housing affordability, design and options
Automated communication and equipment	 Insufficient public toilets
Community integration	 Lack of accessible parking and drop off points
Computers and the internet	 Lack of safe pedestrian crossings
Cycle paths	
Environment	
Essential services	
Information offer	
Living environment	
Offer of services	
Promotion and awareness of activities	
Respectful and inclusive services	
Safety	
Services	
Transport	
Valued contributions of older people	
Voluntary support	

1.1.3. Public Service Providers

There are many similarities between public service providers’ perceptions of age friendliness in Augusta-Margaret River and those of older people. However, there were also some distinctions between the experiences of older people and the perceptions of public service providers. For instance, public service providers were also very positive about the age-friendliness of the shire but saw the most positive aspects as transport safety and services whereas these aspects were rated by older people themselves as positive but less so than aspects of a cohesive community and community support. Public service provider’s raised concerns of housing affordability, public toilets, footpaths and parking but did not put as much emphasis on pedestrian crossings as older people.

Table 3. Public Service Providers Age Friendly Summary

The 17 aspects that public service providers believed were most age friendly in the shire were:	The four aspects that public service providers believed were most age unfriendly in the shire were:
Ageing in place	● Housing affordability, design and options
Communication and information	◆ Insufficient public toilets
Community and economic inclusion	■ Inadequate footpaths
Community integration	Ⓜ Lack of accessible parking and drop off points
Cycle paths	
Environment	
Green spaces and walkways	
Housing maintenance	
Intergenerational and family interactions	
Living environment	
Public education	
Public image of ageing	
Respectful and inclusive services	
Safety	
Services	
Social participation	
Transport	







1.1.4. Private Service Providers

There was close alignment between private service providers' perceptions and older people of the many positive aspects of living in the shire and also of the five main concerns regarding age-friendliness of the shire.

In addition, private service providers also raised the availability of suitable employment options for older people as a concern. This concern was not focused on the current situation but was more a factor of the understanding that service providers have of the ageing trends. In particular, the need for self-funded retirement and continued employment options for older people.

Private service providers were also the only group consulted that identified a need for more mental health services such as counselors for depression and sufferers of Alzheimer's disease. The group felt that it would be beneficial to run more activities for older people suffering mental health problems, and that more intergenerational activities would be of benefit. Private service providers suggested consideration of evacuation planning in older people's accommodation such as Mirrambeena, particularly in the light of the potential for fire.

Table 4. Private Service Providers Age Friendly Summary

The 24 aspects that private service providers believed were most age friendly in the shire were:	The six aspects that private service providers believed were most age unfriendly in the shire were:
Accessibility in relation to civic participation	 Housing affordability and options
Accessibility of events and activities	 Insufficient public toilets
Ageing in place	 Inadequate footpaths
Automated communication and equipment	 Lack of accessible parking and drop off points
Civic participation	 Lack of safe pedestrian crossings
Community inclusion	 Suitable employment options for older people
Community integration	
Computers and the internet	
Entrepreneurship	
Environment	
Essential housing services	
Green spaces and walkways	
Housing design and modifications	
Information offer	
Living environment	
Printed information	
Promotion and awareness of events	
Public education	
Public images of ageing	
Specialised transport services	
Transport in general	
Valued contributions of older people	
Voluntary support	
Volunteering options	

1.1.5. Not for Profit Service Providers.

Not for profit participants raised many positive aspects that make the shire age-friendly. They stated that they think that prices for transportation options are affordable and consistent; although they would like the costs and timetables to be displayed at several locations within the towns. They understood that although there is no internal public transport, it would not be viable at present for this to be provided. They also felt that the voluntary transport services and taxis provide an appropriate mix of mobility for older people. As the population of Augusta grows the group believes that a community bus service to Margaret River will be required – this would help older people to access more events and activities.

This group raised concern about the speed of traffic and traffic congestion at key tourist spots along the Bussell Highway, which makes pedestrian crossings unsafe for older people. A suggestion was made by the group to drastically lower speed limits in the CBD areas. The group believes that although there is enough priority parking in Augusta for current demand, there may be a need to provide more priority parking in future to cater for an increased population. Hence, this point was not considered to be age unfriendly at present but there was recognition for the need to consider certain aspects of transportation in future planning.

Table 5. Not for Profit Service Providers Age Friendly Summary

The 29 aspects that not for profit service providers believed were most age friendly in the shire were:	The four aspects that not for profit service providers believed were most age unfriendly in the shire were:
Accessibility in relation to civic participation and employment	 Housing affordability and options
Accessibility of events & activities	 Insufficient public toilets
Affordability of social participation activities	 Inadequate footpaths
Ageing in place	 Lack of safe pedestrian crossings
Civic participation	
Communication in general	
Community and economic inclusion	
Community integration	
Emergency planning and care	
Employment options	
Entrepreneurship	
Essential housing services	
Facilities and settings	
Fostering community integration	
Green spaces and walkways	
Housing maintenance	
Housing modifications	
Intergenerational and family interaction	
Living environment	
Public education	
Public images of ageing	
Range of events and activities	
Respectful and inclusive services	
Safety	
Service accessibility	
Transport	
Valued contributions	
Voluntary support	
Volunteering options	

1.2. Margaret River & Augusta Workshops Summary






Separate workshops were held for older people aged 60 to 74 and 75 years and over in both Margaret River and Augusta localities. Workshops for public, private and not for profit service providers were held in Margaret River and no distinction between localities of service provision was identified as most providers serviced both localities. Interviews with carers were undertaken by telephone and there was also no distinction on locality made. However, participants in all workshops and interviews had a good knowledge of all localities within the shire and gave an overall perspective.

Therefore, the summary section below only covers the individual workshops with older people, as the overall summaries in section 1.1 cover the input from service providers and carers. The most age friendly and age unfriendly aspects relating to Margaret River and Augusta have been summarised in the tables below and are addressed in more detail further throughout the report and in the Margaret River/Augusta findings section.

1.2.1. Older People in Margaret River

Older people in Margaret River acknowledged that they live in a beautiful environment, and feedback from participants indicated that in general, they are very happy living here. However, given the town's increasing population and its popularity during peak holiday periods, older people residing here are keen to ensure that it remains 'age friendly' so that they can continue to enjoy living in and around the town. A summary of the level of satisfaction with the Margaret River's age friendliness is shown in Table 6. Apart from the clear concerns with housing affordability, the concerns were mainly related to the ability of older people to move around the town conveniently and safely.







Table 6. Older People in Margaret River Age Friendly Summary

The 25 aspects that were considered most age friendly in Margaret River by older people were:	The five aspects that were considered most age unfriendly in Margaret River by older people were:
Addressing isolation	 Housing affordability and options
Ageing in place	 Insufficient public toilets
Civic participation	 Lack of accessible parking and drop off points
Communication & information	 Inadequate footpaths,
Community inclusion	 Lack of safe pedestrian crossings
Community integration	
Community support and health services	
Driving competence	
Economic inclusion	
Environment	
Green spaces and walkways	
Housing essential services	
Housing maintenance	
Intergenerational and family interaction	
Living environment	
Outdoor seating	
Promotion and awareness of activities	
Public education	
Public images of ageing	
Safety	
Services	
Transport affordability	
Transport reliability and frequency	
Valued contribution	
Volunteer & employment options	

1.2.2. Older People in Augusta

It was evident that older people in Augusta love their community and enjoy many experiences and services that may not be readily or easily available in larger towns and cities. This group recognise that they are fortunate to have very good health services, and do not want this to deteriorate. Their five most age unfriendly aspects were identical to the ones that older people in Margaret River had identified, however, older people in Augusta also listed road maintenance and safety as one of their top priorities for improvement.

Table 7. Older People in Augusta Age Friendly Summary

The 3 aspects that were considered most age friendly in Augusta by older people were:	The six aspects that were considered most age unfriendly in Augusta by older people were:
Accessibility of events and activities	 Housing affordability and options
Ageing in place	 Insufficient public toilets
Automated communication and equipment	 Lack of accessible parking and drop off points
Civic participation	 Inadequate footpaths,
Community and economic inclusion	 Lack of safe pedestrian crossings
Community integration	 Road maintenance & safety
Community support & health services in general	
Computers and the internet	
Cycle paths	
Employment accessibility	
Housing modifications & maintenance	
Information offer	
Living environment	
Pay	
Plain language	
Public education	
Public images of ageing	
Safety	
Social participation in general	
Traffic (for the majority of the year)	
Transport in general	
Valued contributions	
Volunteering options	



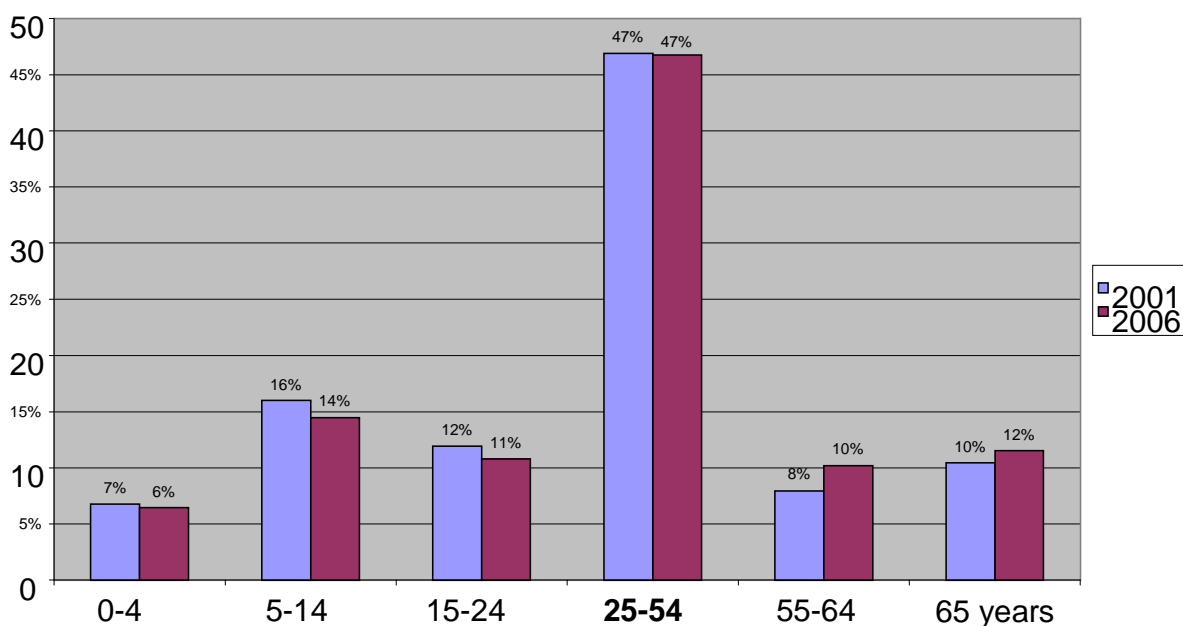
2. Community Profile

The Shire of Augusta-Margaret River is located in the South West region of Western Australia, approximately 270 kilometres south of Perth. It covers an area of 2,243 square kilometres (866 sq miles) and has a population in the vicinity of 11,000 people, about half of whom live in the two main towns of Margaret River and Augusta. There are also eight smaller, more rural settlements including Boranup, Cowaramup, Gnarabup, Gracetown, Karridale, Prevelly, Rosa Brook and Witchcliffe. Nearly half of Augusta-Margaret River's land area is state forest or national park and is renowned for its beautiful countryside and beaches. The main industries include agriculture, especially dairy and beef cattle, viticulture and tourism.

The shire has been experiencing strong population growth for more than a decade. Average annual permanent population growth rate was 3.7% over the 20 years from 1986–2006 with 10,352 permanent residents recorded at the time of the 2006 Census. Being a tourism location, there are numerous visitors to the area each year (Tourism WA estimated over 760,000 day trip and over night stays for Augusta-Margaret River in 2007), which also increases the use of local facilities. Being a popular retirement destination, population growth at the high end of the age scale is also likely to continue into the foreseeable future.

The demographic structure of Augusta-Margaret River is similar to that of the South West Region in that there is a loss of young adults, maximum population within the 40-44 age cohort and an older average population in shire rural areas. In terms of a comparison to the rest of Western Australia, Augusta-Margaret River has a relative smaller proportion of older residents, however, it has fewer young adults and proportionally more residents in the 35-54 age cohorts. From 2001 to 2006, it is apparent that Augusta-Margaret River has had a decrease in young adults and an increase in older residents aged 55 years or more living in the area (see Diagram 1 below).

Diagram 1: Augusta-Margaret River Shire Age Structure 2001 - 2006



Population and Housing shire wide statistics of interest:

The following information provides a snapshot of the Shire of Augusta-Margaret River profile in terms of basic population demographics, income levels and housing statistics.

Table 8. Population and Housing Statistics

Median Age of Persons	37	Median housing loan repayment (\$/month)	1,254
Median Individual Income (\$/wk)	478	Median rent (\$/wk)	180
Median family income (\$/wk)	1,074	Average number of persons per bedroom	1.1
Median household income (\$/wk)	922	Average household size	2.5

(Source: ABS 2006 Shire of Augusta-Margaret River profile)

Breakdown of persons 60 years and over within the Shire of Augusta-Margaret River

(Source: ABS 2006 Shire of Augusta-Margaret River profile)

Total Population of **the Shire** = 10,352

- Population aged between 60 – 74 years = 10.7%
- Population aged 75+ years = 5.3%
- Population aged over 60 = 16.0%

Total population of **Margaret River** = 5,581

- Population aged between 60 – 74 years (393) = 7.0%
- Population aged 75+ years (201) = 3.6%
- Population aged over 60 (594) = 10.6%

Total population of **Augusta** = 1,351

- Population aged between 60 – 74 years (327) = 27.2%
- Population aged 75+ years (221) = 16.4%
- Population aged over 60 (548) = 40.6%

Total population of **Cowaramup** = 569

- Population aged between 60 – 74 years (33) = 5.8%
- Population aged 75+ years (9) = 1.6%
- Population aged over 60 (42) = 7.4%

From the statistics above it is evident that Augusta has the highest percentage of people aged 60 years or older (40.6% or 548 persons) within the shire. This fact will in itself need careful consideration in regards to a response to age friendly strategies developed as a result of this Study.

3. Methodology

The methodology for this project has been based on the *Age-Friendly Communities – A Western Australian Approach* publication as adapted by the Department for Communities from the original *WHO Age-Friendly Cities Project Framework*. In particular, the process has involved two main stages. Stage 1 comprised a research and stakeholder identification and recruitment component while Stage 2 has involved workshops with seniors to audit and then identify opportunities to make the Shire of Augusta-Margaret River more age friendly across the following eight areas:

- Outdoor Spaces and Buildings;
- Transportation;
- Housing;
- Respect And Social Inclusion;
- Social Participation;
- Communication and Information;
- Civic Participation and Employment; and,
- Community Support and Health Services.

Participants were recruited through a variety of mechanisms including but not limited to:

- Several press releases in local community newspapers calling for expressions of interest;
- Advertisements in the local newspaper calling for expressions of interest within the “Council for the Community” section (which ran continuously for several months);
- Presentations at various seniors based forums and community groups including the local Independent Retiree Group, Augusta Day Centre, Silver Vines, Aged Care Games, Mirrambeena Care facility, Augusta Community Development Association;
- Information distributed by direct mail (twice) to residential care facilities, community groups / networks, Shire staff, community / not for profit / private / public service providers, Chamber of Commerce members;
- Information distributed to libraries, recreation centres, community centres, and Shire reception;
- Initial and follow up telephone calls to various private, public, not for profit and seniors based service providers; and
- Contact through existing community networks and by word-of-mouth.

In total seven focus groups were held across the region as outlined below:

- Residents aged 60-74 years (Margaret River (11) and Augusta (8));
- Residents aged 75 years and older (Margaret River (4) and Augusta(8));
- Carers of older people, or older people who are carers for others (telephone interviews (4));
- Public service providers (Margaret River (10));
- Not for profit service providers (Margaret River (13)); and,
- Private sector service providers (Margaret River (5)).

In the case of private, public and not for profit service providers, workshops were held in only one location (Margaret River) due to the limited number of service providers available within

the area and the fact that many provide services across the whole shire. Additionally, telephone interviews were conducted with carers to enhance participation levels of this cohort. All people who expressed an interest in participating in the Study were sent a letter, which included a copy of the discussion questions and a request to complete a Participant Information Sheet.

The workshop focus groups and telephone interviews were facilitated by project consultant Sustainable Development Facilitation (Dorothy Lucks, Maria Price and Lisa Woodward) with workshop support and participant recruitment organised by the South West Development Commission (Anna Oades and Jane Manning) and the Shire of Augusta-Margaret River (Paul Gravett). One senior researcher from the Department for Communities (Karen Purdy) was also involved in the project development and implementation to ensure the Framework was followed according to its original intent.

Workshop participants were offered an opportunity to provide feedback regarding the report before finalisation by circulation of a summary of the main points in the report and by making the report available at key locations in the Shire. This helps to ensure that participants' viewpoints were a true representation of the points that were discussed at the workshops.

4. Findings

4.1. Whole of Study Findings

This section presents the detailed findings of the workshops by location. It provides information on the responses from different age groups across the two main areas of Margaret River and Augusta, and also separate comments from the carers and service providers. Participants from the smaller settlements have been included in the comments from the workshop that they participated in, but where relevant a specific comment related to their community is noted.

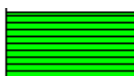
As stated previously, the feedback from the workshops is analysed into the eight aspects of the WHO Age-Friendly Framework:

- Outdoor Spaces and Buildings;
- Transportation; Housing;
- Respect and Social Inclusion;
- Social Participation;
- Communication and Information;
- Civic Participation and Employment; and,
- Community Support and Health Services.

An overall assessment of the criteria is provided in table format based on the intensity and emphasis of the responses. It is important to note that in the comments recorded in the following sections, acknowledge the range of both negative and positive feedback from workshop attendees.

However, in applying a single rating in the summary sections, stronger weight has been given to the number of people who made positive/negative comments and the intensity and

emphasis of the points that they were raising. Often for issues of major concerns, attendees returned to the same point several times, whereas for minor concerns, they were mentioned briefly and not repeated. Each criterion is given a rating as follows:



Highly Satisfactory (minor concerns, expressed by only a few people)



Satisfactory (some concerns – not major, expressed by more than a few people)



Unsatisfactory (major concerns expressed by a majority of people)



Not Applicable

In all workshops there were a few cases where groups felt that the WHO questions were not relevant to the rural situation, compared to the city context for which the study questions were designed. For example: public transport: there is no internal public transport system in the Augusta- Margaret River shire. As a result several groups considered the questions related to public transport as not applicable (marked n/a). However, others chose to discuss the bus connection that links the shire to the Mandurah Railway. The service is not internal to the shire and only runs infrequently. Other groups referred to the volunteer-operated community bus service and the availability of taxis. Similarly, the detailed questions related to the bus service e.g. regularity, were not answered by the groups in the same way as older people in an urban setting with a regular local service may have done.



4.1.1. Outdoor Spaces And Buildings

Margaret River

Older People 60 – 74	Margaret River Older People 75+
<p>This group acknowledged that the outdoor spaces and buildings within the shire were appreciated and were mostly well maintained, however there were a few concerns particularly relating to infrastructure.</p> <p>Participants in this group would like a public toilet facility in the Margaret River Town Square area at the top end of town.</p> <p>Participants also feel that footpaths on Forest Road, Tunbridge Street and out the front of the shopping centre on the main street are not well maintained. In the eastern area of the town participants believe that there are many streets which need footpaths – e.g. Elver Street, Swift Street and Mansfield Avenue.</p> <p>In addition, it was perceived that cycle-ways could be improved and verges need improving in some areas.</p> <p>Older people in this group were generally happy with the outdoor seating provided within the town. There is a need for a pedestrian crossing in Cowaramup as the town doesn't have a traffic island and the traffic often doesn't slow down.</p> <p>Access to the beach is difficult for older people. More board walks and wheelchair access are required. People live in the shire because of the beauty of the coastline and it is sometimes difficult for older people to fully enjoy this feature due to difficulties in accessing the beach.</p>	<p>This group were mostly happy with public open spaces but wanted to emphasise a need to not lose any public open spaces in Margaret River, (especially those which are in residential areas or usually unseen by tourists).</p> <p>They were mostly happy with outdoor seating but felt that a public toilet is needed at the top end of the town.</p> <p>They stressed the need to maintain public access/open spaces when new developments occur.</p> <p>Some residents were concerned about overgrown plants in Cabernet Place and open spaces from Farrelly Street to Fearn Avenue.</p> <p>In Cowaramup older residents are concerned about the level of difficulty in crossing Wallcliffe Rd and Bussell Highway, which are very busy and lack visibility. Suggestion was made that there should be some sort of road crossing and street lights.</p>

Augusta

Older People 60 – 74	Augusta Older People 75+
<p>This group was quite active and enjoy being out and about in the shire. While appreciating the town's outdoor spaces and buildings, they also had a good knowledge of what additional maintenance and infrastructure would enable the town to become more age friendly.</p> <p>The greatest concern was leveled at the need to improve or increase the number of footpaths in Augusta. Specific areas of concern are in Donovan Street (for hospital access) and Allnutt Terrace which both need footpaths.</p>	<p>Older people in Augusta use the towns outdoor spaces regularly and believe this adds to their quality of life. At the same time, there were a few people concerned with how the condition of some infrastructure would affect them as they became frailer.</p> <p>Older people were mainly concerned about the lack of footpaths in Augusta (Bouville Crescent, Bussell Highway, along the river front in the northern end of town and Allnutt Terrace, and between the Shire office and Blackwood Avenue). Concern was raised that the footpath is very broken from the</p>

Older People 60 – 74	Augusta Older People 75+
<p>Outside the shopping centre there are ridges in the footpaths which make it difficult for older people to walk on. Footpaths and ramps are also needed on the opposite side of the road to where elderly live in units in town.</p> <p>The group is concerned that there is not enough car parking in green spaces and parks. The Rails for Trails is overgrown and rough and the walk trails also need signage, maintenance and regular clearing.</p> <p>Participants were satisfied with the number of public toilets in Augusta but are concerned about their cleanliness.</p> <p>Outdoor seating is an aspect that some people had concern with – particularly on Donovan Street and Blackwood Ave to Donovan Street, and on the main street just up from the shopping centre as well as from Flinders Bay to Augusta.</p>	<p>shopping centre to the hospital. However, some people said that footpaths are not needed in Turner Street or below the hospital.</p> <p>This group believes that outdoor seating is adequate.</p> <p>Several people raised a concern that bush tracks are becoming dumping grounds for rubbish (e.g. on the way to the lighthouse between Leeuwin Rd and the Estuary). The Shire disposal area is not open on Sunday afternoons and shuts at 2pm so this may contribute to increased rubbish dumping in bush areas.</p> <p>More signs are needed in the town to highlight where key facilities are in Augusta, such as public toilets. The lack of sufficient public toilets in Margaret River was mentioned. Other points relating to toilets were the need to pay for the toilet at the lighthouse and the fact that the toilet next to the museum is locked and as the museum is not always open to give out the key, this toilet cannot always be accessed.</p>

Carers
<p>Carers believed that the shire offered a pleasant urban rural environment and that, on the whole, older people felt safe living here. There were some mixed responses from the carers regarding the availability of green spaces in the shire with half of those interviewed indicating a need for more. Similarly, there were mixed responses for the adequacy of outdoor seating, some felt that there needs to be more outdoor seating in Margaret River, especially on the main street, the post office and the river mouth, while others felt this was adequate. Most carers believe that the footpaths are well maintained in Margaret River but that there could be more, especially on Tumbridge Street. A carer from Cowaramup stated that footpaths there are in bad condition, with tree roots pushing up paving, and people parking on paving. Another point raised by most carers was the need for more toilets (e.g. at Coles, the Post Office).</p>

Not For Profit Service Providers
<p>This group were mostly happy with the supply of outdoor green spaces within the shire but provided some suggestions mostly relating to infrastructure. Changes were suggested on ways that these aspects could be made to an 'age friendly' standard such as increasing the number of seats and improving the type of seating – they felt that plastic was more comfortable than the metal seats which are cold and uncomfortable.. Other areas of improvement were suggested (e.g. outdoor seating). Whilst services are located together, it was mentioned that the Post Office is located on 'heart attack hill' which has limited parking.</p> <p>This group was also concerned with the speed of traffic and traffic congestion going through key tourist spots along the Bussell Highway. Participants in this group have concerns regarding the increased traffic and the lack of footpaths/cycle-ways and public toilets in the shire. The suggestion was made to drastically lower speed limits in the CBD areas. This group also highlighted the need for more footpaths in Karridale and in new developments. They also indicated that cyclists use the footpaths, which is sometimes intimidating for older people so there may be a need for separate cycle paths in some areas in the future.</p>

Not For Profit Service Providers

A few attendees expressed concern at the lack of green spaces in new development areas like Riverslea which was previously bush and open space. Within public spaces the group identified a need for more facilities such as barbecues and toilets. Gracetown, river and coastal walking areas were identified as places where there is not enough outdoor seating.

Public Service Providers

Public service providers were aware of the positive aspects of the shire in that outdoor spaces are pleasant and not overcrowded compared to other areas. There were several aspects raised that could affect older people's quality of life within the shire. For example, the number of outdoor seats and their design/comfort and the condition of existing or lack of adequate public toilets was seen as a concern. Footpaths are believed to be too narrow and need further consideration in the retail precinct of Margaret River. Older people's safety was at risk as some drivers do not give way to pedestrians and the suggestion was made to increase accessible points to cross the main arteries – e.g., Bussell Highway and Wallcliffe Rd.

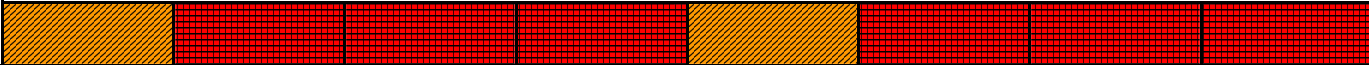
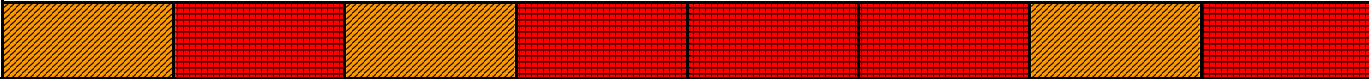
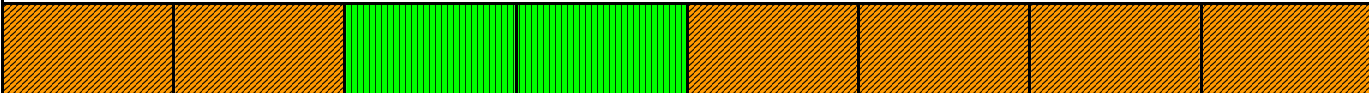
Private Service Providers

Private service providers were grateful that health services were conveniently located together in the shire. They were mostly happy with existing green spaces but they don't believe there are enough green spaces in new suburban areas (e.g. Riverslea). There are concerns with road safety in general, but in particular with the lack of pedestrian crossings, aged signage, footpaths and bike tracks. This group saw a need for more outdoor seating and additional public toilets in towns. Participants were concerned about the accessibility of the post office and older buildings which are not conveniently located or easily accessible by older people.

Table 9. Outdoor Spaces and Buildings

Outdoor Spaces and Buildings	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Environment	<p>Our environment is beautiful was the main comment at all workshops. The shire is considered to be clean and pleasant with many opportunities to enjoy parks, trails and beaches.</p> <p>The greatest concerns were expressed in Augusta by both age groups. These concerns related to the environment were that rubbish is sometimes left in public spaces particularly after the holidays. Rubbish is dumped on bush tracks on the way to the lighthouse between Leeuwin Rd and the Estuary in Augusta. The shire's disposal area not open Sunday afternoons (shuts at 2pm) so most rubbish is dumped at that time.</p>								
									Total Rating Green

Outdoor Spaces and Buildings	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
<p>Green spaces and Walkways</p> <p>The majority of workshop attendees valued, and were generally happy with, the green spaces within the shire, however a few attendees mentioned that maintenance was sometimes inadequate. There was clear support for retaining all river foreshore and native bush land as well as existing public open spaces. The Donovan bush land was mentioned specifically for protection. The Rails for Trails was mentioned several times in relation to the need for additional signage, maintenance and ongoing clearing of the pathways. More walkways and disabled access are required to the coast.</p> <p>While service providers were happy with existing open spaces, they confirmed the need for Council to ensure adequate public spaces are provided in new developments as well as the need to enforce no dogs in children play areas. Only one area 'Riveslea' was mentioned as a new development with a lack of public open space.</p>									Total Rating Green
<p>Outdoor Seating</p> <p>Many participants walk and use the outdoor seating which is appreciated. Most seats are in reasonable condition. Carers and Public and Private service providers would like to see more outdoor seating along the river, on trails, in towns and on coastal walks. In particular user friendly seating with backs and arms were needed that were for older people. Council could work with shopping centre owners to maybe provide additional seating around the shopping centres at IGA and Coles.</p> <p>On trails and bush walks there was suggestions that concrete be used instead of wood as there was danger in the seats being unsafe due to termite damage. In the town centre, plastic seats were considered more comfortable than metal. Residents of Augusta were grateful to local groups and clubs for providing additional outdoor seating, however older residents felt that additional seating was still required on Donovan Street and Blackwood Avenue and along the main street just up from the shopping Centre and to Flinders Bay.</p>									Total Rating Orange
<p>Pavements</p> <p>There was acknowledgement that many paths had been upgraded from slabs to cement and this was less dangerous. However, pavements were a concern at all workshops held in Augusta with older people seeing a need to improve or increase the number of footpaths in the area. Specific areas of concern are in Donovan Street (for hospital access) and Allnutt Terrace, which both need footpaths. Also mentioned was Bouville Crescent, Bussell Street, between the Shire office and Blackwood Avenue and along the river front in the northern end of town. Outside the shopping centre there are ridges in the footpaths which make it difficult for older people to walk on. Footpaths and ramps are also needed on the opposite side of the road to where elderly live in units in town.</p> <p>Maintenance of pavements was the major concern in Margaret River. Of particular note was the footpath in front of The Grange Hotel on Farrelly Street. Workshop attendees advised that Karridale has no footpaths and Cowaramup attendees indicated that their footpaths are in need of maintenance.</p>									

Outdoor Spaces and Buildings	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Pavements	<p>Service providers also felt that generally pavements required additional maintenance and that non slip paths should be considered by Council. In particular it was raised that the pavement on Highway bridge was considered very dangerous. They also had concerns that cyclists on footpaths intimidate the elderly and that more pavements were required outside the central town area.</p>								
									Total Rating Red
Roads	<p>All participants acknowledged that the roads were getting busier with a continual increase in traffic. The main concern to do with roads was getting across them as crossing roads within town sites was considered an issue for many of the older people.</p> <p>The towns of Margaret River, Augusta and Cowaramup and Gracetown do not have marked pedestrian crossings, crossing lights or overpasses or underpasses. However, older people in both Augusta and Margaret River felt that the islands in the middle of the road in Margaret River and Augusta made crossing the road less dangerous than previously.</p> <p>Carers felt that traffic calming devices were required in Augusta and that a pedestrian crossing was required in the main street opposite the newsagent. Service Providers also saw an increasing need for pedestrian crossings in major towns within the shire as well as the need for a road island in Gracetown. Private service providers saw an urgent need for 'aged people' signs to alert vehicle traffic of such.</p>								
									Total Rating Red
Traffic	<p>There was acknowledgement by older people that the traffic in Margaret River was increasing both along the main street and up Farrelly and Station Roads. Increased traffic has made it harder for pedestrians and a diversion for non local traffic should be considered. However, older people in Augusta do not see traffic as an issue for the majority of the year, except during Christmas and Easter holiday periods when visitors create issues with parking and traffic flow. Older people, service providers and carers indicated that visitors to towns do not always give way to pedestrians.</p> <p>Not for profit service providers recommend that Council looks at long term town planning to minimise pedestrian/vehicle conflicts, particularly in Margaret River (safe pathways, crossing as few roads as possible) and consider lowering the speed limits in town centres. Similarly public and private service providers noted that traffic issues were mostly seasonal and that traffic calming devices be installed.</p>								
									Total Rating Orange
Cycle paths	<p>Older people over 75 years were generally happy with cycle paths in Margaret River and Augusta, while those aged 60 to 74 in Margaret river felt there was a need to consider more cycle paths in the town. Older people from Augusta felt that bikes outside of shops sometimes created difficult obstacles for them and that tourists riding bikes on the narrow road to the lighthouse created a danger to motorists.</p>								

Outdoor Spaces and Buildings	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Cycle paths	<p>Carers and public service providers had no major issues with cycle paths but noted that as the population grew separate wider cycle paths would need to be considered within the shire as well as traffic management of such.</p>								
Safety	<p>Older people in Margaret River, Karridale, Gracetown, Cowaramup and Augusta experience a strong feeling of community and general safety. There is a level of wariness by a few of those aged 60-74 years in Margaret River after dark at peak seasons during the year but others are not concerned. The biggest safety concern is related to traffic and parking rather than any concern with crime. There have been instances where people drive onto the footpath along the supermarket in Augusta; people end up walking behind parked cars and not on paths because it's unsafe.</p> <p>Not for profit, public and private service providers confirmed the level of safety felt within the communities is high by stating that the communities did not want additional street lighting in residential areas but additional lighting could be utilised in parks and Central Business Districts. Several private service providers felt that dogs off leads may be considered a safety issue and provision of adequate public phones could be increased but otherwise safety is very high in the area. The police service confirmed that few older people were involved in crime-related incidents and that any issues arising with older people are more likely to be related to vehicles or gophers.</p>								
Services	<p>Generally older people in both Margaret River and Augusta were happy with the provision of services and their location. Parking for older people (not disabled) and the location of the post office on a steep hill were mentioned as small challenges to address in Augusta.</p> <p>Not for profit organisations and carers acknowledged that special customer service arrangements are well organised by community groups e.g. supermarket delivery etc. and services are located together. Access due to a lack of parking could sometimes be a problem. Public service providers praised the co-location with shire/ post office/ police station and felt general accessibility was sound.</p> <p>A few private service providers mentioned that staff training could be conducted in some areas of the private sector and government agencies on how to communicate and service aged persons. However this was not seen as a need because generally the service level is very high, rather a good idea if the opportunity arose.</p>								
									Total Rating Green

Outdoor Spaces and Buildings	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Buildings	<p>Older people in Margaret River generally felt that signage, access and seating in buildings within the town were acceptable, but for several older people, some of them were not sufficiently located together. The Centrelink office was felt to lack external signage.</p> <p>In Augusta the Centrelink office was deemed inadequate due to a lack of internal seating but was acceptable in Cowaramup. Signage, access and seating in other buildings is good. There has been a positive influence from the change in laws that require disabled access.</p> <p>Older people and carers in Augusta feel that signage could be improved (particularly for the supermarket) as well as wheelchair access at Westpac and seating outside public buildings.</p> <p>Not for profit, public and private service providers also felt that building and service signage, although having slightly improved was still inadequate throughout the shire. Provision of seating and lighting was also considered inadequate in and around buildings. Public service providers feel that the Shire Admin Office (front entrance) needs improvement.</p>								Total Rating Orange
Public Toilets	<p>The general consensus from all workshops was that there were insufficient public toilets available throughout the shire.</p> <p>In particular, additional facilities were felt to be required at the top of the hill in Margaret River, dog beach, Gnarabup Beach, Margaret River Town Square and the Shire Offices. Additionally signage is required and some facilities are felt to be unsafe at night (north end of museum). The toilets next to Whalewatch need better cleaning and maintenance.</p> <p>The facilities were also felt to be poorly maintained at Cowaramup and poorly signed in Augusta.</p> <p>Private service providers in particular felt that there were not enough public toilets, that they were not easily identifiable and also hard to access as they were mostly not age friendly.</p>								Total Rating Red



4.1.2. Transportation

Margaret River

Older People 60 – 74	Older People 75+
<p>The majority of transport related aspects were satisfactory to this group. Most participants drive their own cars and are independently mobile so did not see the lack of public transport as an issue. Suggestions were made that community transport could be trialed to help less mobile people get to activities and do their shopping.</p> <p>In Margaret River and Cowaramup the accessibility of taxi services could sometimes be an issue in peak tourist season. Participants highlighted the need for more parking bays and drop off spots marked specifically for use by older people. There is also a need for signage and parking for cars with caravans.</p> <p>A lack of lights in Mansfield Avenue makes driving and locating houses in the street dangerous at night. There is also inadequate lighting at the Cultural Centre in Margaret River.</p>	<p>Apart from some parking and traffic issues this group was mostly happy with transport aspects within the shire. Most participants are still independently mobile but there is increasing recognition of the need for increased public transport services as the population grows and also the need for a community transport bus to take people to appointments and shopping etc. especially for people in Cowaramup.</p> <p>A major issue raised was the need for a road crossing in Margaret River where the two supermarkets are located, as some older people find it difficult to cross the busy street.</p> <p>Suggestions were also made that an “Aged Pedestrian” sign be placed at either end of Farrelly Street, as well as a “Hospital – Quiet Please” sign.</p>

Augusta

Older People 60 - 74	Augusta Older People 75+
<p>Apart from the condition of some roads and a shortage of parking in specific areas this group was mostly highly satisfied with transport aspects within the shire.</p> <p>The group was mainly concerned about the older age group rather than themselves – particularly how busy and dangerous the main road becomes during tourist season. One participant said Albany Terrace is “a nightmare” with potholes. There needs to be a “Give Way” sign near the motel out of Manning Terrace. Some suggested that the speed limit could be lowered to 40km/hr along the main road, or traffic calming devices constructed.</p> <p>The group was persistently concerned about the lack of parking (and drop off points for the elderly and disabled) during peak tourist times and lack of boat/caravan parking. Signage needs to be placed to direct tourists to where parking is. Priority parking at the shopping areas is not believed to be in accordance with Australian Standards (not appropriately placed).</p>	<p>The majority of this group was also highly satisfied with transportation aspects within the shire.</p> <p>However, signage is needed to make drivers aware that they cannot park at the bus stop (tour buses also stop there). A survey was undertaken by the Shire eight years ago to shift the bus stop to Allnut Terrace which group members think was logical.</p> <p>There is some concern about pot holes in roads and a lack of visibility and parking where Blackwood Ave meets Donovan Street due to many trees.</p>

Older People 60 - 74	Augusta Older People 75+
Further, it was suggested that the priority parking bays are not adequate outside the doctor's surgery either.	

Carers

In general, carers were mostly satisfied with aspects related to transport. There were, however, some concerns that were raised – these were a need for more specific seniors' parking located close to facilities.

Not For Profit Service Providers

Participants were aware that a public transport service in a small community is not viable and the community bus service providers are highly appreciated. This group felt that the costs and timetable for buses should be displayed at bus stops as well as signage to advise people where they can purchase bus tickets. Some improvements need to be made with traffic signage, roads in agricultural areas and with parking areas.

This group was also concerned with the speed of traffic and traffic congestion going through key tourist spots along the Bussell Highway. The suggestion was made by the group to drastically lower speed limits in the CBD areas. As the population of Augusta grows the group believes that a bus service to Margaret River will be required – this would help older people to access more events and activities. The group believes that although there is enough priority parking in Augusta for current demand, there will need to be more priority parking developed to cater for future demand.

Public Service Providers

Participants believed that there was adequate disabled parking and a good community bus service available within the shire. Older people expressed a desire for a community transport trial in Margaret River/Cowaramup, but public service providers did not seem to be aware that there might be a need for extra transport for older people. They know that there is a HACC bus service available and that demand for a night service for Westrail Bus service cannot be justified.

There were some other concerns related to transportation within the shire:

- (a) taxis which do not cater for disabled people in wheelchairs, and the affordability of taxis. However, the point was made that discount vouchers are available for taxi services.
- (b) There are not enough parking and drop-off spots. In particular parking is limited in Augusta for campervans and caravans.
- (c) the poor flow of traffic during peak seasons.
- (d) Inadequate parking is provided close to services or in safe areas, to allow older people to access services comfortably.

It was felt that more maintenance was required to roads in National Parks. Whilst older people in Margaret River stated that there is now the possibility of accessing a driver refresher course, public service providers were unaware of this.

Private Service Providers

Generally, participants are satisfied with transport services. Taxi costs seem to be consistent or mandated and taxi subsidy vouchers are available (although difficult to obtain). However, during peak tourist season the taxis are infrequent and taxi drivers do not provide assistance to get in and out of taxis.

Table 10. Transportation

Transportation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Affordability public transport	<p>The affordability of the limited public transport available within the shire was acceptable by the vast majority of workshop attendees. However not for profit service providers noted that the costs and timetable were not displayed at bus stops in town.</p> <p>A few public service providers felt that prices did take into account pensioners and private service providers noted that taxi vouchers are available although sometimes difficult to obtain.</p>								
									Total Rating Green
Reliability and Frequency	<p>Older people in the shire acknowledged that the current service was reliable but unfortunately not frequent enough. They understood this service was demand driven and as the population and usage grew, maybe the service would as well.</p> <p>Service providers and carers felt that current public transport services are reliable and on time and that existing demand does not justify additional services at present. There is also a day centre bus available and taxis within the shire.</p>								
									Total Rating Green
Travel Destinations	<p>Older people in Augusta feel the current destinations are adequate given the population but believe in the future they will require a bus service to travel from Augusta to Margaret River. Older people in Margaret River were disappointed that the bus that connects from Bunbury train to Margaret River at night often leaves 10 minutes before the train arrives and that there is no connecting bus at 8.30pm.</p> <p>Not for profit service providers and carers had no concerns relating to public transport destinations and Public and Private service providers had no comment as they were unaware of any complaints regarding this travel destinations.</p>								
									Total Rating Green
Age-friendly vehicles	<p>All attendees at the workshops believed that the public transport available was age friendly because the community bus has wheelchair access and some of the taxis will also accommodate people with disabilities. Others had no knowledge of this because they had never used the transport services.</p>								
									Total Rating Green
Specialised services	<p>Older people in Margaret River are aware of and grateful for the shopper's bus within the town and also that specialised transport services are sometimes available through Silver Chain. However, the lack of provision or awareness of provision on specialised services to transfer older people to the hospital or doctors is of concern as is the amount of notice required to access this service through Silver Chain. There is a perceived communication problem between Silver Chain in Perth and Margaret River.</p>								

Transportation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
	<p>Older people in both localities suggested that a community bus trial could be conducted in future. Older people from Augusta believe there is a growing need for another community bus in Augusta and also a weekly shopping bus from Karridale to Augusta. They also believe there is a need for a hospital vehicle and HACC bus in Augusta.</p> <p>Service providers were aware of and appreciated the HACC/community bus and noted it required volunteers as drivers.</p>								
									Total Rating Green
Priority Seating	<p>The majority of workshop attendees were aware that priority seating was provided on public transport and was respected by other passengers.</p>								
									Total Rating Green
Transport drivers	<p>Older people in the shire commented that transport drivers were courteous and polite and obeyed traffic rules. There was not comment from any group of issues with drivers.</p>								
									Total Rating Green
Safety and Comfort	<p>All workshop attendees indicated that they felt safe and comfortable on available public transport.</p>								
									Total Rating Green
Transport stops and stations	<p>In general there was satisfaction with the stops and stations. There was a small amount of concern on the lack of provision or maintenance of transport stops within the shire. There's only one bus stop in Margaret River..</p> <p>Older people in Augusta (75+) feel that the bus stop opposite the newsagency is a bit dangerous and needs to be off the main street. There is also concern that visitors park in the bus stop and signage is needed. Apparently a survey was undertaken to relocate the bus stop to Allnutt Terrace eight years ago. There is no bus shelter at Cowaramup Bay Road and no safe area for the driver to pull over to.</p>								
									Total Rating Green

Transportation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Information	<p>Information on transport is available across the shire. Workshop attendees from Margaret River were aware that information on transport was available at the Tourist Bureau but some believed it should be made available at more locations. Some older people in Augusta felt that signage should be instated to inform people where they can purchase transport tickets and promote the availability of the service. Carers and service providers were aware of transport options. The information on offer was legible and clearly indicated the routes and times.</p>								
									Total Rating Green
Community Transport	<p>Older people in Margaret River and Augusta were aware of HACC transport services but not of any other arrangements. Cowaramup attendees noted that more community transport was needed at Cowaramup. Service providers were aware of and happy with community transport services.</p>								
									Total Rating Green
Taxis	<p>Older people aged 75+ in Margaret River believed that there are always taxis in the street in Margaret River, however those aged 60 to 74 years believe that taxis are not always available when required and that there is no taxi phone, indicating a difference in expectation between the age groups. Some of the 60 to 74 age group have not used the taxi service but have heard of problems during the tourist season.</p> <p>Some older people (75+) in Augusta are aware of one taxi in town, but believed that it is not wheelchair accessible. Others believed that the taxi did have wheelchair access, possibly indicating a lack of information on wheelchair accessible taxis in Augusta. Service providers believe that some taxis do not cater for disabled persons or walking frames and do not believe they are affordable even though discount vouchers are available for those with need. Other service providers think that the service is good.</p> <p>Private service providers in particular do not believe the local taxis are reliable or on time and also that they are infrequent during tourist season. One carer was concerned that the taxi from Cowaramup to Margaret River is \$24 and too expensive but another carer said there are taxi vouchers available for those with a disability.</p> <p>The comments from all groups related more to inadequate information being readily available on local taxi services, hence the difference of opinion amongst the groups.</p>								
									Total Rating Orange

Transportation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Roads	<p>Workshop attendees aged 75+ in Margaret River believe that the roads are reasonable with good traffic signs and visible intersections but there are certain areas (IGA car park) that have many pot holes. However, those aged 60-74 believe that crossing the road is a major concern and more traffic islands are required. This age group also believes that the roads are not well maintained and require additional lighting (Mainsfield Ave and Cultural Centre).</p>								
Roads	<p>Augusta's older people indicated that Albany Terrace needs work to fix potholes, widen it and also add traffic calming devices. This group also believes that a give-way sign is required at Manning Terrace and that Augusta needs a by-pass road.</p> <p>Carers indicated that there were potholes in roads and also that the trees where Blackwood Ave meets Donovan St near the hospital in Augusta creates a lack of visibility. Also lack of parking in this area creates issues.</p> <p>Not for profit service providers are concerned at the large amount of dirt and gravel roads and feel that roads in shire agricultural areas are poorly maintained and narrow. There is also concern at the areas with no mobile phone reception in the event of a breakdown. However there are mostly good roads within the towns.</p> <p>Public service providers were concerned with maintenance of roads in National Parks and traffic flow during tourist season. Private service providers believe there is a lack of signage and some intersections are difficult to manage but roads are acceptable overall.</p>								
									Total Rating Orange
Driving competence	<p>Older people in Margaret River were aware that a driving school had just started in the town and that someone comes from Dunsborough to do driver refresher courses but some felt that this could be promoted more.</p> <p>Older people aged 75+ in Augusta are aware that driver refresher courses were available in Augusta but also felt that older people were too stubborn to undertake these. However, those aged 60-74 in Augusta were not aware of the availability of driver education courses in their town and thought they had to travel to Margaret River for this service.</p> <p>Service providers were not aware of any driver education & refresher courses being available. One carer knew of a driver refresher course in Margaret River but the majority of carers didn't know if there were any and said "they aren't well promoted if they exist".</p>								
									Total Rating Orange
Parking	<p>The availability of accessible parking was a concern for older people in both Margaret River and Augusta, all stating that there was insufficient parking and not enough drop off spots. Lack of priority parking or parking specifically for older people in Margaret River was also a concern. This shortage of parking was worse during tourist seasons.</p>								

Transportation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
<p>Parking</p> <p>Existing car parks such as at IGA were felt to be poorly designed as they are on a steep slope and flood during wet weather. Coles car parking bays were felt to be too small and difficult for older people to maneuver.</p> <p>Older people in Augusta felt that parking was sufficient in off peak seasons but insufficient during tourist seasons. They also felt that there was a need for more drop off spots in town and that the existing ACROD bays were insufficient and not in accordance with Australian standards.</p> <p>There was also a need for more priority parking specifically for seniors. However, workshop attendees felt that parking was sufficient in Cowaramup at present but population increases will require planning for additional parking.</p> <p>Signage for existing parking was considered inadequate as was parking for caravans and trailers in both Margaret River and Augusta.</p> <p>Public and Private service providers also felt that there was not enough conveniently located/safe parking for seniors within the shire and that there were issues created by caravans and trailers. They also supported the need for additional drop off spots but felt that there was sufficient disabled parking available. Private service providers also saw a need for gopher parking. Not for profit service providers believed that current disabled parking was adequate but planning must be put in place to meet future growth. Carers supported the need for additional specific seniors and disabled parking also.</p>									<p>Total Rating Red</p>

4.1.3. Housing

Margaret River

Older People 60 – 74	Older People 75+
<p>Older people were mostly grateful for their current living environment. While participants believed that existing aged care housing was mostly good, they pointed out that Mirambeena is now full to capacity and that more high care facilities need to be planned for the medium to long term.</p> <p>Housing availability and options as well as affordability of homes in the area – e.g., like those in Silver Vines, was of great concern to this group. Some participants raised concern at the design of some retirement villas where cupboards are too high or too low and access to bathrooms is difficult.</p>	<p>This group was satisfied with current design, maintenance options and the community integration options available within the shire. However, their greatest concern related to the need for more high care facilities in Margaret River. Mirambeena is the only high care facility in Margaret River.</p> <p>This group was also concerned that there is a lack of stimulation (activities) for older people living in Margaret River.</p>

Augusta

Augusta Older People 60 - 74	Augusta Older People 75+
<p>Participants were grateful for the services and facilities within the town that will allow them to age in place. However their main concern related to the need for more appropriate and affordable accommodation options for older people in Augusta.</p> <p>The group was concerned that there are too many expensive homes (\$700k plus) and that people on a low income cannot afford to live in the town. There are not enough two bedroom units at reasonable rent rates or with wheelchair and ground access.</p> <p>More nursing home beds are required in Augusta as some couples are being split up when one of the people becomes too frail or sick to stay in Augusta and need to move to Margaret River for example.</p>	<p>This group was also satisfied with current housing design, maintenance, community integration and their living environment. However the main point raised concerned the need to ensure that there are appropriate and affordable accommodation options for older people in the future.</p> <p>At the moment there is a waiting list for Leeuwin Lodge and only six Homeswest houses in Augusta which the group does not think is adequate for meeting future demand.</p> <p>Around three months ago there was a session held at the Telecentre about a proposal for development on a farming block with a mixture of housing (retirement village and high care housing). Group participants are supportive of this proposal.</p>

Carers

Carers felt that the shire offered a good range of essential services, community integration and an excellent living environment. However, as with most other groups, the major concern was the lack of affordable housing in the shire, (particularly in Margaret River) and the lack of housing options available (e.g. state homes and respite accommodation).

The need for more two bedroom State housing was specifically mentioned. A lack of respite accommodation is also a concern, particularly for younger people who need care. The day care centre does not “appreciate younger people”. It is difficult to attract carers to live in the shire due to a lack of affordable housing. Most carers believe that older people do feel safe and secure living in the shire, although there is some concern about the increase in traffic flow.

Public Service Providers

Public service providers believe that older people in the shire feel safe in their homes and that there is good opportunity for community integration. Participants felt that there were enough home maintenance and support services for older people to remain in their homes longer, but the affordability of those services was more regularly being questioned. The main concern relating to housing was the lack of affordability and choice (options) of housing for older people in Augusta and Margaret River. There is a waiting list for the nursing homes and there is a need to plan for a range of accommodation options that are affordable.

Not For Profit Service Providers

This group indicated that essential services, housing modifications and maintenance options as well as opportunity for community integration were all highly satisfactory within the shire. Their main concern was affordability of housing and the range of housing options available in the shire and do not want this to affect who can retire or live there in the future. Not for profit participants foresee the need for more aged care housing options in the shire, as well as more housing for younger retirees (55 years +).

Private Service Providers

Lack of affordable housing (e.g. Homeswest housing/emergency relief), long waiting lists for rentals and lack of staff for nursing homes were the main concerns of this group. They recognise that there is a need to plan and develop more aged care/nursing home places.

Table 11. Housing

Housing	Margaret River Older 75+ years	Margaret River Older 60 to 74 years	Augusta Older 75+ years	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Affordability	The main concern at all workshops was the lack of affordable and appropriate housing within the shire. There was also concern relating to the lack of Homeswest housing and emergency relief.								Total Rating Red
Essential Services	Older people across the shire believe that essential services are sufficient and well located. However, older people in Augusta believe that while there are some support services from the hospital, there are no voluntary ones so they all cost money. Home visits by neighbors are an important addition to basic services. Public service providers feel that generally essential services are very good but are concerned about the level of support for mental health patients and their carers								Total Rating Green

Housing	Margaret River Older 75+ years	Margaret River Older 60 to 74 years	Augusta Older 75+ years	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Design	<p>Older people aged 75+ in Margaret River believe that there were a variety of housing designs suitable for older people, however, those aged 60 to 74 felt that access to bathrooms in the retirement village was difficult and also the cupboards needed to be more accessible. Older people in Augusta (60-74) felt that some houses were not well designed for easy access by emergency services and some of the newer homes were not age friendly. The 75+ age group believed housing designs available are adequate for older people.</p> <p>Public service providers believe that houses in the shire are generally not well designed for older people and many are older houses used for holiday purposes that have not been updated to accommodate older people's needs. Private service providers felt there were adequate design choices available for older people within the shire.</p> <p>Not for profit service providers believed there was need for more early retiree housing but current designs for older people were sufficient. Carers believed that not many houses were age friendly and also had concerns relating to the design of houses in the retirement village.</p>								
									Total Rating Orange
Modifications	<p>Those aged 75+ in Margaret River were unsure of how to access assistance for modifications to their house if required; while those aged 60 to 74 were aware that they may need modifications and how to achieve this with relative ease if required. Older people in Augusta were also aware of how to modify and access assistance for this if required.</p> <p>Public service providers believed that more information could be provided regarding assistance with modifications to older people's houses but that generally it was good. Not for profit and private service providers were satisfied that modifications to housing for older people was accessible and that local doctors helped by advising what assistance was available.</p> <p>Carers were concerned with the long waiting time to secure a trade's person to do the modifications, the lack of assistance for this and the cost involved.</p>								
									Total Rating Green
Maintenance	<p>Older people in both Augusta and Margaret River believe there is a good range of qualified and reliable people in the Shire to do any maintenance required. Not for profit and public service providers also believed there was no issue within the shire relating to older people's housing maintenance. Private service providers believed that there was not enough maintenance assistance for older people and know that local groups were trying to launch Seniors Offering Support (SOS) in the Augusta area. This group would use their trades and talents to assist other seniors by donating their time and skills.</p>								

Housing	Margaret River Older 75+ years	Margaret River Older 60 to 74 years	Augusta Older 75+ years	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Maintenance	Carers were aware that there is an agency that undertakes maintenance tasks for free for older people but believes it is not well promoted. Again, difficulty in obtaining trades people was raised as a minor concern.								
									Total Rating Green
Ageing in Place	All workshop attendees believed that they were fortunate enough to live close to services and facilities (shops, doctors and chemist) and the community. They believed that adequate services are available to allow older people to age in place.								
									Total Rating Green
Community integration	The shire is fortunate to have a very inclusive and caring community. This was emphasized by all groups.								
									Total Rating Green
Housing options	<p>Margaret River workshop participants acknowledged that the current high care facility (Mirambeena) was a good facility but was at capacity. However, it was noted that a phase two doubling of beds was planned. Independent living facilities within the shire were good and well integrated in the community. Those aged 60 to 74 believed that Silver Vines was too expensive for Margaret River residents. The cost of living in Margaret River often means that staff can't afford to live there.</p> <p>Those aged 60 to 74 in Augusta believed there was a need for more nursing home beds and that there were not enough two bedroom units at reasonable rent price with ground and wheelchair access available in the town.</p> <p>Workshop attendees aged 75+ in Augusta also believed that there was a need for more nursing home beds as there is a long waiting list at the Lodge. They were aware that there is a proposal for a development on farming block with a mix of housing and high care options. Older people liked the idea of this and think it's needed. More suitable/affordable options were also needed for younger retirees (55+).</p> <p>Cowaramup has no nursing homes or independent living facility. There was concern over the rising cost for different housing options by all groups.</p> <p>Public, private and not for profit service providers believed that there were not enough affordable housing options for older people in the shire and were not satisfied with the waiting list for nursing homes. Carers also believed that more options were needed, such as smaller one and two bedroom apartments.</p>								
									Total Rating Red

Housing	Margaret River Older 75+ years	Margaret River Older 60 to 74 years	Augusta Older 75+ years	Augusta Older 60 to 74 years	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Living environment	All older people within the shire as well as the support organizations agreed that the shire is very age-friendly in terms of the strong sense of community and feeling safe in the living environments.								
									Total Rating Green



4.1.4. Respect And Social Inclusion

Margaret River

Older People 60 – 74	Older People 75+
<p>In general, older people are satisfied with the level of respect and social inclusion in Margaret River. This group would like a space where they can get together and hold events (e.g. a Senior Citizens Centre). The Silver Chain Day Centre is often available and could be used.</p>	<p>Older people feel valued for their contributions (through parties and Christmas lunches etc) and believe that local government keeps them well informed. Older people in Cowaramup are concerned that they don't have a local venue to hold events in.</p>

Augusta

Augusta Older People 60 - 74	Augusta Older People 75+
<p>This group was highly satisfied with most aspects relating the respect and social inclusion.</p> <p>Some older people in this group would like more “appropriate community consultation” regarding important planning decisions in Augusta (this related specifically to Turners Caravan Park). They would like the shire to use a ‘bottom up’ approach for consulting the community.</p>	<p>Group participants are very happy with this aspect in Augusta and have no concerns.</p>

Carers

There were some mixed responses from carers regarding this aspect resulting in an orange rating in all categories. Carers generally feel that older people are recognised for their contributions, but one registered concern that older people are not respected enough by younger people. Two carers were satisfied with the way community events target all generations, but two believed that older people's needs are not always considered at events – e.g., lack of seating/chairs for older people and toilets that are not well maintained.

Not For Profit Service Providers

Participants in this group are satisfied with this aspect.

Public Service Providers

Participants were satisfied with the level of respect and social inclusion believing that older people are depicted positively in the media, are mostly respected by younger people, and have good opportunities to participate in intergenerational events.

It was suggested that more could be done to teach younger children about ageing and older people. It was also suggested that there could be more opportunities for individuals to be consulted.

This group felt that services and products to suit varying needs and preferences are limited with Silver Chain being the only agency catering for aged care.

Private Service Providers

The group was mostly happy with the public image of ageing, public education, and community inclusion. There were some comments relating to a lack of affordable activities (e.g., training) for some older people. On a positive note the group mentioned that there are some public education opportunities arising which will educate younger people about older people's needs.

Although private service providers stated that the number of intergenerational events and activities are decreasing (and the prices are too high for older people), they also said that Cowaramup is good for holding events and activities for older people. This contrasts with what older people from Cowaramup said – i.e., “there are no events in Cowaramup”.

Table 12. Respect and Social Inclusion

Respect & Social Inclusion	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Respectful and inclusive services	<p>There were conflicting responses from age groups in both Margaret River and Augusta relating to consultation. Older people aged 75+ in Margaret River believed that the shire keeps them well informed but they are not regularly consulted. While people aged 60 to 74 feel that they are regularly consulted/surveyed but are not well informed of what services are available, i.e. through Silver Chain for home help etc. Both groups feel that existing services are adapted to older peoples needs.</p> <p>Augusta residents aged 75+ were happy with this aspect and indicated if they needed any further information/services they went to their Shire. They also believed that services for older people have helpful qualified staff. Those aged 60-74 in Augusta indicated that they would like to be consulted at an early stage relating to the types of houses being developed in the area.</p> <p>Public service providers believed that older people in the shire were generally well consulted. However, services and products for varying needs and preferences are limited in Margaret River (e.g. Silver Chain is the only agency doing aged care). In Augusta there is a multi purpose service based out of the hospital. There are minimal complains and staff are courteous and helpful.</p> <p>Private service providers believed that ageism is a problem and that service staff are not always courteous & helpful (restaurants). IGA/Coles very polite. This conflicts with what the majority of older people believed. Carers stated that mostly older people were treated well by service providers but there were occasions where younger people were not respectful.</p>								
									Total Rating Orange
Public images of ageing	<p>Almost all workshop participants believed that public images of ageing in the shire were positive and that staff were courteous and helpful. Only two of the carers felt that there is stereotyping of older people in the media (negatively).</p>								
									Total Rating Green

Respect & Social Inclusion	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Intergenerational and family interactions	<p>Older people in Margaret River were happy with opportunities for intergenerational and family interactions. However, on a related topic (although not affecting the rating of this aspect) they identified a need for a senior citizens centre or an area for active seniors to undertake activities/events. They also believe that the day centre at the Silver Chain Centre is under utilised and not well promoted.</p> <p>Older people in Augusta aged 60-74 believe that there could be more done to include older people in family events, i.e. arranged transport, reduced seniors pricing and aged peoples seating.</p> <p>Private service providers and carers feel that costs for older people to participate in events are sometimes too high. Public service providers felt that there was adequate opportunity for intergenerational events and that these events could be used to teach younger people about ageing. Opportunities for interaction are satisfactory in Cowaramup.</p>								
Public education	<p>Older people in Margaret River and Augusta are generally happy with public education on older people. Older people have opportunity to be involved in local school activities and share their knowledge with other generation.</p> <p>Older people in Cowaramup have a wonderful relationship with their schools, they are invited to the primary school and there is also a mentoring program at the high school. At Cowaramup younger people are taught about how things used to be. There is opportunity for other activities between generations.</p> <p>Public service providers believe there is public education on ageing, but it could be improved. Private service providers also believe that public education is satisfactory and note that they have three schools that visit Mirambeena and that the community is trying to start a grandparent project. However, the service providers perceived that there may be a time in future when more public education will be required. Half of carers were aware of some mentoring programs with young people, however half were not aware of these and think that schools need to teach more about ageing and older people.</p>								
Community inclusion	<p>Overall, older people in all groups feel they are recognised for their past and present contributions and are valued members of their communities. There were a couple of group members that mentioned that they could be involved more in community decision making aspects. Most believed that younger people respected older people. There are a few exceptions with some carers stating that sometimes younger non community members don't always think about the needs of older people.</p>								
									Total Rating Green

Respect & Social Inclusion	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
	Green	Green	Green	Green	Orange	Green	Green	Green	Green
Economic inclusion	<p>Generally economic inclusion is good throughout the shire and there is adequate information about services. However, some residents are isolated (but many choose this). HACC is well utilised and public service providers believe that financially disadvantaged older people have good access to public, voluntary and private services.</p> <p>Carers believe that older people don't ask if they need help and there are lots of older people doing without services because of pride. Public service providers believed that most economically disadvantaged older people could access services and events with assistance from local service providers. Private service providers believe that the cost of participating in courses and events is an issue for some older people.</p>								
	Green	Green	Green	Green	Orange	Green	Green	Orange	Total Rating Green



4.1.5. Social Participation

Margaret River

Older People 60 – 74	Older People 75+
<p>Respondents are happy with the range of activities on offer and the promotion, awareness, setting and facilities of these. They believe they contribute to fostering community integration. However this group had some concern relating to the cost of events and activities for some older people on a pension. The idea of approaching Council for a subsidy for a Seniors Pass was made</p> <p>Most participants think that the school children are well behaved and polite but are not always courteous towards older people.</p>	<p>This group was very happy with the accessibility, affordability and promotion and awareness of and of events and activities within the shire.</p> <p>Participants would like more opportunities to participate in intergenerational events, especially in Cowaramup where there “aren’t any events” and there is “no bus to go anywhere”.</p>

Augusta

Older People 60 - 74	Older People 75+
<p>No concerns were raised and all group members were satisfied with this aspect.</p>	<p>Participants are satisfied with the range, frequency and affordability of activities and events in Augusta. Most people receive the Pelican Post paper which has details of events and activities and can reduce social isolation for people if they choose to participate in events.</p>

Carers

<p>Carers believed that promotion and awareness of events and activities within the shire was satisfactory. However they indicated concern that community events and activities are often not held at convenient times and stated that it would be better if they could be held during the day time. The majority felt that events and activities are well publicized but that some events are unaffordable for some older people.</p> <p>Some carers believe that older peoples’ needs are not catered for at community events - for example, seating and toilets are inadequate at some events.</p>

Not For Profit Service Providers

<p>This group highlighted the strong social connections within the community, particularly the volunteers who both help other older people and for the network of friendship and support that is developed through the volunteer work of older community members.</p> <p>The only concern that was expressed was that new residents may find it difficult to participate in social activities and that there is a need to improve information to those people who are not already connected with local networks.</p>
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Public Service Providers


In the main, participants indicated a high level of satisfaction with this aspect. The main point made was that whilst activities and events are generally affordable and well located they are not easily accessed by public transport because there isn't any. This group perceives that older people generally have ample opportunity to participate in affordable cultural, recreation and spiritual activities which are well publicized throughout the community. The group said there are a number of information sources such as the Pelican Post, newspapers and the Rotary Directory and that a community radio station is coming soon.

Private Service Providers

Participants in this group believe that events are accessible and well promoted but are sometimes unaffordable to older people. They also felt that social events and activities are not held often enough.

The group said that there are few places/venues where older people have a 'sense of ownership' where they can interact. The Bowls Club is closing down in Margaret River which will limit the opportunities available for older people to socialize. Private service providers would like land to be kept aside for future activities/venues so that a 'sense of community' can be retained as the area grows.

Table 13. Social Participation

Social Participation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Accessibility of events and activities	<p>Older people in Margaret River and Augusta are generally happy with event accessibility. Most events are held at the cultural centre and parking and lighting are adequate as is the variety times events are held. However, some older people in Margaret river (60-74) believe that affordability is becoming more of an issue.</p> <p>Older people in Augusta say it can be difficult if you don't drive but they also acknowledge that the HACC bus calls to homes and picks up anyone who wants to join in at events.</p> <p>There are no events or activities held in Cowaramup and transport to events is an issue.</p> <p>Public service providers also believe that events/activities are generally well located and accessible, but the lack of public transport can make it difficult. Some carers also believe that affordability of some events/activities was a problem and that some events were not held at convenient times.</p>								
									Total Rating Green
	<p>It was felt by most workshop attendees that the cost to attend events and activities was becoming more of an issue, especially for pensioners. It was suggested that maybe a Seniors Pass could be made available and subsidised by event organizers or the Shire. Private service providers and carers in particular raised affordability as an issue.</p>								

Social Participation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Affordability	<p>However, older people in Margaret River (75+), older people in Augusta, public and not for profit service providers felt that affordability of events and activities was not a concern and that many events/activities were free or reasonably priced.</p>								
									Total Rating Green
Range of events and activities	<p>Some older people in both Margaret River and Augusta believed that there could be a better range of events and activities to appeal to all age groups including a range of sporting activities and passive activities. Older people in Margaret River (75+) would like more intergenerational activities organised in particular.</p> <p>Public and not for profit service providers were happy with the range of events provided, however private service providers felt that not enough events and activities were specifically organised for older people.</p>								
									Total Rating Green
Facilities and settings	<p>Facilities and setting for events were considered mostly good, however, it was acknowledged that none were held in Cowaramup and public service providers felt a wider range of locations should be utilised.</p> <p>Provision of adequate, covered seating for older people and well maintained public facilities was seen as an issue by some carers.</p>								
									Total Rating Green
Promotion & awareness of activities	<p>All groups indicated that there was ample promotion and awareness of activities within the shire. However not for profit service providers saw a potential gap in invitations/information getting to new community members who might not have connections to local networks. Several carers also felt that events could be better promoted.</p>								
									Total Rating Green
Addressing isolation	<p>Most workshop participants didn't think that people at risk of social isolation necessarily wanted to know about events and activities (they choose their way of life). However, the majority of workshop participants believed that the Pelican Post promoted events and activities well and this type of promotions had the opportunity to reduce social isolation. The majority of carers and some not for profit and private service providers don't believe there is adequate outreach to address social isolation.</p>								
									Total Rating Green

Social Participation	Margaret River Older 75+	Margaret River Older 60 to 74 years	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Fostering community integration	Older people in the shire all appreciated a sense of community and neighbourhood. However older people in Margaret River (75+) would like more intergenerational. Private service providers believe that events are not varied enough to appeal to a range of people. Not for profit service providers would like more fostering of community by specifically targeting promotion of events to new community members, but were otherwise happy with this aspect. Some carers did not feel that all events and activities catered to older people's specific needs and therefore did not encourage intergenerational integration.								
									Total Rating Green



4.1.6. Communication And Information

Margaret River

Older People 60 – 74	Older People 75+
<p>This group was mostly satisfied with communication and information within the shire. They were keen on the idea of having a ‘one stop shop’ where all information for seniors is made available. The Shire is already working on this idea. Older people would like a list of all the places that need volunteers.</p> <p>It was pointed out that the Rotary Club Directory, which is distributed through the shire, has an up-to-date list of all services and volunteer organisations.</p>	<p>This group was very happy with communication and information within the shire but was less comfortable with the use of the internet as a means of communicating. They stressed that its important for information to be made available in a variety of ways to cater for those who do not have access to computers, or know how to use them.</p> <p>Older people would like to have been consulted about changes regarding invalid parking in Cowaramup as the new system is not as effective as it could have been.</p>

Augusta

Older People 60 - 74	Older People 75+
<p>In general participants were satisfied with this aspect but stressed the importance of written material being age friendly using a large font. They agreed that a centralized source of information such as a Citizens Advice Centre would be helpful.</p>	<p>Participants were mostly satisfied with communication and information within the shire. There was sometimes difficulty with oral communication with community members not understanding the special needs of people as they get older (i.e. speaking louder, slower and clearly).</p> <p>There was some concern relating to the lack of permanent residents in the town, which may place some people at risk of social isolation. One group member said she feared having an accident because she does not have any neighbours to call for help if needed. The community nurse and doctors are very good at providing information. Word of mouth is important.</p> <p>A suggestion was made for a TV with rolling advertisements which could be located in the Telecentre.</p>

Carers

Carers are generally very happy with access to computers and the internet, particularly in Margaret River. They also feel that information is provided regularly and distributed widely.

Whilst most carers are aware of how to access information about services and activities, some believe that work could be done to strengthen this. For example, having a centralized information source or via radio. There were also some small concerns regarding appropriate printed matter such as bureaucratic wording from government agencies and sometimes small printed font sizes.

Not For Profit Service Providers

This group was happy with the age friendly plain language used in communication within the shire including oral communication. However, they believe there are gaps in the community information service and believe that some aspects could be improved.

A couple of participants in the not for profit group indicated that verbal communication to older people may need to be strengthened in the community because there are some people at risk of social isolation and may be missing out on important community information. This response seems different to what was expressed by other groups and other participants in this group who felt that verbal communication works well and doesn't need promoting because the towns are small communities and it just happens naturally.

Mobile phone coverage is poor in some areas which increases the isolation of older people. The close community means that generally an older person will be checked on regularly by neighbors but as more older people stay in their homes for longer, a mobile phone is good for human contact and safety. However, the bad reception in some areas makes them unreliable.

Public Service Providers

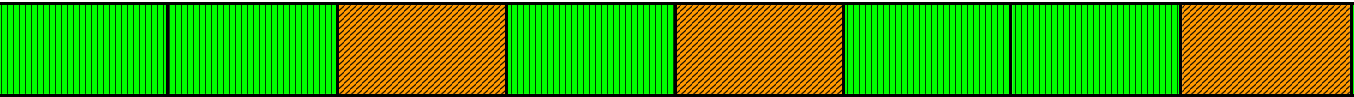
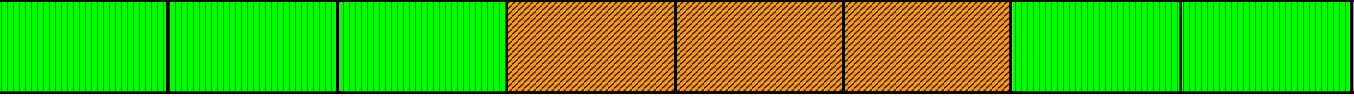
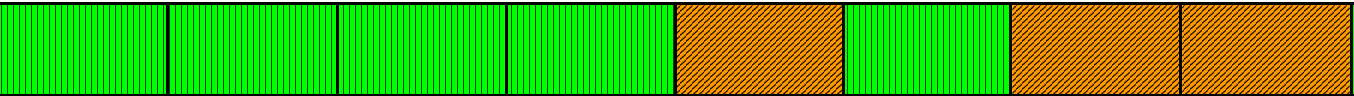
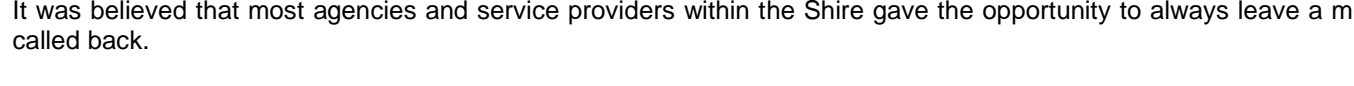
In general, participants were very satisfied with this aspect. Information is widely available and the Shire will be running training workshops in 2009. There is also a community radio station coming soon. The only point of concern was that printed matter is not always appropriate (wording, font size and layout).

Private Service Providers

Private service providers were happy with the range of information on offer within the shire including the printed information. They suggested that the library in Margaret River could be developed to broaden access to computers and the internet. The suggestion was also made that there could be more advertising to promote how younger people should talk to older people more clearly and to use language that is appropriate for older people in printed and verbal communication.

Table 14. Communication and Information

Communication and Information	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 yrs	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Information offer	<p>Older people in the shire believe communication and information is regularly and widely provided and distributed. The local paper gets distributed to all community members' houses and a community radio station is coming soon. The Telecentre and hospital play an important role in verbal information distribution. Information on taxi services available could be improved.</p> <p>The Gracetown and Karridale Progress Association's email network covers about 80%+ residents. However, there is currently no one place that is centralized as an information source for older people. Augusta also has a Community Directory that lists all clubs and facilities.</p>								
									Total Rating Green

Communication and Information	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 yrs	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Oral communication	<p>Word of mouth is important for older people and works well in Margaret River. However, it was felt by older people in Augusta that education on verbal communication within the community was required.</p> <p>The hospital and doctors play an important role in getting information out to people at risk of social isolation but there are gaps within the community information service. The majority of workshop attendees believed that people in public offices and businesses provided friendly person to person service when required.</p> <p>Private service providers believe that more information is required on how to talk to older people – e.g. relating to deafness. Generally carers feel more verbal communication to older people is required.</p>								
									Total Rating Green
Printed information	<p>Older people in the shire believed the printed information was easy to understand with appropriate wording and layout (two local free papers per week), however, it was suggested that the font size could be increased to cater to older people.</p> <p>Carers also pointed out that the use of acronyms and fancy words were not age friendly, but this type of terminology was mainly used by State and Federal governments or large institutions like banks and was beyond their or this studies control. Private service providers suggested a volunteers' information pack be produced and widely distributed.</p>								
									Total Rating Green
Plain language	<p>Generally older people were happy with the language used in printed matter but sometimes wording from government agencies was too complex. Public and private service providers, along with carers also acknowledged that sometimes the wording was not always appropriate (bureaucratic) in written information from agencies or organisations.</p>								
									Total Rating Green
Automated communication and equipment	<p>No major issues. However, answering machines were mostly good but sometimes young people speak too quickly and it's difficult to pick up what they're saying, especially numbers.</p> <p>It was believed that most agencies and service providers within the Shire gave the opportunity to always leave a message to be called back.</p>								
									Total Rating Green

Communication and Information	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 yrs	Augusta Older 75+	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Automated communication and equipment	Most older people believed that adequately large buttons and numbering were provided on bank ATMs and other electronic equipment that was accessed by older people. However, public service providers feel that most electronic equipment doesn't have large buttons and big letters to cater to older people. Not for profit service providers were concerned about lack of mobile phone coverage in some areas.								
									Total Rating Green
Computers and the Internet	It was widely acknowledged that access to computers and the internet was available throughout the shire. There were three places in Margaret River plus the library and the Telecentre and the video shop in Augusta also provided internet access. However, the opening times for the Augusta Telecentre were not considered adequate by not for profit service providers.								
									Total Rating Green



4.1.7. Civic Participation And Employment

Margaret River

Older People 60 - 74	Older People 75+
<p>Participants were largely satisfied with this aspect. They believed they had opportunity for civic participation and that their contributions were acknowledged and appreciated. They believe they had good volunteering options but had not really considered the employment options for their age group.</p> <p>The group would like more information relating to civic participation and employment opportunities. Perhaps this relates to improving awareness of opportunities within the shire for older people to respond to.</p>	<p>Older people in this group were not interested in paid employment opportunities but believed that a skills shortage within the town meant that if they wanted work they could easily access this. They believe they have good opportunity for civic participation, enjoy doing volunteer work and feel appreciated for their contributions. In Cowaramup there is a concern about a lack of volunteer opportunities.</p> <p>Computer training opportunities are valued, but there is a concern about a lack of communication regarding when courses will start and stop.</p>

Augusta

Older People 60 - 74	Older People 75+
<p>Participants believe they have good opportunity for civic participation, enjoy volunteering and feel their contributions are valued.</p> <p>Discussion centred on the fact that the qualities of older paid workers are not well promoted and that there could be more opportunities made available for paid work. This group would like more training for post-retirement options as they would appreciate information regarding self-employment opportunities etc.</p>	<p>The group also believes their volunteering contributions are valued and that there is adequate opportunity for civic participation.</p> <p>They would like to know more about opportunities for older people to participate in paid work and self-employment. The group did say that the qualities of older workers are not really promoted and perhaps this could be improved.</p> <p>Group participants were satisfied with the number of post-retirement training options (e.g. horticulture courses etc).</p>

Carers

In general, carers were satisfied with this aspect although there were some areas that need improvement. For example, promoting the qualities of older people for employment opportunities, providing compensation for personal costs incurred as a result of volunteer work, and providing post retirement training opportunities. A concern that was raised was the lack of carers in the shire (an example of that was the fact that one respondent knows of a carer who comes from Busselton to care for someone in the shire).

Not For Profit Service Providers

In the main, not for profit service providers are satisfied with this aspect. Some areas of improvement include training opportunities and compensation/reimbursement for volunteers costs. The group is aware that a large population of active retirees is involved in community service and recreational activities. However, a concern was raised that there is a lack of younger retirees participating in volunteering indicating that more work could be done to attract younger retirees to undertake volunteer activities.

Public Service Providers
<p>Participants were generally happy with this aspect, in particular in relation to civic participation opportunities, volunteering and the acknowledged value of contributions by older people. They believed that most workplaces could be adapted to suit the needs of disabled people.</p> <p>The group questioned whether older people are encouraged to take up self-employment opportunities. Given the current global economic crisis and impacts on older people's retirement funds there could be opportunity for the wider community to be educated about the benefits of employing older people. They did not feel that the qualities of older workers were promoted and also felt that opportunities for paid work is limited.</p>

Private Service Providers
<p>Private service providers believed there was good volunteering options within the shire and that they were easily accessible and contributions were valued. They believe that older workers are discriminated against in the work force and that their past experiences are not respected. Private service providers believe (unlike the older people themselves) that older people are encouraged to take up self-employment opportunities; however, there are limited post-retirement training options.</p>

Table 15. Civic Participation and Employment

Civic Participation and Employment	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 years	Augusta Older 75+ yrs	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Volunteering options	<p>The vast majority of workshop attendees acknowledged that there was a good range of volunteer opportunities available for those wishing to participate in community service and recreation activities. However, continual broad communication of updated opportunities would be appreciated. Volunteers feel supported in their volunteer work but the costs some have happily absorbed to date are starting to affect their finances and some would like to be reimbursed petrol, parking etc costs. Carers pointed out the insurance issues that prevent disabled people from being able to participate in volunteering. There is concern about the lack of volunteer opportunities in Cowaramup.</p>								
Employment options	<p>Most older people (75+) in Margaret River were not interested in paid work opportunities, however, they acknowledged that some businesses were desperate for staff. Some of those aged 60 – 75 years in Margaret River were quite interested in this aspect and would be keen to learn more about what employment opportunities may be available to older people in the town.</p> <p>Older people in Augusta did not feel that there were many employment opportunities in their town due to the location and size of the town and they also felt that the qualities of older people were not well promoted. Both groups from Augusta would like information on what opportunities for employment are available for older people within the Shire.</p> <p>Carers felt that if older people wished to be employed they may be discriminated against because of their age.</p>								
									Total Rating Green

Civic Participation and Employment	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 years	Augusta Older 75+ yrs	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Employment options	Private service providers felt that the qualities of older workers were not generally promoted and that there was limited opportunity for flexible and appropriately paid work for older people – possibly age discrimination.								
	Green	Green	Orange	Orange	Orange	Green	Orange	Orange	Total Rating Orange
Training	<p>Older people in all workshops felt that they were adequately trained for their volunteering roles. However all groups believed that training in post retirement opportunities was not adequate.</p> <p>There were retraining opportunities, such as new technologies (internet), but participants requested that clear start and finish dates be advertised and that the training be appropriate for the needs of older people (i.e. not too fast paced).</p> <p>All older people in the shire were keen to know more about self-employment options and felt that people should learn more about planning for retirement at a younger age. Older people in Augusta were aware of some post retirement training through the Telecentre, but public service providers were not aware of any.</p>								
	Orange	Orange	Orange	Orange	Orange	Orange	Orange	Orange	Total Rating Orange
Accessibility	<p>Older people in Margaret River believed that some places might be unable to get insurance for older workers. Augusta participants believed that workplaces are adapted to suit the needs of disabled people where required. Public service providers believed there were issues with 'getting to' places/services to do volunteer work because of a lack of public transport.</p> <p>Workshop attendees were not aware of any support for organisations to recruit, train and retain older volunteers. There was growing concern (still relatively mild) over the cost of participating in volunteer and paid work.</p>								
	Orange	Green	Green	Green	Orange	Green	Orange	Green	Total Rating Green
Civic Participation	<p>Margaret River's older people are aware of opportunities to join groups etc but many don't want to be on committees or are not actively encouraged to participate. Many older people were members of committees and were crying out for new people to volunteer on their committees. Current committee members were getting older and they were concerned there would be no 'next generation' of committee members to ensure continuation of the club/association.</p> <p>Public service providers believe that membership to community groups etc is encouraged; whereas carers believe that membership of older people is not always encouraged.</p>								
	Green	Green	Green	Green	Orange	Green	Green	Green	Total Rating Green

Civic Participation and Employment	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 years	Augusta Older 75+ yrs	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Valued contributions	All groups strongly agreed that volunteers are recognised and their contributions acknowledged. None of the workshop attendees was in a position to say if the benefits of employing older workers was promoted among employers but all believed that this should be encouraged.								
									Total Rating Green
Entrepreneurship	Older people and carers across the shire do not believe that self employment or entrepreneurship is encouraged, For example: with health regulations etc if you want to make jam and sell it at the market there is so much red tape now that it makes it difficult. Older people in Augusta do not believe that they are encouraged to take up self employment. Not for profit and private service providers believe that older people are encouraged to take up self employment while public service providers are unsure.								
									Total Rating Orange
Pay	Volunteers felt that absorbing the cost of volunteering has always been part of the gift, however, with increasing costs and financial pressures, older people are now keen to be compensated for fuel and essential costs of volunteering. Public service providers advised that compensation for personal costs depends on the organisation. Carers believed that compensation should be provided for costs and pointed out the low level of pay that carers received. Older people in Augusta felt that older people are fairly remunerated for their work and were not overly concerned on remuneration for costs of volunteering at present.								
									Total Rating Orange



4.1.8. Community Support And Health Services

Margaret River

Older People 60 - 74	Older People 75+
All participants were extremely satisfied with community support and health service within the shire. One group member felt there was a need to promote information to older people about Silver Chain services, and that provisions can be made even for people who have difficulty in affording the services/programs.	Group participants are very happy with the number of doctors, dentists and other health professionals available in Margaret River and Cowaramup. There was some concern about delay in delivery of home care services from Silver Chain/HACC packages in Cowaramup which are "a bit hard to get".

Augusta

Augusta Older People 60 - 74	Augusta Older People 75+
Participants were largely satisfied with this aspect. The point was raised that in the residential units for older people in Augusta there is no evacuation plan in the event of a bush fire. Some were concerned that there needs to be more nursing home beds (see Housing).	Group participants acknowledged that they feel lucky to have such good health services in Augusta. No concerns were raised.

Carers

Carers were mostly satisfied with this aspect, particularly with the range and affordability of services. There was some concern about 'too much paper work' for some services – e.g. Silver Chain, and it was felt that more information could be made available about services that are available. Carers were not happy with the low level of respite accommodation available and transport to access medical appointments etc.

Not For Profit Service Providers

Not for profit providers indicated general satisfaction with this aspect. The only concern related to the availability of specialists.

Public Service Providers

Generally, participants were very satisfied with this aspect and they believe that financially disadvantaged older people can equally access home care services either through Silver Chain or the Augusta hospital service.

There were some comparisons made between the community support and health services available in Margaret River and those available in Augusta. The main points related to the fact that service delivery could be better coordinated in Margaret River (whilst Augusta is well coordinated) and that a Seniors Directory is needed. It was also pointed out that while services are affordable in general, that Silver Chain is more expensive than the Augusta model.

Government service providers questioned the affordability of some basic and essential services for older people – for example, taxis and home maintenance and support services. There is a dilemma in rural communities where older people leave when they need to live closer to services, but this takes the older people out of the community which loses the potential for positive inter-generational relationships. There could be benefit in building smaller units close to village centres so that older people can remain in the community for longer.

Private Service Providers

Private service providers indicated that health services in the shire are very good. There are plenty of good doctors and regular visits by specialists. This group identified a need for more mental health services such as counselors for depression and Alzheimer's disease. In connection with this aspect, the group felt that it would be beneficial to run more activities for older people suffering mental health problems, and for intergenerational activities. They also felt that there needs to be more emphasis on emergency planning – for example, at Mirambeena there should be more emphasis placed on evacuation planning.

Table 16. Community Support and Health Services

Community Support and Health Services	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 years	Augusta Older 75+ yrs	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Service Accessibility	<p>There are an appropriate range of services which include health, personal care and housekeeping. Buildings are well constructed and accessible and health and community support services are conveniently located.</p> <p>Services are accessible, not by public transport but by community transport or private vehicle. A pick up service available in Augusta. Retirement villages and residential care facilities are close to services and the community. A community bus could be well utilised. However carers note that administration is not simple and clients have to ring Perth to get local Silver Chain. Carers also raised the lack of carers and respite beds within the shire. There is sometimes a delay in service delivery at Cowaramup. Information is largely very accessible, with only one or two people requesting more information on services available.</p> <p>Public service providers acknowledged a need for more older people's accommodation close to the services within the centre of towns – this is covered in Housing.</p>								
Offer of services	<p>The shire is fortunate with the range of services available within its boundary including a range of doctors, dentists, physio and regular podiatry. Some specialists also visit Margaret River. Service delivery is coordinated usually through the GP and staff respect older people. Silver Chain /HACC packages are available within the shire. There is good home care services including health, personal care and housekeeping and the services are affordable and can be accessed by those who are financially disadvantaged. There is a patient travel service and travel allowance. Serious illnesses must be treated in Busselton or Bunbury for specific specialists. Services are affordable and Silver Chain services are means tested. Information is provided on services at the hospital. There is an adequate range of services but not specialists. Must go to Busselton or Bunbury for serious illness.</p> <p>Public service providers believe that services are affordable; however, Silver Chain packages cost more than the Augusta model. Service delivery is coordinated well in Augusta but could be better in Margaret River. A senior's directory would be beneficial within the shire.</p>								

Community Support and Health Services	Margaret River Older 75+ yrs	Margaret River Older 60 to 74 years	Augusta Older 75+ yrs	Augusta Older 60 to 74 yrs	Carers	Not for Profit	Public Service Providers	Private Service Providers	Total Rating
Offer of services	Private service providers believe there is not enough services for mental disabilities and services such as counselors for depressions, Alzheimer's (highest suicide group is older people). They also feel that Silver Chain has a chronic shortage of staff.								
									Total Rating Green
Voluntary support	Voluntary support is strong and available within the shire, however, whilst volunteers are encouraged to assist older people it is difficult to attract and retain volunteers (particularly younger volunteers).								
									Total Rating Green
Emergency planning and care	Margaret River workshop attendees were largely happy with emergency planning and care. However, there was concern that there was no evacuation plan in units in Augusta in the event of natural bush fires. Carers were concerned that there were no automatic doors in every position in the hospital. Private service providers believe that evacuation plans need to be looked at in accommodation and service provision facilities.								
									Total Rating Green



4.2. Augusta & Margaret River - Findings

4.2.1. Older People in Margaret River

Both groups of older people in Margaret River are quick to articulate their positive feelings about Margaret River as a good place to live. It is considered to be age-friendly in many ways, with good access to services, particularly good health services and a range of recreation and social activities.

Older people aged 75+ and 60 to 74 years in Margaret River share some similar ideas about what could be done to make the town more age friendly. An aspect discussed by both groups was the need to improve public toilets, particularly at the top end of town. Both groups stated that they would like to participate in a wider range of activities (the 75+ group would like more intergenerational activities), however there was some concern about how these could be accessed by those who are pensioners (affordability) and those who can not drive (community bus to pick up and take non-drivers to town). Both groups expressed a desire for a Senior Citizens Centre, or somewhere appropriate that they can meet together regularly for social activities. It was suggested by the 60 to 74 year group that this place could also carry all information about services and activities in the shire (like a 'one stop information shop') to make accessing information easier.

Older people in Margaret River have noticed that parking is inadequate, particularly during tourist seasons (Christmas and Easter), and there is a growing need for caravan specific parking bays. This would also need to be clearly signed so that tourists can easily navigate their way to parking areas. A main concern of older people in Margaret River compared to Augusta was regarding heavy and fast moving traffic in the town and in Cowaramup where there is no pedestrian crossing. It was suggested that a crossing or traffic lights are installed in Cowaramup. Further, it was also suggested that signage be placed in key areas in Margaret River to alert drivers to the fact that aged people reside in those places (e.g. Farrelly Street). Some footpaths were cited as being in need of repair and maintenance, or in some areas, need to be constructed. As the town is located on a hill (making it difficult for older people to walk continuously) older people also expressed that there is a need for more outdoor seating along the main street, near the supermarkets and in public open spaces.

Older people appreciate the number of green spaces in Margaret River and Cowaramup and regularly use them during walks. However, some concern was expressed about their maintenance, particularly in residential open spaces and public access walkways. Some older people stated that they have had to call the Shire themselves to request that overgrown plants and bushes are cut back and cleared.

As with all groups, a significant concern was the lack of affordable housing options in Margaret River. Older people are aware that this affects everyone – for example, some care workers struggle to find affordable housing in Margaret River and end up having to leave because they can't afford to live and work in the town. This impacts on the level of care that can be provided at Mirambeena (and in the future at other high level care homes).

Despite these concerns older people in Margaret River recognise that they are fortunate in many ways, however. For example, both groups clearly expressed their gratitude for having

(compared to other towns and cities) a high ratio of doctors and dentists and a range of ancillary services also. In addition, older people in Margaret River feel that they are well consulted by the Shire.

4.2.2. Older People in Augusta

Participants in both groups expressed that they greatly appreciate where they live and believe that Augusta is very age-friendly. They have a range of affordable events that they can enjoy in Augusta, and opportunity exists to live actively with good volunteering options available. However, concern was raised that many volunteers are getting old and it would be good to encourage younger community members to participate in volunteer work.

Like the other groups older people in Augusta expressed concern at the affordability of housing in the town and the housing options available for older people and retirees. The participants stated that more nursing home beds are required in Augusta. In addition, there are not enough two bedroom units at reasonable rent price. Earlier this year Augusta residents were consulted about a proposal for development of a farm block with a mix of housing and high options. The group participants said that older people at the consultation workshop thought it was a good idea and support it.

Unlike Margaret River participants, Augusta group members were not so happy with the state of the environment in their local area. Both the 60 to 74 year and 75+ groups said that rubbish is dumped in walk trails and the bush on the outskirts of Augusta. They said that the rubbish collection centre is closed on a Sunday afternoon which does not help to prevent rubbish from being dumped in public areas.

Augusta residents are also concerned with the state of footpaths in their town. Some areas do not have any paths (near the hospital) which affect older people's ability to access particular areas safely. Like the other groups, Augusta residents expressed some concern with the public toilets; this was more about having adequate signage for toilets which already exist, rather than needing more in Augusta. However, some Augusta participants did recognise that more are needed in Margaret River at the top end of the town.

Whilst the 60 to 74 year group expressed concern with the amount of outdoor seating in Augusta the 75+ group was not so concerned, saying that more outdoor seating has been erected recently by sporting clubs.

Another (slightly) different opinion between the two groups related to the need for a pedestrian crossing. Whilst both groups said that they would like something to be done in the main street to make crossing more safe (especially during summer and Easter holidays), the 75+ group did point out that there is already an island in the middle of the road which can be used by pedestrians when crossing from one side to the other. The 60 to 74 group suggested that speed limits are lowered in the town centre area which will make it safer for pedestrians.

The 60 to 74 year group discussed some concern about how they have been consulted in the past by the Shire. However, the 75+ group had no concerns about this.












Whilst the 60 to 74 year group indicated a need for more appropriately placed ACROD parking bays in Augusta, the 75+ group were more concerned about adequate parking for caravans and boats, and ensuring that there is signage to direct tourists about where they should park. Both groups are concerned about potholes in the major roads and the flow of heavy traffic during holidays. Some people indicated that a by-pass road for Augusta town was discussed some 8 years ago and that this was a logical idea.



4.2.3. Older People – Comparisons between Augusta and Margaret River

The table below shows the areas of agreement with age friendly and age unfriendly aspects of both Augusta and Margaret River. As indicated in earlier sections of the report and the summaries at the beginning of the study older people within the two main towns of the shire are mostly very happy with the age friendliness of the area. However, the five main age unfriendly aspects that repeatedly arose throughout the consultations are again reflected in the below table. These are addressed in further detail throughout the report.

Table 17. Similarities in Age Friendly perceptions across Augusta and Margaret River

The 12 aspects that were considered most age friendly in Margaret River by older people were:	The 12 aspects that were considered most age friendly in Augusta by older people were:	The five aspects that were considered most age unfriendly in Margaret River by older people were:	The six aspects that were considered most age unfriendly in Augusta by older people were:
Ageing in Place	Ageing in place	 housing affordability	 housing affordability and options
Civic participation	Civic participation	 insufficient public toilets	 insufficient public toilets
Community inclusion	Community inclusion	 lack of accessible parking and drop off points	 lack of accessible parking and drop off points
Community Integration	Community integration	 inadequate footpaths	 inadequate footpaths
Community support and health services	Community support & health services	 lack of safe pedestrian crossings	 lack of safe pedestrian crossings
Economic inclusion	Economic inclusion		 Road maintenance & safety
Housing maintenance	Housing modifications & maintenance		
Living environment	Living environment		
Public education	Public education		
Public images of ageing	Public images of ageing		
Safety	Safety		
Transport affordability	Transport in general		
Valued contributions	Valued contributions		
Volunteer & employment options	Volunteering options		

The table below shows the aspects that older people believed were age friendly that were only believed to be age friendly in either Augusta or Margaret River, not both localities.

Participants in Margaret River gave the 'green light' to a total of 3 more aspects than those from Augusta. Of particular interest is that older people from Augusta do not feel that all levels of communication and information are age friendly, this may be partly responsible for their not being 100% happy with the promotion and awareness of activities such as opportunities for intergenerational and family interaction as well as the level of addressing isolation issues in their area. However, older people from Augusta are happier with their level of social participation in general and the accessibility of events and activities in their area. Older people in Margaret River indicated that they are happier with their environment and green spaces and walkways than those from Augusta.

Table 18. Differences in Age Friendly perceptions across Augusta and Margaret River

Margaret River	Augusta
Green Space and Walkways	Social participation, particularly accessibility of events and activities
Communication & information	Traffic (for the majority of the year)
Environment	Computers and the internet
Intergenerational and family interaction	Employment accessibility
Driving competence	Information offer
Addressing isolation	Pay
Housing essential services	Cycle paths
Services	Automated communication and equipment
Promotion and awareness of activities	Plain language
Outdoor seating	
Transport reliability and frequency	
Plain language	

There were other areas of small differences between older peoples perspectives in Augusta and Margaret River, where aspects have been rated 'orange' in the overall findings section, but these are not considered major differences and are covered in the overall findings section.

As carers and service providers were not asked to be location specific within their workshops, and any location specific data is reported on in the overall findings section, no duplication of that data has been necessary in this section of the report.

5. Limitations

It is noted that this Study was conducted over a relatively short period of time. Nevertheless, there was good broad representation from both major locations, from smaller and main settlements and from both age groups. The service providers also participated well. The limitation was the difficulty in contacting carers. Many older people live with a person who needs care but do not consider themselves as carers. For this reason, self-identification as a carer does not always occur. Also carers do find it difficult to attend workshops because they are unable to leave their charge for long. If they do have free time, it is their only respite for personal well-being so they are usually reluctant to attend meetings. The strategy of using phone contact was more appreciated by the carers.

The participants felt that the WHO key questions were very comprehensive but not always relevant to the situation in the shire. They are also very time consuming and in the initial sessions there was little time for more general interaction. However, participants were given a little time at the end of the workshop to raise any other issues. This was further addressed in later workshops by allowing structuring the workshops to allow more time at the end for participants to make any other points that they wanted to raise. A few points raised were:

- Awareness of changing circumstances. As a more rural community, changes occur at a slower rate and some older people are unable/unwilling to change. As technological advances occur, traffic gets busier, etc. older people find it difficult to adapt to circumstances. For this reason, it is expected that there will be a need for increased and better ways to communicate with older people to prepare them for the way society expects them to change.
- There are many visitors to the shire that are older. They are also slower on the roads, often have caravans, may want to stay longer and join in the community and may be prospective residents. More thought is needed as to how to address their needs.

There is a need to continue the consultation and involvement of older people in the implementation of the Study findings. The workshops participants generally appreciated the opportunity to be involved and make their point of view known. The Shire should consider how contact can be continued.

There is much information that has been generated by this Study. As a growing shire, there is high competition for available resources. This means that not all of the concerns will be able to be addressed in the short-term. Consequently, the Shire should review the priorities put forward through the study and develop a plan of action within the practical confines of available resources and within a realistic time frame.

Glossary

AGEING IN PLACE An approach that aims to provide residents with appropriate care and increased choice by allowing them to remain in the same aged care facility if their care needs change from low to high. It also allows couples with different levels of care need to be cared for in the same aged care facility. One of the objectives of Australian Government aged care legislation is 'to promote ageing in place through the linking of care and support services to the places where older people prefer to live' (Aged Care Act 1997).

CARER Carer can include family members, next of kin, friend or neighbour who has been identified as providing regular and sustained care and assistance to a person without payment other than a pension or benefit. A carer may/may not also be the person's advocate/guardian.

COMMUNITY AGED CARE PACKAGES (CACPs) are targeted towards frail older people living in the community who require management of services because of their complex care needs. These people would otherwise be eligible for at least low level residential care. Individually planned and coordinated packages of care, designed to meet older people's daily care needs in the community.

HOME AND COMMUNITY CARE (HACC) A program of basic maintenance and support services for frail older people, younger people with disabilities and the carers of these people to prevent premature admission to residential care. Services include home nursing, home help, respite care and assistance with meals and transport. Access to HACC services is on the basis of relative care need and the availability of services. ACAT assessment and approval is not required to access HACC.

OLDER PEOPLE For the purposes of service planning, older people are regarded as those 60 (plus) years of age or over 50 years if Indigenous Australians. The Act does not specify an age when a person becomes an aged person.

RESIDENTIAL AGED CARE Personal and/or nursing care that is provided to a person in an aged care facility in which the person is also provided with accommodation that includes appropriate staffing, meals, cleaning services, furnishings and equipment, for the provision of that care and accommodation. However, residential care does not include any of the following:

- a. care provided to a person in the person's private home;
- b. care provided in a hospital or in a psychiatric aged care home;
- c. care provided in an aged care home that primarily provides care to people who are not frail and aged. Note that definitions come from Section 41-3 of Aged Care Act 1997.

RESPITE CARE Care given as an alternative care arrangement with the primary purpose of giving the carer or a care recipient a short term break from their usual care arrangement.

Bibliography

The following documents have been reviewed in preparation of the Study output;

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