

Cardinia Shire Council

Age Friendliness Community Survey Report

Age Friendliness Community Survey Findings

June 2017

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# Introduction

What Is an Age Friendly City?

An age-friendly city is one which enables older persons to live in security, maintain their health and participate fully in their community. ‘Making cities age-friendly is one of the most effective approaches for responding to demographic ageing’ (WHO, 2007)

One of the first outcomes of the Cardinia Shire Age Friendly Strategy 2015-19 was to survey Cardinia Shire residents aged 50 years and over. The purpose being, to gain a clear snapshot of how respondents find their local community today. The survey aimed to achieve an understanding of the factors which affect a respondent’s quality of life, through their eyes, and lived experience, as they are getting older. The survey, which is aligned to the Cardinia Shire Age Friendly Strategy 2015-19, also provided the opportunity to inform respondents about the concept of "age friendly communities".

This report presents the survey findings which will inform future action planning to ensure an appropriate response to our ageing population at a local community level. The findings are presented with a demographic overview of respondents, the top 20 indicators which have then been categorised under the eight policy domains. A summary, recognising the different characteristics of each ward, is also included.

Analysis of the survey findings have identified respondents’ top twenty indicators for age friendliness for the shire which has been categorised using the eight World Health Organisation “age friendly” key domains:

* Social participation
* Respect and social inclusion
* Civic participation and employment
* Communication and information
* Community support and health services
* Outdoor spaces and buildings
* Transportation
* Housing

In 2016, Cardinia Shire was recognised by the World Health Organisation (WHO) as an Age Friendly City, through its demonstrated commitment to create age friendly initiatives within the shire

# Methodology / Community Engagement

A period of nine months, from July 2016 to April 2017, was offered for respondents to participate in the survey.

The survey was designed to collect demographic and health data to give insight into the respondents and their location. As each of the geographical ward areas present unique characteristics, an even representation was sought.to ensure future planning is representative of community needs.

Each of the 8 “Age Friendly” domains were explored by asking questions to identify which factors affect the respondents quality of life, as they age, through the respondent’s own lived experience. Scale questions were designed. An example of a scale is a response required to rate a level of agreement using a five scale rating ranging from Strongly Disagree to Strongly Agree.

This type of response leads to numerical data that can be ordered to calculate levels of agreement to prioritise statements with the highest rating of agreement to the lowest rating of agreement. This is how the indicators achieved the top 20 rating. With one receiving the most responses in order of priority to number 20.

Planned methods to engage the target audience involved disseminating 1000 hard copies of the survey to the community, online at Council’s website and an extensive campaign of presentations to senior’s and community groups where participants were invited to complete the survey.

A total of 723 respondents completed the survey. The survey proved to be an important community engagement tool. It successfully delivered the message to respondents that Council is committed to creating a more age friendly shire.

Respondents were provided with the opportunity to complete the survey at community presentations and discussions at a broad range of groups and locations across the shire, including; Senior Citizens Centres (Pakenham, Lang Lang, Koo Wee Rup, Emerald, Tynong, Garfield, Cockatoo, Gembrook, Bunyip), the Men’s Sheds cluster (Cardinia Men’s Shed, Bunurong Men’s Shed Pakenham, Upper Beaconsfield Men’s Shed, Hills Men’s Shed - Emerald, Cockatoo Men’s Shed, Koo Wee Rup Men’s Shed, Bunyip Men’s Shed) and the U3A’s (Emerald & Pakenham). The survey was also distributed across a broad range of venues including Cardinia Shire libraries, (including the mobile library), aged care facilities, Mecwacare clients, Bunyip Community House, Beaconsfield Community Centre, Pakenham Living and Learning Centre, Outlook Community Centre and Emerald Community House, Cardinia Life Recreation Centre, the Cardinia Cultural Centre (attendees of the Seniors festival) and Bowls clubs.

In addition, promotion of the survey included Council’s website, Council’s community magazine ‘Connect’ and various township newsletters.

# Key findings

Analysis of the survey findings have identified the following five policy domains as priority;

* Outdoor spaces and buildings
* Community Support and Health Services
* Communication and Information
* Transport
* Housing

Themes which emerged included the importance of social connectedness, preferred independence, ageing in place, maintaining good health, access to appropriate services and good local information.

Maintaining social connections through low/no cost local activities was identified by respondents as a key factor to support healthy ageing in their local community.

A strong desire to maintain independence, to enable ageing in place where possible, to remain living independently in adequate and affordable housing. The post war generation are ageing differently as they live longer and staying in their own homes much longer than before.

Access to health and community services was identified as a key enabler to support independence through home and community care. This is a particular challenge across a shire that contains a wide spread of separate townships, with residents wanting supports within close proximity to their place of residence.

An underlying factor that affects all aspects of successful ageing is the “transport” theme. Access to public and community transport options is vital as it can be hard for some people to get to medical appointments, work, the shops or social activities.

Physical mobility has become a key factor of successful ageing as we are living longer. "Healthy ageing is the process of developing and maintaining the functional ability that enables wellbeing in older age." This includes an individual’s ability to meet daily basic needs, to learn, grow and make decisions, be mobile, be able to build and maintain relationships, as well as making a contribution. (John Beard, WHO 2016)

The National Heart Foundation guidelines recommend that older Australians be physically active for 30 minutes every day, a total of 3 and a half hours per week. These recommendations are based on evidence that shows even a slight increase in physical activity can make a difference to health and wellbeing as ageing occurs. The likelihood of conditions such as diabetes, cardiovascular disease and dementia can be significantly reduced.

However, the survey data indicates that most of the respondents are not participating in enough physical activity to maintain their health and wellbeing in later years. Physical activity and strength training protect against sarcopenia, the loss of skeletal muscle mass and strength as a result of ageing. Poor physical health may increase the risk of trips and falls. Maintaining good health also transfers to the ability to be socially active, supporting good mental health and reduced risk of social isolation, loneliness, depression, and early onset dementia. The maintenance of health and wellbeing ultimately reduces the burden on the health system, supports successful independent living as well as a healthy level of engagement within their own community.

Some general observations of the respondents include;

* An even distribution of respondents across the 3 wards.
* Most respondents completed the survey in hardcopy rather than online through Council website
* There is a definite preference for staying in the same community and the value of community connectedness.
* There is a clear and consistent theme indicating the desire to “age in place” (stay in the home) and maintain independence with additional supports. This is attributed to feeling respected in their communities, wanting to stay connected to the community they have created so many memories in. Affordable housing options for older people to downsize is important since there is a strong desire to stay in the same community as ageing occurs.
* The figures above indicate the need for access to hardcopy information to ensure that seniors with no internet are well informed on local activities and opportunities.
* The Ranges ward indicates the highest internet use, as well as the most users over 70 years of age. Port ward shows the lowest use of the internet.
* A key outcome of the community engagement process involved half of survey respondents indicating their interest to support / become involved in age friendly activities within their community.
* By raising the level of awareness and understanding of “age friendliness”, this has increased the capacity for older residents to be involved in and share Council’s commitment to creating “age–friendliness” in Cardinia Shire.
* Women are twice as likely to be involved in group activities as men.
* Majority of respondents were aged 70 years and over, with the 70yrs – 74yrs most highly represented.
* It was noted that in retirement years, those involved in voluntary work was most prevalent in Ranges Ward.
* Languages identified by respondents; Dutch, Spanish, Italian, German and Norwegian
* The above figures represent 1% of the Aboriginal/ Torres Strait population.

Evening is the time of day that older residents feel least safe, particularly in the Central ward

The findings are presented with a demographic overview of respondents, identifying the survey respondents top 20 indicators for what constitutes an “age friendly” community, factors that affect decisions to stay or leave the community and successes within the shire.

# Conclusion

The information gathered from this survey will inform Council through its planning and policy development. It will enable Council to understand how it can support its ageing population that varies from one community to the next. Through the respondents, it reaffirms the differences that can exist around the needs and lifestyles of seniors from one community to another. This information will assist in the delivery of programs and activities that will promote and develop the wellbeing of Cardinia Shire’s people. This survey will also serve its purpose in the years ahead, as it is structured to serve the purpose as a baseline for future measurement of the effectiveness of age friendliness in Cardinia Shire.

This survey has provided a snapshot of how respondents find their local community today. The survey also achieved its aim to raise the profile of Cardinia Shire as a WHO Age Friendly Shire. The information captured has identified the factors which affect a respondent’s quality of life, through their eyes, and lived experience, as they age in their communities. The survey, which is aligned to the Cardinia Shire Age Friendly Strategy 2015-19, has provided the opportunity to inform respondents about the concept of "age friendly communities".

# Demographic overview of respondents

## About the respondents

* A total of 723 residents responded to the survey
* Twice as many Women were captured through the survey than Men.
* Most respondents were aged between 65 and 74 years old.
* Most respondents were fully retired.
* Areas with the highest survey representation were Pakenham, Emerald and Lang Lang.
* Language spoken at home other than English are German, Dutch and Italian.
* Majority of respondents have lived in their community for over 11 years.
* Most respondents have no plans to move out of the community.
* Those having to consider moving out of their community did so to look for a home that would help them live independently.
* Respondents living less than 5 years were from the growth area suburb of Officer/Pakenham.
* Most respondents rated their health as good to very good (79%)
* Most participate in physical activity 3 times a week or less, however this is below the National Heart Foundation recommended guidelines.
* Evenings are when respondents feel the least safe, particularly in the Central ward.
* The heat makes older people feel less safe than the cold.
* Use of the internet significantly reduces for those aged 75 years and over.
  + Respondents aged between 70-74 typically said they don’t own computers because they can’t afford to.
  + Those aged 80 and over felt they were too old to learn, not interested in learning or never been given the opportunity to learn.
* Women more likely to be active in social club activities than men.
* Half of respondents indicated interest in being involved in age friendly activities in their community.
* Those indicating interest in future community involvement were aged mainly between 65 to 74 years of age (64% female, 36% male) and drive.
* The Aboriginal and Torres Strait Islander population aged 50 years and over was not well represented, with 6 respondents. Networks will need to grow in order to reach this cohort. Respondents came from Pakenham, Emerald and Koo Wee Rup.

# Survey Responses

The following tables provide the survey results collated on a Shire wide and Ward basis.

## Table 1: Number of respondents aged 50 years and over

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Cardinia Shire | Ranges ward | Central ward | Port ward |
| Number of responses | 723 | 257 | 237 | 229 |

Table 2: How long have you lived in your local community?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Cardinia Shire | Ranges ward | Central ward | Port ward |
| Less than 5 years | 20 | 14 | 30 | 16 |
| 5-10 years | 18 | 11 | 28 | 13 |
| 11-15 years | 11 | 11 | 15 | 8 |
| 16-20 years | 8 | 10 | 6 | 6 |
| More than 20 years | 43 | 64 | 21 | 57 |

## Table 3: Gender

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Gender | Cardinia Shire | Ranges ward | Central ward | Port ward |
| Male | 34 | 40 | 31 | 31 |
| Female | 66 | 60 | 69 | 69 |

## Table 4: Age

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Age Breakdown % | Cardinia Shire | Ranges ward | Central ward | Port ward |
| 50-54 years | 4 | 4 | 5 | 1 |
| 55-59 years | 6 | 8 | 5 | 3 |
| 60-64 years | 10 | 11 | 9 | 6 |
| 65-69 years | 18 | 17 | 16 | 21 |
| 70-74 | 23 | 19 | 30 | 24 |
| 75-79 | 19 | 24 | 18 | 18 |
| 80 and over | 20 | 17 | 17 | 27 |

Table 5: Working status

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Work status Breakdown % | Cardinia Shire | Ranges ward | Central ward | Port ward |
| Fully Retired | 75 | 75 | 90 | 83 |
| Part time / Voluntary | 25 | 25 | 10 | 17 |

## Table 6: Language spoken at home other than english

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Language Breakdown | Cardinia Shire | Ranges ward | Central ward | Port ward |
| Percentage | 7 | 4 | 9 | 6 |

Table 7: How you identify

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Identity | Cardinia Shire | Ranges ward | Central ward | Port ward |
| **Aboriginal** | 4 | 1 | 1 | 2 |
| **Torres Strait** | 1 | 0 | 1 |  |
| **Both** | 3 | 0 | 2 | 1 |

Table 8: Feel safe and/or very safe in your community

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Perceived level of safety % | Cardinia Shire | Ranges ward | Central ward | Port ward |
| In the daytime | 85 | 87 | 80 | 90 |
| In the evening | 60 | 71 | 41 | 71 |
| In the extreme cold | 72 | 71 | 68 | 70 |
| In the extreme heat | 66 | 67 | 65 | 70 |

Table 9: Factors most likely to influence a decision to move out of the community

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Factors | Cardinia Shire | Ranges ward | Central ward | Port ward |
| Looking for a home that will help you live independently as you age | 75 | 44 | 33 | 33 |
| Maintenance of current house has become too difficult | 33 | 40 | 29 | 28 |
| Looking for different house size to meet my needs |  | 37 | 31 | 32 |
| Have no plans to move out of my community | 64 | 64 | 57 | 71 |

Table 10: Internet use

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| % | Cardinia Shire | Ranges ward | Central ward | Port ward |
| Yes | 70 | 79 | 75 | 57 |
| No | 30 | 21 | 25 | 43 |

## Table 11: Internet use by township

## Table 12: Internet use by age

## Table 13: Are you interested in being involved in “age friendly” activities within your community?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Area | Cardinia Shire | Ranges ward | Central ward | Port ward |
| No of respondents | 379 | 143 | 122 | 114 |

# Top 20 Indicators

The following table lists the top 20 indicators for an “age friendly” community by respondents on a shire wide and ward basis.

## Table 14: Top 20 indicators for an “age friendly” community

|  |  |  |  |
| --- | --- | --- | --- |
| Cardinia Shire | Central ward | Ranges ward | Port ward |
| 1. Footpaths that connect key amenities (shops, carparks, public toilets) and can be walked along safely 2. Accessible health services for seniors in the community 3. Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older 4. Being supported so that I am able to stay/ live independently in my own home 5. A strong knowledge of community support /health services available in my local community 6. Well located senior parking spaces close to amenities 7. Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd)   jobs, gardening for older people   1. Having access to essential services eg; medical, emergency, utilities 2. A variety of housing options so that people can afford to stay in their local community 3. The presence of authority e.g. Police, security personnel, PSOs, within the community 4. Availability of meal programs for eligible seniors in the community 5. Information about transport services available to older people 6. Availability of community transport so that you can attend medical appointments 7. A buddy system that engages older people who are not socially active in the community 8. Availability of home delivery service (ie: groceries, medicines, etc.) 9. Provision of Dementia education / support programs 10. Access to up to date /relevant information happening within the community 11. Social/informative visits to those who cannot or do not leave their homes 12. Conveniently located venues for social gatherings 13. Distribution of paper based information for local activities and events for seniors | 1. Footpaths that connect key amenities (shops, carparks, public toilets) and can be walked along safely 2. Accessible health services for seniors in the community 3. Home support services for older residents to maintain their independence 4. Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older 5. A strong knowledge of community support and health services available in my local community 6. Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people 7. Being supported so that I am able to stay/ live independently in my own home 8. A variety of housing options so that people can afford to stay in their local community 9. Availability of meal programs for eligible seniors in the community 10. Information about transport services available to older people 11. Availability of community transport so that you can attend medical appointments 12. Availability of community transport so that you can attend social activities 13. A buddy system that engages older people who are not socially active in the community 14. Provision of Dementia education/support programs 15. Availability of home delivery service (ie: groceries, medicines, etc.) 16. Access to up to date /relevant information happening within the community 17. Social/informative visits to those who cannot or do not leave their homes 18. Conveniently located venues for social gatherings 19. Availability of social clubs or interest groups 20. Distribution of paper based information for local activities and events for seniors | 1. Footpaths that connect key amenities (shops, carparks, public toilets) and can be walked along safely 2. Accessible health services for seniors in the community 3. Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older 4. Being supported so that I am able to stay/ live independently in my own home 5. Having access to essential services eg; medical, emergency, elect, water, telecommunications etc 6. Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people 7. A strong knowledge of community support /health services available in my local community 8. A variety of housing options so that people can afford to stay in their local community 9. The presence of authority e.g. Police, security personnel, PSOs, within the community 10. Well located senior parking spaces close to amenities 11. Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older 12. Access to up to date /relevant information happening within the community 13. Availability of meal programs for eligible seniors in the community. 14. Social/informative visits to those who cannot or do not leave their homes 15. A buddy system that engages older people who are not socially active in the community 16. Conveniently located venues for social gatherings 17. Availability of community transport so that you can attend medical appointments 18. Distribution of paper based information for local activities and events for seniors 19. Availability of community transport so that you can attend social activities 20. Availability of home delivery service (ie: groceries, medicines, etc.) | 1. Accessible health services for seniors in the community 2. Well located senior parking spaces close to amenities 3. Footpaths that connect key amenities (shops, carparks, public toilets) and can be walked along safely 4. Ramps to make buildings more accessible 5. Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older 6. Being supported to stay/ live independently in my own home 7. Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people 8. A variety of housing options so that people can afford to stay in their local community 9. A strong knowledge of community support and health services available in my community 10. Availability of meal programs for eligible seniors in the community 11. Information about transport services available to older people 12. A buddy system that engages older people who are not socially active in the community 13. Availability of home delivery service (ie: groceries, medicines, etc.) 14. Social/informative visits to those who cannot or do not leave their homes 15. Availability of community transport so that you can attend medical appointments 16. Provision of Dementia education /support programs 17. Access to up to date /relevant information happening within the community 18. Specific support groups 19. Conveniently located venues for social gatherings 20. Distribution of paper based information for local activities and events for seniors |

# Age Friendly Domains

This table looks at the top 20 indicators identified by survey respondents, categorised by the 8 WHO “age friendly” key domains.

## Table 15: Top 20 indicators categorised under the 8 “age friendly” domains for Cardinia Shire and on a ward basis

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Age Friendly Domain | Cardinia Shire | Central ward | Ranges ward | Port ward |
| Respect and Social Inclusion | * Social/informative visits to those who cannot or do not leave their homes * A buddy system that engages older people who are not socially active in the community * Staying in the same community as you age * Specific support groups | * Social/informative visits to those who cannot or do not leave their homes * A buddy system that engages older people who are not socially active in the community * Staying in the same community as you age * Specific support groups | * Social/informative visits to those who cannot or do not leave their homes * Staying in the same community as you age * A buddy system that engages older people who are not socially active in the community | * Social/informative visits to those who cannot or do not leave their homes. * Specific support groups * A buddy system that engages older people who are not socially active in the community * Staying in the same community as you age * The opportunity to participate in activities that bring different generations together |
| Social Participation | * Conveniently located venues for social gatherings * Availability of social clubs or interest groups * Activities geared specifically for seniors * Activities for family, friends and neighbours in the community | * Conveniently located venues for social gatherings * Availability of social clubs or interest groups * Activities geared specifically for seniors | * Conveniently located venues for social gatherings * Activities geared specifically for seniors * Availability of social clubs or interest groups | * Conveniently located venues for social gatherings * Activities geared specifically for seniors * Availability of social clubs or interest groups |
| Communication and Information | * Access to up to date /relevant information happening within the community * Distribution of paper based information for local activities and events for seniors * Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older * Skills in using computers, iPads and accessing the internet * Skills in using mobile phones and texting | * Access to up to date /relevant information happening within the community * Distribution of paper based information for local activities and events for seniors. * Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older | * Distribution of paper based information for local activities and events for seniors * Access to up to date /relevant information happening within the community * Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older | * Access to up to date /relevant information happening within the community * Distribution of paper based information for local activities and events for seniors * Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older * Skills in using mobile phones and texting |
| Community Support and Health Services | * Accessible health services for seniors in the community * Home support services for older residents to maintain their independence * A strong knowledge of community support and health services available in my local community * Availability of meal programs for eligible seniors in the community * Availability of home delivery services ie: groceries, medicines * Provision of Dementia education/support programs * Provision of fitness activities specifically geared for older adults | * Accessible health services for seniors in the community * Home support services for older residents to maintain their independence * A strong knowledge of community support and health services available in my local community * Availability of meal programs for eligible seniors in the community. * Provision of Dementia education/support programs * Availability of home delivery service (ie: groceries, medicines, etc.) * Provision of fitness activities specifically geared for older adults * Provision of Healthy eating education/ support programs * Provision of “stress management” education/ support programs * Provision of “safe weight control” education/ support programs | * Accessible health services for seniors in the community * Home support services for older residents to maintain their independence. * A strong knowledge of community support and health services available in my local community * Availability of meal programs for eligible seniors in the community * Availability of home delivery service (ie: groceries, medicines, etc.) * Provision of Dementia education/support programs * Provision of fitness activities specifically geared for older adults * Provision of Healthy eating education/ support programs * Provision of “safe weight control” education/ support programs | * Accessible health services for seniors in the community * A strong knowledge of community support and health services available in my local community * Availability of meal programs for eligible seniors in the community * Availability of home delivery service (ie: groceries, medicines, etc.) * Provision of Dementia education/support programs * Home support services for older residents to maintain their independence * Provision of fitness activities specifically geared for older adults. * Provision of Healthy eating education/ support programs * Provision of “stress management” education/ support programs * Provision of “safe weight control” education/ support programs |
| Civic Participation and Employment | * Opportunities for older persons to volunteer in the local community * Opportunities for older persons to be on councils, boards and committees | * Opportunities for older persons to volunteer in local community * Opportunities for older persons to be on councils, boards and committees * Opportunities for older persons to have paid work in the local community | * Opportunities for older persons to volunteer in the local community * Opportunities for older persons to be on councils, boards and committees * Opportunities for older persons to have paid work in the local community | * Opportunities for older persons to volunteer in local community * Opportunities for older persons to be on councils, boards and committees * Opportunities for older persons to have paid work in the local community |
| Outdoor Spaces and Buildings | * Footpaths that connect key amenities (shops, carparks, public toilets) * Footpaths that can be walked along safely * Ramps to make buildings more accessible * Well located senior parking spaces close to amenities * Adequate shade in outdoor venues | * Footpaths that connect key amenities (shops, carparks, public toilets) * Footpaths that can be walked along safely * Ramps to make buildings more accessible | * Footpaths that can be walked along safely * Footpaths that connect key amenities (shops, carparks, public toilets) * Well located senior parking spaces close to amenities | * Well located senior parking spaces close to amenities * Footpaths that connect key amenities (shops, carparks, public toilets) * Footpaths that can be walked along safely. * Adequate shade in outdoor venues * Ramps to make buildings more accessible * Benches that provide adequate rest points in key locations |
| Transport | * Information about transport services available to older people * Availability of community transport so that you can attend medical appointments * Availability of community transport so that you can attend social activities * Driver refresher courses to support the independence of older drivers | * Information about transport services available to older people. * Availability of community transport so that you can attend medical appointments * Availability of community transport so that you can attend social activities | * Information about transport services available to older people * Availability of community transport so that you can attend medical appointments * Availability of community transport so that you can attend social activities | * Information about transport services available to older people * Availability of community transport so that you can attend medical appointments * Availability of community transport so that you can attend social activities * Driver refresher courses to support the independence of older drivers |
| Housing | * Being supported so that I am able to stay/ live independently in my own home * Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people * A variety of housing options so that older people can afford to stay in their local community | * Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people * Being supported so that I am able to stay/ live independently in my own home * A variety of housing options so that people can afford to stay in their local community | * Being supported so that I am able to stay/ live independently in my own home * Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people * A variety of housing options so that people can afford to stay in their local community | * Being supported to stay/ live independently in my own home * Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people * A variety of housing options so that people can afford to stay in their local community |

## Table 16: Most successful and least successful “age friendly” factors

This table highlights the most successful and least successful “age friendly” factors indicated by survey respondents for the shire and on a ward basis.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Factor | Cardinia Shire | Central ward | Ranges ward | Port ward |
| Community’s most successful factors | * Feeling respected in your community * Meeting your social needs * Access to community and health services * Access to local, relevant information for seniors * Access to Health and Wellness programs of older people in the community | * Feeling respected in local community * Meeting social needs * Access to community and health services * Access to local relevant information for seniors Access to health and wellness programs | * Feeling respected in local community * Meeting social needs * Access to local and relevant information * Access to community and health services * Opportunities for older people to be engaged in the community through paid work or voluntary activities | * Feeling respected in local community * Access to community and health services * Meeting social needs * Access to health and wellness programs for older people in the community * Access to local relevant information for seniors |
| Community’s least successful factors | * Availability of transport options for older people * Availability of housing options for older people * Opportunities for older people to be engaged in the community through paid work or voluntary activities * Community infrastructure (ie: outdoor spaces and buildings) that supports the needs of an ageing population | * Opportunities for older people to be engaged in the community through paid work or voluntary activities * Community infrastructure (ie: outdoor spaces and buildings) that supports the needs of an ageing population * Availability of transport options for older adults Availability of housing options for older adults | * Community infrastructure (ie: outdoor spaces and buildings) that supports the needs of an ageing population * Availability of transport options for older adults * Availability of housing options for older adults | * Community infrastructure (ie: outdoor spaces and buildings) that supports the needs of an ageing population * Opportunities for older people to be engaged in the community through paid work or voluntary activities * Availability of housing options for older adults * Availability of transport options for older adults |
| Factors that make you feel safe in your community | * Having access to essential services eg: medical, emergency, electrical, water, telecommunications * The presence of authority e.g. Police, security personnel, within the community * Family, neighbours or community members who look out for you * Well built and maintained surroundings | * The presence of authority e.g. Police, security personnel, PSOs, within the community * Having access to essential services eg; medical, emergency, electrical, water, telecomm’s * Well built and maintained surrounds * Family, neighbours or community members who look out for you * Having access to community information e.g. community newsletters | * Having access to essential services e.g.; medical, emergency, electrical, water, telecommunications etc. * The presence of authority e.g. Police, security personnel, PSOs, within the community * Family, neighbours or community members who look out for you * Having access to community information e.g. community newsletters | * Having access to essential services eg; medical, emergency, electrical, water, telecommunications. * The presence of authority e.g. Police, security personnel, PSOs, within the community * Family, neighbours or community members who look out for you * Well built and maintained surrounds * Having access to community information e.g. community newsletters |

# Summary of findings for the Ranges Ward

## About the respondents

* A total of 257 residents responded to the survey, 60% were female and 40% male.
* Most respondents were aged 70 years and over
* Areas of residence included the townships Emerald, Beaconsfield Upper, Cockatoo, Gembrook, Avonsleigh, Pakenham Upper and growth areas Beaconsfield and Officer
* The most common language spoken other than English was German
* Most respondents had lived in the community more than 20 years (61%)
* Most have no plans to move from the area (61%)
* Respondents living less than 5 years were from the growth area of Officer
* Most respondents rated their health as good to very good (79%)
* Most participate in physical activity. 45% exercise more than 4 days a week, 31% 2-3 days a week and 24 % never or 1 day a week
* Most respondents felt safe or very safe in the daytime (87%) and in extreme cold (71%).
* Most respondents have no plans to move out of the community for those who did it was to look for a home that would help them to live independently.
* Most respondents were fully retired.
* A high percentage of respondents use the internet. The highest usage occurred in Avonsleigh and Officer.
* Half (143 of 257) respondents indicated interest in being involved in age friendly activities in their community.

## Top 20 most important indicators of successful ageing by Ranges ward respondents

1. Footpaths that connect key amenities (shops, carparks, public toilets) and can be walked

along safely

1. Accessible health services for seniors in the community
2. Opportunities for older persons to be involved in projects that improve quality of life for

those in the community, growing older

1. Being supported so that I am able to stay/ live independently in my own home.
2. Having access to essential services eg; medical, emergency, electrical, water,

telecommunication

1. Being able to access general maintenance/ home modifications (eg: ramps, handrails, small

odd jobs, gardening for older people.

1. A strong knowledge of community support /health services available in my community.
2. A variety of housing options so that people can afford to stay in their local community.
3. The presence of authority e.g. Police, security personnel, PSOs, within the community
4. Well located senior parking spaces close to amenities.
5. Opportunities for older persons to be involved in projects that improve quality of life for

those in the community, growing older

1. Access to up to date /relevant information happening within the community.
2. Availability of meal programs for eligible seniors in the community.
3. Social/informative visits to those who cannot or do not leave their homes.
4. A buddy system that engages older people who are not socially active in the community
5. Conveniently located venues for social gatherings.
6. Availability of community transport so that you can attend medical appointments.
7. Distribution of paper based information for local activities and events for seniors
8. Availability of community transport so that you can attend social activities.
9. Availability of home delivery service (ie: groceries, medicines, etc).

This table looks at the top 20 indicators, categorised by the 8 WHO “age friendly” key domains by the survey respondents for the Ranges ward

|  |  |  |  |
| --- | --- | --- | --- |
| Domain | Indicator | Domain | Indicator |
| Respect and Social Inclusion | * Social/informative visits to those who cannot or do not leave their homes * Staying in the same community as you age * A buddy system that engages older people who are not socially active in the community | Social Participation | * Conveniently located venues for social gatherings * Activities geared specifically for seniors * Availability of social clubs or interest groups |
| Communication and Information | * Distribution of paper based information for local activities and events for seniors * Access to up to date /relevant information happening within the community * Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older | Community Support & Health Services | * Accessible health services for seniors in the community * Home support services for older residents to maintain their independence * A strong knowledge of community support and health services available in my local community * Availability of meal programs for eligible seniors in the community * Availability of home delivery service (ie: groceries, medicines, etc.) * Provision of Dementia education/support programs * Provision of fitness activities specifically geared for older adults * Provision of Healthy eating education/ support programs * Provision of “safe weight control” education/ support programs |
| Civic Participation and Employment | * Opportunities for older persons to volunteer in the local community * Opportunities for older persons to be on councils, boards and committees * Opportunities for older persons to have paid work in the local community | Outdoor Spaces and Buildings | * Footpaths that can be walked along safely * Footpaths that connect key amenities (shops, carparks, public toilets) * Well located senior parking spaces close to amenities |
| Transport | * Information about transport services available to older people * Availability of community transport so that you can attend medical appointments * Availability of community transport so that you can attend social activities | Housing | * Being supported so that I am able to stay/ live independently in my own home. * Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people * A variety of housing options so that people can afford to stay in their local community |

This table highlights the most successful and least successful “age friendly” factors which influence age friendliness indicated by survey respondents from Ranges ward

|  |  |
| --- | --- |
| Factor | Indicator |
| Community’s most successful factors | * Feeling respected in local community * Meeting social needs * Access to local and relevant information * Access to community and health services * Opportunities for older people to be engaged in the community through paid work or voluntary activities |
| Community’s least successful factors | * Community infrastructure (outdoor spaces and buildings) that supports the needs of an ageing population * Availability of transport options for older adults * Availability of housing options for older adults |
| Factors that make you feel safe in your community | * Having access to essential services e.g.; medical, emergency, electrical, water, telecommunications etc. * The presence of authority e.g. Police, security personnel, PSOs, within the community * Family, neighbours or community members who look out for you * Having access to community information e.g. community newsletters |

# Summary of findings - Central Ward

## About the respondents

* A total of 237 residents responded to the survey, 69% were female and 31% male.
* Most respondents were aged 70 years and over
* The most common language spoken other than English was Italian, French Dutch, German and Spanish.
* Most respondents had lived in the community less than 10 years (58%)
* Most have no plans to move from the area (57%)
* Those who did plan to move (33%) it was to look for a home that would help them to live independently.
* Most respondents rated their health as good to very good (70%)
* Most participate in exercise more than 4 days a week (40%) with 33% who participate 2-3 days a week and 27 % never or 1 day a week
* Most respondents felt safe or very safe in the daytime (80%) and in extreme cold (68%).
* Most respondents were fully retired.
* A high percentage of respondents use the internet.
* 122 of the 237 respondents indicated interest in being involved in age friendly activities in their community.

## Top 20 Most important indicators for successful ageing by Central ward respondents

1. Footpaths that connect key amenities (shops, carparks, public toilets) and can be walked

along safely

1. Accessible health services for seniors in the community
2. Home support services for older residents to maintain their independence
3. Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older
4. A strong knowledge of community support and health services available in local community
5. Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people
6. Being supported so that I am able to stay/ live independently in my own home
7. A variety of housing options so that people can afford to stay in their local community
8. Availability of meal programs for eligible seniors in the community
9. Information about transport services available to older people
10. Availability of community transport so that you can attend medical appointments
11. Availability of community transport so that you can attend social activities
12. A buddy system that engages older people who are not socially active in the community
13. Provision of Dementia education/support programs
14. Availability of home delivery service (ie: groceries, medicines, etc.)
15. Access to up to date /relevant information happening within the community
16. Social/informative visits to those who cannot or do not leave their homes
17. Conveniently located venues for social gatherings
18. Availability of social clubs or interest groups
19. Distribution of paper based information for local activities and events for seniors

This table looks at the top 20 indicators, categorised by the 8 WHO “age friendly” key domains by the survey respondents for the Central ward

|  |  |  |  |
| --- | --- | --- | --- |
| Domain | Indicator | Domain | Indicator |
| Respect and Social Inclusion | * Social/informative visits to those who cannot or do not leave their homes * A buddy system that engages older people who are not socially active in the community * Specific support groups | Social Participation | * Conveniently located venues for social gatherings * Availability of social clubs or interest groups * Activities geared specifically for seniors |
| Communication and Information | * Access to up to date /relevant information happening within the community * Distribution of paper based information for local activities and events for seniors * Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older | Community Support & Health Services | * Accessible health services for seniors in the community * Home support services for older residents to maintain their independence * A strong knowledge of community support and health services available in my local community * Availability of meal programs for eligible seniors in the community * Provision of Dementia education/support programs * Availability of home delivery service (ie: groceries, medicines, etc.) * Provision of fitness activities specifically geared for older adults * Provision of Healthy eating education/ support programs * Provision of “stress management” education/ support programs * Provision of “safe weight control” education/ support programs |
| Civic Participation and Employment | * Opportunities for older persons to volunteer in the local community * Opportunities for older persons to be on councils, boards and committees * Opportunities for older persons to have paid work in the local community | Outdoor Spaces and Buildings | * Footpaths that connect key amenities (shops, carparks, public toilets) * Footpaths that can be walked along safely * Ramps to make buildings more accessible |
| Transport | * Information about transport services available to older people * Availability of community transport so that you can attend medical appointments * Availability of community transport so that you can attend social activities | Housing | * Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people * Being supported so that I am able to stay/ live independently in my own home * A variety of housing options so that people can afford to stay in their local community |

This table highlights the most successful and least successful “age friendly” factors which influence age friendliness indicated by survey respondents from Central ward

|  |  |
| --- | --- |
| Factor | Indicator |
| Community’s most successful factors | * Feeling respected in local community * Meeting social needs * Access to community and health services * Access to local relevant information for seniors Access to health and wellness programs |
| Community’s least successful factors | * Opportunities for older people to be engaged in the community through paid work or voluntary activities * Community infrastructure (ie: outdoor spaces and buildings) that supports the needs of an ageing population * Availability of transport options for older adults Availability of housing options for older adults |
| Factors that make you feel safe in your community | * The presence of authority e.g. Police, security personnel, PSOs, within the community * Having access to essential services eg; medical, emergency, electrical, water, telecommunication * Well built and maintained surrounds * Family, neighbours or community members who look out for you * Having access to community information e.g. community newsletters |

# Summary of findings - Port Ward

## About the respondents

* A total of 229 residents responded to the survey, 69% were female and 31% male.
* Areas of residence included the townships of Garfield, Koo Wee Rup, Lang Lang, Maryknoll, Bayles, Bunyip, Cardinia, Cora Lynn, Nar Nar Goon and Tynong and growth areas of Officer South and Pakenham South.
* Most respondents were aged 70 years and over
* The most common language spoken other than English was Italian, Dutch and German.
* Most respondents had lived in the community more than 20 years.
* Most have no plans to move from the area (71%)
* Those who did plan to move (33%) it was to look for a home that would help them to live independently.
* Most respondents rated their health as good to very good.
* Most respondents did not participate in adequate exercise with 38 % who never or 1 day a week, 30% who participate 2-3 days a week and 32 % more than 4 days a week.
* Most respondents felt safe or very safe in the daytime (90%) and in extreme cold (70%).
* Most respondents were fully retired.
* A high percentage of respondents use the internet.
* 114 of the 229 respondents indicated interest in being involved in age friendly activities in their community.

## Top 20 Most important indicators for successful ageing by Port ward respondents

1. Accessible health services for seniors in the community
2. Well located senior parking spaces close to amenities
3. Footpaths that connect key amenities (shops, carparks, public toilets) and can be walked

along safely

1. Ramps to make buildings more accessible
2. Opportunities for older persons to be involved in projects that improve quality of life for

those in the community, growing older

1. Being supported to stay/ live independently in my own home
2. Being able to access general maintenance/ home modifications (eg: ramps, handrails, small

odd jobs, gardening for older people

1. A variety of housing options so that people can afford to stay in their local community
2. A strong knowledge of community support and health services available in my community
3. Availability of meal programs for eligible seniors in the community
4. Information about transport services available to older people
5. A buddy system that engages older people who are not socially active in the community
6. Availability of home delivery service (ie: groceries, medicines, etc.)
7. Social/informative visits to those who cannot or do not leave their homes
8. Availability of community transport so that you can attend medical appointments
9. Provision of Dementia education/support programs
10. Access to up to date /relevant information happening within the community
11. Specific support groups
12. Conveniently located venues for social gatherings
13. Distribution of paper based information for local activities and events for seniors

This table looks at the top 20 indicators, categorised by the 8 WHO “age friendly” key domains by the survey respondents for the Port ward

|  |  |  |  |
| --- | --- | --- | --- |
| Domain | Indicator | Domain | Indicator |
| Respect and Social Inclusion | * Social/informative visits to those who cannot or do not leave their homes * Specific support groups * A buddy system that engages older people who are not socially active in the community * Access to up to date /relevant information happening within the community * Staying in the same community as you age * The opportunity to participate in activities that bring different generations together | Social Participation | * Conveniently located venues for social gatherings * Activities geared specifically for seniors * Availability of social clubs or interest groups |
| Communication and Information | * Access to up to date /relevant information happening within the community * Distribution of paper based information for local activities and events for seniors * Opportunities for older persons to be involved in projects that improve quality of life for those in the community, growing older * Skills in using mobile phones and texting | Community Support & Health Services | * Accessible health services for seniors in the community * A strong knowledge of community support and health services available in my local community * Availability of meal programs for eligible seniors in the community * Availability of home delivery service (ie: groceries, medicines, etc.) * Provision of Dementia education/support programs * Home support services for older residents to maintain their independence * Provision of fitness activities specifically geared for older adults * Provision of Healthy eating education/ support programs * Provision of “stress management” education/ support programs * Provision of “safe weight control” education/ support programs |
| Civic Participation and Employment | * Opportunities for older persons to volunteer in local community * Opportunities for older persons to be on councils, boards and committees * Opportunities for older persons to have paid work in the local community | Outdoor Spaces and Buildings | * Well located senior parking spaces close to amenities * Footpaths that connect key amenities (shops, carparks, public toilets) * Footpaths that can be walked along safely * Adequate shade in outdoor venues * Ramps to make buildings more accessible * Benches that provide adequate rest points in key locations |
| Transport | * Information about transport services available to older people * Availability of community transport so that you can attend medical appointments * Availability of community transport so that you can attend social activities * Driver refresher courses to support the independence of older drivers | Housing | * Being supported to stay/ live independently in my own home * Being able to access general maintenance/ home modifications (eg: ramps, handrails, small odd jobs, gardening for older people * A variety of housing options so that people can afford to stay in their local community |

This table highlights the most successful and least successful “age friendly” factors which influence age friendliness indicated by survey respondents from Port ward

|  |  |
| --- | --- |
| Factor | Indicator |
| Community’s most successful factors | * Feeling respected in local community * Access to community and health services * Meeting social needs * Access to health and wellness programs for older people in the community * Access to local relevant information for seniors |
| Community’s least successful factors | * Community infrastructure (outdoor spaces and buildings) that supports the needs of an ageing population * Opportunities for older people to be engaged in the community through paid work or voluntary activities * Availability of housing options for older adults * Availability of transport options for older adults |
| Factors that make you feel safe in your community | * Having access to essential services eg; medical, emergency, electrical, water, telecommunication * The presence of authority e.g. Police, security personnel, PSOs, within the community * Family, neighbours or community members who look out for you * Well built and maintained surrounds * Having access to community information e.g. community newsletters |