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## **Age Friendly Community Plan**

**2016 - 2020**

August 2016

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### **About this document**

This document has been adapted by the Shire of Waroona from the Age-Friendly Community Plan prepared in 2016 by Storybox Consulting Pty Ltd., as part of a joint project with the Shire of Murray.

The project involved engagement with the local community and service providers to identify age-friendly features, barriers and opportunities for improvement across the Shire.

This version of the document provides a high-level overview of the strategies the Shire of Waroona will contemplate to create a more age-friendly community.

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## Message from the Shire President

On behalf of The Shire of Waroona I have much pleasure presenting our inaugural Age-Friendly Community Plan, an important resource enabling and assisting in ensuring we can offer quality services for our older residents.

Our Shire, along with our community, has recognised the need to provide for an ageing population and importantly, at the same time, keep our existing family structures intact. The content of this Plan clearly demonstrates the importance of the role of our community to provide the vital input necessary to achieve this objective. In addition, this Plan will serve as a strong, high level direction to Council on what are the key important aspirations required to ensure the wellbeing of our growing ageing population for the years ahead.

The Shire of Waroona recognises the wonderful contribution of older people in our community and we must work hard to ensure that their efforts are acknowledged by providing a safe, healthy and importantly, enjoyable way of life.

I would like to acknowledge the wonderful efforts of all the hard working people for their outstanding efforts in providing this Age-Friendly Community Plan; community members, service providers, and members of the working group. I would also like to thank the Department of Local Government and Communities for their funding of this project.

In conclusion, this Plan is for five years, with a review every two years. It will provide many challenges and as such I encourage everyone to treat this as a living document and maintain the momentum!



**COUNCILLOR NOEL DEW**  
**President**  
**Shire of Waroona**

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## Glossary

ABS	Australian Bureau of Statistics
AFWG	Age-Friendly Working Group
Comm. Dev.	Community Development (Officer / Department)
Council	Refers to the Shire of Waroona elected Council and administration
CRC	Community Resource Centre
DLGC	Department of Local Government and Communities
HACC	Home and Community Care
PCC	Peel Community Care
PDC	Peel Development Commission
Peel CCI	Peel Chamber of Commerce and Industry
PBPA	Preston Beach Progress Association
PVRC	Peel Volunteer Resource Centre
RDA Peel	Regional Development Australia Peel
SBDC	Small Business Development Corporation
Shire	Refers to the geographic local government area of Waroona

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## Executive summary

The Shire of Waroona offers a peaceful and relaxed lifestyle with the natural and rural environments highly valued by residents. In reasonable proximity to the regional centres of Mandurah and Bunbury; serviced by an excellent aged care facility and medical services in Waroona; and with access to train services to Perth from either Waroona or Mandurah, the Shire of Waroona offers residents an enviable location to retire and enjoy their senior years.

The local population of people in their senior years continues to increase, with over 30% of our residents aged 60 years and over (ABS, 2011a). Almost half of the participants in this age-friendly community project have lived in the Shire for 11 or more years. With a growing proportion of seniors, the Shire of Waroona is keen to ensure that we create an age-friendly community – one that has appropriate housing, transport, physical infrastructure and social and civic supports that enable people to maintain participation in the community, as they grow old.

In order to understand the current level of age-friendliness of our community, the Shire of Waroona worked collaboratively with the Shire of Murray, to engage with service providers and residents from across our two Shires. A program of focus groups, interviews and surveys, combined with guidance, support and contributions from our Age-Friendly Working Group, enabled the Shire to better assess the features, barriers and improvements needed to work towards a more age-friendly community.

Key issues identified that contribute or detract from the age-friendliness of our communities were identified as follows:

- Limited **public and community transport** options for local residents is a significant barrier for seniors to be able to age in place. Heavy reliance upon family and friends for transport is essential particularly for outlying communities. Alternatively, residents must relocate to areas that are better serviced by public transport. The Waroona Community Car service is highly regarded and exploring the expansion of this service would be beneficial.
- Access to **in-home care, health and community services** is vital to assist people to remain in their homes and communities as they age. Currently, access to and reliability of HACC and Home Care services is piecemeal in areas such as Lake Clifton and Preston Beach, and addressing this challenge would benefit seniors in these areas.
- Quambie Park is a highly valued asset for the community, however, a continuing shortfall in the allocation of **residential aged care** places in the Peel region, including Waroona, will impact on people's ability to age in place, in the community they call home.
- **Affordable and diverse housing options** for seniors including affordable rentals and independent living units in Waroona and Preston Beach is key for seniors to be able to age in place. Large block sizes in Lake Clifton is not conducive to ageing in place for senior residents.
- The **rural character of Waroona and Hamel, the natural environment in Lake Clifton, and the coastal lifestyle at Preston Beach** are seen as huge attractions for the area, featuring heavily in all feedback received from participants. Generally the built environment including community facilities, footpaths, lighting, seating and public toilets are considered adequate and highly regarded in some locations. Improvement to and maintenance of this infrastructure is required to ensure that the infrastructure meet the needs of seniors into the future.

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Nine strategies have been developed from which a number of possible suggestions could be considered. The nine strategies reflect the current age-friendliness of the Shire, and which areas should be focused on to enhance this environment. These strategies are:

- 1. Develop, encourage and maintain sustainable outdoor spaces and buildings to a standard that considers the needs and mobility of seniors, and ensures accessibility and safety for all residents.**
- 2. Support sustainable transport options and movement networks including public transport, community transport and pedestrian routes with consideration of the needs of the ageing population.**
- 3. Encourage and support suitable housing options that allow seniors to remain living, supported and included in our community.**
- 4. Encourage the attraction of community support and health service providers and agencies to provide the required services to the Shire, which will assist our senior residents to age in place.**
- 5. Facilitate and advocate for effective communication between seniors and community support and health service providers.**
- 6. Facilitate and support opportunities that enhance social participation, with particular consideration of seniors who are restricted in mobility, are culturally and linguistically diverse, and may be geographically or socially isolated.**
- 7. Support the development and maintenance of healthy community relationships by creating opportunities for community engagement and intergenerational activities.**
- 8. Encourage and promote volunteering and employment opportunities for seniors.**
- 9. Use communication methods that are accessible to all community members to ensure appropriate distribution and dissemination of local information.**

Over the next five years, the Shire of Waroona officers will work together with Councillors and other stakeholders to identify the resources needed to implement the strategies of this plan. The Shire recognises that the responsibility for some of the challenges lies with other organisations and agencies. However, the Shire acknowledges its role to sometimes lead, and at other times facilitate, advocate for, and partner with others to ensure resources are applied to address the gaps and explore opportunities that will lead to a more age-friendly community.

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## What is an age-friendly community?

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

It is a community that –

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

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

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

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

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

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

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

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

Planning for an age-friendly WA means:

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

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

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

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

The Shire of Waroona's Age-Friendly Community Plan follows this framework.

## Ageing in the Peel region

The Peel region is located 75 km south of Perth, covers an area of 5,648km<sup>2</sup> and with a population of over 112,000 includes the local government areas of Mandurah, Murray, Waroona, Boddington and Serpentine-Jarrahdale.

The region's population is growing at 4.4% per annum, with most growth occurring in the City of Mandurah, which is where more than half of the region's population lives (Verso, 2015<sup>1</sup>). In 2011, Mandurah had the largest population of people aged 70+ in the three LGAs of Mandurah, Murray and Waroona, with 10,036 (Verso, 2016).

The table below provides the projected 70+ populations to 2026. The growth in older populations has implications for the planning, funding and delivery of services including in-home care, residential aged care, affordable housing, health services and infrastructure, and transport.

**Table 1: Current and projected 70+ population**

Area	2011 Census	2016 Projected	2021 Projected	2026 Projected	% change in population 2011-2026
<b>Mandurah</b>	10,036	12,297	14,318	15,586	+55.3%
<b>Murray</b>	1,791	2,363	2,954	3,268	+82.5%
<b>Waroona</b>	404	480	602	744	+84.2%
<b>WA</b>	<b>188,552</b>	<b>237,955</b>	<b>306,256</b>	<b>378,654</b>	<b>+100.8%</b>

Source: Verso, 2016

The Peel Development Commission (PDC) is committed to the development and maintenance of strong and resilient communities as one of the key objectives in its Regional Investment Blueprint, released in December 2015. The PDC recognises that as residents age, they will have differing accommodation and support requirements and an increasing desire to age in their own communities (PDC, 2015). Consequently, the PDC intends to implement a range of strategies to support the ageing population, which address employment opportunities; health and aged care services and infrastructure; the use of technology for safety, information dissemination and new employment; and support for local governments to develop age-friendly communities.

<sup>1</sup> Statewide Ageing in the Bush Project is an unpublished report however permission has been provided by the Peel Development Commission for use of this data for the purposes of this plan.

## About our community

Located in the south western corner of Western Australia's Peel region, the Shire of Waroona is just over 100km from the state capital of Perth and only a 40-minute drive from the south west regional centre of Bunbury.

The Shire is positioned from 'sea to scarp' between the Indian Ocean and the Darling Scarp, and features pristine beaches, lakes on the coastal plains, fertile farmlands and peaceful jarrah forests. The economy is based primarily on mineral resources (with Alcoa's Wagerup alumina refinery and bauxite mining) and agriculture.

The Shire of Waroona consists of the localities of Waroona, Hamel, Lake Clifton and Preston Beach.

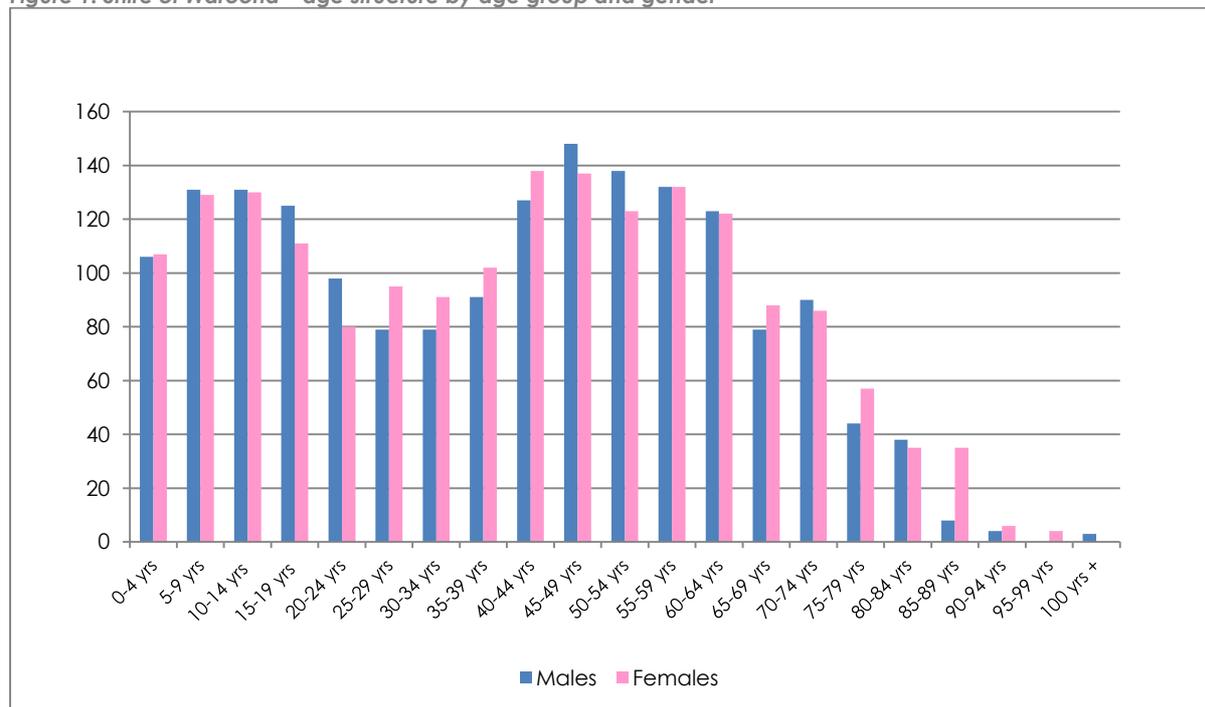
### Number of residents

At the 2011 Census, the Shire of Waroona had a population of 3,582. The dominant age structure for people in the Shire of Waroona was ages 45 to 49, which accounted for 8% of the total population.

Those aged 55 years and over made up 30% of the Shire's population, with around 23% of the local population aged 60 years and over - considerably higher than the state average of around 17%. Local people aged 70 years and over accounted for 11% of the population (around 410 people). This is projected to increase to 744 people by 2026 (Verso, 2016).

By 2013, around 3,843 people called the Shire of Waroona home, with approximately 2,500 living within the Waroona townsite (SoW, 2016).

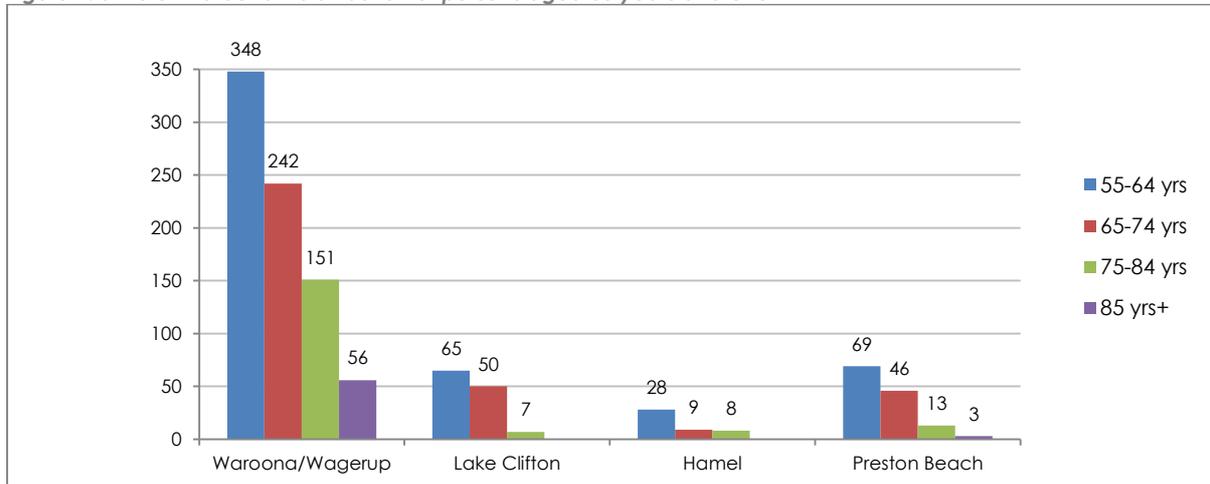
Figure 1: Shire of Waroona – age structure by age group and gender



Source: ABS 2011

The figure below shows that our senior population is concentrated in Waroona, however around 12% of people aged 55 years and over reside in Preston Beach, which is known as a beachside holiday and retirement community. A further 11% of people live in the Lake Clifton area. As people age, fewer remain in the outlying communities of Hamel, Lake Clifton and Preston Beach as depicted below by declining proportions of people in these locations in the older age groups.

**Figure 2: Shire of Waroona - distribution of persons aged 55 years and over**

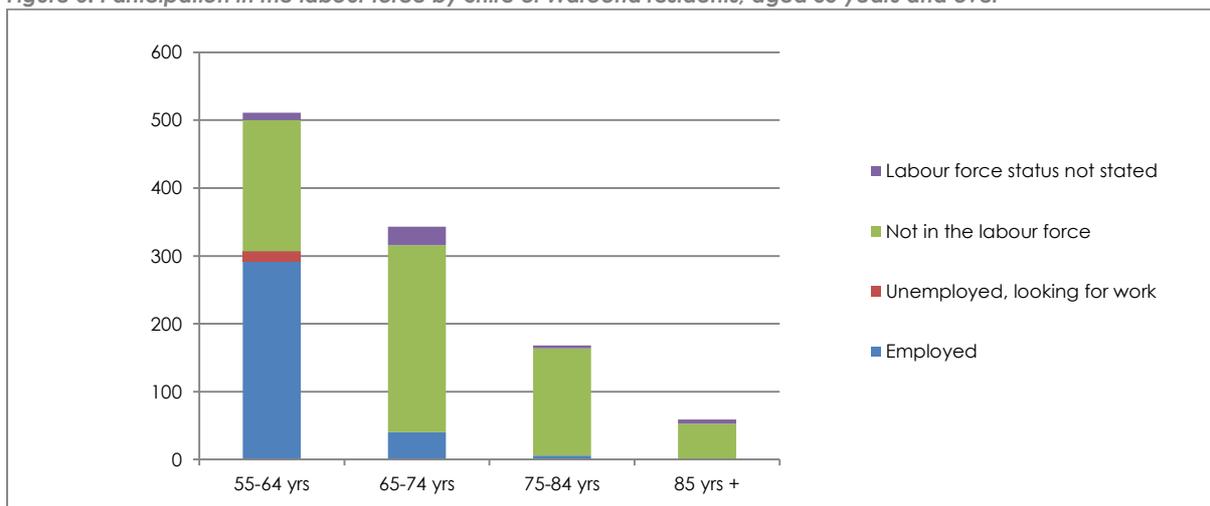


Source: ABS, 2011 b, c, d and e.

### Labour force

In 2011, over half of local residents aged 55-64 years were participating in the labour force. However, this proportion decreases significantly for people aged 65 years and over, as depicted below. The mean taxable income for residents of the Shire of Waroona was just over \$71,000, which was the same as the mean for the Peel region (PDC, 2014).

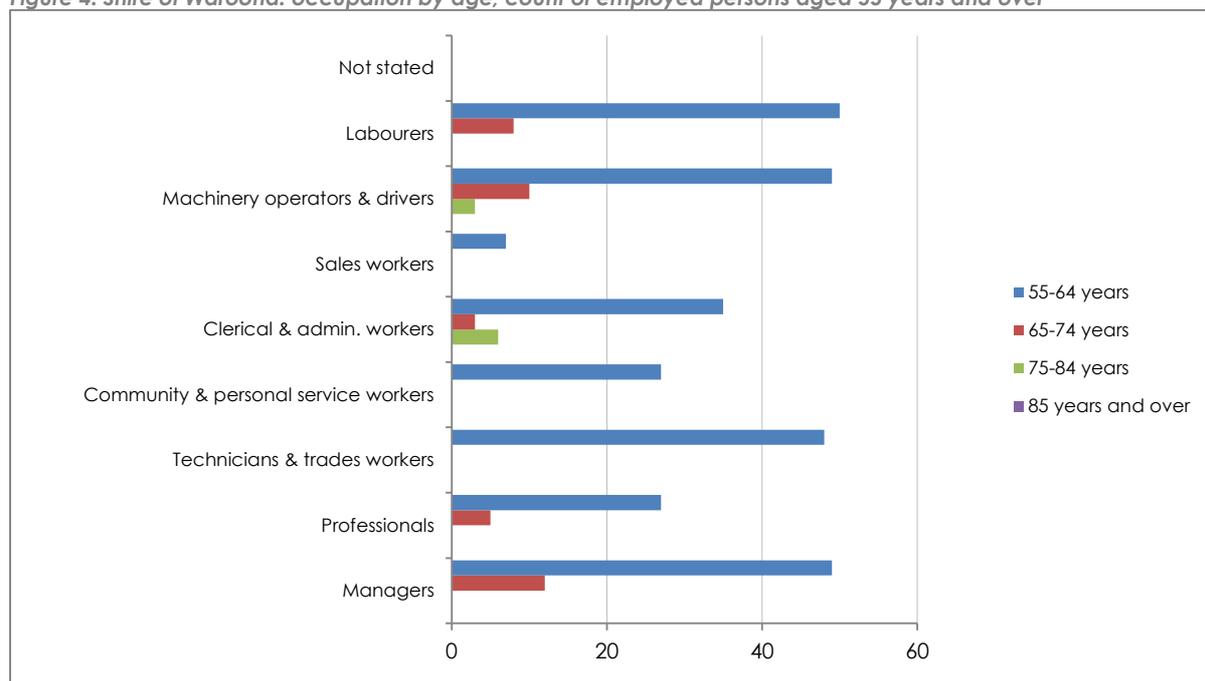
**Figure 3: Participation in the labour force by Shire of Waroona residents, aged 55 years and over**



Source: ABS, 2011

The figure below shows the occupation by age for residents of the Shire of Waroona aged 55 years and over. Farmers / farm owners are categorised as 'Managers'.

Figure 4: Shire of Waroona: occupation by age, count of employed persons aged 55 years and over



Source: ABS, 2011

## Housing

The majority of occupied dwellings within the Shire of Waroona are separate houses with three or four bedrooms, as depicted in Table 2 below. A lack of housing diversity in some areas may have implications for seniors wishing to downsize their home and remain in their community. Table 3 demonstrates the tenure of occupied dwellings, showing the majority of housing to be privately owned. Around 22% of occupied dwellings are rental properties. A further 27% of dwellings in the Shire are unoccupied.

Table 2: Shire of Waroona - dwelling structure by number of bedrooms (occupied private dwellings)

Dwelling type	Number of bedrooms								Not stated	Total
	None (includes bedsitters)	1 bedroom	2 bedrooms	3 bedrooms	4 bedrooms	5 bedrooms	6+ bedrooms			
Separate house	0	12	133	531	441	66	18	16	1,217	
Semi-detached, row or terrace house, townhouse	0	4	61	18	3	0	0	5	91	
Flat, unit or apartment	0	3	6	0	0	0	0	0	9	
Other dwelling	4	10	3	0	3	0	0	0	20	
Not stated	0	0	0	0	3	0	0	0	3	
<b>Total</b>	<b>4</b>	<b>29</b>	<b>203</b>	<b>549</b>	<b>450</b>	<b>66</b>	<b>18</b>	<b>21</b>	<b>1,340</b>	

Source: ABS, 2011

Table 3: Shire of Waroona - tenure and landlord type by dwelling structure (occupied private dwellings)

Dwelling structure \ Tenure	Separate house	Semi-detached, row or terrace house, townhouse	Flat, unit or apartment	Other dwelling	Not stated	Total
<b>Owned outright</b>	457	12	0	15	5	489
<b>Owned with a mortgage (b)</b>	484	6	0	0	0	490
<b>Rented:</b>						
<b>Real estate agent</b>	90	13	0	0	0	103
<b>State or territory housing authority</b>	22	6	9	0	0	37
<b>Person not in same household (c)</b>	105	17	0	0	0	122
<b>Housing co-operative/ community/ church group</b>	0	3	0	0	0	3
<b>Other landlord type (d)</b>	13	4	0	4	0	21
<b>Landlord type not stated</b>	7	4	0	0	0	11
<b>Total</b>	237	47	9	4	0	297
<b>Other tenure type (e)</b>	8	18	0	0	0	26
<b>Tenure type not stated</b>	31	7	0	0	0	38
<b>Total</b>	<b>1,217</b>	<b>90</b>	<b>9</b>	<b>19</b>	<b>5</b>	<b>1,340</b>

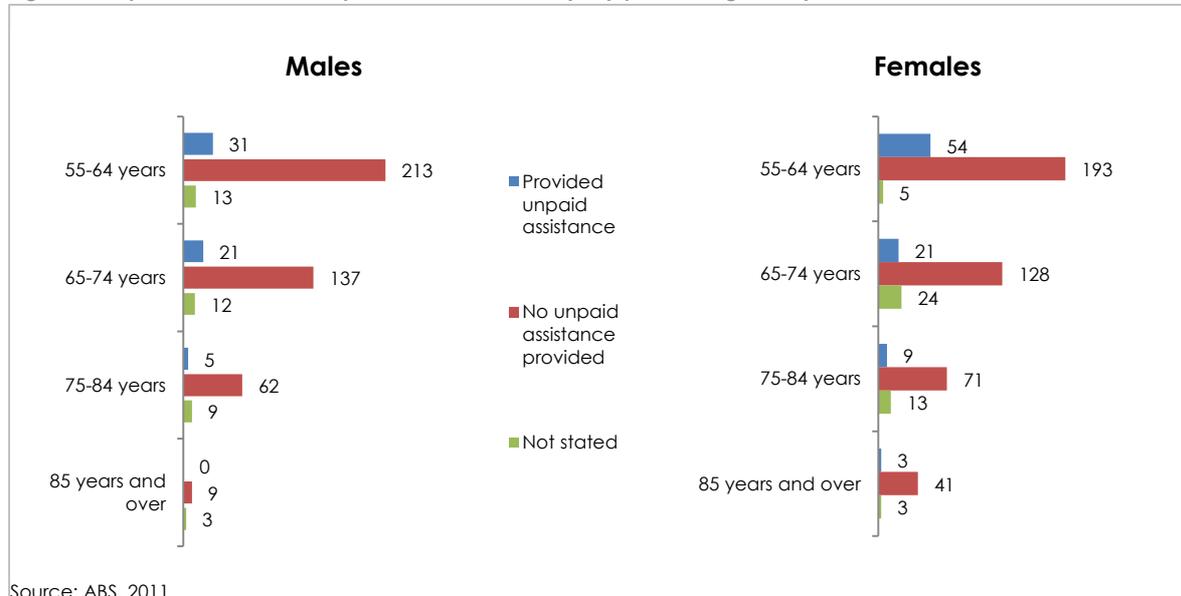
(a) Excludes 'Visitors only' and 'Other non-classifiable' households.  
 (b) Includes dwellings being purchased under a rent/buy scheme.  
 (c) Comprises dwellings being rented from a parent/other relative or other person.  
 (d) Comprises dwellings being rented through a 'Residential park (includes caravan parks and marinas)', 'Employer - Government (includes Defence Housing Authority)' and 'Employer - other employer'.  
 (e) Includes dwellings being occupied under a life tenure scheme.

Source: ABS, 2011

## Carers providing unpaid assistance or informal care

The figure below shows the number of people who in the two weeks prior to the 2011 Census Night spent time providing unpaid care, help or assistance to family members or others because of a disability, a long term illness or problems related to old age. This includes people who are in receipt of a Carer Allowance or Carer Payment. It does not include work done through a voluntary organisation or group.

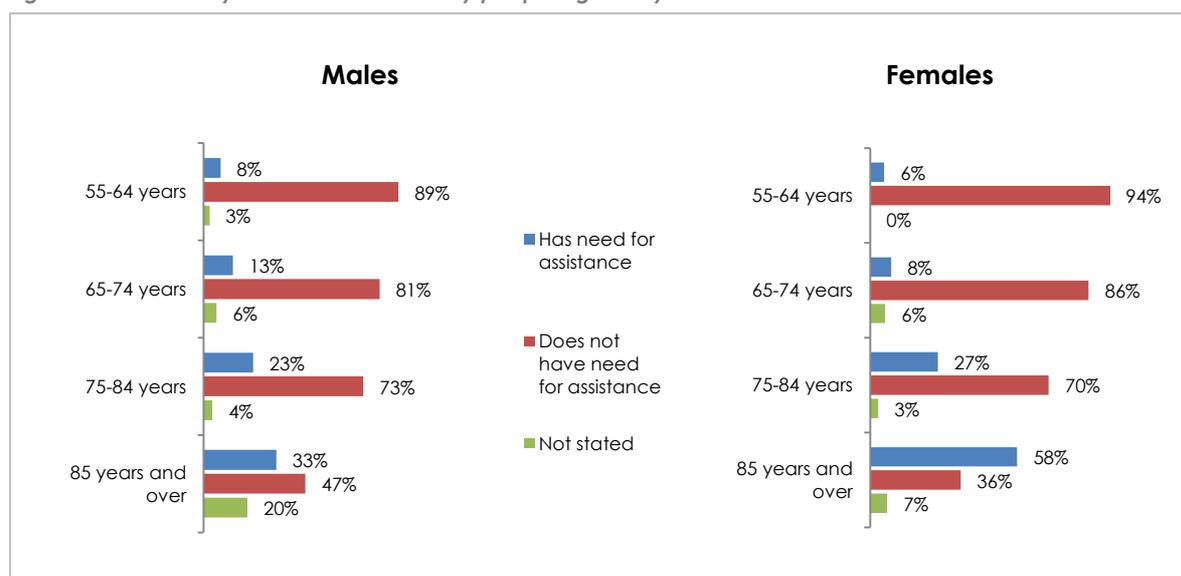
Figure 5: Unpaid assistance to a person with a disability, by persons aged 55 years and over in the Shire of Waroona



## Need for assistance

The following figure depicts the number of people with a profound or severe disability: that is, those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a disability, long term health condition (lasting six months or more) or old age.

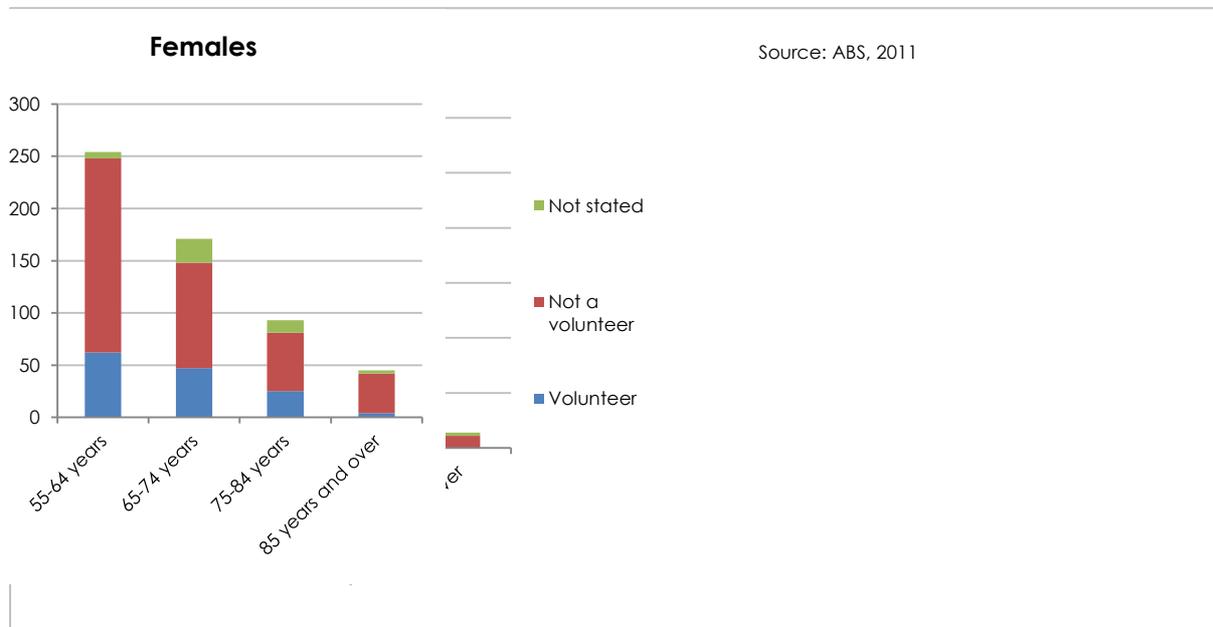
Figure 6: Core activity need for assistance by people aged 55 years and over in the Shire of Waroona



## Volunteering

The figure below shows the number of people aged 55 years and over who spent time doing unpaid voluntary work through an organisation or group, in the twelve months prior to Census Night. It excludes work done as part of paid employment, if the main reason is to qualify for Government benefit, or in a family business.

**Figure 7: Voluntary work for an organisation or group by persons aged 55 years and over in the Shire of Waroona**



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## Developing our plan

### **Collaboration with the Shire of Murray**

The Shires of Waroona and Murray chose to collaborate on the development of our Age-Friendly Community Plans given our neighbouring positions in the Peel region. There are similarities in the demographics as well as the challenges facing some of our communities including outlying towns, rural landholdings and proximity to regional centres.

Working together on this project, the Shires have been able to share some resources and learn from each other about programs, services and infrastructure solutions that assist in making our communities more age-friendly.

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

The Shires of Waroona and Murray jointly applied for and received funding from DLGC under the Age-Friendly Community planning scheme for the development of this plan. Both Shires are appreciative of this support.

### **Establishment of the Age-Friendly Working Group (AFWG)**

Expressions of interest were called for residents of the Shires of Waroona and Murray, and for service providers interested in the project to work together with the Shires to explore the age-friendliness of our communities. The AFWG was formed in December 2015, comprising 19 representatives from both Shires.

The purpose of the AFWG is to create a forum and opportunity for community members and local stakeholders to provide recommendations and feedback with regard to the development, implementation and ongoing monitoring and review of the Shire of Waroona and Shire of Murray Age-Friendly Community Plans. It will also remain a forum to consider a range of issues and discuss opportunities that will assist older people to age well in our communities.

### **Desktop review of relevant plans and publications**

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

- *Statewide Ageing in the Bush Project (Vol 2)(Peel extract, unpublished) – Verso for WA Government, 2015*
- *An Age Friendly WA: The Seniors Strategic Planning Framework - WA Government, 2012 - 2017*
- *Peel Regional Investment Blueprint – Peel Development Commission, 2015*
- *Residential Aged Care and related service planning (extract only) - Bedingfeld Park, 2016*
- *Strategic Community Plan 2014/15 – 2023/24 – Shire of Waroona*
- *Disability Access and Inclusion Plan 2012-2017 – Shire of Waroona*
- *Peel Away The Mask II 2012 – Peel Community Development Group*

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## **Engagement with the community**

To better understand the current age-friendliness of our community, engagement with residents and service providers was undertaken during May and June of 2016.

### **Focus groups with residents**

Within the Shire of Waroona, two focus groups were held for residents at the Waroona Community Resource Centre and Preston Beach Community Hall. Transport was offered to Lake Clifton residents wishing to attend the Preston Beach session.

Each three-hour focus group followed the prescribed discussion points as per the WA government's Age-Friendly Community Toolkit and provided an interesting view of participants' experiences and opinions about living in this Shire. Details of the focus group participants are provided at Appendix 1 and a summary of the focus group discussions is provided Appendix 2.

A 'garden' theme was chosen for the focus groups, to assist participants to analyse aspects of the community in a way they may have not considered previously. To identify the features, barriers and improvements in each of the eight focus areas, a roundtable format was used to discuss -

- 'Roses' – i.e. features – the things seniors love and that are great,
- 'Thorns' – i.e. barriers – the things that are not so great or make life harder, and
- 'Buds' – i.e. improvements – the ideas and new ways of thinking about the issues that need to change, including what individuals can do to contribute to the solutions.

For each of the eight areas of focus, participants discussed the topic in a small group led by a facilitator, and identified the key roses, thorns and buds for each. These views were then presented back to the whole group and displayed on posters around the room.

At the completion of the round table discussions, a prioritisation process was undertaken whereby all participants were provided with eight black 'sticky dots' and one green 'super dot'. Time was allocated for participants to wander the room, re-read all items raised for each of the focus areas, talk about the items informally with others and then prioritise items most important to them, using their dots.

Black dots were placed on any of the items they felt were the most important for achieving an age-friendly community – this could be on a rose, thorn or bud, and dots could be 'spent' as people chose i.e. they could place more than one black dot on an item or spread them out across many items as they saw fit. The green super dot was placed on the single most important item that had been raised during the forum. This enabled the identification of priority items for consideration in the action plan.

### **Community survey**

A community survey was distributed both online and in hard copy around the Shire for interested community members to complete. 45 respondents completed the survey. Of these,

- 71% were aged 65 years and over,
- 69% were female, 31% male
- 17 respondents live in Waroona, 15 live in Preston Beach and 11 live in Lake Clifton
- 89% live in the Shire on a permanent/fulltime basis, and
- 48% have lived in the Shire for 11 or more years.

Details of survey respondents are included in Appendix 3 and a summary of survey results is provided in Appendix 4. Feedback from the survey has been incorporated into each focus areas of this plan.

## Service providers

A small focus group was hosted for providers of services to our seniors. Subsequent discussions were conducted with other local organisations to ensure a more comprehensive view of services available. Services providers consulted include -

- Peel Community Care
- Quambie Park / Pam Corker House, Waroona
- GP Down South (by telephone)
- Disability Services Commission
- 360 Health & Community
- Bedingfeld Park, Pinjarra

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

## Links to other Council plans

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

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

**Table 4: Links with Shire of Waroona Strategic Community Plan**

Theme area	Focus	Strategy
<b>Local economy</b>	Managing our future growth	<p><b>1.02</b> Council to continue Town Centre Upgrade Initiatives. Plan and provide appropriate facilities in the CBD areas of Waroona and Preston Beach. [Upgrades may include better footpaths, lighting, signage; unique icons; etc.]</p> <p><b>1.11</b> Promote availability of serviced land for Residential, Commercial &amp; Industrial use.</p>
<b>Society / Community Wellbeing</b>	Maintain strong sense of community; effective community wellbeing	<p><b>4.01</b> Pursue a social environment that is accessible &amp; inclusive for all ages &amp; abilities</p> <p><b>4.02</b> Support, recognise, and encourage volunteers</p> <p><b>4.03</b> Provide Support Services &amp; facilities to assist various community groups [Youth, Aged, Health Care; Arts; etc.]</p> <p><b>4.04</b> Plan for future uses of facilities by different groups in various parts of the Shire</p> <p><b>4.05</b> Attempt to provide a variety of quality, safe, attractive, user-friendly facilities for recreation, health, and social purposes, where financially possible</p> <p><b>4.07</b> Promote Tourism, Inclusiveness, and the local communities of the Shire, by the holding of a variety of events</p> <p><b>4.10</b> Work in partnership with Government and Non-government Organisations to achieve real and long lasting improvements in safety and wellbeing</p>

Theme area	Focus	Strategy
<b>Assets, Resources, Financial Management and Sustainability</b>	Responsible stewardship of assets, effective resources supervision and pursuit of best practice financial management and sustainability	<p><b>5.06</b> Provide additions/extensions to existing Buildings, and/or Infrastructures, as finances allow and after community consultations</p> <p><b>5.07</b> Provide additional buildings, and/or Infrastructure, as finances allow, and after community consultations</p>
<b>Good governance</b>	Active civic leadership and excellence in management	<p><b>6.09</b> Increase information provided to public, principally via Council's website</p> <p><b>6.10</b> Engage in effective communication and collaboration with community members, greater dissemination of information and community consultations</p> <p><b>6.11</b> Advocacy on promoting the unique aspects of the Shire of Waroona and the Peel/Harvey region</p>

Source: SoW, 2014

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## Limitations

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

- The project necessarily comprises the amalgamated views of those who participated.
- Overall there were 98 participants including:
  - 7 individuals representing 6 service providers who were interviewed one-to-one or in small groups,
  - 27 residents who participated in one of two focus groups,
  - 45 survey respondents, and
  - 19 working group members.
- Some people declined to participate and there were likely many who remained unaware of the project despite its wide promotion.
- Aboriginal people were not present in any of the focus groups and despite representatives being invited and supported to participate in the Working Group, they were unable to attend
- Not all seniors who wished to attend a meeting were able to do so due to other commitments/activities. Where possible, these seniors were given the opportunity to complete the written survey instead.
- Greatest emphasis has been given to issues and suggestions that were expressed by a number of participants. Singular comments within the survey results on issues that an individual feels strongly about, whilst still important, may not reflect the views of the whole community – the rating average should be considered as a more accurate reflection of the broader community view.
- Those who participated were, in the main, active and engaged senior members of the community.
- The most readily available and reliable population statistics were from the 2011 ABS census. This data should be updated in 2017 following the 2016 census data release.
- The ABS data uses different age bands from the target group proposed by the Department of Local Government and Communities for age-friendly planning. In most instances, the data considered in the preparation of this report looks at residents aged 55 years and over.
- It proved difficult to identify and engage with carers, although support services were asked to have their carers assist clients to complete the survey. 5% of survey respondents indicated they are currently caring for a family member, other than a child under 18.

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## Summary of findings

### Outdoor spaces and buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people, and affect their ability to 'age in place' (WHO, 2007).

The **Waroona** community is well serviced with public facilities, and the Community Resource Centre is highly regarded as an asset and central point for services and information. Other facilities valued by participants included the Waroona Recreation and Aquatic Centre, football oval and showground. Access to retail shops in the Waroona town centre is varied, with some shops still having large steps in the entry.

Of concern is the ability to safely cross the highway given that many shops are on the western side of the town centre but most people live on the eastern side. The trucks travelling through the main street create safety concerns for vehicles and pedestrians. A safer, better way for pedestrians to cross the highway, or education surrounding this matter should be explored.

A review of footpath kerbs, signage, handrails and steps within the town was considered important to ensure older community members could safely navigate the town centre either on foot or a gopher. Some pathways do not link completely with the town centre.

In **Preston Beach**, the natural environment is highly valued including the beach, Yalgorup National Park and the golf course, along with the facilities in each of these areas. Retaining access to the beach for four-wheel-drive vehicles is considered an important way to enable older people to continue to enjoy the beach. Concerns were raised about the maintenance of firebreaks in the area – both on private and public lands. These comments are likely top of mind given the devastating Waroona Fire in January 2016, which saw Preston Beach residents isolated in their community with the one access road cut off by fire.

The most significant issue for Preston Beach residents is the condition of the community hall, which is considered to be outdated and not meeting the current or future needs of the community. Given that the hall is the central facility for community activities, it is considered an important meeting place and venue for events. Potential exists for service providers to use a multi-purpose meeting room from time to time.

Pedestrian access to the beach is another issue raised by senior residents of Preston Beach. Suggestions to address this included discussion regarding removable walkway materials or an elevated platform behind the dunes.

**Lake Clifton** residents expressed that the bush setting, large blocks, and peace and quiet is what attracted them to the area. The local community centre is considered an asset for the residents and is well utilised by groups and visiting services from time to time. The area however lacks footpaths and street lighting.

Key issues raised –

- A safe and formal pedestrian crossing for South West Highway in Waroona town site is to be explored,
- Continued commitment is needed to improving footpaths, kerbs, hand rails and street lighting throughout the Shire,
- The outdated state of the Preston Beach Community Hall, which is a key asset for the local senior community, and

- Pedestrian access to the beach at Preston Beach.

## Transport

Accessible and affordable transportation enables older people to move around a community and influences social and civic participation, and access to community and health services (WHO, 2007).

All focus group participants identified the challenges of living in a rural community and needing to travel to urban areas for some medical services and shopping requirements. Most participants and survey respondents feel confident driving in their local community and to neighbouring towns including Mandurah and Bunbury. Access to the Australind train from Waroona and the Perth train from Mandurah was considered an asset.

In **Waroona**, the community car service is highly valued. It is often fully booked and participants were keen to see the service expanded, although recognised its reliance on volunteer drivers. A limited number of ACROD bays in Waroona town centre was noted, particularly given the growing number of older people in the community.

The lack of public or community transport services for **Lake Clifton** and **Preston Beach** residents was noted. Currently, the TransWA and South West Coachlines buses do not stop on Forrest Highway for Preston Beach residents, who must travel to Lake Clifton, Mandurah or Waroona to connect with these transport services. The buses only stop at Lake Clifton if an advance booking has been made. There are no public transport services between Preston Beach and Waroona other than school buses.

Preston Beach residents felt very strongly about the desire for a community car service to provide transport options for their community. This could be a new program or expansion of the Waroona service. Lake Clifton residents also expressed interest in this service.

Key items raised –

- Generally the provision of parking is adequate however the provision of ACROD bays is limited (location and number).
- The Waroona community car service is highly valued and expansion of this service should be explored.
- People feel safe driving in the local community however once no longer able to drive there is a heavy reliance on family and friends.
- The inadequacy or lack of community or public transport services within the Shire and to neighbouring towns limits ability to remain living in locations such as Preston Beach and Lake Clifton.

## Housing and accommodation

Appropriate and affordable housing influences the independence and quality of life of older people and enables them to age safely within the community (WHO, 2007).

Currently, within the Shire of Waroona the only accommodation options available for seniors, in addition to privately owned and rental properties, is at Quambie Park and Pam Corker House – which provides residential aged care (45 places including 12 for dementia patients) and 38 Independent Living Units (ILUs) in the retirement village. Quambie Park is currently seeking funding to expand its facilities with an additional nine ILU and a Social Inclusion Centre for activities, family gatherings and social support programs.

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To the north, in the Shire of Murray, accommodation facilities include Bedingfeld Park (ILUs and 45 residential aged care beds), retirement villages (Belswan and Settlers Lakeside) and seven universal access units currently under construction in Dwellingup. In Harvey, to our south, Hocart Lodge provides residential aged care (40 beds including dementia-specific care).

The regional centres of Mandurah and Bunbury also offer a range of retirement villages and aged care facilities. As at 2013, there were 877 operational Residential Aged Care beds in the Peel region, which was a shortfall of around 430 available beds against the federal government's planning benchmark<sup>2</sup>. This shortfall is anticipated to rise to 762 beds by 2021 without any new beds (Verso).

In **Waroona**, the Quambie Park facility with independent living units and residential aged care is considered to be a very important asset for the community and surrounding areas. It is recognised that Waroona is most fortunate to have a facility of this nature and this facility remains a well-supported hub of activity, care and accommodation for our senior residents. However, there is a waiting list for Quambie Park and a perceived lack of other affordable housing to buy or rent in Waroona. Participants felt very strongly about staying in Waroona as they got older, but were concerned about the lack of suitable housing options, and that few of the local cottage blocks have been built on to date.

At **Preston Beach**, people feel safe in their homes and community, and are happy that there is a mix of small and large housing available. However, many houses are older: the maintenance required is beyond some residents and the availability of maintenance services is limited. Most focus group participants and survey respondents identified that without access to transport and home maintenance assistance, it would not be possible to remain living in Preston Beach as they age and their need for support increased. There was strong support for the possibility of some aged care units at Preston Beach.

In **Lake Clifton**, it can take considerable time to sell a large property in the event that you need to downsize or relocate. There are no small block options and subdivision is not permitted. The time it takes to sell a house in Lake Clifton or Preston Beach was raised as a concern, given that often the home is the main family asset and so funds are 'tied up' in the house making it difficult to relocate promptly in the event of changed personal or health circumstances.

During the engagement activities for development of this plan, the key items raised regarding housing and accommodation within the Shire of Waroona included –

- The time it takes to sell a property in Lake Clifton or Preston Beach is problematic when it comes time to downsize and there is a lack of alternative housing / smaller lot options in Lake Clifton,
- Perceived lack of affordable housing options, including age-friendly rentals, and the impact this has on access to suitable accommodation for those with limited means or on a pension,
- Continuing shortfall in the allocation of Residential Aged Care beds,
- More assistance is needed to keep people in their own homes. There is difficulty accessing affordable home maintenance services, particularly in Preston Beach and Lake Clifton,
- Difficulty accessing Home Care and HACC services, even when deemed eligible and required, particularly in outlying communities, which can eventually result in a need to relocate, and
- Waiting lists for residential aged care and no guarantee of a local placement.

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<sup>2</sup> The federal government allocates funding for Residential Aged Care and Home Care packages using a 'Planned Benchmark Ratio'. In 2011, the ratios were 88 Residential Aged Care places and 25 Home Care packages per 1,000 people aged 70+ years. In 2021, they are planned to be 80 Residential Aged Care places and 45 Home Care packages per 1,000 people aged 70+ years (DoSS, 2016).

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For a number of respondents, there was a general lack of awareness about the housing options available, costs associated and future planning needed for accommodation.

### Community support and health services

Having access to health and support services that are affordable, of good quality and appropriate is vital for older people to maintain health and independence in the community (WHO, 2007).

**Waroona** is well serviced by medical practitioners and a pharmacy, along with visiting allied health and other professionals such as legal advisors, podiatrist, dietician, diabetes educator, denture clinic, mammogram, pathology, and counsellors. Home and Community Care (HACC), Silver Chain and Meals on Wheels provide a good range of services to help people remain in their homes. Again the Community Resource Centre was noted as a central hub for services and information. Residents travel to Peel Health Campus, Mandurah, Perth or Bunbury to see medical specialists.

**Preston Beach** residents feel well supported by their neighbours and friends, and indicated they can access some services such as the mobile hairdresser, remedial massage and Silver Chain. However, the lack of medical services locally combined with the lack of transport was considered a barrier to ageing in place and remaining comfortably in their homes. It is very difficult to access short-term acute services and HACC transport is considered expensive for some residents. The desire for a community car service was again highlighted as a way to address these challenges. A redevelopment of the community hall could incorporate a multi-purpose meeting/consulting room that could be used to attract visiting health and service providers.

Limited services come to **Lake Clifton**, requiring residents to travel to Waroona or Mandurah. Concern was also raised about the lack of a local ambulance service or awareness of a local emergency plan.

Several organisations are funded to provide Home and Community Care (HACC) services for residents of the Shire as part of the South West Metropolitan region, however the accessibility of these services in outlying communities was reportedly inconsistent with the stated availability of services.

Similarly, residents deemed eligible for federally subsidised Home Care packages sometimes find access to services difficult or impossible. For communities such as Preston Beach there is little or no choice of providers and often no services are actually available, despite having been assessed and deemed eligible.

Quambie Park (Waroona) expressed their intention to expand their Home Care service provision in the region. With the upcoming changes to the provision of Home Care from 2017, using a consumer-directed model, there is potential for more providers to offer services within the Shire and potentially address gaps in outlying communities. This requires further investigation.

Key items raised –

- Waroona CRC is a highly valued facility that acts as a central hub for services
- Silver Chain and Peel Community Care provide an excellent service in some parts of the Shire and this should extend to other areas as the lack of access to services is a key inhibitor to ageing in place
- Accessibility / reliability of in-home and health services for residents in outlying communities
- Lack of knowledge about services available, the process to access HACC and Home Care services, and upcoming changes to aged care services to be consumer-directed (including what this means for local people)
- Transport to get to medical appointments

- 
- Potential for visiting consultants / allied health professionals at Preston Beach Community Hall and Lake Clifton Community Centre, subject to demand.

## Social participation

Social participation and social support are strongly connected to good health and well-being throughout life. Participating in leisure, social, cultural and spiritual activities in the community, and with family, allows older people to exercise their competence, enjoy respect and esteem, and to build and maintain relationships (WHO, 2007).

Focus group participants and survey respondents were all very positive about the range of social activities available for seniors in their local communities. A wide variety of clubs, groups and events are hosted in Waroona and Preston Beach in particular.

In **Waroona**, Quambie Park is currently seeking funding to develop a Social Inclusion Centre that will enable residents to participate in social activities, host family gatherings, and access social support and other allied health services – all on site. Quambie Park has identified that once people move into residential aged care, the potential for social isolation and diminished participation in social activities is a key contributor to decreased mental and physical health and wellbeing. Given that people are moving into aged care facilities later in life (as a result of ageing at home for longer), typically residents have less mobility and more complex health needs. The importance of participating in social activities within the aged care facility is heightened.

At **Preston Beach**, some participants feel that local social events have a strong emphasis on the consumption of alcohol and would like to see alternative activities and events take place. Interest was expressed for more activities that encourage healthy living and wellbeing such as Pilates, yoga and a gym.

**Lake Clifton** participants expressed frustration at the level of apathy in the local community. Coordination of local events always seems to fall to the same people, and many events are poorly attended. This may reflect the type of residents that are attracted to the area's large blocks, bush environment, and peace and quiet.

Key items raised -

- Waroona and Preston Beach communities have a wide range of social activities on offer,
- The Lake Clifton community struggles to attract participation in many local social events,
- Quambie Park is seeking funding for the development of an on-site Social Inclusion Centre,
- The lack of community and public transport is a barrier for residents to participate in social activities in other localities within the Shire and in neighbouring cities, and
- The Preston Beach community would like to see more wellness programs for seniors available locally.

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## Respect and social inclusion

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

All focus group participants indicated that their local community feels inclusive and that older people are respected. The sense of a friendly, supportive community was reflected in Waroona, Preston Beach and Lake Clifton. Events are held in each community to recognise the efforts of local volunteers and participants felt that these activities were particularly inclusive of older people.

Concern was expressed at feeling pressured to use technology – computers, internet, email, SMS – to access many services. Similarly, some concerns were expressed about how seniors who are not familiar with this technology can be taken advantage of.

Key items raised –

- Strong sense of community in each locality
- Senior people are respected and included in community life
- Intergenerational activities are valued and people would like to see more of this kind of activity with Quambie Park and through the local progress/community associations
- Communication methods used to provide information to the community must continue to consider that not all senior residents use the Internet or other technology.

## Civic participation (volunteering) and employment

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

There are many opportunities to volunteer in the local communities with a wide range of options available. Focus group participants felt that all groups welcome volunteers of all ages and there is no discrimination based on age. Some concerns were expressed about the personal cost to volunteer, be it transport/fuel or the need to donate materials or food. However, most people felt this was a conscious decision one made when they chose to volunteer.

It was recognised that there are limited employment opportunities for seniors in the Shire unless you are self-employed. The general sense is that local businesses prefer younger employees. In Preston Beach, focus group participants felt there was a small business opportunity for someone as a handyman to assist with local home maintenance.

Only four of the participants from both focus groups are still working or looking for work, the remainder is retired. Waroona participants felt strongly that we must all support our local businesses to ensure that local employment (for anyone) continues.

Key items raised -

- Limited local employment opportunities for older people
- Wide variety of volunteering opportunities
- Barriers to volunteering include cost, transport, red tape and the need for computer literacy

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## Communication and information

Staying connected with events and people, and getting timely, practical information to manage life and meet personal needs is vital for active ageing. It is essential to provide access to relevant information that is readily available to older people with varying capacities and resources (WHO, 2007).

Participants felt that seniors in the Shire rely mostly on the local community newsletters and Harvey-Waroona Reporter newspaper for information about local events and services. Most use the Internet and email regularly, but expressed concern that there is an assumption that everyone does – which can be exclusive of some seniors.

The cost, accessibility and coverage of internet services at Preston Beach was raised as a real concern for local residents, especially given the move towards so many forms of communication and information being online only. However, most participants are accessing the Internet, including social media, at least once per week. The National Broadband Network is expected to be available in 2017, and may alleviate this issue.

Lake Clifton residents in attendance at the Preston Beach focus group expressed willingness for the Lake Clifton Residents' Association to assist the Preston Beach Progress Association with their social media activities.

It was noted that a review of the location of existing and new community noticeboards could improve access for local residents to current information.

Key items raised -

- Most frequently accessed communication mediums are local newsletters and newspapers
- Computer literacy and familiarity with technology is of concern to seniors
- Community education programs about technology, computers and the Internet are needed
- Community noticeboard suggested for Preston Beach

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## Age-Friendly Community Plan

As a result of the findings, nine strategies have been developed. These strategies are restricted by the limited availability of resources, funding and external assistance featured in smaller shires, and are the collective responsibility of the Shire, community organisations, health and allied services and community members. The limitations outlined in this document must also be carefully considered when reviewing these ideas, as they are a reflection of a significantly small representation of the four communities that comprise the Shire of Waroona.

### Outdoor spaces and buildings

**Strategy 1** *Develop, encourage and maintain sustainable outdoor spaces and buildings to a standard that considers the needs and mobility of seniors, and ensures accessibility and safety for all residents.*

### Transport

**Strategy 2** *Support sustainable transport options and movement networks including public transport, community transport and pedestrian routes with consideration of the needs of the ageing population.*

### Housing and accommodation

**Strategy 3:** *Encourage and support suitable housing options that allow seniors to remain living, supported and included in our community.*

### Community support and health services

**Strategy 4** *Encourage the attraction of community support and health service providers and agencies to provide the required services to the Shire, which will assist our senior residents to age in place.*

**Strategy 5** *Facilitate and advocate for effective communication between seniors and community support and health service providers*

### Social participation

**Strategy 6** *Facilitate and support opportunities that enhance social participation, with particular consideration of seniors who are restricted in mobility, are culturally and linguistically diverse, and may be geographically or socially isolated.*

### Respect and inclusion

**Strategy 7** *Support the development and maintenance of healthy community relationships by creating opportunities for community engagement and intergenerational activities.*

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## Volunteering and employment

**Strategy 8** *Encourage and promote volunteering and employment opportunities for seniors.*

## Communication and information

**Strategy 9** *Use communication methods that are accessible to all community members to ensure appropriate distribution and dissemination of local information.*

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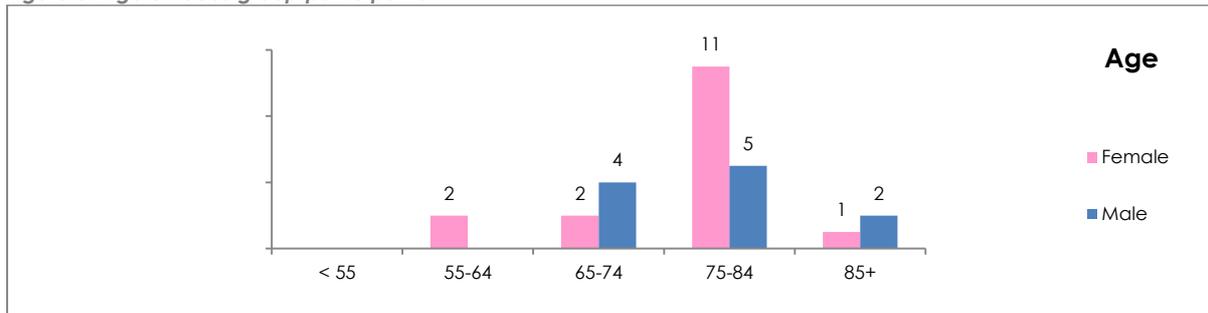
## Appendices

1. Focus group participants
2. Focus group results
3. Survey respondents
4. Survey results

## Appendix 1: Focus group participants

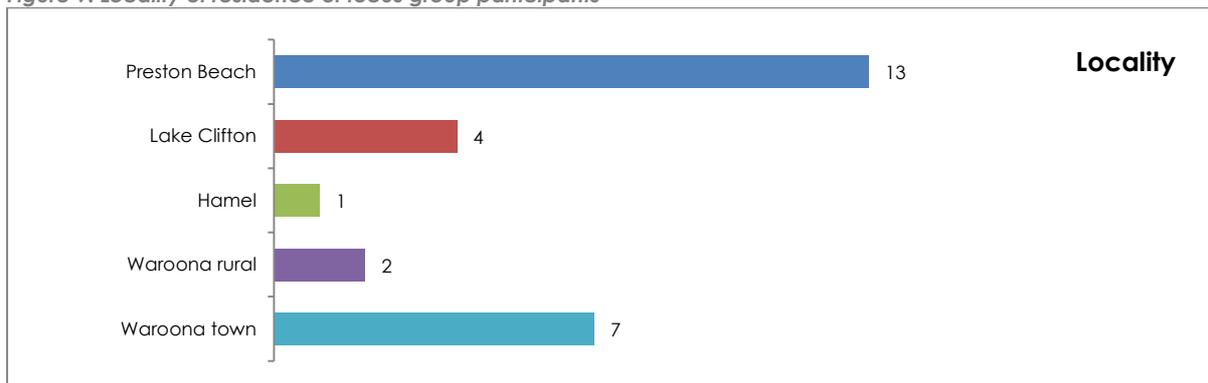
Two focus groups were held within the Shire of Waroona – at the Preston Beach Community Hall and Waroona Community Resource Centre. 27 local residents attended these focus group discussions (13 in Waroona and 15 at Preston Beach) and provided interesting insight and views on what makes a community age-friendly. Whilst this is only a small sample of the community, respondents were from varying backgrounds, age groups and localities, and have lived in the Shire for anywhere from one to more than 20 years.

Figure 8: Age of focus group participants



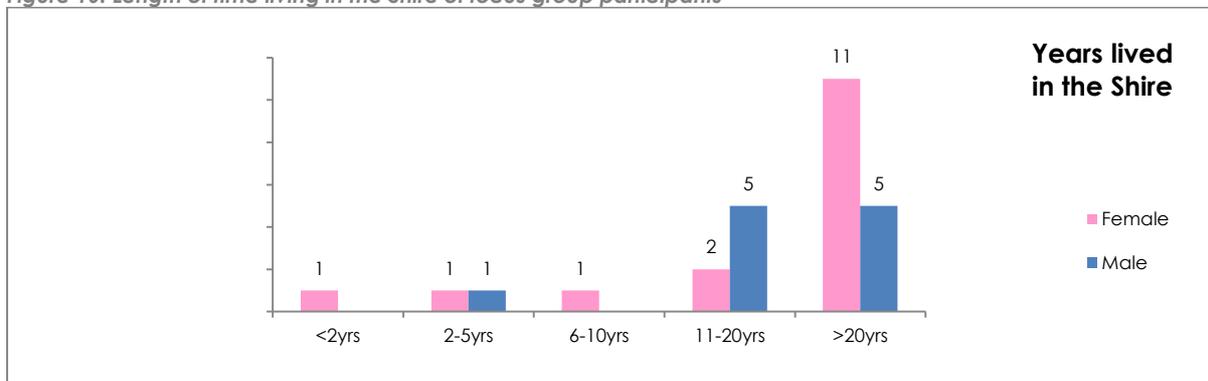
Participants came from across most areas of the Shire, however there were no residents from Wagerup or Nanga Brook.

Figure 9: Locality of residence of focus group participants



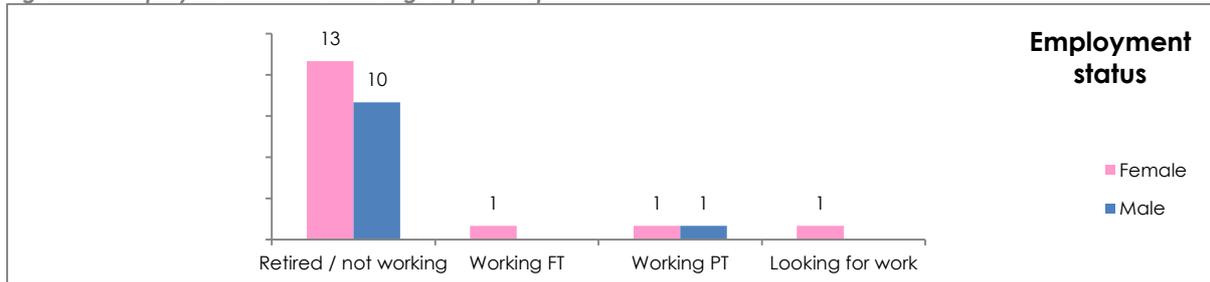
Long term residents and those who have lived in the Shire for anywhere from 1 to more than 20 years were represented in the focus groups.

Figure 10: Length of time living in the Shire of focus group participants



Most focus group participants are retired or not working although 2 are still working part time and 1 is working full time. Only one participant indicated that they are currently looking for work.

Figure 11: employment status of focus group participants



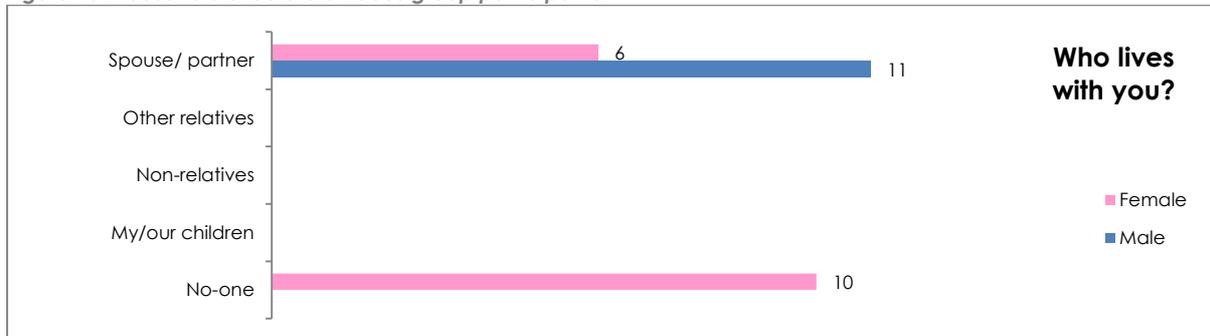
No participants reported their health as poor, whilst the majority of participants indicated their health was fair or good.

Figure 12: Self assessed health status of focus group participants



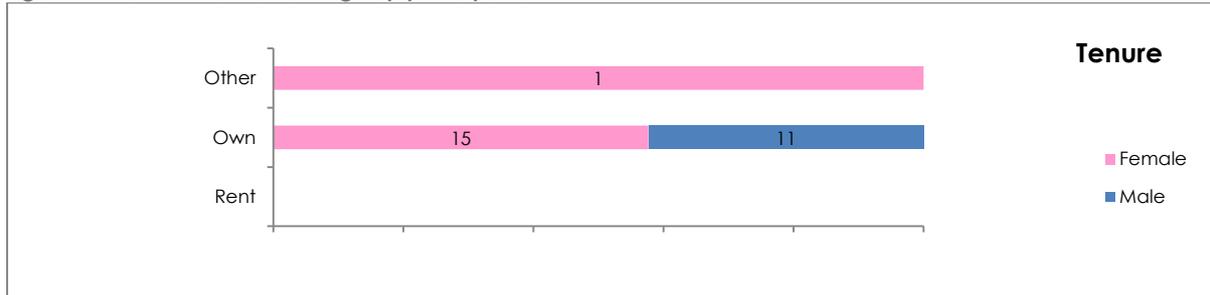
Ten females and no males indicated that they live alone, whilst other participants lived with their spouse/partner. No participants had other relatives, non-relatives or children living with them.

Figure 13: Household structure of focus group participants



26 of the people participating in the focus groups own the home where they live. One participant indicated 'other' as she is a resident of Pam Corker House.

Figure 14: Home tenure of focus group participants



## Appendix 2: Focus group results

Note: - Focus group participants identified Items listed in bold font as important priorities.

- Whilst no focus group was held in Lake Clifton, the tables below include a column for items raised specific to the Lake Clifton area.

### Outdoor spaces and buildings

*Table 5: Outdoor spaces and buildings – responses from focus group discussion*

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<ul style="list-style-type: none"> <li>Community cuppa at CRC</li> <li>Good visitor centre</li> <li>Footpath access</li> <li>Centennial Park</li> <li>Pisconeri Park</li> <li>Bush &amp; native animals, wildlife in town</li> <li>Security cameras</li> <li>Drakesbrook Weir upgrade</li> <li>Signage for school zones</li> <li>Several churches</li> <li>Recreation &amp; Aquatic Centre</li> <li>Not having traffic lights</li> <li>Retail access: IGA, bottle shop, chemist, bank, café</li> <li>Football oval / showground in great condition</li> </ul>	<ul style="list-style-type: none"> <li>Sealed roads with lines</li> <li>Community Centre with child friendly spaces</li> <li>Fire brigade</li> <li>Plenty of public open space</li> </ul>	<ul style="list-style-type: none"> <li>Golf Club</li> <li>Yalgorup National Park</li> <li>Beach access for 4wds</li> <li>Security cameras provide good safety,</li> <li>Green waste collected at beach for dune brushing</li> <li>Beach, BBQ area at the beach, car park</li> <li>Local store</li> <li>Footprints Resort</li> <li>Local Bushfire Brigade &amp; Fire shed</li> <li>Lighting is adequate</li> <li>Community hall</li> <li>Lake Preston walk trail</li> <li>Martins Tank campground with kitchen and facilities</li> <li>Good rubbish removal</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>No pedestrian crossings on highway</li> <li>Occasional locked gates for public toilets at football ground</li> <li>Honky nuts on the footpaths</li> <li>No Australia Post box on east side of highway</li> <li>Limited main street parking in certain locations e.g. outside hairdresser</li> <li>Trucks through town, hard to cross highway</li> <li>Shops are on other side of road to most houses</li> <li>Footpaths do not connect e.g. SW Hwy - Puma to newsagent</li> <li>Vandalism &amp; Graffiti</li> <li>Some shops have steps, hard to access</li> <li>Public toilets are predominantly on one side of town</li> </ul>	<ul style="list-style-type: none"> <li>Street lighting poor in locations</li> <li>Lack of footpaths</li> </ul>	<ul style="list-style-type: none"> <li>Outdated hall</li> <li>Firebreak concerns</li> <li>Poor access to beach for ageing</li> <li>Concern re. road maintenance, road edges can be hazardous</li> <li>Pressure on public toilets during peak seasons / long weekends</li> <li>Weed / trees in public open spaces</li> <li>Majority of land is undulating and hard to access via wheelchair</li> <li>Not enough footpaths</li> <li>Tip located at Waroona</li> <li>Kangaroos can be a problem</li> </ul>

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>IDEAS &amp; OPPORTUNITIES</b>		
<ul style="list-style-type: none"> <li>Bright colours (signs, steps, rails) for vision-impaired community members</li> <li>Public toilets on northern side of town</li> <li>Repairs to footpaths e.g. at St Joseph's and the highway</li> <li>More handrails on footpaths</li> <li>More seating for the elderly</li> <li>Underpass or overpass of highway for pedestrians</li> <li>Make town more gopher-friendly</li> <li>Wider footpaths</li> </ul>	<ul style="list-style-type: none"> <li>Establish walk trails and footpaths</li> </ul>	<ul style="list-style-type: none"> <li>Boardwalk / removable mats for beach pedestrian access (esp. for those with limited mobility)</li> <li>Shading at beach car park</li> <li>Roadside verge collections more often</li> <li>Facilities for younger people e.g. basketball court, football area, pool table</li> <li>More footpaths</li> <li>Elevated platform for beach viewing</li> <li>More interpretive signage at Lake Preston</li> <li>Public toilet at entrance to town (peak times are busy)</li> <li>Grade Preston Road north more often</li> <li>Information signs at totem poles</li> </ul>

## Transport

Table 6: Transport - responses from focus group discussion

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<ul style="list-style-type: none"> <li>Fuel card \$650pa is a great asset</li> <li>Community car for medical appointments (is affordable too)</li> <li>ACROD parking at IGA and banks</li> <li>Seniors taxi subsidy service</li> <li>HACC transport (if on a package)</li> <li>Taxi service (is available)</li> <li>Australind train (comes via Waroona)</li> <li>Community bus 1/fortnight to Mandurah</li> <li>Safe and confident driving in community. Many seniors still have licence and drive locally including to Pinjarra</li> </ul>	<ul style="list-style-type: none"> <li>We can get on the train from Waroona or Mandurah</li> <li>SW Coachlines and Transperth Buses from the bakery once per day</li> <li>There is a hire bus service available but it is mostly a tourist service</li> </ul>	<ul style="list-style-type: none"> <li>Community is happy to drive around those who can't - good support locally</li> <li>Majority of locals accept the busyness of the peak season</li> <li>Adequate parking for locals, parking is good</li> <li>Most locals know the roads so not as much risk of an accident</li> <li>Most people still drive, independent at driving, feel safe, safe intersections</li> <li>VRM road trailer, road counter</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>Intersection at Post Office (Fouracre/Millar St) is complicated</li> <li>Need more ACROD bays</li> <li>Community car is always booked / demand is very high</li> <li>Intersection at Thatcher/Hesse next to library</li> <li>Affordability of services</li> <li>Limited time to shop with fortnightly bus (that goes to Mandurah)</li> <li>Australind leaves once in morning and once at night (have to wait around)</li> <li>Frequency of bus and Australind</li> <li>Kerbs in places are quite high e.g. newsagent and chemist</li> </ul>	<ul style="list-style-type: none"> <li>No public transport</li> <li>Need to drive self as taxis are too costly</li> <li>No road markings on Southern Estuary Road so no speed limit applies - dangerous</li> </ul>	<ul style="list-style-type: none"> <li>No public transport</li> <li>Unsuitable appointment times for country travel (i.e. Appointment at 8am in Perth is very hard to get to)</li> <li>Heavy reliance on friends for transport (don't like to be a burden)</li> <li>Bus (SW Coachlines etc.) will not stop at the Preston Beach turn off - on Forrest Highway</li> <li>Speeding vehicles</li> <li>Parcel delivery box at end of main road was burnt</li> <li>Expensive petrol at Preston Beach</li> <li>Only bus service is for school children</li> <li>No taxi or Uber service available</li> <li>Limited parking at Mandurah Train Station (if we drive there to catch train to Perth)</li> </ul>
<b>IDEAS &amp; OPPORTUNITIES</b>		
<ul style="list-style-type: none"> <li>Textured surfaces for vision impaired, coloured kerbs at cross overs</li> <li>Trial bus with Shire of Murray</li> <li>Community bus more often</li> <li>Public transport to Pinjarra to share their existing services</li> <li>Improve parking on and around highway</li> </ul>	<ul style="list-style-type: none"> <li>Community car desired / combine with Waroona</li> <li>Combine with school bus to Dawesville i.e. public access to school bus</li> </ul>	<ul style="list-style-type: none"> <li>Community car</li> <li>More parking at local store</li> <li>Need secure delivery box at highway turn off</li> <li>Promote that appliance dealers will deliver free to Preston Beach and remove old appliances.</li> <li>Public transport stop along main road somewhere e.g. Settlers Roadhouse</li> </ul>

## Housing and accommodation

Table 7: Housing and accommodation - responses from focus group discussion

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<ul style="list-style-type: none"> <li>• Quambie park is a good facility</li> <li>• Desire to age in place</li> <li>• Good family support and services to live independently</li> <li>• Access to handrails and other improvements</li> <li>• Silver Chain services</li> <li>• Cottage blocks on Logue St</li> <li>• Independent Living Units</li> <li>• Pam Corker House Inc. Dementia Care</li> </ul>		<ul style="list-style-type: none"> <li>• Feel safe in our homes, but we do lock the doors now</li> <li>• Good mix of small and big housing</li> <li>• Community support from friends and neighbours</li> <li>• Retirement village in Waroona</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>• Waitlist for aged care, Quambie park</li> <li>• Perceived lack of affordable housing &amp; accommodation</li> <li>• Quambie Park is expensive</li> <li>• Lack of respite beds</li> <li>• Need for age-friendly rentals with rails, ramps</li> <li>• Cottage blocks are vacant - need to build</li> <li>• Maintenance on existing houses in Waroona is too high</li> <li>• Generation difference - don't want to be a burden on family's life</li> <li>• Pressure of families to work (both partners) leaves no opportunity to care for parents</li> </ul>	<ul style="list-style-type: none"> <li>• No options for alternative housing</li> <li>• Cant subdivide</li> <li>• Big blocks aren't as visible – potential security issues</li> <li>• Fire risk concern makes it hard to sell</li> <li>• Bigger blocks are hard to sell</li> </ul>	<ul style="list-style-type: none"> <li>• Have to drive a long distance for medical services</li> <li>• No option to stay here if you have health issues</li> <li>• Maintenance is hard to upkeep</li> <li>• Hard to maintain onion weed</li> <li>• Wood fires - hard to source wood without help</li> <li>• Property market to sell is poor</li> <li>• Long wait list for retirement village in Waroona</li> <li>• Funds are tied up in house asset (difficult to move without selling)</li> </ul>
<b>IDEAS &amp; OPPORTUNITIES</b>		
<ul style="list-style-type: none"> <li>• Retirement Village (not ILU at Quambie)</li> <li>• Share housing (good for companionship, decreasing isolation, support of others)</li> </ul>		<ul style="list-style-type: none"> <li>• Aged care units in Preston Beach</li> <li>• Maintain houses - give responsibility to Shire or community groups</li> <li>• Footprints to provide a few units for aged people</li> </ul>

## Community support and health services

Table 8: Community support & health services - responses from focus group discussion

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<ul style="list-style-type: none"> <li>• Home and community care (general duties)</li> <li>• Don't feel forgotten in emergencies</li> <li>• CRC connects services with residents, is a Centrelink outlet</li> <li>• Follow up support from fires was easily accessible</li> <li>• Silver Chain cover a range of services</li> <li>• Good advice re fires (door knock, phone call, DFES call)</li> <li>• Home independent program from Silver Chain</li> <li>• Assistance with paper work available at CRC</li> <li>• Services available: Legal advice, podiatry x 3, St John Ambulance, GP clinics x 2, Dietician 1/12, Diabetes educator 1/12, Chemist, Denture clinic, Mammogram, pathology, counsellor</li> <li>• Community car</li> <li>• Meals on Wheels</li> <li>• Op Shop, St Vinnies, Red Cross</li> <li>• Bulk bill services open 5.5 days / week</li> </ul>	<ul style="list-style-type: none"> <li>• Services available – Silver Chain, People Who Care, home hairdresser, Coles delivery</li> <li>• Community hall available for use by visiting services</li> <li>• Good access to tradespeople</li> <li>• Lots of volunteers available</li> </ul>	<ul style="list-style-type: none"> <li>• We are good at raising funds in this community</li> <li>• Fire Brigade has first aid training</li> <li>• Silver Chain services do come out to PB, Services can provide assistance</li> <li>• Remedial massage available</li> <li>• People look out for each other, good neighbourly support</li> <li>• Hairdresser visits the community centre</li> <li>• Ambulance comes from Waroona</li> <li>• Services available: Hairdresser, volunteer rangers, fire brigade, postal delivery, remedial massage</li> <li>• Tradespeople provide a good service - electrical, plumbing</li> <li>• Good police support</li> <li>• Have a heart-start machine and oxy-viva (at Fire Shed?)</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>• Local Waroona doctors have moved out of town</li> <li>• No dentist locally</li> <li>• Limited specialists, have to travel to Peel Health Campus</li> <li>• Inadequate advice re fires: e.g. power outage concerns</li> <li>• Too much paperwork to apply for services</li> <li>• Frequency of some services could be more often</li> <li>• We are on the border of Peel and the South West regions - this makes service delivery difficult and sometimes we are pulled in 2 directions</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of services available locally</li> </ul>	<ul style="list-style-type: none"> <li>• Must travel for services</li> <li>• HACC transport costs 76c/km</li> <li>• Difficult to access short term acute services</li> <li>• Limited access to some tradespeople</li> <li>• Plans for Preston expansion fell through - potential new services therefore never eventuated</li> <li>• Only 1 road in - emergency concerns</li> <li>• Affordability of services</li> <li>• No ambulance sub-centre for emergencies</li> <li>• Quiet in off-peak season so the services stop coming</li> <li>• Community car in Waroona heavily booked</li> <li>• No facility for services to visit</li> <li>• Transport to services is limited - no community car</li> </ul>
<b>IDEAS &amp; OPPORTUNITIES</b>		
	<ul style="list-style-type: none"> <li>• Visiting doctor</li> <li>• Delivery service for prescriptions</li> <li>• Car pooling for appointments if dedicated time given</li> </ul>	<ul style="list-style-type: none"> <li>• Community car service, and one that could drive to hospital in emergency or meet Ambulance on the way</li> <li>• Generic first step service like GP Down South to assess severity before referrals</li> <li>• There is a phlebotomist in town who could do blood tests and take to work (save going into Mandurah or Waroona for blood tests)</li> <li>• Hot desk services e.g. GP Down South</li> <li>• Flu Clinic in Preston (vaccinations)</li> <li>• Census of Preston population</li> <li>• Improved advertising and awareness of Waroona services</li> <li>• Someone from Centrelink to visit regularly</li> </ul>

## Social participation

Table 9: Social participation - responses from focus group discussion

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<ul style="list-style-type: none"> <li>Lots of opportunities and choices for social groups, clubs &amp; activities</li> <li>Groups are welcoming and keen for new members</li> </ul>	<ul style="list-style-type: none"> <li>Local events: Seniors sundowner, Australia Day breakfast</li> <li>Hall available for hire</li> <li>Residents Association</li> <li>Landcare group</li> <li>Tavern</li> <li>Karate</li> <li>Archer</li> <li>Clifton Quilters</li> </ul>	<ul style="list-style-type: none"> <li>Welcoming community</li> <li>Progress Association - hold monthly events at community centre, coordinated by locals</li> <li>Progress Association has large membership</li> <li>Community events: ANZAC Day, Volunteers Breakfast, Melb Cup, Christmas in July, Football, Australia Day, St Pats Day, Italian Night, Biggest morning tea, Carols</li> <li>Community events are well supported</li> <li>Community events are affordable</li> <li>Groups: craft, golf club, darts, bird watching, line dancing</li> <li>Gym equipment available in old fire shed</li> <li>Informal community events</li> <li>Book sharing, Easter book sale</li> <li>Out of town events - MPAC, casino</li> <li>Planting days</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>Limited multicultural participation</li> <li>Some people just want to participate and not be on the committee</li> <li>Often need to travel e.g. to cinema</li> </ul>	<ul style="list-style-type: none"> <li>People do not participate</li> <li>Apart from Residents Association, people do not want to organise events</li> <li>Organised activities fail due to no participation Limited opportunities for participation</li> <li>Low numbers in groups can affect sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Kangaroos on the golf course</li> <li>Social events involving alcohol</li> <li>Ticks</li> <li>Advertisement of local events is perceived to be restricted to members of the Progress Association</li> <li>No church services</li> <li>Dangerous to drive out of town at night to events (kangaroos)</li> <li>Medical appointments and travel can impact on socialisation</li> </ul>
<b>IDEAS &amp; OPPORTUNITIES</b>		
	<ul style="list-style-type: none"> <li>Shire to contribute to Australia Day breakfast (same as they support PB)</li> <li>Karate Club to take seniors</li> </ul>	<ul style="list-style-type: none"> <li>Health promotion activities - that support healthy lifestyles</li> <li>Need a coordinator for the gym</li> <li>Multi-denominational church service once per month</li> <li>Investigate if locals can use pool and tennis courts at Footprints</li> <li>Mobile library from Waroona</li> <li>Pilates and yoga classes</li> <li>Closing time for events that serve alcohol</li> </ul>

## Respect and inclusion

Table 10: Respect and inclusion - responses from focus group discussion

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<ul style="list-style-type: none"> <li>Local trades people - honest, helpful, caring and respectful</li> <li>Senior staff in shops are respectful</li> <li>Friendly, supportive community</li> <li>Lots of opportunities to be involved</li> </ul>	<ul style="list-style-type: none"> <li>People nominated to raise the flag at the Australia Day function (as a reward for their contributions)</li> </ul>	<ul style="list-style-type: none"> <li>Permanent residents are inclusive and respectful</li> <li>Events to recognise and include seniors - Australia Day Awards, Volunteers' Breakfast</li> <li>Friendly helpful service in the community (e.g. store)</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>Sometimes older people can be rude to younger people</li> <li>Feel pressured to use technology like texts/SMS instead of phone calls</li> <li>Telephone marketing / scammers worries us</li> <li>Concern re being taken advantage of (elder abuse)</li> <li>Sometimes junior staff are short with us/not mindful</li> </ul>		<ul style="list-style-type: none"> <li>Peak season influx changes the dynamic of our community. Visitors may not be as respectful or inclusive as locals</li> </ul>
<b>IDEAS &amp; OPPORTUNITIES</b>		
<ul style="list-style-type: none"> <li>Intergenerational community events</li> <li>Need mutual respect (there are some angry older people out there)</li> </ul>		<ul style="list-style-type: none"> <li>Facilities needed to keep younger people occupied during peak season - this will reduce anti-social or inappropriate activity that can divide our community</li> </ul>

## Volunteering and employment

Table 11: Volunteering and employment - responses from focus group discussion

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<ul style="list-style-type: none"> <li>• Wide range of different types of volunteering available</li> <li>• Engagement with like-minded people to make contribution to the community</li> <li>• Training is offered to volunteers if needed</li> <li>• Paid employment focuses on existing skills</li> <li>• Groups are welcoming, lots of opportunities</li> <li>• Drakesbrook Despatch advertises volunteering opportunities</li> <li>• Grateful for volunteers - meritorious award, morning tea, Volunteer Week breakfast</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteering with Landcare, fire brigade</li> </ul>	<ul style="list-style-type: none"> <li>• Lots of volunteering opportunities: golf course, fire brigade, volunteer rangers</li> <li>• Opportunities to work with school kids doing planting and dune brushing</li> <li>• No pressure to volunteer - costs are a manageable expense</li> <li>• Most forms (e.g. police clearance, WWC) are provided</li> <li>• Work opportunities - store, Footprints are the only options</li> <li>• First aid classes are offered once per year</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>• Feel that younger people are preferred (for employment)</li> <li>• Not many industries in Waroona (for employment)</li> <li>• Cost associated with volunteering (e.g. fuel, donation of materials/food)</li> <li>• Red tape - WWC, Food Safety, Volunteer Management, Police Clearance</li> <li>• Not having the Drakesbrook Despatch delivered limits advertisements for volunteering</li> <li>• Difficult to get employment as people age</li> <li>• Rules, regulations and insurance limit employment opportunities for older people</li> </ul>	<ul style="list-style-type: none"> <li>• Physical fitness limits participation, and/or people are not available at the time that activities run such as Landcare planting</li> <li>• Not many / very limited opportunities for volunteering or employment - need to go to Mandurah</li> <li>• Advertisements not easily accessible (e.g. Drakesbrook Despatch not available/delivered to Lake Clifton)</li> </ul>	<ul style="list-style-type: none"> <li>• Younger people need to volunteer more - assist with maintenance</li> <li>• Age limit to level of volunteering you can do</li> <li>• Used to have a telecentre which provided opportunities and was aimed at seniors - gone now</li> <li>• Facilities and opportunities are limited in Preston Beach</li> <li>• Limited volunteering availability for people living on the dole/Centrelink</li> <li>• Cost of volunteering can be high (travel etc.)</li> </ul>
<b>IDEAS &amp; OPPORTUNITIES</b>		
<ul style="list-style-type: none"> <li>• Support local businesses - makes them more viable, generates sustainable employment opportunities</li> <li>• Create more employment</li> <li>• Nulsen Haven need more members</li> </ul>	<ul style="list-style-type: none"> <li>• Administrator for Facebook/website needed</li> <li>• Ratepayers Association and Landcare to register with Centrelink to host volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunity for self-employment if you offer maintenance services, handyman</li> <li>• Volunteer rubbish removal to ensure tidy town</li> <li>• Subsidy for volunteers travelling in/out of Preston Beach</li> <li>• Subsidy for locals looking after environment (managing weeds, dune brushing etc.)</li> </ul>

## Communication and information

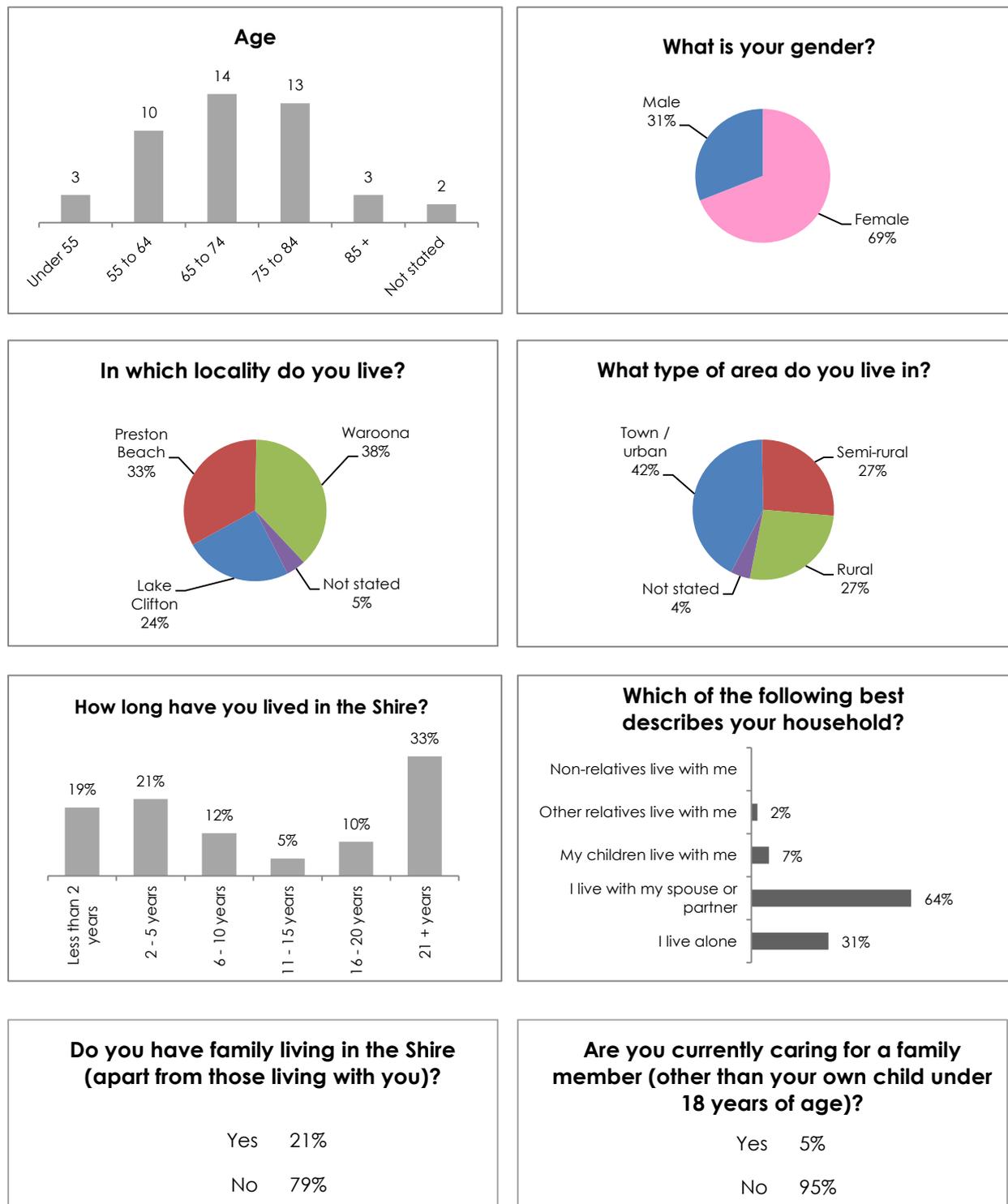
Table 12: Communication and information - responses from focus group discussion

WAROONA	LAKE CLIFTON	PRESTON BEACH
<b>FEATURES</b>		
<p>How do we get our information -</p> <ul style="list-style-type: none"> <li>• Drakesbrook Despatch [15]</li> <li>• Word of mouth [14]</li> <li>• Harvey-Waroona Reporter [12]</li> <li>• Sea to Scarp (monthly) [8]</li> <li>• Internet at least weekly [5]</li> <li>• Email at least weekly [5]</li> <li>• Local radio [5]</li> <li>• Mandurah Mail [4]</li> <li>• Noticeboards (CRC, IGA) [4]</li> <li>• Shire email news [4]</li> <li>• CRC newsletter [2]</li> <li>• Facebook for family stuff only [2]</li> <li>• Visitor Centre</li> <li>• Community groups</li> <li>• The West Australian</li> </ul>	<ul style="list-style-type: none"> <li>• Website &amp; Facebook</li> <li>• Noticeboard</li> </ul>	<p>How do we get our information –</p> <ul style="list-style-type: none"> <li>• Word of mouth [14]</li> <li>• Internet at least weekly [13]</li> <li>• Email at least weekly [13]</li> <li>• Sea to Scarp newsletter [12]</li> <li>• Harvey Waroona Reporter [10]</li> <li>• SMS [10]</li> <li>• Drakesbrook Despatch [8]</li> <li>• Facebook [7]</li> <li>• Golf Club newsletter</li> <li>• Progress Association email to members</li> </ul>
<b>BARRIERS</b>		
<ul style="list-style-type: none"> <li>• Assumption that all seniors use the internet, when we don't</li> <li>• Reliance on SMS</li> <li>• Internet coverage and access is not consistent or available to everyone</li> <li>• Cost of internet access</li> <li>• Paying bills online can be hard of you are not computer savvy, don't have a computer or don't have internet access</li> </ul>		<ul style="list-style-type: none"> <li>• Access to the internet (services, coverage, cost)</li> <li>• Worry about scammer phone calls</li> <li>• No central point for local community communication</li> </ul>
<b>IDEAS &amp; OPPORTUNITIES</b>		
<ul style="list-style-type: none"> <li>• Drakesbrook Despatch available online so we can access in areas where not delivered / available</li> </ul>		<ul style="list-style-type: none"> <li>• Local community newsletter</li> <li>• Have a one-stop central advertising board on the a more visible road</li> <li>• Preston Beach community Facebook page</li> </ul>

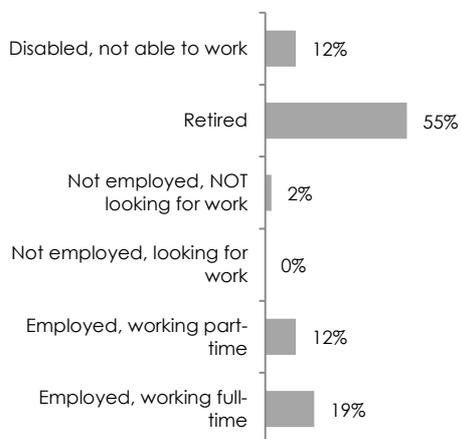
## Appendix 3: Survey respondents

45 residents from the Shire of Waroona completed the Age-Friendly Community survey. Hard copies of the survey were made available from the Shire office, Community Resource Centre, library and via members of the Working Group. The online survey was available from the Shire's website. 99% respondents indicated that they live in the Shire on a fulltime basis. No respondents identified as being Aboriginal or Torres Strait Islander.

The following figures provide an overview of survey respondents.



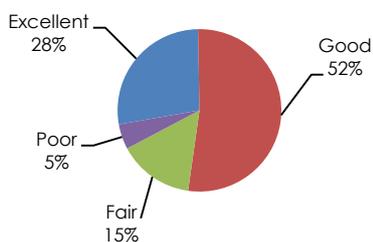
### Employment status



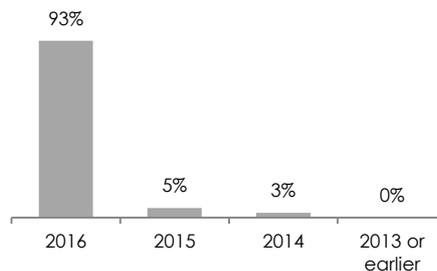
### Present or most recent occupation



### How would you describe your current health?



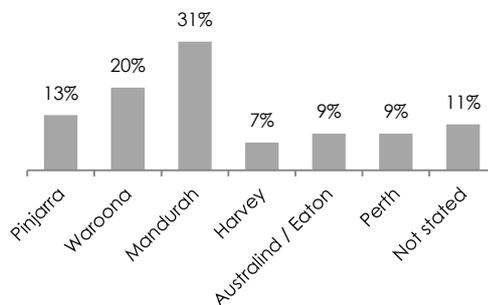
### When did you last visit a doctor?



### Do you have any health problems that limit your normal daily activities?

Yes 30%  
No 70%

### Where is your regular doctor located?



## Appendix 4: Survey results

### Survey results

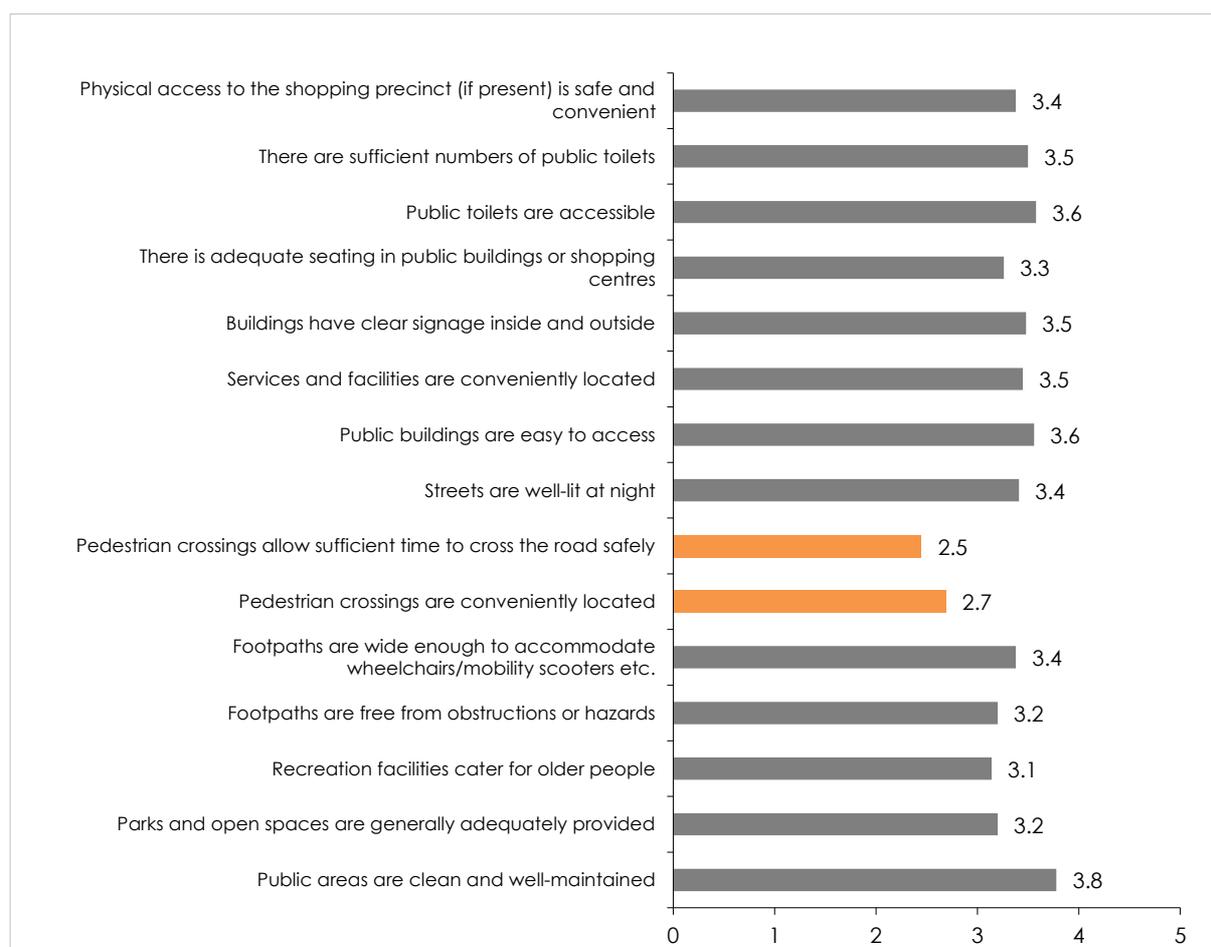
The Age-Friendly Community Survey sought responses from local residents about a range of issues impacting on people's ability to remain living in their homes and communities, as they get older. Respondents were asked to provide ratings on a range of issues across each of the eight domains of an age-friendly community and offer any additional relevant comments. Below is a summary of the results from the survey.

### Scale

In each area, respondents were asked to indicate how strongly they agreed or disagreed with each statement using the following scale.

1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-

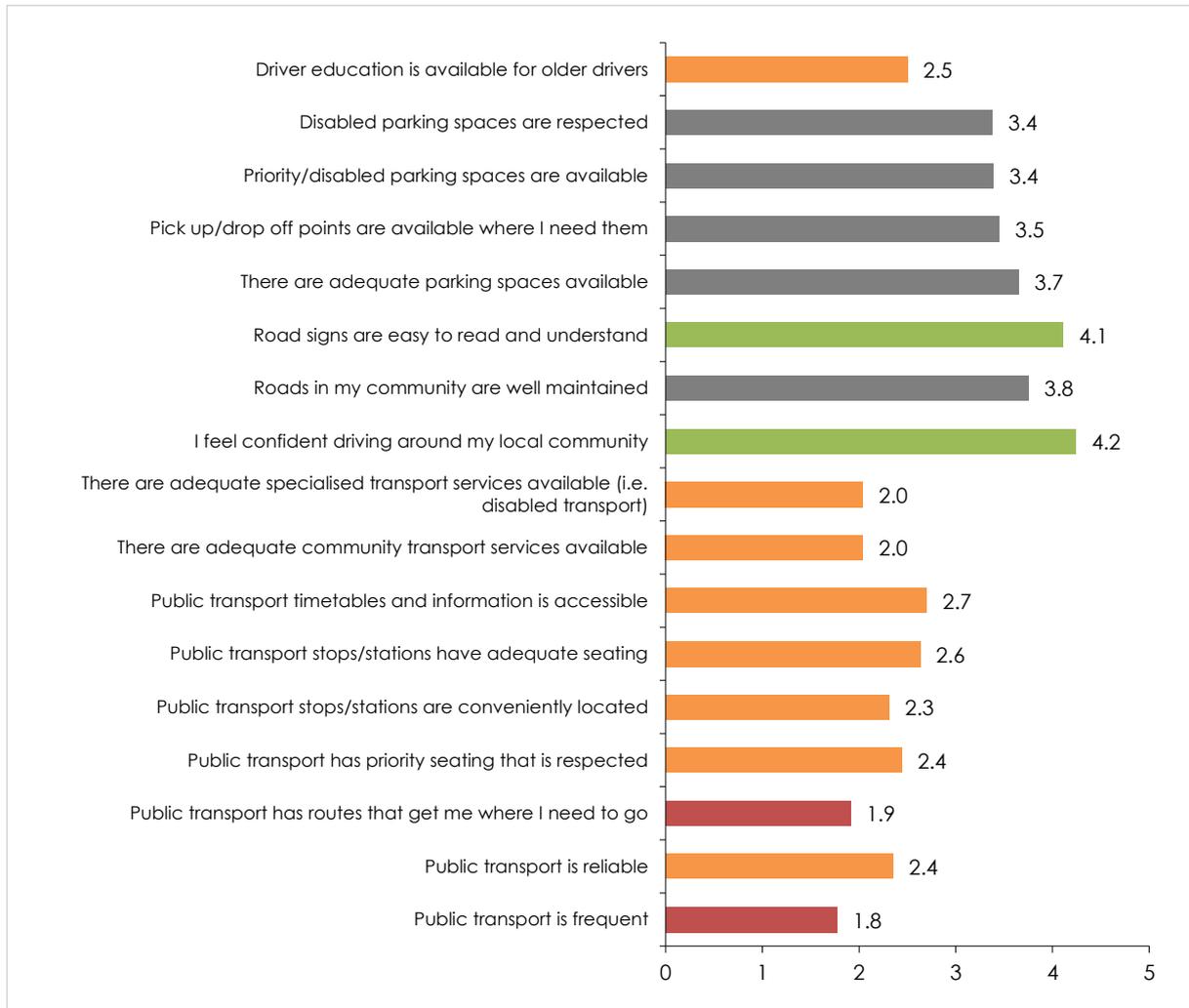
### Outdoor spaces and buildings



The lack of a safe, formal pedestrian crossing on the South West Highway in the Waroona townsite was highlighted throughout the consultation, as a major concern for local senior residents.

## Transport

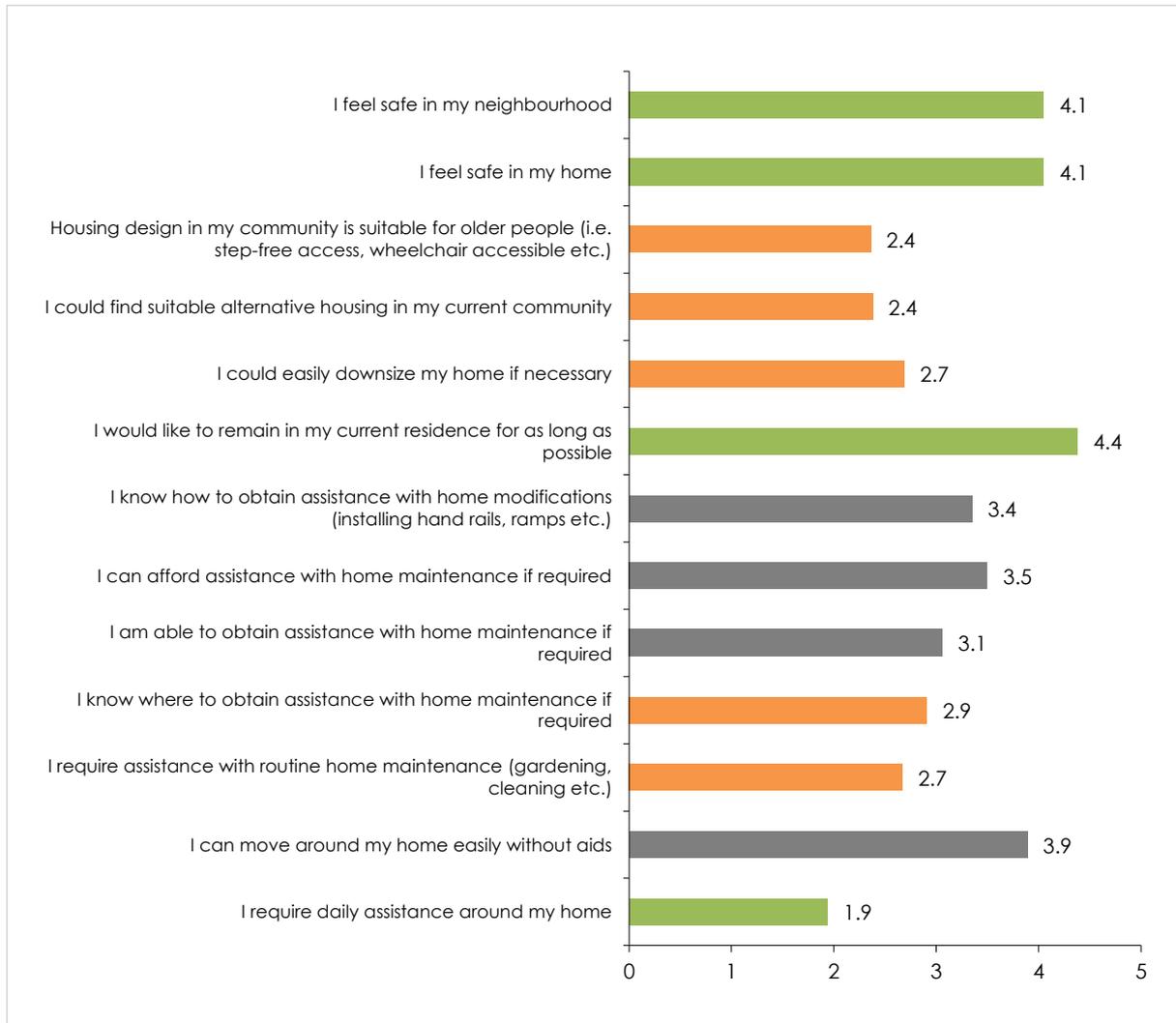
1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-



Access to transport was one of the key issues highlighted by survey respondents and raised by focus group participants. The lack of community or public transport between towns and to Mandurah and Bunbury remains a significant barrier for people wishing to age in place. Once people are no longer able to drive, residents felt it was near impossible to remain living in locations such as Preston Beach or Lake Clifton unless you have the support of family or friends.

## Housing and accommodation

1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-

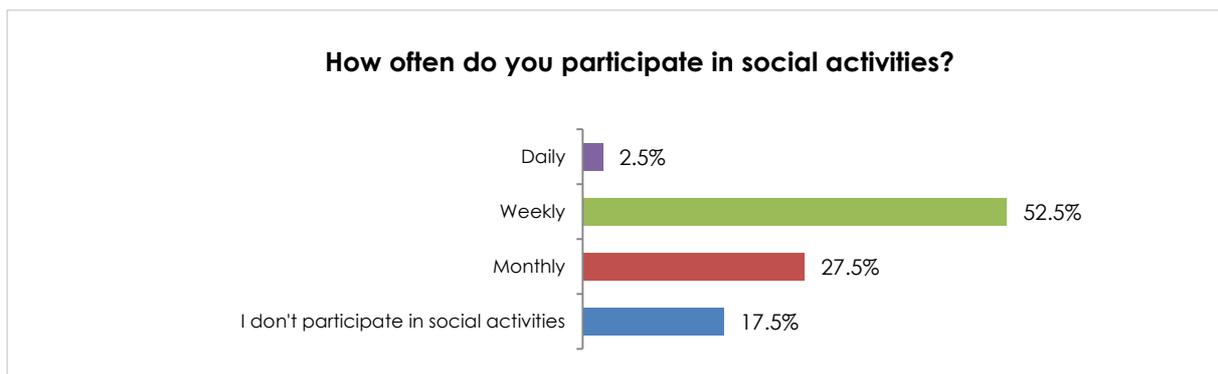
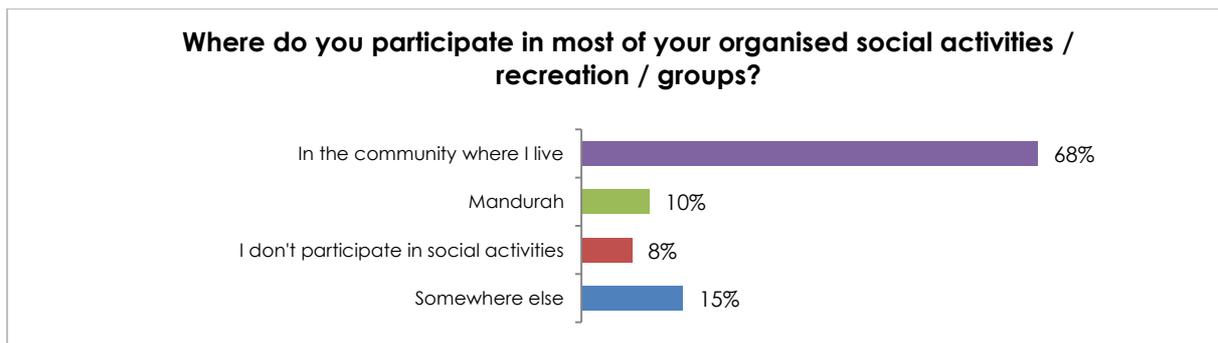
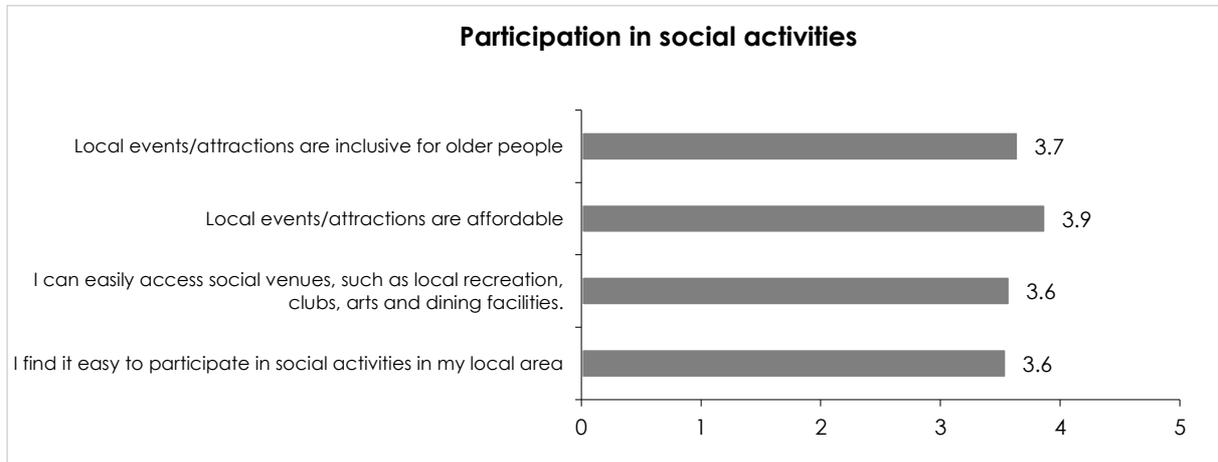


As identified in the responses above, areas of concern relate to the availability of suitably equipped smaller or alternative housing options in people's own community and access to services to assist with home maintenance.

Respondents were also asked what local options exist should their housing needs change. Most respondents identified the independent living units at Quambie Park or residential aged care at Pam Corker House. Preston Beach and Lake Clifton residents said they would have to move and many identified the retirement villages in Mandurah or Bunbury as an option given that there are no retirement villages locally.

## Social participation

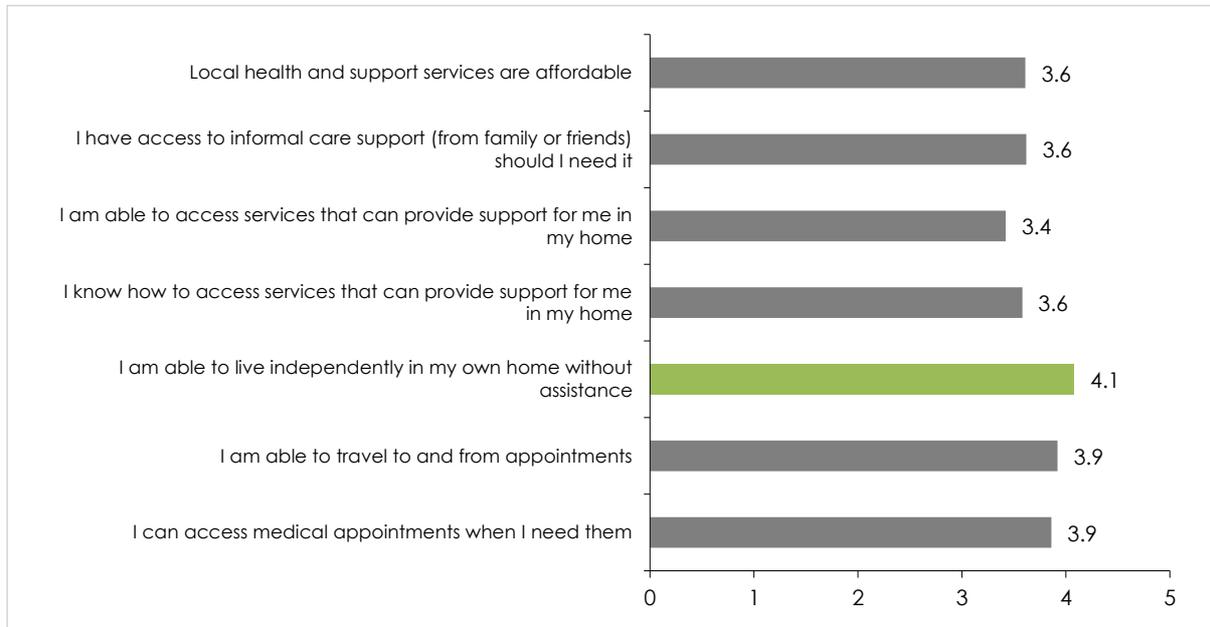
1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-



Generally, respondents are satisfied with the availability, cost and range of social activities on offer in their local communities. A few survey respondents commented on the difficulty of participating in social activities due to the lack of transport and some Lake Clifton respondents felt the range of social activities available was very limited in scope.

## Community support and health services

1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-

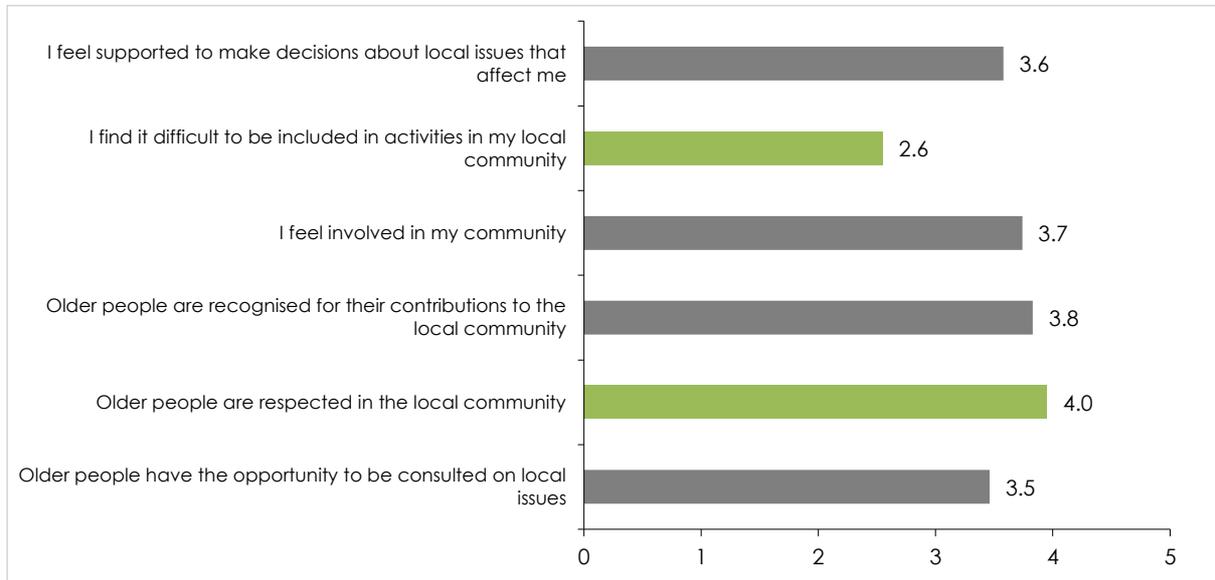


### Where do you access allied health services such as physio, dental, podiatry etc.?

- ✓ Mandurah
- ✓ Pinjarra
- ✓ Waroona
- ✓ Bunbury
- ✓ Perth / Fremantle

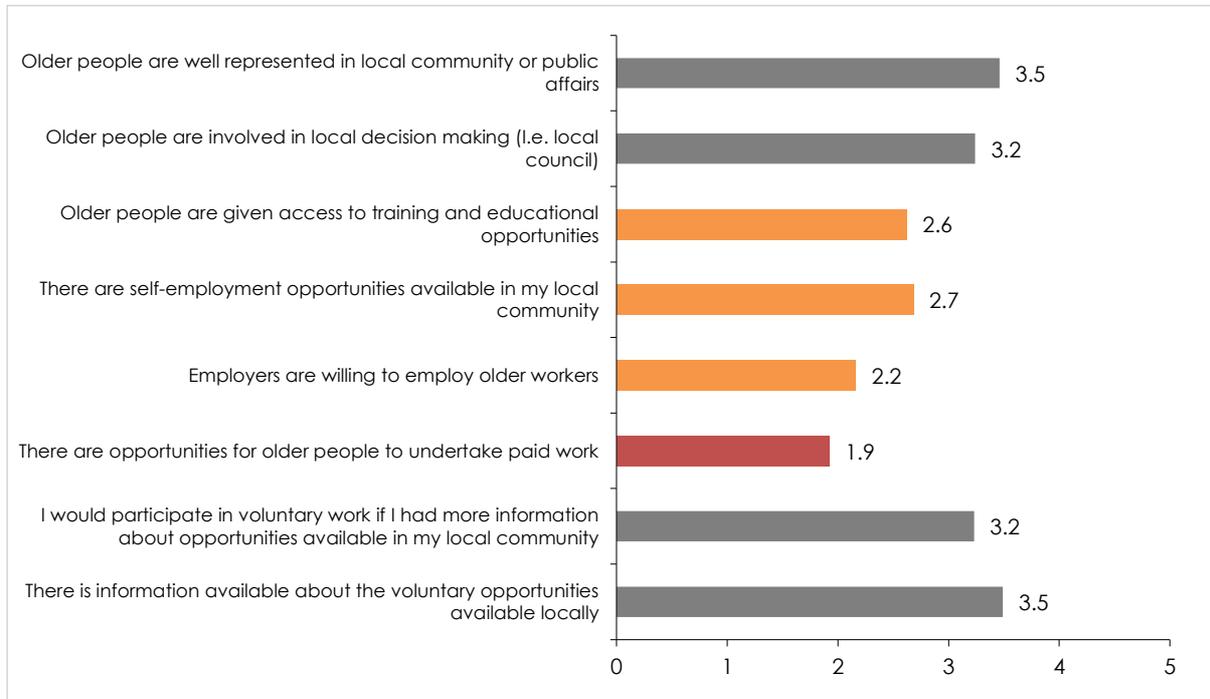
## Respect and social inclusion

1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-



## Volunteering and employment

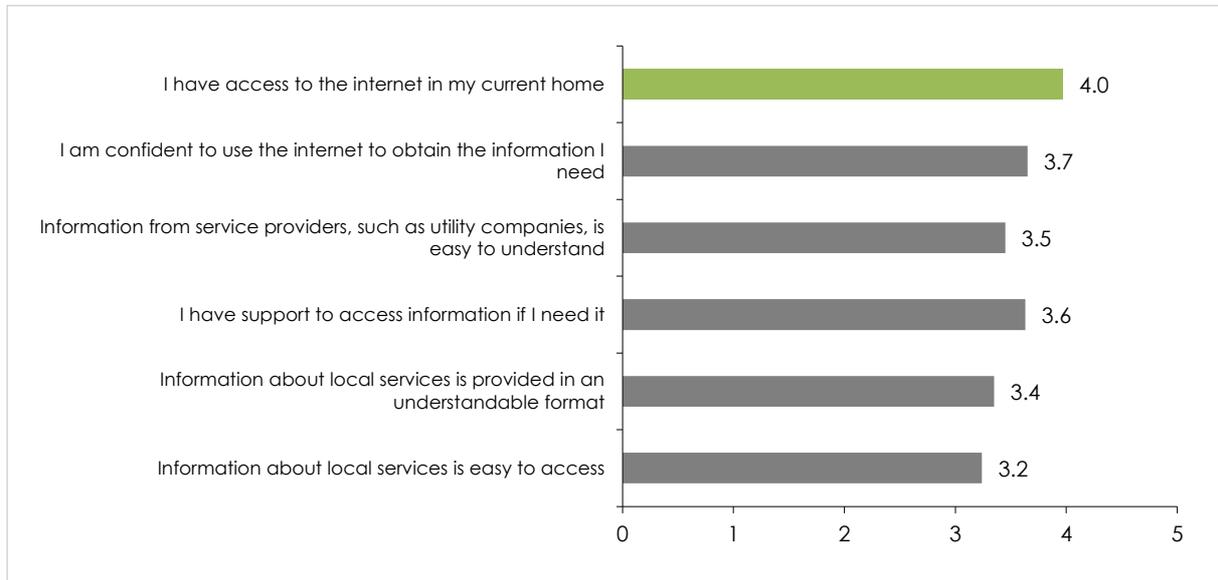
1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-



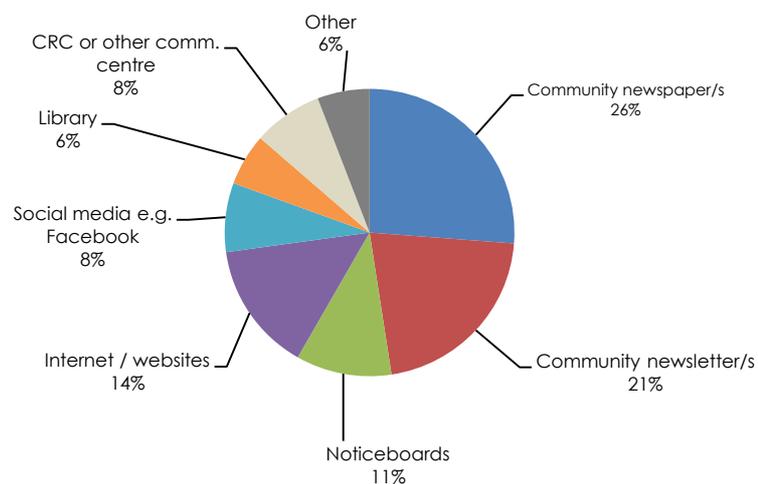
Survey respondents and focus group participants expressed concern that there are very limited employment opportunities within the Shire for older people, other than self-employment in agriculture or other businesses. This is reflected in the low rating regarding employment opportunities highlighted in red above. There is also a sense that employers prefer to employ younger workers.

## Communication and information

1	2	3	4	5	N/a or unsure
Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	-



### Where do you access information about community news and local events



Clearly the most regular sources of information that local people rely upon are local community newsletters and the Harvey-Waroona Reporter (newspaper). Two survey respondents identified that a welcome pack for new residents would be a useful resource to assist people to find out about groups, clubs, services and local information. This was also raised during the focus groups discussions.

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## What could be improved to make our Shire a better place to live as a senior?

Other comments provided by survey respondents:

- Transport for Preston Beach & Lake Clifton seniors – community car/bus or volunteer driver system within and to appointments outside the Shire
- Improved Shire interactions
- New community centre at Preston Beach
- Preston Beach - visiting and allied health services
- First aid post at Preston Beach
- More gopher friendly
- Encourage more local businesses
- More Shire input into Lake Clifton
- Acute care / follow up care in home after surgery
- Volunteer network to support older people to remain living in their own home by providing transport, home help and home maintenance services on a fee for services basis
- More footpaths and medical facilities
- Maintain home care services/options
- More activities for the elderly



**Future plans to stay living in the Shire of Waroona**

