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AUSTRALIA

**Shire of Donnybrook - Balingup**  
**Age Friendly Community Study**  
**Final Report – August 2014**

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## 1.0 Executive Summary

A major feature of the Western Australian population demographic is the increasing number of people who are living longer and have expectations of their lifestyle that are in ways different to previous generations. As of 2012, one in five Western Australians will be aged 60 or over and this will rise to one in four by 2041.

The Shire of Donnybrook – Balingup has joined other proactive South West local governments and sourced funding through the South West Development Commission (SWDC) to undertake an Age Friendly Community Study (AFCS). The cornerstone of all these studies has been the World Health Organisation (WHO) Age Friendly Cities Project. This framework defines an age friendly community as one that optimises opportunities for health, participation and security as people age, and adapts its structures and services to be accessible and inclusive of older individuals with varying needs and capabilities. The WHO study framework engages with the community to develop a bottom up approach that leverages off the experience and opinions of older people, their carers and service providers with regard to the age-friendliness of aspects of the built form and other aspects of life in the Shire.

To gain this insight, a series of workshops, one on one interviews with a broad cross section of the demographic of the Shire, inclusive of service providers and not for profit organisations operating in the area, supported by an on-line and hard copy survey, were facilitated over the months of April and May 2014.

Findings have been analysed to determine a baseline assessment, and identification of key themes with regard to the age-friendliness or otherwise of services, facilities, programs, attitudes and policies and procedures within the Shire. These themes have then been crafted into the following recommendations to identify and deliver mechanisms and strategies to involve older people in the Shire and its processes, services and facilities. Other recommendations are for the Shire to play an advocacy role with business or other tiers of government on behalf of its community.



Number	Recommendation: Outdoor Spaces and Buildings
1	That specific footpaths and roads as identified in the study as needing modification or repair in Balingup are included in the Capital Works programme and relevant years of the Corporate Business Plan plus consultation commence for the planning for a central walking/bike riding space in a flat area would encourage seniors to use it and allow for intergenerational activity to create a community hub.
2	That the Shire of Donnybrook-Balingup prioritise, cost and include in its Capital Works Program and Corporate Business Plan more strategically placed public seating in Balingup in high traffic areas such as outside the Tinderbox and the General Store and provide more senior friendly access to the public toilets at the Balingup Visitors Centre and the Balingup Recreation Centre.
3	That specific footpaths and roads as identified in the study as needing modification or repair are included in the Capital Works programme and relevant years of the Corporate Business Plan to alleviate a general concern that trucks and other commercial traffic passes through the centre of Donnybrook.
4	That the Shire of Donnybrook-Balingup review relevant policies, procedures and guidelines to ensure best practice with regard to design in universal housing, public spaces, footpaths, public seating, parking and building design to ensure equity of access and ease of usage by all current and future community members whatever their age and physical ability.
5	That the Shire of Donnybrook-Balingup commence consultation with regards to planning to develop a central green space other than the Apple Park to encourage senior people to congregate more and enjoy passive recreation.
6	That improved access to the Amphitheatre is undertaken as a priority in the Corporate Business Plan.
7	That the Shire of Donnybrook- Balingup commence consultation with regards to planning to develop a small central green space in Noggerup to encourage community members inclusive of senior people to congregate more and enjoy passive recreation.

## Recommendations – Council Activities and Responsibilities

Number	Recommendation: Roads as a Driver
8	That the Shire of Donnybrook-Balingup include a review of traffic calming modifications in the 4 Year Corporate Plan as a priority in recognition that current senior specific accommodation is located on a very busy thoroughfare which causes difficulty in safe access.
Number	Recommendation: Recreation and Leisure
9	That the Shire of Donnybrook – Balingup continue its support for programs and facilities that build social and community connectedness and support for community events and festivals with a particular focus of supporting the development of a greater variety of pure cultural activities
Number	Recommendation: Respect and Inclusion
10	That the Shire be congratulated for improvements in consultation and communication with its community and commit to consult at an earlier stage in the project or undertaking and improve connection through the use of technology.
11	That the Shire of Donnybrook-Balingup review its marketing and public relations strategies to challenge negative stereotypes about the aging population by highlighting the considerable positive economic and social contribution older people make to the community.
Number	Recommendation: Social Inclusion
12	That the Shire of Donnybrook-Balingup commence a feasibility study inclusive of a funding strategy into an extension to the Seniors Room in the Library Resource Centre to cater for different functions and hence facilitate more usage.
13	That the Shire of Donnybrook-Balingup continues its considerable effort to keep community members informed and engaged and consider the development of a Senior Specific Portal as an enhancement to its current strategy.
Number	Recommendation: Civic participation
14	That seniors are more fully engaged in decision making with the Shire of Donnybrook – Balingup by the holding of regular public forums and the encouragement of two way communication at Council Meetings.



## Recommendations – Aspirational or Advocacy Role for Council

Number	Recommendation: Outdoor Spaces and Buildings
15	That the Shire of Donnybrook-Balingup liaises with responsible authorities to improve management and timing of services at the Senior Room/Library Resource Centre to minimise congestion during busy interchange times with the school.
16	That the Shire of Donnybrook-Balingup liaises with the Donnybrook Post Office to improve accessibility, the Donnybrook IGA to provide toilets and amenities and for the Shire to include in its Capital Works Program and Corporate Business Plan to include funding for hand rails on public seating in the main street.
Number	Recommendation: Roads as a Driver
17	That the Shire of Donnybrook-Balingup request the Department of Transport to develop a strategy to provide initiatives to support older people to continue to drive safely and to support the transition from self-driving to other options when required. Part of this strategy needs to be to attract and retain taxis services in the Shire. This recommendation is in recognition that all participants love their current lifestyle and relish the country feel and open spaces but realise that their enjoyment relies on the ability to drive at speed and over some distance.
18	That the Shire of Donnybrook-Balingup lobby Main Roads to ensure prominent and early warning signs of speed changes are provided in high speed areas.
Number	Recommendation: Housing and Accommodation
19	That the Shire of Donnybrook Balingup encourage the construction of affordable accommodation.
20	That the Shire of Donnybrook-Balingup in partnership with relevant state government agencies, community groups and the private sector continue and increase commitment to develop and provide flexible, innovative and affordable housing options, including ancillary dwellings, smaller and multigenerational housing designs to cater for requirements of senior residents both residential and rural to allow them to “age in place.”
21	That the Shire of Donnybrook-Balingup liaise with service providers to support “clustering” of services and facilities utilised by seniors within easy access of senior specific housing.

22	That the Shire of Donnybrook – Balingup play an advocacy role with the SWDC to the Federal Government to increase the number of aged care support packages to assist community members in the Shire of Donnybrook - Balingup to remain in their homes as long as possible and provide adequate beds in suitable supported accommodation that is affordable and enables all community members to “age in place”
<b>Number</b>	<b>Recommendation: Health and Medical Services</b>
23	That the Shire of Donnybrook-Balingup lobbies the federal government on behalf of its community to ensure funding to continue existing services and facilitate provision of a wider variety of services provided through the Home and Community Care Program.
24	That the Shire of Donnybrook-Balingup in partnership with SWDC lobby WA Health for increased usage of technology locally to reduce travel for seniors for low risk medical diagnostic procedures i.e. Ultrasound applied by GP with images relayed over the Internet to specialist in Perth/Bunbury.
25	The Shire of Donnybrook–Balingup in partnership with the SWDC and the Donnybrook Chamber of Commerce develop a strategy to attract and retain GPs to the Shire.
26	That the Shire of Donnybrook–Balingup in partnership with the SWDC and the relevant Chamber of Commerce need to develop a strategy to provide and retain one day a week service where GP’s and Specialists were available in Balingup.
<b>Number</b>	<b>Recommendation: Other Facilities and Services</b>
27	That the Shire of Donnybrook- Balingup in partnership with the SWDC and the relevant Chamber of Commerce discuss with local businesses opportunities to improve delivery of services to older members of the community. That the Shire of Donnybrook- Balingup lobby on behalf of residents to have the mail service increased from three days a week to be a five day a week service.
<b>Number</b>	<b>Recommendation: Transport</b>
28	That the Shire of Donnybrook-Balingup lobby the state government for more affordable and convenient public transport to facilitate access to medical and allied health services in Bunbury and Collie.
29	That the Shire of Donnybrook-Balingup in partnership with relevant service providers and community groups, investigate the option to provide supporting community transport as an alternative to public transport to facilitate access to medical and allied health services in Bunbury and general access to activities and facilities within the Shire.



Number	Recommendation: Information Technology, Education and Training
30	That the Shire of Donnybrook-Balingup lobby relevant government agencies and service providers to provide affordable, face to face and on-line training and support plus increased and uninterrupted service coverage to utilise technology to support communication, education and entertainment by seniors to minimise social isolation, support access to vital information or provide for alternative activity as physical fitness is reduced.
Number	Recommendation: Recreation and Leisure
31	That the Shire of Donnybrook-Balingup continue and expand its support for participation in sport and recreation activities designed to meet the unique needs of seniors and in partnership with the SWDC and local Chambers of Commerce actively develop a strategy to attract and retain providers of these activities and services to the Shire.
Number	Recommendation: Social Participation
32	That the Shire of Donnybrook-Balingup in partnership with the SWDC, develop a 'Vital Volunteering Strategy' to enable diverse and flexible volunteering activities in recognition of the need to encourage and support 'younger seniors and adults' to engage in the volunteering fabric of the community providing many of the social and cultural activities which keep older community members healthy and happily engaged with their community.
Number	Recommendation: Communication and Information
33	That the Shire of Donnybrook-Balingup in partnership with other relevant government agencies renew and enhance its commitment to the compilation, review and provision of timely and up to date information about the range of services and facilities provided by all tiers of government, the not for profit and private sector organisations to seniors residents, their families and carers in the Shire and surrounds and to support proactive decision making with respect to their health, wellbeing and lifestyle.



## 2.0 Introduction

The Shire of Donnybrook-Balingup (Shire) undertook significant engagement in 2012 with its stakeholders and Community to develop a Strategic Community Plan. This plan is part of the required Integrated Planning and Reporting Framework (IPR) that each local government is mandated to produce to ensure the long term sustainability of Western Australian communities. Older community members within the Shire had been vocal in the development of this key planning document with 51% of people who commented on the Strategic Community Plan being between the ages of 55-74 and 5% being 75 and over. Relevant key findings from this consultation indicated that the Shire needed to improve in the following areas of importance to this demographic:

- Aged services (other than provision of aged accommodation)
- Community engagement
- Crime prevention
- Disabled Access and Inclusion Services
- Health
- Long term planning
- Pathway, verge, road and footpaths
- Support for volunteers

Following this feedback from older community members, the Shire joined other proactive South West local governments and sourced funding through the South West Development Commission (SWDC) to undertake an Age Friendly Community Study (AFCS). The cornerstone of all these studies has been the World Health Organisation (WHO) Age Friendly Cities Project. This framework defines an age friendly community as one that optimises opportunities for health, participation and security as people age, and adapts its structures and services to be accessible and inclusive of older individuals with varying needs and capabilities. The WHO study framework engages with the community to develop a bottom up approach that leverages off the experience and opinions of older people, their carers and service providers with regard to the age-friendliness or otherwise of services, facilities, programs, attitudes and policies and procedures within the Shire. To gain this insight, a series of workshops, one on one interviews with a broad cross section of the demographic of the Shire, inclusive of not for profit organisations operating in the area, supported by an on-line and hard copy survey, have been facilitated over the months of April and May 2014.

## 3.0 Background

A major feature of the Western Australian population demographic is the increasing number of people who are living longer and have expectations of their lifestyle that are in ways different to previous generations. As of 2012, one in five Western Australians were aged 60 or over and this will rise to one in four by 2041.

The local context for this change in demographic is also apparent in the Shire. Whilst experiencing a general population growth of 12% over the past five years, the highest proportion of this growth is in the 45-74 age demographic. The 2011 Census identified that 33% of the Shire's population is over the age of 55 with a median age of 44.5 which is above that of Australia, Western Australia and many other local governments in the South West region of the State. The Shire's Strategic Community Plan (SCP) extrapolates this growth in residents over the age of 50 as follows:



Year	Number of Residents
2011	1,990
2016	2,458
2021	2,966
2026	3,305

**Table 1: Projected increase within the Shire in over 50's (Source - Shire SCP)**

Several recent studies and reports have been undertaken to define just what will be required to ensure older Western Australians can age with dignity, maintain their independence, play active and valued roles and have their rights respected and upheld.

As mentioned previously the cornerstone of all these studies has been the World Health Organisation (WHO) Age Friendly Cities Project.

The WHO project produced guidelines and frameworks of age friendliness with respect to:

- Outdoor spaces and buildings
- Transportation
- Housing
- Respect and inclusion
- Social participation
- Communication and Information
- Civic participation and employment
- Community support and health services.

The WA state government’s Department of Communities, Seniors and Volunteering (DCSV) in collaboration with the City of Melville have redefined this universal framework to reflect a local context to develop the “Age Friendly Communities: a Western Australian approach”.

The definition of an Age friendly community from this approach is one which:<sup>1</sup>

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

With support from the state government and utilising this framework, many local government authorities have now adopted planning for age-friendly communities. As a result, almost one third of Western Australian seniors live in local communities which are actively working towards being age-friendly.

The SWDC has recognised that the south west of our state, like many other rural areas has a population demographic that includes increasing numbers of older people, with population growth at a more rapid rate than in most major urban and regional centres. In response to this the SWDC has undertaken its own detailed research that has resulted in the publication of the South West Active Aging Research Project (SWDC and DCSV).

<sup>1</sup> according to the City of Melville’s Age Friendly Melville Strategy: Directions for Seniors,



The South West Active Ageing Research Report was commissioned by the SWDC and completed in 2010. It was conceived as “the first step in a process to identify what is required to respond to the needs of the ageing of the South West population to deliver better social and physical infrastructure to seniors through the South West” (SWDC, 2010).

This report has developed a southwest specific model and framework to assist with the planning and delivery of social infrastructure and services for older people in southwest communities over the next two decades with the major areas of focus being:

#### Local place focus

- Connectivity
- Accessibility
- Flexibility
- Inclusion
- Liveability

Key elements of the planning framework are:

- Physical structures
- Service provision
- Social values

The framework then intertwines the areas of study utilised in the WHO framework to focus on:

- Housing and accommodation
- Transport services (for access and mobility)
- Access to health and community services
- Services and facilities that facilitate community involvement and well being
- Land use and urban design
- Economic participation (income and employment )

Local governments that were early adopters of strategic planning for older residents have provided the findings of their respective Age Friendly Community Studies to the state government which has developed an overarching planning framework entitled “An Age- Friendly WA: The Seniors Strategic Planning Framework 2012-2107.”

This framework articulates a planning approach that is underpinned by the following principles:

- An individual’s choice, rights and dignity are fundamental
- Ageing well is a lifelong journey

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

The key outcomes for communities utilising the framework are:

- Being involved
- Friendly communities
- Key services and supports



The State government in promoting this framework is planning for an age-friendly WA through:

- Promoting health and well being
- Providing access to essential services
- Ensuring economic security and protection of rights
- Encouraging welcoming and well planned communities
- Providing opportunities to contribute



## 4.0 Community Profile

### About the Shire

The Strategic Community Plan 2013 describes the Shire as “nestled at the foot of the Darling Scarp, the Shire of Donnybrook-Balingup boasts beautiful scenery, forests and rural activities such as orchards and wineries. The district includes the towns of Donnybrook, Balingup and Kirup and the localities of Argyle, Brookhampton, Lowden, Mullalyup, Mumballup, Newlands, Noggerup, Yabberup and Irishtown.

Known for its lifestyle opportunities, the Shire’s heritage was a traditional timber and farming community. Its fertile soils resulted in the establishment of orchards and the area has long been a hub of fruit growing activities, particularly apples. Popular varieties grown in the area include the Granny Smith and the Pink Lady. Although rural pursuits are on the decline, primarily for economic reasons, the rural land and lifestyle is still highly prized.

More recently the Shire has become known as the location of the largest free entry children’s playground in Australia. The Donnybrook Apple Fun Park is a facility that attracts parents and children from all over the region as well as providing a welcome respite for tourists travelling within the South West.

Shire residents appreciate a natural environment of rolling hills, natural forests and bushland surrounding their communities. Residents enjoy an enviable lifestyle offering the environmental, social and community benefits of living in a rural area yet they have access to the services and facilities of a nearby regional City. Residents can also take advantage of the local produce and crafts available at the regular markets in Donnybrook, celebrate the ‘apple’ at the Donnybrook Apple Festival or venture to Balingup to ‘experience the magic’ of events such as the annual Medieval Carnivale” (Donnybrook-Balingup, 2013)

### Demographic Profile

The major feature of the Western Australian population demographic is the increasing number of people who are living longer and have expectations of their lifestyle that are in many ways different to previous generations. As of 2012, one in five Western Australians were aged 60 or over and this will rise to one in four by 2041.

The SWDC has recognised that the south west of our state, like many other rural areas has a population demographic that includes increasing numbers of older people, with population growth at a more rapid rate than in most major urban and regional centres.

The local context for this change in demographic is also apparent in the Shire. In the 10 years from 2001-2011, the Shire’s estimated resident population grew by 15.5% (715 people) with an average growth rate of 1.4%; the highest proportion of this growth is in the 45-74 age demographic. This trend may be due to the combination of long term residents remaining in the Shire and people of this age group choosing to settle in the area for the lifestyle.

The 2011 Census identified that 33% of the Shire’s population is over the age of 55 with a median age of 44.5 which is above that of Australia, Western Australia and many other local governments in the South West region of the state. The Shire Strategic Community Plan extrapolates this growth in residents over the age of 50 as follows:



Year	Number of Residents
2011	1,990
2016	2,458
2021	2,966
2026	3,305

Further the age distribution of the population of the Shire shows the proportion of residents in the Shire aged below 40 years is considerably lower than the State average. A number of members of the community have suggested this may be due to factors such as limited employment and education opportunities and may have significant impacts on the provision of services and facilities required to ensure the age friendliness of the Shire into the future.

The regional population is estimated to be 160,000 according to the “South West Regional Blueprint’ (draft 2013) which does not provide the critical mass to support infrastructure development required by an aging population such as public transport however represents a high enough level of population growth that would impact fundamental values associated with lifestyle and environment.

Findings from this AFCS call for a balance between the need to grow population to provide the critical mass for services and to support the regional economy but to achieve this in a manner that is sustainable and limits impacts on the regions highly sensitive environment including its unique biodiversity. Supporting this viewpoint is a major message from study participants to the Shire as its plans for the growth required by all demographics to maintain a balance between improving services and facilities required by its population against losing the small town country feel that attracts and keeps all community members.

Comparisons between Donnybrook- Balingup population statistics from the 2011 Census pertinent to this study compared with Australian and State figures are included in the following table.

Statistical Measure	Donnybrook- Balingup	Western Australia	Australia
Median Age	44.5	36.2	37.3
Percentage of population over age 55.	33.3%	23.7%	25.6%
Percentage of population providing unpaid assistance to a person with a disability	10.2%	9.3%	10.9%
Percentage of population who did voluntary work through an organisation in the last year	25.9%	16.9%	17.8%





This table outlines Median Age, Housing and Income Statistics in the major locations for the study

Statistical Measure	Balingup 248.1 sq. km	Donnybrook 51.8 sq. km	Noggerup-Yabberup 339 sq. km	Kirup-Mullalyup 401.8 sq. km
Median Age	55	41	47	45
Median Personal Income (\$ per week)	\$406	\$473	\$517	\$438
Median Family Income (\$ per week)	\$979	\$1,226	\$1,421	\$1,421
Median Household Income (\$ per week)	\$720	\$978	\$1,178	\$1,178
Median Mortgage (\$ per month)	\$1,174	\$1,365	\$1,459	\$1,459
Median Rent (\$ per week)	\$185	\$200	\$100	\$50
Median Household Size	2.1	2.5	2.7	2.5

## Summary

A 2004 “Report on Community Attitudes towards Ageing and Caring Services in Balingup- Mullalyup” by the Alcoa Research Centre for Stronger Communities summarises attributes of the area as “highly integrated, positive environments, which people enjoy living in. Residents feel a strong sense of ‘community’, reflected in their statements that they feel safe, have a high quality of life, and live in an environment that has a strong volunteering ethic”. (Alcoa Research Centre for Stronger Communities, 2004)

Further this same report articulates the same findings as this AFCS and the early indications from the “Developing Donnybrook” study with respect to the need for a sustainable population mix for the Shire in order to maintain a balance in population. It is imperative to attract a cohort of younger residents to the Shire, including skilled health care professionals who will themselves then support the ‘ageing in place’ model. The challenge for the community will be to become large enough to support such a cohort, while maintaining current levels of amenity and quality of life. (Shire of Donnybrook-Balingup, 2014)



## 5.0 Methodology

A targeted media campaign was undertaken through press releases via the local media, other information pieces on the Shire website and placement of notices on public noticeboards. This was to ensure maximum opportunity for potential participants to be informed and engaged prior to the commencement of the AFCS plus represents as broad a cross section of the target demographic as possible.

The formation of a Project Reference Group (PRG) comprising key representatives from the Shire and SWDC was also critical to the project to ensure adherence to project objectives, provide guidance and support to consultants and to receive regular formal and informal feedback as the project progressed.

The project methodology required the facilitation of a series of workshops, one on one interviews and drop in sessions supported by a hard copy and online survey as methods of input. AFCS participants would be a range of community members within the target age demographic, their carers and family members and service providers; government, not for profit or commercial organisations operating in the area.

AFCS participants were sourced through a variety of methods with the media campaign as discussed previously proving critical and supported by contacting people through existing community networks such as the Shire database, placement of posters on local notice boards at commercial and community venues and by word of mouth. The participants in the AFCS were to be selected in consultation with and led by the representative of the Shire who contributed significant effort in contacting, encouraging and supporting community members to participate in the study.

In consultation with the PRG it was decided that limitations reported from previous similar studies would be utilised to improve the quality of the experience for participants in this AFCS and hence to ensure the most relevant outcomes. The original scope of the study was revised to facilitate participation of community members in the smaller settlements of Kirup, Noggerup and Yabberup with onsite sessions being held at Kirup and Noggerup.

More sessions than originally proposed were also held at the major population centres of Balingup and Donnybrook at a variety of times during the morning, afternoon and evening. Also given the small overall population of the study, both age groups (55-74 and over 75) were combined in the same workshops.

Face to face sessions were supported by the wide promotion over an extended period of time of an offer to complete an on line or hard copy survey. Following initial feedback on the length of the survey, a shorter version was developed and loaded on the website for time poor respondents.

Previous local government age friendly studies had identified that simply following a checklist in a workshop environment was tedious and often prohibited innovative feedback so an alternative method of engagement at workshops for this study was introduced as an “ice-breaker” This utilised a visual outline of an older person and participants were asked to “walk through” a typical day in the life of this person in the Shire at each workshop location utilising the three key categories on the SWDC study being:

- Physical structures utilised by this person
- Services provided to and used by this person
- And social values that impacted on this person





Not only was this effective in engaging participants but it also produced excellent quality feedback about the effectiveness of the Shire as a place for community members to “age in place” relevant to the best practice thinking in this regard.

The major demographic participating in the engagement activities undertaken for this AFCS has been in the over 65- 75 year age group. Regardless, the survey sample has provided a wide variety of responses from both Donnybrook and Balingup community members plus valuable input from residents in smaller settlements. This has ensured a diversity of opinions from residential and rural areas within the Shire and across the age demographic of the study group. Community members who participated live in a mix of accommodation types from purpose built senior accommodation to rural working properties.

As with all similar studies, opinions from carers have been difficult to source. However an extra dimension has been added to the AFCS by a small but valuable number of respondents who identified themselves as carers and provided responses via the on-line survey or at a workshop.

An extensive database of potential participants in the AFCS who are service provision organisations operating within the Shire was developed by the consultant with support from the PRG. Individual approaches via an initial email or phone call, plus a follow up contact to advise an extension of time for providing input was undertaken by the consultant over the months of April and early May. Service providers were offered an opportunity to participate via the survey or in targeted interviews.

As this study has been undertaken following the release of both the South West Active Aging Research Project (SWDC and DCVS) and the “An Age- Friendly WA: The Seniors Strategic Planning Framework 2012-2107.” (DCVS), the AFCS material has been crafted to ensure findings will make recommendations that will reflect not only categories as identified by the WHO project but elements and principles of Age friendliness articulated by these most recent bodies of work.

Based on analysis and findings the AFC Study sets out recommendations that are expected to deliver on the aspirations of the participants of the study who have generously provided an overview of the community’s strong points and barriers in regards to age – friendliness. Further this AFCS will provide input and direction to the Shire’s current land use study ‘Developing Donnybrook’ by articulating how the senior community members themselves envisage the future of the Donnybrook Balingup region, and will ensure older residents can continue to remain connected with their community as they move through all stages of their lives

The AFCS has been conducted to work within the Shire’s required timeframe for the study being February to June 2014.



Below is a table outlining the activities locations, dates, target demographics and number of participants for this engagement:

Engagement Activity	Venue	Number of participants
Community Members Workshop & Interviews (Residents and family of Preston Village, Minninup Cottages and Langley Villas. 9 April 2014	Preston Village Community Room	48
Kirup Community Members Workshop (people over 55 years, their family & carers) 9 April 2014	Kirup Hall	0
Kirup Community Interviews – Drop-in 9 April 2014	Kirup Hall	0
Balingup & Mullalyup Community Interviews – Drop-in 9 April 2014	Balingup Recreation Centre	4
Balingup & Mullalyup Community Members Workshop (people over 55 years, their family & carers) 9 April 2014	Balingup Recreation Centre	9
Noggerup & Yabberup Community Members Workshops (people over 55 years, their family & carers) 10 April 2014	Noggerup Hall	3
Noggerup & Yabberup Community Interviews – Drop-in 10 April 2014	Noggerup Hall	3
Donnybrook and surrounds Community Members Workshop 1 (people over 55 years, their family & carers) 10 April 2014	Donnybrook Library Seniors Room	4
Donnybrook and surrounds Community Members Workshop 2 (people over 55 years, their family & carers) 10 April 2014	Shire of Donnybrook- Balingup Council Chambers	0
Donnybrook and surrounds Interviews – Drop-in 11 April 2014	Shire of Donnybrook- Balingup Council Chambers	2
Completion of On Line Survey	Shire of Donnybrook- Balingup website	10
27 Service Providers	Email/Survey/Telephone Interview	11

## 6.0 Key Findings

A full analysis of all responses follows but in summary all respondents identified those social values reflected by the nature of their community in all locations as a genuine small connected and caring rural community was the greatest asset for seniors in the Shire to live full and happy lives as they “age in place.” A major barrier to the sustainability of this inclusive and caring community was the identified need for more engagement by the “younger seniors” group residing in the Shire in the volunteering fabric of the community. Volunteers are critical to the provision of most of the social and cultural activities which keep older community members healthy and happily engaged with their community.

A further barrier to this commitment by community members to supporting the cultural and social fabric of their rural community was the increasing complexity and expense associated with bureaucratic “red tape” surrounding volunteering and management of clubs and associations. Whilst it was recognised that the safety of both volunteers and general community members was important, it needed to be tempered with the understanding that smaller communities could perhaps be relied upon to self-monitor in many regards. It was also suggested strongly that the Shire could assist in ways such as providing a central database of “approved” community members or assisting in brokering blanket insurances and other universal administrative requirements.

Another key finding from this AFCS was that use of on-line technology to stay connected, receive information, provide entertainment or further learning was not considered of importance or interest to most participants. There was recognition that as physical fitness precluded a more active lifestyle this could become more important. To support this focus, face to face training in using the technology and improvements in service coverage and reliability would be needed.

This lack of reliance on on-line provision of information is of concern given that this is a method of communication that government agencies have developed and are currently implementing. Another related key finding from the AFCS is that there is critical need for the compilation and provision of timely and up to date information about the range of services and facilities provided by all tiers of government, the not for profit and private sector organisations to seniors residents, their families and carers in the Shire and surrounds. This information will then support proactive decision making with respect to the health, wellbeing and lifestyle of senior community members. It became apparent after engagement with service providers, that miscommunication had caused many of the AFCS participant’s perceived gaps in current service offering that was indeed available or planned to be delivered.

Other major barriers to ageing in place for current and future older community members within the Shire regardless of where they live are aspects of physical structures and services provision as follows:

- Lack of locally provided medical and allied services and facilities and difficulty in accessing medical services and facilities in Bunbury and Collie
- Lack of convenient and affordable transport methods other than driving oneself required to support a rural lifestyle
- The speed, volume and size of vehicles that pass through residential areas of the Shire
- Aged housing models currently provided now may not suit future seniors who love the rural lifestyle.

The major future message from AFCS respondents to the Shire as it plans for the growth required by all demographics is to maintain a balance between improving services and facilities required by its population against losing the small town country feel that attracts and retains all community members. This will



ensure that the Shire delivers on its vision “to grow our proud, motivated and engaged community that values and maintains its rural lifestyle, cultural heritage and natural environment.” (Donnybrook-Balingup, 2013)

## 7.0 Limitations

The following limitations are noted and should be borne in mind in any interpretation of the data.

The project necessarily comprises the amalgamated views of those who participated. Overall there were 94 participants.

Not all seniors who wished to attend a facilitated workshop were able to do so due to other commitments, so this was the intent of the other consultation methods such as the drop in sessions, one on one interviews and the hard copy or on-line survey.

Greatest weight has been given to issues and suggestions which were expressed by a significant number of participants in the formulation of recommendations. Isolated and individual comments and opinions not encapsulated in recommendations are however captured in the tables that supported analysis.

Those who participated were in the main active and engaged members of the community. This is a limitation of many public consultation processes because this group will tend to participate in greater numbers than those who are less engaged with their community.

As mentioned previously, there was a difficulty in contacting carers. Many older people live with a person who needs care but do not consider themselves as carers. For this reason, self-identification as a carer does not always occur. Also carers find it difficult to attend workshops because they are unable to leave their charge for long. If they do have free time, it is their only respite for personal well-being so they are usually reluctant to attend meetings. The only identified carers in the study were respondents to the on-line survey however; it could be that other participants are indeed carers but did not identify as such.

The major demographic participating in the engagement activities undertaken for this study has been in the 65- 75 year age group. There was a lack of participation in the younger senior group of those aged between 55- 65 years of age. This highlights a key finding of the study with respect to the difficulty of attracting this age cohort and engaging them in the social fabric of the community such as volunteering or participating to activities like this study. Participants indicated that the “invisibility” of this age group could be due to emerging work patterns including that of supporting a rural lifestyle, the need to support younger family members studying coupled with an increasing “fly in, fly out” (FIFO) lifestyle.

It is noted that this Study was conducted over a relatively short period of time.

## 8.0 Detailed Analysis and Recommendations

The analysis of individual responses from workshop participants, respondents to the survey and representatives of organisations identified as service providers has been undertaken. A summary of responses has been paraphrased in the following tables supported by the resulting record of the analysis leading to, on occasions, a recommendation. This reporting of the outcomes of the AFCS follows the format of the survey questionnaire and the framework for discussion at workshops. Where recommendations are relevant to analysis resulting from responses to more than one question, the recommendation is only articulated once to avoid repetition. The numbering reflects the hierarchy of recommendations from the Executive Summary of this report which, whilst following the format of the survey, splits the resulting recommendations into firstly those that the Shire has direct responsibility for. These recommendations are followed by those that are aspirational or the Shire has shared responsibility for implementing or is to play an advocacy role on behalf of its community. Recommendations have been developed which represent the viewpoints of more than one individual or small number of individuals.

General comments from participants in this AFCS are that the Shire has listened to feedback from this age group previously in the development of the Strategic Community Plan, and subsequently have improved with regard to areas of concern raised at that time. The generous participation in this AFCS reflects the general community attitude that the Shire is prepared to listen, and a solid partnership between the Shire and its community has been established.

It is to be noted, that whilst the Shire is firmly committed to the outcomes of this study, some recommendations are unfunded at the present moment and hence may not be achieved fully or until funding is secured.

## Focus Area One: Physical Structure

**Q. Other than driving how comfortably and easily can you get around from your home to visit friends, family, get to a park or just go for a nice walk in**

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>Most participants praised the walkability of Donnybrook residential areas.</p> <p>Residents in Preston Village requested a pathway from their entrance to connect them to pathways.</p> <p>A safe SW Highway crossing was requested.</p> <p>Seats in Donnybrook main street need to have arms to allow comfortable rests.</p> <p>Hand rails need to be on Donnybrook Amphitheatre steps.</p> <p>Wheel chair or gopher friendly access to major parks to allow seniors to share experiences with younger family members.</p>	<p>Not walkable except for mobile and fit seniors.</p>	<p>Not walkable except for fit people but this was a feature of most rural communities.</p>	<p>Outdoor tables and chairs can create problems for gophers.</p>	<p>Reasonably happy.</p> <p>More flat walkways required that will accommodate gophers and wheelchairs.</p> <p>More strategically placed public seating e.g. outside Tinderbox and General Store in Balingup.</p> <p>Some nearby streets need pavements as traffic levels have increased over the years. Not all easement areas are level or clear for safe walking.</p> <p>More flat walkways suitable for wheelchairs and gophers. More public seating.</p>

**the sunshine?**



## Service Providers

There needs to be a foot path from the car park at the patient parking in the Donnybrook Medical Centre to link with the footpath that goes from the surgery to the hospital. This is because sometimes patients are sent up to the hospital and if they are in a wheel chair or gopher/walker they have to go out of the car park onto the busy road and back up to the hospital road.

Access from the Minnipup Cottages and Langley Villas is difficult given the busy street.

Better footpath access needs to be provided on Egan St and the area around Tuia Lodge to support residents walking, in wheelchairs or gophers.

Greater provision and closer proximity of disabled parking bays to places community members want to gather.

Crossing South West Highway is dangerous for seniors and people in gophers.

**Analysis:** Residential Donnybrook provides reasonable opportunities for senior residents to move around with ease with the exception of identified areas of concern. Increased usage of gophers and larger number of senior community members in general will need to be catered for through the inclusion of universal guidelines imbedded into Shire policies and procedures that guide future development of infrastructure.

The rural areas within the Shire provide unique challenges for ease of walking by senior community members which is recognised by residents and therefore the overall suggestion is that specifically designed areas centrally located that are easy to access are created and maintained that allow for this physical interaction.

**Recommendation 4:** That the Shire of Donnybrook-Balingup review relevant policies, procedures and guidelines to ensure best practice with regard to design in universal housing, public spaces, footpaths, public seating, parking and building design to ensure equity of access and ease of usage by all current and future community members whatever their age and physical ability.

**Recommendation 3:** That specific footpaths and roads in Donnybrook as identified in the AFCS as needing modification or repair, are included in the Capital Works Program and relevant years of the Corporate Business Plan to alleviate a general concern that trucks and other commercial traffic passes through the centre of Donnybrook.

**Recommendation 1:** That specific footpaths and roads in Balingup as identified in the AFCS as needing modification or repair are included in the Capital Works Program and relevant years of the Corporate Business Plan, plus consultation commence for the planning for a central walking/bike riding space in a flat area that would encourage seniors to use it and allow for intergenerational activity to create a community hub.

**Q. Do you access the public formal and informal open green spaces for passive and active recreation?**

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
All participants expressed some usage of these spaces.	All participants were physically active and walked dogs, usually in more informal green spaces given the nature of their location.	Binningup could access green space but Noggerup didn't have any as the one park had been shut down by the Shire.  Most participants are physically active and walk dogs.		Respondents use the spaces provided.

**Analysis:** Senior Shire residents enjoy passive physical activity that they consider important to their lifestyle.

**Q. If not, what could be done to make you use these spaces more?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
Better wheelchair and gopher access to park.  More walkable trails and paths through nature that were senior friendly.  Gopher users need a pathway to get to the path next to river close to the Amphitheatre and Minninup Cottages as this is a	Don't want to lose ambience of bush setting so maybe establish walkability project where seniors could drive to (or be driven to) and then to enjoy walking or cycling on flat interesting paths. Men's Shed participants had done some work in this regard and would be happy to discuss with relevant Shire officers.	Would like a small communal space to take grandchildren to.	Rubbish bins being left on the walk path along the river behind the hotel stops seniors and others from comfortably using the path.  These green spaces are considered few and far between and more are needed.	More Shire support for Golden Valley Tree Park would be appreciated to maintain walkways. Perhaps the pathways near the rotunda and along the Creek could be sealed for easy use with wheelchairs and gophers.





<p>popular place for all members of the community particularly seniors.</p> <p>Rails are needed on the steps in the Amphitheatre to assist in going up and down.</p>			<p>The Fun Park is great for sharing with younger family members but not encouraging for Seniors to go there on their own.</p> <p>There is an opportunity for some great passive space if the old caravan park site was utilised.</p> <p>The proposed community and exhibition space utilising the old packing shed as an apple interpretive centre, did not seem to have community consultation involved, as the resulting plans have some fundamental design issues.</p>	<p>More footpaths and more clearly marked trails with a map showing how to access them on foot from the cafes in Balingup.</p>
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**Service Providers**

<p>Needs closer proximity of disabled parking bays.</p> <p>Needs adequate ramps to access green open spaces.</p>
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**Analysis:** Many participants had suggestions for areas within their respective communities that need changes to make them more easily accessible and able to be used more fully. The Apple Fun Park, while recognised as a great attraction for younger families and for Seniors accompanied by grandchildren, was not an area that is conducive to Senior residents. Another area in Donnybrook needs to be planned which is more targeted to Seniors, and the Amphitheatre in particular needs modification to support more usage. Rural participants also require the development of specifically designed green spaces to allow for passive recreation that encourages social interaction by Seniors.

**Recommendation 5:** That the Shire of Donnybrook-Balingup commence consultation with regards to planning to develop a central green space other than the Apple Park to encourage senior people to congregate more and enjoy passive recreation.



**Recommendation 6:** That improved access to the Amphitheatre is undertaken as a priority in the Corporate Business Plan.

**Recommendation 7:** That the Shire of Donnybrook-Balingup commence consultation with regards to planning to develop a small central green space in Noggerup to encourage community members, inclusive of senior people, to congregate more and enjoy passive recreation.

**Q. Can you share any ideas you have seen in other places that we could do here?**

Community Donnybrook:	Workshops	Community Balingup:	Workshops	Community Noggerup and Yabberup	Workshops	Donnybrook comments/drop sessions/interviews:	general in	Online survey
Have been to places which provide walk trails of different lengths and for different abilities.								Design wheelchair friendly walkways, with lots of shady seating. Then advertise as access- friendly.
Fremantle has safe sections of the road for cyclists.								Footprints in paving slabs leading from the Visitor's Centre and clearly marked signs showing way to Bibbulman Track etc. to encourage walking and consequently better health in population.
Everything in Donnybrook is very spread-out whereas some places i.e. Fremantle have contained spaces/coffee shops.								

**Service Providers**

Needs undercover parking like in Bunbury.

**Analysis:** Participants suggested that clustering of coffee shops and other supporting commercial activity close to passive spaces would encourage usage by seniors. Providing for the safety and comfort of pedestrians and cyclists in some areas of the Shire needs to be improved.

## Roads as a Driver

### Q. What is it like to drive around your community?

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
<p>Residential roads basically good.</p> <p>Many respondents suggested that ways need to be explored to slow speeding vehicles through residential areas.</p> <p>Many respondents suggested that if possible, trucks need to be diverted away from centre of town as dangerous for seniors to cross busy highway.</p>	<p>Participants felt their roads were good rural roads.</p>	<p>Participants considered their roads were good rural roads but didn't like speeding trucks through centre of town.</p>	<p>Easy, although with the increased population, increased traffic on the highway is inevitable.</p>	<p>Easy, although with the increased population increased traffic on the highway is inevitable.</p> <p>Some bad spots that need to be fixed up e.g. The junction of Hay Rd and the Nannup Rd, also the junction of Southampton Rd and the SW Highway.</p> <p>Some residential areas should have lower speed limits.</p>

**Analysis:** Again participants are cognisant of the nature of their community and therefore believe roads are basically fit for purpose. Suggestions for improvement were around the need to slow fast moving heavy traffic down in specifically areas utilised by seniors to cross traffic.

**Recommendation 8:** That the Shire of Donnybrook-Balingup include a review of traffic calming modifications in the 4 Year Corporate Plan as a priority in recognition that current senior specific accommodation is located on a very busy thoroughfare which causes difficulty in safe access.

**Q. If there were cheap and accessible courses to keep your driving skills up, would you undertake them?**

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Very little interest from any participants as they considered themselves good drivers now, but could see that maybe in the future they may need it.	A few participants would be happy to attend improvement driving classes if they were available and it would assist them to remain confident and safe drivers for longer.			Not much interest at the moment but maybe as they increase in age.

**Analysis:** Given the reliance on the ability to drive safely and at speed to maintain a connected lifestyle, it is concerning that very few participants expressed an interest in undertaking up-skilling courses as they considered themselves competent drivers. More proactive encouragement and promotion of the need for constant up-skilling and retraining in updated road rules is required by relevant agencies.

**Q. Can you see directional and information signage clearly when you are driving around?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Participants all agreed that signage in the main was good and clear.  One suggestion that more warning was required before speed changes.				Mostly yes.  Signage advertising toilets needs to be larger.  Potentially all signage could be larger.



Suggested that a lighted sign like the one that announces speed reduction into Bunbury or around school zones would be good				The sign to Nannup when approached from the North on SW Highway need to be more prominent. The sign for public toilets also needs to be bigger
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**Service Providers**

Font on road signage is to small.
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**Analysis:** Overall participants considered road signage was adequate and clear however there was general consensus that larger font in general on all signage would be a positive change. More prominently and strategically placed signs were needed to warn of speed changes in high speed to low speed areas within the Shire.

**Recommendation 18:** That the Shire of Donnybrook-Balingup lobby Main Roads to ensure, prominent and early warning signs of speed changes are placed in high speed areas.

**Q. In general do you think the roads around our community are safe and well maintained?**

Community Donnybrook Workshops	Community Balingup Workshops	Community Noggerup and Yabberup Workshops	Donnybrook comments/drop sessions/interviews general in	Online survey
Some individual roads identified.	Some individual roads identified.			Respondents generally happy but general concern about increasing traffic going through the towns on the highway.



				<p>Any new roads constructed could include footpaths and bike lanes.</p> <p>A safety issue arises with a 60km/h speed limit in residential areas (Goodwood Road leading into Emerald Street and then into Marmion Street) next to frequently used foot paths and near a children’s play ground.</p>
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**Service Providers**

Roads in isolated areas like Crooked Brook are dangerous.

General road maintenance and road seals in general need to be improved.

**Analysis:** Again participants are cognisant of the nature of their community and therefore believe roads are basically fit for purpose. There was a general concern that the volume, size and speed of traffic through the centre of residential communities were increasing and therefore making it dangerous for senior community members. Participants also had some specific suggestions for improvements for identified roads and a recommendation to consider this required improvement has been developed.

**Q. Do you worry about how you will get yourself around if you are not able to drive in the future?**

Community Donnybrook Workshops	Community Balingup Workshops	Community Noggerup and Yabberup Workshops	Donnybrook general comments/drop sessions/interviews	Online survey
<p>All participants felt that taxis would be needed to get them around as their driving confidence and skills lessened.</p> <p>All participants felt more access to HACC for driving for social connection or for general moving around would be required.</p>	<p>Rural residents very concerned about this as their whole lifestyle now and the one they want into the future depended on being able to drive well, long distance and at speed.</p>	<p>Rural residents very concerned about this as their whole lifestyle now and the one they wanted into the future depended on being able to drive well, long distance and at speed.</p>	<p>A suggestion was that seniors should be able to divert their petrol allowance to HACC and then access HACC services for being driven for more purposes than currently able to.</p>	<p>All respondents concerned about this living in a rural space.</p> <p>In the future will need traffic lights on crosswalks. Change limit to 50km with police speed checks.</p>

**Service Providers**

Loss of ability to drive concerns people as will create social isolation

**Analysis:** Participants were concerned that a loss of driving ability would have significant impacts on their current and expected quality of life. An affordable and effective taxis service was considered critical and there was wide recognition that such a service may need to be subsidised in early days to ensure commercial viability until a critical mass of usage was generated.

There was a wide spread perception that HACC services with respect to provision of transport was not readily available or should be accessed unless to attend medical appointments. When interviewing service providers responsible for transport, it was expressed that allocation for transport to clients in Donnybrook was underutilised and the perception was that perhaps it was not needed. This was one of the areas of miscommunication between client and provider that has led to a recommendation about improving timely information about services and facilities available to the senior community.

There were also many comments about the obvious lack of and indeed recent reduction in the provision of public buses.

**Recommendation 17:** That the Shire of Donnybrook-Balingup in collaboration with SWDC develops a strategy to provide initiatives to support older people to continue to drive safely and to support the transition from self-driving to other options when required. Part of this strategy needs to be to attract and retain taxis services in the Shire. This recommendation is in recognition that all participants love their current lifestyle and relish the country feel and open spaces but realise that their enjoyment relies on the ability to drive at speed and over some distance.

## Buildings

**Q. What facilities and services in your community do you currently use? For example, library, pool, and shops?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
Respondents used the library, Post Office, shops in general, doctors surgery, community room and the gym at the Donnybrook Recreation Centre.	Respondents used the Post Office, Telecentre/library and the Recreation Centre.	Respondents used their community hall.		Local shops, pool, health professionals, post office, mechanic, cafes, their local recreational centre and Football Club.

**Analysis:** Participants used a good variety of services and facilities expected of a busy and connected community. Particular emphasis was placed on the role of the community hall or community centre that perhaps is unique to country life.

**Q. Is it easy for you to access them and do they provide what you need?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Respondents mentioned that the Post Office needs to have steps removed.	One respondent suggested that the new toilets at the Visitors Centre needs to be more accessible to seniors.	Participants access Collie or Donnybrook for the services they need as they were understanding that their	Senior Room attached to the Library and Resource Centre could be larger to allow for carpet bowls to be played.	Most respondents were happy with access as they all drive. Ramp at P.O. in Donnybrook





<p>Respondents were generally happy with services.</p> <p>Participants suggested that it would make sense in the future to cluster services needed by seniors around where seniors live in communal homes.</p>	<p>Participants in general felt they needed more access to stores in general e.g. groceries, chemist.</p> <p>Participants were worried that the Leisure/Community Centre needed to be more senior friendly and suit people with disabilities.</p>	<p>community was too small to attract these services in their own right, however this meant they were totally dependent on driving. This was balanced by being very centrally located to three service centres.</p> <p>Participants were worried that their vital community hall was not senior friendly or for people with general disabilities-Community hall was pivotal to community life</p>	<p>Toilets are needed at IGA.</p> <p>Participants felt that there was no true community centre in Donnybrook that can be used for functions and other cultural activities. The Seniors Room in the Library/Resource Centre and the Shire Hall had many limitations on what could be held there.</p> <p>Some rural participants go to Bunbury and Collie for services and facilities and once they undertake the driving to get there, find that these communities are quite senior friendly. But they could not use these communities if they couldn't drive as public transport to and from these centres is either not available or not at convenient times.</p>	<p>needed.</p> <p>Small supermarket in Balingup.</p> <p>Steps at the Post Office are a problem.</p> <p>Library/Seniors room needs a pathway to the door suitable for gopher.</p> <p>Doctors surgery was better in the main street.</p> <p>Expensive General Store and Cafes in Balingup.</p>
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**Service Providers**

The retention of the hospital in Donnybrook and the wide variety of services and facilities provided from it needs to be maintained to support the ageing community.

Electronic self-opening doors are required on the Donnybrook Medical Centre to facilitate ease of access.

**Analysis:** Residential participants considered the buildings they access to avail themselves of services, were mainly easily to move around in. There were some concerns in particular with access problems to the Post Office, public toilets and other identified high usage areas within the Shire.

Rural residents had some concerns about their community halls/centres given their importance to isolated rural communities and the historic nature that were problematic in regards to physical access.

Donnybrook residents expressed concerns about the size, configuration and co-location with the school of the Seniors Room. It was felt that these issues limited usage of the area by seniors and the range of activities that could be undertaken there. An improvement to this area was considered a high priority.

Negative comments were made concerning the 'spread out' nature of current Donnybrook which relied on people driving from one service to another. It was suggested that in the future, consideration be given to clustering services and facilities in a central location assessable to and by senior community members. An example quoted was the relocation of the medical centre to a site near the hospital but away from residential areas, pharmacies and other required services.

Balingup residents had concerns about specific buildings in their community which have been reported in a recommendation, plus rural residents in general commented about the need to drive distances to access most services and facilities. Residents who accessed these buildings in Collie and Bunbury felt they were accessible to senior people.

Service Providers, mainly medical in nature, emphasised that despite excellent medical facilities in Bunbury, retention of the Donnybrook Hospital was critical to providing easy access to services.

**Recommendation 16:** That the Shire of Donnybrook-Balingup liaise with the Donnybrook Post Office to improve accessibility, the Donnybrook IGA to provide toilets and amenities, and for the Shire to include in its Capital Works Program and Corporate Business Plan to include funding for hand rails on public seating in the main street.

**Recommendation 15:** That the Shire of Donnybrook-Balingup liaise with responsible authorities to improve management and timing of services at the Senior Room/Library Resource Centre to minimise congestion during busy interchange times with the school.

**Recommendation 21:** That the Shire of Donnybrook-Balingup liaise with service providers to support 'clustering' of services and facilities utilised by seniors within easy access of senior specific housing.

**Recommendation 12:** That the Shire of Donnybrook-Balingup commence a feasibility study inclusive of a funding strategy into an extension to the Seniors Room in the Library Resource Centre to cater for different functions and hence facilitate more usage.

**Recommendation 2:** That the Shire of Donnybrook-Balingup prioritise, cost and include in its Capital Works Program and Corporate Business Plan more strategically placed public seating in Balingup in high traffic areas such as outside the Tinderbox and the General Store and provide more senior friendly access to the public toilets at the Balingup Visitors Centre and the Balingup Recreation Centre.

## Housing and Accommodation

### Q. Are you in accommodation that suits you at present?

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Without exception all participants felt they were presently accommodated in circumstances that suited them.	Without exception all participants felt they were presently accommodated in circumstances that suited them.	Without exception all participants felt they were presently accommodated in circumstances that suited them at present.		All respondents are in accommodation that suits at present.

### Service Providers

People who live in the senior specific accommodation like it, and see it suiting them in later stages of their life as there is escalating levels of care available.

**Analysis:** All respondents are in accommodation that suits at present.

### Q. If so, why?

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>Many participants were living in Preston Village (purpose built senior accommodation)</p> <p>Residents in the group homes in Donnybrook feel confident and safe as there is help readily available if needed.</p>	Rural participants had made conscious decisions about their present living accommodation and chosen the rural lifestyle.	Rural participants had made conscious decisions about their present living accommodation and chosen the rural lifestyle.		<p>They have chosen it.</p> <p>Donnybrook residential area is flat.</p>



It is understood that there are plans to expand the group housing in Donnybrook by the Shire.				Currently living in senior specific housing and can have access to more supported living if required.
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**Service Providers**

People who live in the senior specific accommodation like it, and see it suiting them in later stages of their life as there is escalating levels of care available.

**Analysis:** Residential Donnybrook respondents had made conscious decisions about their present accommodation, with many workshop participants residing in senior specific housing. Access to what they needed as they aged was a critical aspect of their decision about their current accommodation.

Rural participants again were happy with present accommodation as they had made a very specific choice about their remote location that suited their current lifestyle. Many had left a city life and sought the remote beauty of rural areas of the Shire.

**Q. Do you see yourself staying in your present accommodation as you move through the next stages of your life?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Residential participants could see their accommodation suiting them in the future or the ability to move into more supported living seemed possible to them.	Participants could see their present accommodation suiting them in the future if they remained physically fit and active as they age.	Participants could see their present accommodation suiting them in the future if they remained physically fit and active as they age.	Participants could see their present accommodation suiting them in the future if they remained physically fit and active as they age	Some respondents on rural properties, will not be easy to maintain later in life.  Steps in current accommodation will not be suitable later.



**Analysis:** This question is one which polarised residential respondents from rural participants. Residential Donnybrook respondents had made conscious decisions about their present accommodation, with many workshop participants residing in senior specific housing. Access to what they needed as they aged was a critical aspect of their decision about their current accommodation. Rural participants on the other hand were very concerned that their current accommodation would become problematic as they aged if their physical health and fitness declined.

**Q. If not, why and what would you need instead?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
	<p>Rural participants expressed concern about not being able to keep up physical work on property and not being able to access or afford help to do it.</p> <p>Many participants did not see the present model of senior accommodation as provided in Donnybrook suiting them. They needed to be able to see the open space and enjoy general conditions of a rural lifestyle and felt that depression would be experienced if forced into small communal spaces with suburban gardens etc.</p> <p>Some participants not in purpose built senior housing felt that their houses would need some modification for them to stay there later in life</p>	<p>Rural participants expressed concern about not being able to keep up physical work on property and not being able to access or afford help to do it.</p>	<p>Preston Village was where they would like to move in the future but would like different colour schemes other than the very neutral ones currently provided.</p>	<p>Respondents on rural properties not sure if it will be suitable as they age.</p> <p>Property with a large garden will be hard to maintain.</p> <p>Current house too large and garden too high maintenance.</p> <p>Current accommodation requires driving to access all services and facilities.</p> <p>Ecologically sustainable village as an alternative to traditional seniors housing model.</p>



	<p>particularly if they or their partner was in a wheelchair.</p> <p>They suggested a model of cluster housing, and discussed a model that the community had provided called "Venture Homes". Some residents had provided a model of grouped houses on one block</p>			
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**Service Providers**

More specific and more innovative senior supported accommodation, both low and high care will be needed in the Shire to cater for rural community members and increasing and different expectations of future generations of older Australians.

More consideration needs to be given to the placement of such housing so as not to have same access issues as currently provided housing in Donnybrook.

**Analysis:** Generally, residential respondents felt that more senior specific housing would be required given an increase in the population. It was suggested quite strongly that these new residential villages should not be located with the current village due to concern about the busy street frontage and generally hilly nature of the surrounding environs. Despite being very visual pleasing, the current surrounds were incredibly difficult for senior people to physically come and go from.

More specific and more innovative senior supported accommodation, both low and high care will be needed in the Shire to cater for rural community members and increasing and different expectations of future generations of older Australians. Many rural participants did not see the present model of senior accommodation as provided in Donnybrook suiting them. They needed to be able to see the open space and enjoy general conditions of a rural lifestyle and felt that depression would be experienced if forced into small communal spaces with suburban gardens.

Assistance would also be needed to undertake modifications to existing residential homes such as to allow for wheelchair mobility.

Financial assistance would be required in the future to pay for or physical assistance to undertake significant maintenance required on rural properties that they current undertake themselves.

**Recommendation 22:** That the Shire of Donnybrook – Balingup play an advocacy role with the SWDC to the Federal Government to increase the number of aged care support packages to assist community members in the Shire of Donnybrook - Balingup to remain in their homes as long as possible and provide adequate beds in suitable supported accommodation that is affordable and enables all community members to ‘age in place’.

**Recommendation 20:** That the Shire of Donnybrook-Balingup in partnership with relevant state government agencies, community groups and the private sector continue and increase commitment to develop and provide flexible, innovative and affordable housing options, including ancillary dwellings, smaller and multigenerational housing designs to cater for requirements of senior residents both residential and rural to allow them to ‘age in place’.

**Q. Would you like neighbours of your own age or young families or single couples and why?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>All participants enjoyed a mix of generations and like to have young people around.</p> <p>Donnybrook residential participants also like to be surrounded by some people of their own age.</p> <p>All participants wanted to remain in their own communities as they age.</p>	<p>All participants enjoyed a mix of generations and like to have young people around.</p> <p>All participants wanted to remain in their own communities as they age.</p>	<p>All participants enjoyed a mix of generations and like to have young people around.</p> <p>All participants wanted to remain in their own communities as they age.</p>		<p>All on line respondents would like a mix of ages as neighbours.</p> <p>Balingup respondents list an aging population as an issue.</p>

**Service Providers**

Clients living in residential units are encouraged and supported to mix socially with other generations to counteract living with similarly aged people

**Analysis:** All participants enjoyed a mix of generations and like to have young people around. Service providers mentioned that they ensure older community members were taken out to enjoy this mix of the generations. Balingup residents expressed a general concern that their current population mix was aging and not being replaced with younger community members at the same rate.

**Q. What do you think about current prices of homes and land in our community with respect to affordability for seniors?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
	Some participants felt staying on a rural property was not affordable for seniors as they needed to pay for help to keep up with workloads associated with their properties if family members not around to help.			Downsizing where it is an affordable option to execute.  Anyone renting is limited to options on offer.  Some respondents feel that all housing in Western Australia is considered too expensive and smaller houses with cheaper construction costs are required in the Shire whilst other respondents consider housing prices in the Shire are affordable.

**Service Providers**

There is a lack of current housing suitable to their clients that is accessible or affordable in Donnybrook and Balingup



**Analysis:** Those participants who responded to this question were generally concerned that more affordable housing options were required to suit the needs of seniors. Smaller houses or unit developments would be required that were available for rent as well as to be purchased by community members who wanted to downsize accommodation at later stages in their live, but who did not want to be part of a ‘senior village’.

Rural residents who were in their own property expressed great concern that this accommodation would not remain affordable as they aged as they would then need to employ help to undertake required maintenance or work in general they were currently undertaking themselves.

**Q. What do you think is missing from the current range of accommodation and housing in our community that suits the needs of seniors?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
<p>Donnybrook residents felt more senior specific housing would be required as the population grew.</p>	<p>Many participants did not see the present model of senior accommodation as provided in Donnybrook suiting them. They needed to be able to see the open space and general conditions of a rural lifestyle and felt that depression would be experienced if forced into small communal spaces with suburban gardens etc.</p> <p>They suggested a model of cluster housing, and discussed a model that the community had provided called “Venture Homes.” Some residents had provided a model of grouped houses on one block Note: Information regarding this housing model is attached as an appendix to this report.</p>			<p>Need more age-friendly accessible housing. Does not have to be restricted to seniors. Preferably with a range of tenure options, lease, purchase and rent.</p> <p>Only conventional retirement units are available whereas Balingup residents on acreage want a beautiful environment and a more ecologically aware building program.</p> <p>More attractive over 55's accommodation/villas.</p>



## Service Providers

There is a lack of current housing suitable to their clients that is accessible or affordable in Donnybrook and Balingup.

More specific and more innovative senior supported accommodation, both low and high care will be needed in the Shire to cater for rural community members and increasing and different expectations of future generations of older Australians.

**Analysis:** This question received great attention from all participants with a general consensus that greater numbers of current senior specific accommodation would be required as population increased. However, simply expanding the current facilities was not suggested as suitable given the location on a busy thoroughfare and the resulting general inaccessibility on foot, on a gopher, in a wheelchair or a car.

Rural participants suggested that innovative styles of housing to suit an ageing inhabitant would be required that allowed for the enjoyment of many aspects of a secluded rural lifestyle coupled with the required level of contact and care needed by people as they moved through later stages of their life. They provided examples of what had been done already and suggested that the Shire needed to seriously consider this as part of any future development strategy.

Service providers also reiterated these opinions and added that an increase in the currently available mix of low and high care accommodation would be needed, and that innovation would be required to cater for both residential and rural community members. Innovation was required not only to support a rural lifestyle but also in recognition of increasing and different demands by baby boomers and beyond.

## Focus Area Two: Service Provision

### Health and Medical Services

#### Q. Is there an adequate range of health and medical services for you that are easily accessible and affordable?

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
<p>Many residential participants thought that greater numbers and hence a wider choice of GP's were required. Some people did not like the current GPs,</p> <p>Some participants were disappointed that the medical centre was moved closer to the hospital. They understood why but now they had to travel further to get there.</p>	<p>Many participants wanted access to a GP locally one/two days a week. Discussion occurred around the fact that this had been explored without success in the past but would again need to be attempted.</p> <p>All rural participants needed to drive some distance to get any medical assistance at all.</p> <p>All participants understood that decision to house medical services and specialists in Bunbury but all needed to be able to drive to get there.</p>	<p>Some rural participants (Noggerup and Mumbellup) need to drive to Collie for services as it is closer to them than Bunbury and there is not a good range of what they need in Donnybrook.</p>	<p>All participants understood that decision to house medical services and specialists in Bunbury but all needed to be able to drive to get there.</p>	<p>Mixed response to this question from on-line respondents depending on location.</p> <p>Balingup respondents would like to have a visiting GP once or twice a week and easier access to pharmacy scripts to be delivered from Donnybrook.</p> <p>Some respondents felt that current access was acceptable but would not be so as population ages.</p>

## Service Providers

Cancer patients from study area would need to travel to receive all medical services associated with Cancer Treatment at St John of Gods in Bunbury.

More GPs and available hospital beds are required for their clients.

**Analysis:** There was a mixed opinion about the adequacy of medical services available in residential Donnybrook. Some participants housed in the current “senior village” felt well supported in this area, but other participants felt that more General Practitioners were needed now to allow for greater personal preference.

Anything other than basic care required a trip to Bunbury and beyond. Services provided by the current Donnybrook hospital were greatly appreciated and it was expressed that despite Bunbury being very close, local service provision could not be underestimated for seniors to feel supported in their own community.

Some rural participants were accepting of the need to travel to Donnybrook or further for any medical care at all, whilst other participants felt that a one or two day a week service locally provided in Balingup was not unreasonable.

All participants, including service providers, felt that if population was to grow and age, more medical practitioners would be needed into the future. There was also general recognition that more technologically innovative service provision needed to be investigated and supported. Simply driving greater distances or waiting long periods of time for a local visit by a regional specialist was not sustainable. A new model of service provision such as using technology to support imaging over distance needed to be considered.

**Recommendation 25:** The Shire of Donnybrook – Balingup in partnership with the SWDC and the Donnybrook Chamber of Commerce develop a strategy to attract and retain GPs to the Shire.

**Recommendation 24:** That the Shire of Donnybrook-Balingup in partnership with SWDC lobby WA Health for increased usage of technology locally to reduce travel for seniors for low risk medical diagnostic procedures i.e. Ultrasound applied by GP with images relayed over the Internet to specialist in Perth/Bunbury.

**Q. What is missing?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
<p>Some Donnybrook residents would like visiting specialists once a month to save the drive to Bunbury.</p> <p>Participants would like more local access to a greater range of allied health such as chiropractors and physiotherapists.</p>	<p>Rural residents have no local access to anything.</p> <p>Balingup praised their physiotherapist who also services Donnybrook, she also offers Gentle Gym locally.</p>			<p>Basically all but the more general services need to be accessed by travelling to Bunbury or elsewhere.</p>

**Analysis:** The analysis of the preceding question is relevant here. Participants all agreed that allied health services locally available were very limited. Concern was expressed that key figures in the community providing valuable services were under pressure and may withdraw leaving no providers at all. Again a critical mass of usage to attract new and varied service providers may need to be subsidised to ensure continued service as the community grew.

**Recommendation 26:** That the Shire of Donnybrook- Balingup in partnership with the SWDC and relevant Chamber of Commerce need to develop a strategy to provide and retain one day a week service where GP's and Specialists were available in Balingup

**Q. What could be improved?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
<p>All participants requested easier access to medical services in Bunbury through regular convenient and affordable public or community transport.</p>	<p>All participants requested easier access to medical services in Bunbury through regular convenient and affordable public or community transport.</p>	<p>All participants requested easier access to medical services in Bunbury through regular convenient and affordable public or community transport.</p>	<p>All participants requested easier access to medical services in Bunbury through regular convenient and affordable public or community transport.</p>	<p>Balingup respondents would like to have a visiting GP once</p>



<p>All participants praised HACC but said they needed more access to HACC to get to allied and non-critical medial services.</p>	<p>All participants praised HACC but said they needed more access to HACC to get to allied and non-critical medial services.</p>	<p>All participants praised HACC but said they needed more access to HACC to get to allied and non-critical medial services</p>	<p>All participants praised HACC but said they needed more access to HACC to get to allied and non-critical medial services.</p>	<p>or twice a week and more easy access to pharmacy scripts to be delivered from Donnybrook</p>
<p>All participants very interested in using technology to reduce travel requirements e.g. ultrasound over the internet to physician in Perth/Bunbury.</p>	<p>All participants very interested in using technology to reduce travel requirements e.g. ultrasound over the internet to physician in Perth/Bunbury.</p>	<p>All participants very interested in using technology to reduce travel requirements e.g. ultrasound over the internet to physician in Perth/Bunbury.</p>	<p>All participants very interested in using technology to reduce travel requirements e.g. ultrasound over the internet to physician in Perth/Bunbury.</p>	<p>Basically all but the more general services need to be accessed by travelling to Bunbury or elsewhere, so in the future have more of those services and facilities provided locally.</p>
<p>All participants said it was very hard to get medical appointments to suit current public transport services to and from communities studied.</p>	<p>All participants said it was very hard to get medical appointments to suit current public transport services to and from communities studied.</p>	<p>All participants said it was very hard to get medical appointments to suit current public transport services to and from communities studied.</p>	<p>All participants said it was very hard to get medical appointments to suit current public transport services to and from communities studied.</p>	

**Service Providers**

<p>More GP’s and hospital beds are required. Greater access to more regular palliative care.</p> <p>A review of the Patient Assistance for Travel as it currently excludes community members from the Shire due to kilometre restrictions.</p> <p>Greater provision of and access to the residential units for cancer patients and their families in Bunbury that are currently not available for community members in the Shire due to kilometre restrictions.</p> <p>Provision of regular, reliable and affordable alternative transport within the study area to allow senior community members to access medical appointments in the Shire, Bunbury or Perth.</p> <p>More volunteers to provide transport to medical services (similar to BESS in Busselton).</p> <p>More provision of information to community members about current and future options available to them to access transport to medical appointments</p>
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**Analysis:** The most important aspect of feedback to these questions was with respect to more affordable and convenient transport options to access treatment in Bunbury, Donnybrook, Collie or Australind. Most participants understood that more specialised services made sense to be provided from Bunbury, given the Shires close geographical proximity. However this proximity was itself a barrier of sorts as the kilometre distance precludes any patient assistance travel subsidies, and precluded patients from consideration of residential support whilst accessing treatment in Bunbury. This means that accessing treatment required driving a considerable distance that was often not an option for senior community members. HACC services were perceived as being available for critically unwell patients but there was a hesitancy to access these services to attend low priority or allied health appointments.

Public transport was poor at best and indeed was reported as being considerably reduced from previous levels of service. Recommendations concerning transport improvement are identified at a later point in this report. Information about the provision of support services, specifically related to accessing HACC transport, considered currently as unavailable or not a priority is in fact incorrect. A recommendation that more timely, proactive and accurate information about support services to seniors is urgently required and reported elsewhere in this survey analysis.

Service providers prefer a volunteer based travel/transport support system which will require continued and increased availability of fit and able volunteers to undertake the required driving and again a recommendation pertinent to this analysis is reported elsewhere.

**Q. What health and medical services do you currently access in your home?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>No workshop participants currently accessed health and medical services in their homes.</p> <p>Some participants used services from HACC such as gardening, but needed to be on the property when that work done.</p>	<p>No workshop participants currently accessed health and medical services in their homes.</p> <p>Some participants used services from HACC such as gardening, but needed to be on the property when that work done.</p>	<p>No workshop participants currently accessed health and medical services in their homes.</p> <p>Some participants used services from HACC such as gardening, but needed to be on the property when that work done.</p>	<p>No workshop participants currently accessed health and medical services in their homes.</p> <p>Some participants used services from HACC such as gardening, but needed to be on the property when that work done.</p>	<p>No on-line respondents currently access medical services or facilities from their home.</p>

## Service Providers

Service providers who responded mainly provide service to frail and aged people and those in supported senior specific accommodation and provide in home medical and health related services such as personal care and help with medications, high medical care services such as palliative, and provide access to GP's, physios, OT, podiatrist, geriatrician, mental health nurse and speech pathologists.

Service providers also provide non-medical related support services such as shopping, cleaning, transport and small building maintenance items.

As of July 1 2014 there will be a new model of home care provided through federal funding. This model will see low and high care models rolled into the provision of client driven home care packages from which an individual client can choose a variety of services they require. They will be allocated a monthly budget to spend on variety of services of their choice.

Some service providers who responded do not currently operate in the Shire but would do so in the future if there was demand which may occur as a consequence of the new model of home care.

**Analysis:** Most participants still enjoy mobility to access required medical services externally. Some Donnybrook participants currently accommodated in senior specific housing accessed GP's and some allied medical services provided from a location on the village premises.

No participants reported accessing medical services from their homes but many knew seniors who did. Some participants availed themselves of gardening and small maintenance support services from HACC, and all suggested that a greater variety of services would be required to keep them residing in their current accommodation as they moved to later stages of life.

Again the question identified a critical need for greater information about current services available as there was a disconnection between participants perceptions of availability of services to them in their homes, and the reality. This need for information will become more critical given the change in the model of care being introduced from 1 July 2014. This model will see low and high care models rolled into the provision of client driven home care packages from which an individual client can choose a variety of services they require. They will be allocated a monthly budget to spend on a variety of services of their choice.

A recommendation that more timely, proactive and accurate information about support services to seniors is urgently required and reported elsewhere in this survey analysis.



**Q. What is missing?**

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
HACC services other than gardening such as gutter cleaning.	HACC services other than gardening such as gutter cleaning.			HACC service provided from Balingup, so that time is not deducted for travelling.  A part time GP visiting Balingup to write up referrals and prescriptions.

**Analysis:** Some participants availed themselves of gardening and small maintenance support services from HACC, and all suggested that a greater variety of services, including provision of transport to attend social, cultural and recreational activities would be required to keep them residing in their current accommodation as they moved to later stages of life.

**Q. What could be improved about these services?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
Great praise for HACC services from all participants but widespread support for more funding and support for HACC to be able to do more for people as they age if they are to be able to stay in their homes in their community.	Great praise for HACC services from all participants but widespread support for more funding and support for HACC to be able to do more for people as they age if they are to be able to stay in their homes in their community.	Great praise for HACC services from all participants but widespread support for more funding and support for HACC to be able to do more for people as they age if they are to be able to stay in their homes in their community.		



<p>All participants would like to be able to use HACC services guilt free to access alternative practitioners e.g. Chiropractor and Naturopath considered necessary to new group of aging people.</p>	<p>All participants would like to be able to use HACC services guilt free to access alternative practitioners e.g. Chiropractor and Naturopath considered necessary to new group of aging people.</p>	<p>All participants would like to be able to use HACC services guilt free to access alternative practitioners e.g. Chiropractor and Naturopath considered necessary to new group of aging people.</p>		
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**Service Providers**

All providers feel major barrier to senior people remaining happy and active in their homes as they age is a lack of information about what is available. This is going to be complicated by significant changes in the federal government’s *home and community care packages* that are going to occur as of July 1, 2014.

This new model of home based care from the federal government is client led and based on a user pays philosophy. The benefit of this new model is that types of care available will be greatly expanded and depend on what the client wants rather than what the client can select from. Two way timely information transferral will become more critical.

A major unmet demand from clients is a more comprehensive building maintenance program which currently is not able to be provided. New package may facilitate this in the future.

This new model of care will be supported by a new website, *myagecare* portal currently being trialled interstate that will include all information about care senior people are able to access from their home and to keep them in their homes and communities as they age. Health and allied health practitioners and all senior care service providers will have access to this portal.

The distance involved in accessing some clients is an issue for the service providers.

Some service providers also have a critical problem with attracting and keeping good staff. Regional location does not help but staff attraction and retention is an issue for caring industry across the state.

**Analysis:** Again the question identified a critical need for greater information about current services available as there was disconnection between participants perceptions about services they could access and the reality. This need for information will become more critical given the change in the model of care being

introduced from 1 July 2014. This model will see low and high care models rolled into the provision of client driven home care packages from which an individual client can choose a variety of services they require. They will be allocated a monthly budget to spend on variety of services of their choice.

A recommendation that more timely, proactive and accurate information about support services to seniors is urgently required and reported elsewhere in this survey analysis. The study identified another disconnect between clients and service providers with respect to preferred their method of communication. Participants did not report a high level of usage of the internet to currently source information whereas service providers reported moving more and more towards this a model of communication. A recommendation concerning the use of technology as a vehicle of provision of information is included elsewhere in this report.

**Recommendation 23:** That the Shire of Donnybrook-Balingup lobby the federal government on behalf of its community to ensure funding to continue existing services and facilitate provision of a wider variety of services provided through the Home and Community Care Program.

### Other Services and Facilities

**Q. Can you easily access services other than medical and health that you currently need such as shops and the library?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Donnybrook residents felt they were well provided with the services they need.	<p>Balingup residents have to drive to access services they need.</p> <p>Balingup participants discussed the difficulties associated with providing services to such a small community. Many had tried and failed and Balingup community members had not been committed. If services are provided locally, they need to use them to make them viable. A matter of critical mass was needed.</p>		<p>All participants considered libraries very important.</p> <p>Physical exercise classes important but some communities very reliant on only one provider and if they ceased then all access gone. E.g. physiotherapist example in Balingup.</p>	<p>Concern as vital service provider close to retirement may not be replaced and will leave hole in services.</p> <p>Respondents need to travel to Bunbury and further to receive most allied services.</p>



	<p>Balingup participants commented about regional suppliers who expected large payment for courier services and lack of understanding about the need to provide services to local people to get them to use local services.</p>			
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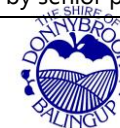
**Analysis:** The Donnybrook residents who participated in the study felt that most of what they needed was available to them. There was concern that the primary provider of physical activity they enjoyed may retire shortly and would need to be replaced urgently if not to impact negatively on their quality of life.

Rural participants complained that very few basic services were provided to them locally, with recognition that this was a drawback of the rural lifestyle they had chosen. There were some innovative suggestions about modified services that could be provided.

Libraries were considered of great importance to quality of life for seniors currently.

**Q. What is missing?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
	<p>Balingup residents would like local access to a chemist and cheaper local groceries.</p>	<p>Noggerup residents would like their mail service increased from only three days a week to five.</p>		<p>Regular and affordable transport services either public or community to service centres that allow for a comfortable commute to access doctors, hospitals dentists, chemists etc.</p> <p>Suggested that the Balingup Visitor Centre could be transformed into a Community Resource Centre to allow access to government services required by senior people.</p>



## Service Providers

Again the need for easy and affordable transport is required to assist people to access services and facilities if they do not drive or are not in supported accommodation where transport is provided as a service due to lack in public and private alternative transport in Donnybrook and Balingup.

A preference was expressed for a volunteer based transport service models. Balingup has more volunteers at the moment and Donnybrook struggles to attract and retain sufficient volunteers. The example of BESS in Busselton was mentioned as successful example of this model and agrees that the ready availability of local volunteers into the future to support this model of service will be critical.

**Analysis:** A strategy is required to support the sustainable growth and diversity of services that are required to facilitate a more age friendly community in the future. Local industry potentially would need to be subsidised to encourage establishment and support a business model until a critical mass of local uptake is reached.

Again access to transport would support senior community members to access services and hence support its economic viability. Isolated rural participants were in need of more regular mail delivery.

**Recommendation 27:** That the Shire of Donnybrook-Balingup in partnership with the SWDC and relevant Chamber of Commerce discuss with local businesses opportunities to improve delivery of services to older members of the community. That the Shire of Donnybrook-Balingup lobby on behalf of residents to have the mail service increased from three days a week to be a five day a week service.

## Transport

### Q. What is the public transport system like for older people in your community?

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Critical to all participants was that there was no taxis service anywhere in the community of study.	Critical to all participants was that there was no taxis service anywhere in the community of study.	Critical to all participants was that there was no taxis service anywhere in the community of study.	Critical to all participants was that there was no taxis service anywhere in the community of study.	Respondents suggest significant improvements are required as services are intermittent or non-existent.



<p>All participants complained about the recent downsizing of the already inadequate bus service. Donnybrook residents complained about the bus service which only goes to Bunbury in the middle of one day and does not return to Donnybrook until the next day.</p> <p>All participants understand that as a rural small community services cannot be as comprehensive as in larger areas but regular convenient and affordable transport to and from Bunbury to access medical and other services was critical.</p> <p>All participants made the point that expecting local people to access Perth bound transport was not logistically viable.</p>	<p>All participants complained about the recent downsizing of the already inadequate bus service. Balingup residents complained about the bus service which only goes to Bunbury in the middle of one day and does not return to Balingup until the next day.</p> <p>All participants understand that as a rural small community services cannot be as comprehensive as in larger areas but regular convenient and affordable transport to and from Bunbury to access medical and other services was critical.</p> <p>All participants made the point that expecting local people to access Perth bound transport was not logistically viable.</p>	<p>All participants complained about the recent downsizing of the already inadequate bus service. Residents complained about the bus service which only goes to Bunbury in the middle of one day and does not return to their community until the next day.</p> <p>All participants understand that as a rural small community services cannot be as comprehensive as in larger areas but regular convenient and affordable transport to and from Bunbury to access medical and other services was critical.</p> <p>All participants made the point that expecting local people to access Perth bound transport was not logistically viable.</p>	<p>All participants complained about the recent downsizing of the already inadequate bus service. Donnybrook residents complained about the bus service which only goes to Bunbury in the middle of one day and does not return to Donnybrook until the next day.</p> <p>All participants understand that as a rural small community services cannot be as comprehensive as in larger areas but regular convenient and affordable transport to and from Bunbury to access medical and other services was critical.</p> <p>All participants made the point that expecting local people to access Perth bound transport was not logistically viable.</p>	<p>Connections to rail are not convenient</p> <p>There is a great need for taxis in all communities in the Shire.</p> <p>As the population ages and numbers increase it may become viable to operate a local bus system around town and including to and from Bunbury.</p> <p>Re-route buses to include pick up and drop off at the Bunbury Forum. Included daily return service to Bridgetown.</p> <p>Promotion of car sharing and community bus service.</p>
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**Service Providers**

Again the need for easy and affordable transport is required to assist people to access services and facilities if they do not drive or are not in supported accommodation where transport is provided as a service due to lack in public and private alternative transport in Donnybrook and Balingup.

A preference was expressed for a volunteer based transport services models. Balingup has more volunteers at the moment and Donnybrook struggles to attract and retain sufficient volunteers. The example of BESS in Busselton was mentioned as successful example of this model and agrees that the ready availability of local volunteers into the future to support this model of service will be critical.



**Analysis:** Critical to the continued and future wellbeing of all participants was the need for a taxi service that would allow them to move freely around their community to access services and facilities, but more importantly to maintain a sense of independence and the ability to interact on a social level with friends and family. Many participants said that driving comfort and confidence was starting to wane and would only increase as they move through later stages of life. It was reported that a taxis service had been established but had ceased to function so it was recognised that a level of subsidy may be necessary to attract and retain a commercial service until a critical mass of usage was secured.

All participants complained about the recent downsizing of the already inadequate bus service. Donnybrook residents complained about the bus service which only goes to Bunbury in the middle of one day and does not return to Donnybrook until the next day. At the moment, it was an expectation that the community would access the bus service that travels to Perth and back, which was clearly not sufficient or convenient.

All participants understand that as a small rural community, services cannot be as comprehensive as in larger areas, however regular, convenient and affordable transport to and from Bunbury to access medical and other services was critical at the very least.

**Recommendation 28:** That the Shire of Donnybrook- Balingup lobby the state government for more affordable and convenient public transport to facilitate access to medical and allied health services in Bunbury and Collie.

**Q. If community transport was available and affordable would you use it regularly?**

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>All participants said they would use regular and affordable community transport if it was available to them.</p> <p>All participants agreed that whilst it may not be commercially viable in the early stages, this service would be critical to keeping senior people in their communities as they</p>	<p>All participants said they would use regular and affordable community transport if it was available to them.</p> <p>All participants agreed that whilst it may not be commercially viable in the early stages, this service would be critical to keeping senior people in their communities as they</p>	<p>All participants said they would use regular and affordable community transport if it was available to them.</p> <p>All participants agreed that whilst it may not be commercially viable in the early stages, this service would be critical to keeping senior people in their communities as they</p>	<p>All participants said they would use regular and affordable community transport if it was available to them.</p> <p>All participants agreed that whilst it may not be commercially viable in the early stages, this service would be critical to keeping senior people in their communities as they</p>	<p>Respondents felt that as their driving skills lessened they would avail themselves of this service.</p> <p>Older community members known to respondents would use such a service.</p>



age and are unable to drive themselves around their communities and to access required services and facilities provided on a regional basis or to share services in remote and rural communities.	age and are unable to drive themselves around their communities and to access required services and facilities provided on a regional basis or to share services in remote and rural communities.	age and are unable to drive themselves around their communities and to access required services and facilities provided on a regional basis or to share services in remote and rural communities.	age and are unable to drive themselves around their communities and to access required services and facilities provided on a regional basis or to share services in remote and rural communities.	
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**Service Providers**

All these service providers believe that lack of affordable and convenient community and public transport is major barrier to age friendliness. No taxis service is also great problem.

However as people become very frail and aged they cannot easily access public or community transport even if it was available and affordable.

**Analysis:** All participants said they would use regular and affordable community transport if it was available to them.

All participants agreed that whilst it may not be commercially viable in the early stages this service would be critical in keeping senior people in their communities as they age and are unable to drive themselves around their communities, to access required services and facilities provided on a regional basis or to share services in remote and rural communities.

Service Providers also raised the issue that despite public transport being accessible and affordable, it became difficult to access as people become aged and frail and start to lose confidence about their physical abilities. It was at this stage that supportive community based transport options became critical to encourage senior people to remain connected with family, friends and their community in general.

**Recommendation 29:** That the Shire of Donnybrook-Balingup in partnership with relevant service providers and community groups, investigate the option to provide/support community transport as an alternative to public transport to facilitate access to medical and allied health services in Bunbury and general access to activities and facilities within the Shire.



## Information Technology

### Q. How could the technology, such as the internet or television reception, you need be improved?

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
Donnybrook workshop people did not use technology at all.	<p>Greater usage of technology by Balingup workshop participants who stated that coverage was dangerously patchy.</p> <p>All rural participants were concerned that communication in times of bushfire or just to stay connected was a great worry in the future.</p>	<p>Noggerup participants utilised technology but agreed with the Balingup residents. Coverage however was better in Mumbellup as the tower was located there.</p> <p>All rural participants were concerned that communications in times of bushfire or just to stay connected was a great worry in the future.</p>	Radio coverage in the Donnybrook area needs to be expanded to get a broader range of stations.	Respondents report slow internet speeds are slow or not available in some locations and hence improvements would be welcomed.

### Service Providers

Good internet access and other technology is provided in social centres of some specific aged accommodation villages.

**Analysis:** Responses to this question raised concerns as to many of the service provider’s future model of communication and information provision which focuses largely on the internet. Currently very few participants reported usage of the internet for communication, information or entertainment. There was a small group of participants, mainly rural, who currently use the internet and reported gaps in coverage at times.

Telephone coverage was also reported as requiring improvement, given that in times of emergency, all relied on telephone coverage to stay informed.

All respondents, residential and rural, expressed that their current more active lifestyle meant that they relied on word of mouth to stay informed about services, facilities and general matters in the community. If they lost some mobility as they aged, they felt that other methods of staying informed or entertaining themselves, such as the internet may become more important to them.

Therefore, participants agreed that better service provision and access to very supportive face to face training in using technology would be required.

Service providers of senior specific accommodation reported that easy access to technology and assistance in using it was available from their facilities. Many service providers were in the process of updating and broadening their web presence and were concerned to discover that their current clientele may not be ready to utilise this model.

It could be that the low number of respondents to this study between 55 and 65 years of age may have biased this response as many people in this age group were often using technology as part of their lifestyle or paid employment.

**Recommendation 30:** That the Shire of Donnybrook-Balingup lobby relevant government agencies and service providers to provide affordable, face to face and on-line training and support, plus increased and uninterrupted service coverage to utilise technology to support communication, education and entertainment by seniors to minimise social isolation, support access to vital information or provide for alternative activity as physical fitness is reduced.

## Recreation and Leisure

### Q. What sporting and recreational facilities or clubs do you currently use or belong to?

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
All participants reported access to wide and interesting variety of clubs and associations and made the comment that this was one of the characteristics of rural and country communities that they came for and would stay for.	For a small population there is an excellent range of clubs, associations and activities available in the community run by committed community members.  There is a good mix of passive and active recreational activities			Pool, recreational facilities, football club.



<p>There is a good mix of passive and active recreational activities seniors participate in.</p> <p>The swimming pool, bowling and gentle gym was popular.</p> <p>Wednesday Club at group housing in Donnybrook very popular and offers a good variety of activities.</p>	<p>for seniors to participate in.</p> <p>The Recreation Centre was a popular facility.</p>			
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**Service Providers**

Provision of a wide range of this type of activity is provided to residents in senior specific accommodation.

**Analysis:** All participants reported access to a wide and interesting variety of passive and active recreational activities which senior community members can participate in. It was expressed that this active participation within a small connected community was one of the features of country life that attracted them to relocate originally.

The swimming pool, gentle gym and bowling were popular. All workshops identified that Shire residents were naturally physically active, listing things such as walking dogs, gardening and just attending to property maintenance activities kept them fit and active.

As identified earlier, current service providers critical to this mix of activities may themselves be close to retiring and new service providers need to be sought urgently.

**Q. What is missing that you would like to be able to do or join?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>Comments were made that if something was missing someone in their community would start it up as that is what country people do.</p> <p>Having said this all participants were concerned that as these clubs and associations were the backbone of the communities and what kept people active and connected, “younger seniors” in the communities were not taking up the leadership or even participating in them.</p>	<p>Comments were made that if something was missing someone in their community would start it up as that is what country people do.</p> <p>Having said this all participants were concerned that as these clubs and associations were the backbone of the communities and what kept people active and connected, “younger seniors” in the communities were not taking up the leadership or even participating in them.</p>		<p>CWA has closed down in Donnybrook and should be reactivated. (The Association has since reformed)</p>	<p>Refurbishment of the Balingup Community Centre is required.</p>

**Analysis:** Participants agreed that the very nature of their community is its great strength in providing such a wide variety of activities relied on by community members, many of them as volunteers, to ensure the continued viability of the current mix.

Many respondents are these volunteers themselves, and do not currently see “younger senior” community members joining clubs and associations or participating in a leadership role, in the active maintenance of these activities.

As such, it may require a commercial focus, rather than be volunteer based, on service provision in the future. This will need a concentrated strategy to attract and retain these service providers to smaller rural communities like the Shire to support active aging in place.

**Recommendation 31:** That the Shire of Donnybrook-Balingup continue and expand its support for participation in sport and recreation activities designed to meet the unique needs of seniors. In partnership with the SWDC and local Chambers of Commerce actively develop a strategy to attract and retain providers of these activities and services to the Shire.

## Education and Training

### Q. Are you currently enrolled or interested in enrolling in a course or undertaking any further education/training/learning?

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
Donnybrook participants were not really interested in further education or training.	Balingup participants felt they were too busy or already doing it.  Some participants thought they might be interested in doing it as they got older and were not able to do physical work or activity.	Participants were currently too busy with working their properties but were not adverse to undertaking education or training in the future if it was available. They would prefer it not to be on-line so they could enjoy physical interaction with like-minded people.	Senior people should be encouraged to write their life story - 92 year resident has written hers.	One respondent is undertaking studies at Bunbury TAFE. Classes held in local community were required so not requiring travel to attend.  Increased expertise in using technology would be an encouragement to further study.

### Service Providers

Some social centres provided to residents in some senior specific accommodation facilitated information and access to further learning opportunities.

**Analysis:** Only a very small number of study participants were currently undertaking education or training. Many felt that they were currently too busy with working on their properties or doing other activities but were not adverse to undertaking this education or training in the future if it was available. They would prefer it not to be on-line so they could enjoy physical interaction with like-minded people.

Again, it could be that the low number of respondents to this study identified as between 55 and 65 years of age may have biased this response as people in this age group potentially would have responded differently to this question, given findings in similar studies in other communities.

## Focus Area Three: Social Values

### Respect and Inclusion

**Q. How well do you think the Shire of Donnybrook-Balingup lives up to its aspirations and values of trust and respect, honesty and integrity, inclusive and engaging with respect to senior people in the community?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
All participants expressed the opinion that the Shire had improved in this respect lately, and most were in agreement that the Shire lived up to its stated commitment in this regard.	All participants expressed the opinion that the Shire had improved in this respect lately, and most were in agreement that the Shire lived up to its stated commitment in this regard.	All participants expressed the opinion that the Shire had improved in this respect lately, and most were in agreement that the Shire lived up to its stated commitment in this regard.		Respondents felt that the Shire had improved in this regard, but some respondents felt that more could be done.

### Service Providers

A local service provider feels the Shire respects and includes older people.

**Analysis:** It was the general opinion that the Shire had improved in this respect lately and most were in agreement that the Shire lived up to its stated commitment in this regard. Positive comments were passed about the Shire making a great effort to come and talk to community members in rural areas. Improvement could be made with respect to the timing of this consultation, with a suggestion that it should be undertaken very early in the planning or conceptual stage and not as the activity under discussion was about to occur. There was recognition about the costs associated with consultation and it was the suggestion that a more innovative use of technology to facilitate this consultation could be possible.

**Recommendation 10:** That the Shire be congratulated for improvements in consultation and communication with its community and commit to consult at an earlier stage in the project or undertaking and improve connection through the use of technology.

**Q. What do they do well in this regard?**

Community Donnybrook Workshops	Community Balingup Workshops	Community Noggerup and Yabberup Workshops	Donnybrook general in comments/drop sessions/interviews	Online survey
All participants were impressed with the Shire undertaking an Aged Friendly Community Study.	Rural participants were impressed with the Shire coming out to consult about matters of importance to seniors.  All participants were impressed with the Shire undertaking an Aged Friendly Community Study.	Rural participants were impressed with the Shire coming out to consult about matters of importance to seniors.  All participants were impressed with the Shire undertaking an Aged Friendly Community Study.	All participants were impressed with the Shire undertaking an Aged Friendly Community Study.	Responding to local issues and providing feedback.

**Service Providers**

A local service provider felt that the Shire maintains services and activities for senior people very well.

**Analysis:** The previous question analysis applies to this question as well. Participants were very impressed with the Shire undertaking this particular study.

**Q. What could they do better in this regard?**

Community Donnybrook Workshops	Community Balingup Workshops	Community Noggerup and Yabberup Workshops	Donnybrook general in comments/drop sessions/interviews:	Online survey
	Some participants felt that the Shire could deliver a bit more after it had consulted. An example of this given was the Townscape work.			Continue to consult prior to taking actions and include community in consultation at an earlier stage in a project or undertaking.



				<p>Use technology better to consult with remote communities.</p> <p>Hold regular public forums and encourage more two way participation of community members in Council Meetings</p>
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**Analysis:** Timing of consultation needed to improve by being undertaken early in the development or consideration of an activity. Also delivery after consultation required some improvement in identified instances. An example quoted of this over consult and under deliver action was in regard to extensive consultation with a Balingup Townscape Committee that was yet to deliver intended actions.

A suggestion for innovative use of technology to consult with remote communities was offered but would need careful implementation given study finding about low levels of current use of on-line technology by senior community members in the over 65 age category.

Some frustration was expressed about limited opportunity for public participation at Council meetings with a suggestion that public forums would allow for greater meaningful two way conversation with Shire decision makers.

**Recommendation 14:** That seniors are more fully engaged in decision making with the Shire of Donnybrook – Balingup by the holding of regular public forums and the encouragement of two way communication at Council Meetings.



**Q. Do you feel that senior people are consulted sufficiently and appropriately about services senior people need to be provided by the government, not for profit and commercial organisations?**

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Participants were divided in their opinions on this question. Some felt that they had been consulted, whilst others disagreed and cited as examples reduction in services, entitlements and the removal of the bus service.				<p>Most respondents felt that they were not consulted sufficiently.</p> <p>One respondent felt that living in a smaller community provided opportunities for word of mouth communication about services but not access to them.</p>

**Analysis:** Participants were divided in their opinions on this question with many feeling comfortable with the level of consultation and other disagreeing and cited as examples reduction in services, entitlements and the removal of the bus service.

**Q. When you visit shops, facilities or services in your community do you feel the staff make you feel comfortable and valued?**

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
All participants agreed that they were well treated and respected in their community as this again was one of the reasons they came to a country centre and intended to stay here as they aged.	All participants agreed that they were well treated and respected in their community as this again was one of the reasons they came to a country centre and intended to stay here as they aged.	All participants agreed that they were well treated and respected in their community as this again was one of the reasons they came to a country centre and intended to stay here as they aged.		<p>Donnybrook staff provide excellent customer service which needs to be passed on to new recruits.</p> <p>Services utilising short term staff need to improve in general and understand that every customer is valuable</p>



**Analysis:** All participants agreed that they were well treated and respected in their community and quoted this as a reason that they had originally come to a small community like the Shire of Donnybrook – Balingup, and one of the great reasons they wished to stay connected physically and emotionally to their community as they move through later stages of their life.

## Social Participation

### Q. How would you describe the way local media portrays senior people and their contribution to society/community/economy?

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
		<p>Concern about the way media portrays senior people as a 'problem' due to living longer and proving a drain on supporting taxpayers.</p> <p>Disappointed that comedians and television seems to be portraying senior women as lonely old grey haired confused people.</p>		<p>Respondents felt this varied, and sometimes was condescending and age mentioned when a senior assaulted or robbed.</p> <p>Another respondent felt that seniors were often portrayed in local media as volunteers</p>

**Analysis:** Respondents felt this varied and even when it was intended as a positive portrayal it was sometimes condescending. Another example of this well-meaning but negative portrayal of seniors was when they are reported as victims such as being assaulted or robbed, when in reality their age should not matter, just the fact that they were the victim of a crime.

At other times, seniors are just ridiculed and made fun of or reported as a 'problem' for society by living too long and becoming a drain of the government finances. Another respondent felt that seniors were only portrayed in local media as volunteers.

**Recommendation 11:** That the Shire of Donnybrook-Balingup review its marketing and public relations strategies to challenge negative stereotypes about the aging population by highlighting the considerable positive economic and social contribution older people make to the community.

**Q Is volunteering something you (or the person you care for) would be interested in doing, if not already a volunteer?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
	<p>Many respondents were already volunteering by working in clubs and associations providing activities and events.</p> <p>Some respondents were very busy with property and businesses but would be comfortable volunteering when time and circumstance permitted.</p>	<p>Many respondents were already volunteering by working in clubs and associations providing activities and events.</p> <p>Some respondents were very busy with property and businesses but would be comfortable volunteering when time and circumstance permitted.</p>		<p>Some respondents were already volunteering and another would like to volunteer but was yet to discover an area of interest.</p>

**Service Providers**

Service providers utilise the services of volunteers and expressed the need for more people in the local community to consider volunteering to support services and facilities to senior community members.

**Analysis:** Many respondents were already volunteering by working in clubs and associations providing activities and events. Others expressed that they were too busy with maintaining their property and businesses but would be comfortable volunteering when time and circumstance permitted.

Again, this question may have produced a different response if more participants were below 65 years of age given comments elsewhere about the lack of ‘younger’ senior community members’ participation in running clubs and associations within the community.

**Q. If so, in what service area, and how could the Shire assist in this undertaking?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>More 'younger senior' people need to be encouraged to join. Suggestions to assist this was to provide assistance to this cohort to free them from their working commitments to have more time to participate in these activities.</p>	<p>More 'younger senior' people need to be encouraged to join. Suggestions to assist this was to provide assistance to this cohort to free them from their working commitments to have more time to participate in these activities.</p> <p>Raised the idea about alleviating cost of insurance to lower fees.</p> <p>Red tape needs to be alleviated as with the fear of litigation and risk, participating in clubs and associations becomes very bureaucratic and many people just give up trying to provide services and putting on events through clubs and associations.</p> <p>Concern that younger people do not appear to see volunteering as their responsibility. Everything is seen to need to receive payment to undertake.</p>	<p>More 'younger senior' people need to be encouraged to join. Suggestions to assist this was to provide assistance to this cohort to free them from their working commitments to have more time to participate in these activities.</p>	<p>Current working habits will need to change to see volunteering occurring in 'younger seniors' who seem to need to support family members through study etc.</p> <p>FIFO lifestyle of many people in the Shire is clearly not conducive to any volunteering in the community.</p>	<p>The Shire could place ads regarding required volunteers in the local paper.</p> <p>Assist HACC to offer services in Balingup using local residents in areas not currently offered such as wood chopping.</p> <p>The Shire could organise volunteering opportunities in Aged Care.</p>



	<p>Current working habits will need to change to see volunteering occurring in “younger seniors” who seem to need to support family members through study etc.</p>			
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**Analysis:** Many respondents felt that more ‘younger senior’ people need to be encouraged to participate as volunteers and there were suggestions to assist this cohort to free them from their working commitments to have more time to participate in these activities. The Shire could lead by example and allow all employees a few hours of paid leave to participate as a volunteer like one of the large banks does.

The Shire could assist clubs and associations to access volunteers by maintaining a database of ‘checked and ready’ volunteers which would raise the profile of volunteering with younger people plus alleviate the need for the club or association to search for and clear volunteers themselves.

The Shire could also source and provide a ‘blanket’ insurance cover for all clubs and associations or provide expertise associated with bureaucratic and complicated paperwork associated with things such as traffic management plans for events and activities.

There was discussion about the large proportion of FIFO families who had relocated to the Shire and the negative effect on a community of an absent parent coupled with current working habits that will need to change to see volunteering occurring in ‘younger seniors/adults who need to support family members through study.

**Recommendation 32:** That the Shire of Donnybrook-Balingup in partnership with the SWDC, develop a ‘Vital Volunteering Strategy’ to enable diverse and flexible volunteering activities in recognition of the need to encourage and support ‘younger seniors and adults’ to engage in the volunteering fabric of the community providing many of the social and cultural activities which keep older community members healthy and happily engaged with their community.

**Q. What cultural or social events in the community do you currently attend?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
All participants reported access to wide and interesting variety of cultural and social events and made the comment that this was one of the characteristics of rural and country communities that they came for and would stay for.	For a small population there is an excellent range of cultural and social events available in the community mainly run by committed community members.	All participants reported access to wide and interesting variety of cultural and social events and made the comment that this was one of the characteristics of rural and country communities that they came for and would stay for.	All participants reported access to wide and interesting variety of cultural and social events and made the comment that this was one of the characteristics of rural and country communities that they came for and would stay for.	

**Service Providers**

Service providers of senior specific accommodation felt that more awareness was required about the range of cultural and social events provided for their residents as this was one of the major advantages of moving to this type of accommodation.

**Analysis:** All participants reported access to a wide and interesting variety of cultural and social events for a small community and made the comment that this was one of the characteristics of rural and country communities that they originally relocated to the Shire to participate in, and why they felt it was critical to their wellbeing to be able to ‘age in place’.

Service providers of senior specific accommodation felt that this was an aspect of the lifestyle they could offer residents through provision of a greater variety and a different mix of activities than many potential clients were aware of.

**Q. What in your opinion is missing?**

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
	<p>A few participants expressed that there was no ‘true’ cultural activities locally and had to travel some distance to attend. Everything very focused on physical activity or craft.</p> <p>Cultural activities like concerts plays etc. participants were happy to travel to Bunbury or Perth but would suggest more affordable and convenient public transport needs to be available to encourage people to attend.</p> <p>There is a local company that will undertake this service but more people need to be aware of it and use it so it can remain viable and available. Maybe Shire could seek funding to subsidise this.</p>		<p>A few participants expressed that there was no ‘true’ cultural activities locally and had to travel some distance to attend. Everything very focused on physical activity or craft.</p> <p>Cultural activities like concerts plays etc. participants were happy to travel to Bunbury or Perth but would suggest more affordable and convenient public transport needs to be available to encourage people to attend.</p> <p>A Writers groups.</p> <p>A private theatre or purpose built performance space in a multiuse facility.</p>	<p>The Shire needs to provide more support for events and activities.</p> <p>Indoor movie showings in Balingup.</p> <p>The community is growing in confidence and ability to provide entertainment and the offerings will change to reflect the interests of the current community members.</p> <p>Through the provision of transport to and from the activity.</p>

**Service Providers**

Service providers all expressed the need for more volunteers into the future and anything the Shire can do to facilitate this would be greatly welcomed



**Analysis:** A few participants expressed that there was no ‘true’ cultural activities locally and they had to travel some distance to Perth or Bunbury to attend. Again the issue of affordable and convenient transport was raised as being necessary to support attendance. Lack of information about services and facilities was a focus as some participants reported the existence of a local company that did precisely what was perceived as missing.

Whilst there were many activities locally, most were craft based and therefore it was suggested that there was a need for a theatre and performance space in a multi-use facility that would support the development of pure cultural activities.

**Recommendation 9:** That the Shire of Donnybrook – Balingup continue its support for programs and facilities that build social and community connectedness and support for community events and festivals with a particular focus of supporting the development of a greater variety of pure cultural activities.

## Communication and Information

**Q. Do you find that you have all the information you need and can utilise in your community, for example, about services or events?**

Community Donnybrook:	Workshops	Community Balingup:	Workshops	Community Noggerup and Yabberup	Workshops	Donnybrook general in comments/drop sessions/interviews	Online survey
Participants could list many avenues of finding the information, but as discussed above all participants felt that this was still a problem as many people only heard about things after the event and some participation numbers at events and activities could clearly be improved.		Participants could list many avenues of finding the information, but as discussed above all participants felt that this was still a problem as many people only heard about things after the event and some participation numbers at events and activities could clearly be improved.		Participants could list many avenues of finding the information, but as discussed above all participants felt that this was still a problem as many people only heard about things after the event and some participation numbers at events and activities could clearly be improved.		Participants could list many avenues of finding the information, but as discussed above all participants felt that this was still a problem as many people only heard about things after the event and some participation numbers at events and activities could clearly be improved.	Respondents in the main felt that information provision was adequate but there were opinions that the Shire should be more proactive in this area and ensure advertising occurred earlier and more extensively.



## Service Providers

Service providers of senior specific accommodation felt that more awareness was required about the range of cultural and social events provided for their residents as this was one of the major advantages of moving to this type of accommodation.

All providers feel that there is a lack of information about what is available and this is a major barrier to senior people remaining happy and active in their homes as they age as it became a vicious circle with social isolation reducing a person's opportunities to find out what is happening in their communities for them to participate.

**Analysis:** Respondents in the main felt that information provision was adequate but there were opinions that the Shire should be more proactive in this area and ensure advertising occurred earlier and more extensively. There was also concern that as most information was gleaned from being active in the community, as senior community members moved to later stages of life with perhaps more limitations to their ability to get out and about, there was a danger that they would become more isolated and unaware of opportunities to interact with their community.

Again service providers raised concerns that there was a lack of information about what is available/occurring in the community for active seniors such as those participating in this study. This lack will become an even greater barrier to senior people remaining happy and active in their homes as they age. They expressed this situation as being a vicious circle with social isolation reducing a person's opportunities to find out what is happening in their communities for them to participate.

**Recommendation 33:** That the Shire of Donnybrook-Balingup in partnership with other relevant government agencies renew and enhance its commitment to the compilation, review and provision of timely and up to date information about the range of services and facilities provided by all tiers of government, the not for profit and private sector organisations to seniors residents, their families and carers in the Shire and surrounds and to support proactive decision making with respect to their health, wellbeing and lifestyle.

**Q. If so, how do you receive this? For example through the newspaper, word of mouth or on the Internet?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>Newspapers and the local television were popular with most participants.</p> <p>Newsletters were popular.</p> <p>All participants felt they heard about things mostly by word of mouth and all expressed concern that if people became more housebound as they aged they would become more and more socially isolated.</p> <p>Participants praised the Shire for attempting to advertise activities and events in the communities.</p>	<p>Newsletters were popular.</p> <p>All participants felt they heard about things mostly by word of mouth and all expressed concern that if people became more housebound as they aged they would become more and more socially isolated.</p> <p>Some participants heard about things via email.</p>	<p>Newspapers and the local television were popular with most participants.</p> <p>Newsletters were popular.</p> <p>All participants felt they heard about things mostly by word of mouth and all expressed concern that if people became more housebound as they aged they would become more and more socially isolated.</p> <p>Some participants heard about things via email.</p>	<p>Newspapers and the local television were popular with most participants.</p> <p>All participants felt they heard about things mostly by word of mouth and all expressed concern that if people became more housebound as they aged they would become more and more socially isolated.</p>	<p>Information was sourced through the local newspaper, on notice boards and word of mouth.</p> <p>The Preston Press was mentioned as a valuable source of this information.</p>

**Analysis:** Newspapers and the local television were popular as a method of communication with most participants as well as locally produced newsletters. Word of mouth was also a great source of information which respondents recognised as being hard to source if they become socially isolated later in life. The Shire was considered very proactive in providing community based information.

**Q. If not, how could this information be provided to you to ensure you stay informed?**

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
	The Shire could develop some sort of on-line portal for senior information.		<p>Word of mouth information needs to be supported and expanded. Reading a pamphlet does not get a senior person to attend something, it is a friend or family member encouraging them to go.</p> <p>Need a better and more informative local newspaper like the South West Times.</p>	<p>It was suggested that notices should be larger and more eye-catching.</p> <p>Letter box drops were also suggested as a method of information dissemination.</p>

**Analysis:** Despite all the recognised methods of gaining information about upcoming activities and events, respondents all expressed disappointment that they often only heard about things after the event. Improvement of information provision is therefore obviously required with a suggestion that the Shire could develop a senior’s portal, advertise it and support community members to access it and use relevant technology.

**Recommendation 13:** That the Shire of Donnybrook-Balingup continue its considerable effort to keep community members informed and engaged and consider the development of a Senior Specific Portal as an enhancement to its current strategy.

## Civic Participation and Employment

### Q. Are you currently in paid employment, self-employed or would you like to be?

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
	Workshop participants who 'work' were mostly engaged in unpaid employment or running own businesses.  Many participants were working on a rural property.	Workshop participants who 'work' were mostly engaged in unpaid employment or running own businesses.  Many participants were working on a rural property.		The majority of on line respondents were employed, either paid, part time or self employed.

**Analysis:** Many respondents considered themselves in working unpaid employment, either on properties or volunteering. No participants reported a desire to be in paid employment and again this response may have been different with a greater proportion of participants under the age of 65.

### Q. If so, what support is needed to remain so into the future?

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
	Access to affordable and qualified staff or help.			Better transport to large regional centres.  Grant funding to place of employment.

**Analysis:** Only a few respondents had an opinion in this regard and again may represent the age group of respondents being above the age of 65.

**Q. Are you or would you like to be a member of committee, community association or other decision making group?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
The majority of participants were extremely active in this regard.	The majority of participants were extremely active in this regard.	The majority of participants were extremely active in this regard.	The majority of participants were extremely active in this regard.	On line respondents were equally split between those who were and those who were not members of a decision making group.

**Analysis:** A large proportion of respondents reported being actively involved in a decision making capacity, within a broad range of clubs and associations.

**Q. In your opinion, what could be done by groups and associations to seek more representation from senior people in the community?**

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
More 'younger senior' people / adults need to be encouraged to join. Suggestions to assist this was to provide assistance to this cohort to free them from their working commitments to have more time to participate in these activities.	More 'younger senior' /adults people need to be encouraged to join. Suggestions to assist this was to provide assistance to this cohort to free them from their working commitments to have more time to participate in these activities.  Again raise the idea about alleviating cost of insurance to lower fees.		Current working habits will need to change to see volunteering occurring in 'younger seniors/adults' who need to support family members through study etc.  FIFO lifestyle of many people in the Shire is clearly not conducive to any volunteering in the community.	Creation of a Senior Representation position Clubs and associations could be more actively inclusive of all members of the community.  The Shire could utilise these community organisations more as reference groups.



	<p>Red tape needs to be alleviated as with the fear of litigation and risk, participating in clubs and associations becomes very bureaucratic and many people just give up trying to provide services and put on events in clubs and associations.</p> <p>Concern that younger people do not appear to see volunteering for anything as their responsibility. Everything is seen to need to receive payment to undertake.</p>			
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**Analysis:** Many respondents felt that more ‘younger senior/adult’ people need to be encouraged to participate as volunteers and there were suggestions to assist this cohort to free them from their working commitments to have more time to participate in these activities. The Shire could lead by example and allow all employees a few hours of paid leave to participate as a volunteer like one of the large banks does.

The Shire could assist clubs and associations to access volunteers by maintaining a database of ‘checked and ready’ volunteers which will raise the profile of volunteering with younger people and alleviate the need for the club or association to search for and clear volunteers themselves.

The Shire could also source and provide a ‘blanket’ insurance cover for all clubs and associations or provide expertise associated with bureaucratic and complicated paperwork associated with things such as traffic management plans for events and activities.

There was discussion about the large proportion of FIFO families who had relocated to the Shire and the negative effect on a community of an absent parent coupled with current working habits that will need to change to see volunteering occurring in ‘younger seniors/adults’ who need to support family members through study.

## Wrap up Questions

### Q. How long have you lived in the Shire of Donnybrook- Balingup?

Community Workshops Donnybrook:	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews:	Online survey
Workshop participants had lived in the Shire anywhere between 11 months to ninety two years.	Workshop participants had lived in the Shire everywhere between 12 months to all their lives.	Workshop participants had lived in the Shire everywhere between 12 months to all their lives.	Workshop participants had lived in the Shire everywhere between 12 months to all their lives.	On line respondents had lived in the Shire anywhere between 7 and 29 years.

**Analysis:** Participants had lived in the shire everywhere between 11 months to ninety two years.

### Q. What was the reason you came to live here?

Community Workshops Donnybrook:	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
All workshop participant came to the Shire for lifestyle.  Some came to be closer to family members.	All workshop participant came to the Shire for lifestyle.	All workshop participant came to the Shire for lifestyle.	All workshop participant came to the Shire for lifestyle.	Respondents moved to the Shire for reasons ranging from employment opportunity, love of the rural lifestyle and because housing was more affordable than the city.

**Analysis:** Respondents originally moved to the Shire for reasons ranging from employment opportunity, to be close to family, love of the rural lifestyle through to the perception that housing was more affordable than the city.

**Q. What appealed to you about living in the Shire of Donnybrook- Balingup?**

Community Workshops Donnybrook	Community Workshops Balingup:	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Workshop participants felt that the appeal of living in the Shire was the genuine country feel, the open space and the rural lifestyle. All enjoyed being part of a small community, and all had a sense of wanting to belong to their community and not to live in the city rat race.	Workshop participants felt that the appeal of living in the Shire was the genuine country feel, the open space and the rural lifestyle. All enjoyed being part of a small community, and all had a sense of wanting to belong to their community and not to live in the city rat race.	Workshop participants felt that the appeal of living in the Shire was the genuine country feel, the open space and the rural lifestyle. All enjoyed being part of a small community, and all had a sense of wanting to belong to their community and not to live in the city rat race.	Workshop participants felt that the appeal of living in the Shire was the genuine country feel, the open space and the rural lifestyle. All enjoyed being part of a small community, and all had a sense of wanting to belong to their community and not to live in the city rat race.	All online respondents sought a small community, in a beautiful natural setting of variety that was close to regional centres for employment and services and within a day's commuting of the city.

**Analysis:** Respondents expressed that the appeal of living in the Shire was a blend of the genuine country feel, the open space and the rural lifestyle. All enjoyed being part of a small community and all had a sense of wanting to belong to and to contribute to their community in a meaningful way. Others added that the appeal of the Shire was being part of a country community with the proximity to a large regional centre with an opportunity for a city lifestyle as an alternative.

**Q. In hindsight, would these be the same things you would look for now if moving to the Shire?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
All participants responded to this question with a resounding yes.	All participants responded to this question with a resounding yes.	All participants responded to this question with a resounding yes.	All participants responded to this question with a resounding yes.	Some respondents would still seek these same options, while other respondents would now be seeking a more progressive community with better access to medical and support services supported by a better public transport system.





**Analysis:** There was diversity of responses to this question with some respondents articulating that they would still seek these same options if considering locating to the Shire now, while but other respondents voiced that they would now be seeking a more progressive community with better access to medical and other services supported by a better public transport system.

**Q. What lifestyle expectations did you have about moving to the Shire?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Again all respondents felt the Shire would provide unhindered access to nature in a community that was more relaxed and less expensive than a city life.	Again all respondents felt the Shire would provide unhindered access to nature in a community that was more relaxed and less expensive than a city life.	Again all respondents felt the Shire would provide unhindered access to nature in a community that was more relaxed and less expensive than a city life.	Again all respondents felt the Shire would provide unhindered access to nature in a community that was more relaxed and less expensive than a city life.	

**Analysis:** Respondents expected that relocating to the Shire would provide them with unhindered access to nature in a community that was more relaxed and less expensive than a city life.

**Q. Do you believe your lifestyle expectations match the reality?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
Workshop participants expressed a better than expected reality.	Workshop participants expressed a better than expected reality.	Workshop participants expressed a better than expected reality.	Workshop participants expressed a better than expected reality.  The Shire could really use this aspect as a selling point about moving here and staying here.	Respondents felt the reality matched the expectations but the Shire was becoming busier with a greater volume of traffic than they had anticipated.



**Analysis:** Workshop participants felt that the reality was better than expected, however but some respondents expressed concern that the Shire was becoming busier with a greater volume in traffic than they previously anticipated having to contend with.

**Q. What factors would make you consider moving outside the Shire?**

Community Workshops Donnybrook	Community Workshops Balingup	Community Workshops Noggerup and Yabberup	Donnybrook general comments/drop in sessions/interviews	Online survey
<p>Workshop participants would only consider moving outside the Shire if their health demanded that they had to move elsewhere to get help, or it family needed them to or if the Shire got too busy and too big a city feel.</p> <p>Word of caution not to over develop the Shire so it becomes too similar to a metropolitan suburb. Need to develop but not overdevelop like Margaret River or become too big like Busselton and Bunbury.</p>	<p>Workshop participants would only consider moving outside the Shire if their health demanded that they had to move elsewhere to get help, or it family needed them to or if the Shire got too busy and too big a city feel.</p> <p>Word of caution not to over develop the Shire so it becomes too similar to a metropolitan suburb. Need to develop but not overdevelop like Margaret River or become too big like Busselton and Bunbury.</p>	<p>Workshop participants would only consider moving outside the Shire if their health demanded that they had to move elsewhere to get help, or it family needed them to or if the Shire got too busy and too big a city feel.</p> <p>Word of caution not to over develop the Shire so it becomes too similar to a metropolitan suburb. Need to develop but not overdevelop like Margaret River or become too big like Busselton and Bunbury.</p>	<p>Workshop participants would only consider moving outside the Shire if their health demanded that they had to move elsewhere to get help, or it family needed them to or if the Shire got too busy and too big a city feel.</p> <p>Word of caution not to over develop the Shire so it becomes too similar to a metropolitan suburb. Need to develop but not overdevelop like Margaret River or become too big like Busselton and Bunbury.</p>	<p>All respondents would recommend in general moving to the Shire as a genuine friendly community with a good healthy lifestyle in a beautiful location.</p> <p>One respondent would caution a single lady about moving to the Shire and would not advise relocation to a senior person who could no longer drive themselves around.</p> <p>The Shire comprises distinct locations with differences between community expectations, but all locations need to improve easy and equitable access to health and other services required by senior people. Provision of safe and easy walking for all ages of the community will ensure a healthy and engaged population</p>



**Analysis:** Workshop participants would only consider moving outside the Shire if their health requirements demanded that they had to move elsewhere, or if family needed them to or if the Shire lost its country feel and became a large city. Respondents expressed a word of caution not to over develop the Shire so it becomes too similar to a metropolitan suburb. They understood that there was a need to develop but not to overdevelop like Margaret River or become too big like Busselton and Bunbury.

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