



KEEPING THE COMMUNITY AGE-FRIENDLY

Age-Friendly Community Plan 2016-20

Shire of Bridgetown-Greenbushes

Adopted

29 June 2016

- This page intentionally blank -

CONTENTS

MESSAGE FROM THE SHIRE PRESIDENT	5
GLOSSARY	6
EXECUTIVE SUMMARY	7
INTRODUCTION	13
OUR COMMUNITY NOW	17
DEVELOPING THE NEW PLAN: METHODOLOGY	19
1 HOUSING	25
2 COMMUNITY SUPPORT AND HEALTH SERVICES	30
3 TRANSPORT	35
4 OUTDOOR SPACES AND BUILDINGS	38
5 SOCIAL PARTICIPATION	42
6 RESPECT AND INCLUSION	45
7 CIVIC PARTICIPATION AND EMPLOYMENT	48
8 COMMUNICATION AND INFORMATION	51
REFERENCES	54
APPENDICES	55

February 2016.

Report author

Liz Storr
Storybox Consulting Pty Ltd
PO Box 4340
Mandurah North WA 6210
P. 0409 112 097
liz@storybox.com.au
www.storybox.com.au

Disclaimer

Storybox Consulting Pty Ltd. has prepared this report on behalf of the Shire of Bridgetown-Greenbushes, to meet the project terms to the best of its ability. In doing so every effort has been made to source the most comprehensive and up-to-date data as possible. All reasonable care has been taken in preparation of the report however no liability for the accuracy of third party data can be entered into. The information contained in this report is advisory only.

MESSAGE FROM THE SHIRE PRESIDENT

On behalf of the Council, I would like to acknowledge the many people and community groups that have contributed to the development of this second five-year Age-Friendly Community Plan, and in particular the Access and Inclusion Committee.

This plan furthers the work done through the initial *Age-Friendly Community Plan 2011-2015*. The Shire is already recognised by its residents as an age-friendly community, but it is apparent there is work to be done to continue such an environment. Our towns are known to be welcoming, peaceful, friendly and alive with activities. However, we also know there is more to do particularly with housing, aged accommodation and care, and ensuring appropriate services to help people stay in our towns.

Moving forward, we need to be sure that we maintain the current values of our community so they remain the drivers for why older people want to stay in Bridgetown or choose to move here to retire. This plan also recognises the existing provision of services for older people both locally and in nearby regional centres, and that this is a strength that must be built upon.

Being an age-friendly community is especially significant in the Shire of Bridgetown-Greenbushes given our unique position of having 18.7% of the population over 65 years of age, compared to the national average of 14.7% (ABS 2011). Our community also has 36.1% of its population over 55 years. This segment of our community will be part of the '65 years and over' range within the next 10 years, which will drastically increase the demand for services and facilities within the Shire.

It is important to recognise that this plan will form part of the Strategic Community Plan and help guide future strategic and planning directions of the Shire. Council has a varying role in the development and implementation of this plan. At times we must advocate for and/or facilitate the delivery of solutions. At other times we may lead, partner with or participate alongside the community. Importantly, it is imperative that we work together constructively, harnessing the skills, experience and wisdom of our seniors to ensure that our community enables health and wellbeing for those who choose to stay here or move here to retire.

This is a great opportunity for you to offer your suggestions and speak with your elected members to make our Shire an even better place and one that future generations will continue to enjoy.

John Nicholas
PRESIDENT
Shire of Bridgetown-Greenbushes

GLOSSARY

AIC	Access and Inclusion Committee
BATS	Blackwood Area Transport Service
Council	Refers to the Shire of Bridgetown-Greenbushes elected Council and Administration.
CRC	Community Resource Centre
DLGC	WA Department of Local Government and Communities
DoH	WA Department of Housing
DRDL	WA Department of Regional Development and Lands
DSR	WA Department of Sport and Recreation
DoSS	Department of Social Services, Commonwealth Government
GBRRA	Greenbushes Ratepayers and Residents Association
HACC	Home and Community Care
PATS	Patient Assisted Travel Scheme
Shire	Refers to the geographic local government area of Bridgetown-Greenbushes
SoBG	Shire of Bridgetown-Greenbushes
SWDC	South West Development Commission

EXECUTIVE SUMMARY

The Shire of Bridgetown-Greenbushes is currently home to 4,517 residents and nearly 19% are aged 65 years or over (SoBG 2015). Many older residents have lived most of their lives here, and others have moved here to enjoy the peaceful and quiet lifestyle, active community life, and natural beauty of the region.

Across Western Australia, there are increasing numbers of older people in rural areas, with population growth at a more rapid rate than in most urban and regional centres. This growing segment of our community presents an important planning consideration for Council, providers of services for seniors, and the broader community.

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

This *Age-Friendly Community Plan 2016-20* has been developed to assist Council to ensure the community remains age-friendly and continues to plan for and build upon the existing services, networks and infrastructure needed to support local people as they get older. This plan furthers the work completed as part of the first *Age-Friendly Community Plan 2011-15*.

Following the Western Australian government's Age Friendly Communities Toolkit, and with financial support from the Department of Local Government and Communities, a series of research and consultation activities were undertaken to develop this plan.

Members of the local Access and Inclusion Committee, supported by Shire Officers, conducted a review of the previous Age-Friendly Community Plan, which then informed the broader community consultation.

Interviews were conducted with service providers involved in the local delivery of health, recreation and social services for seniors. Half-day community forums were held in Greenbushes and Bridgetown for any interested community members. Local residents were also invited to complete a survey regarding a range of issues impacting on the age-friendliness of the community.

Engagement with the community confirmed that, generally, the Shire is already considered to be age-friendly in many ways, with a wide variety of activities, events, local services and networks contributing to an active and welcoming community life.

However, given the proportion of residents already aged 65 and over, and the projected increase in this age group, there is a concerted effort required in four key areas of focus – suitable housing options, adaptive community support and health services, community transport solutions and continued improvement to outdoor spaces and buildings, particularly in the town centres.

- *Housing*

A 2015 Council investigation into projected residential aged care requirements in the Shire indicates a shortfall in supply now and over the next ten years, despite current expansion plans for Geegeelup Village in Bridgetown and Stinton Gardens in Greenbushes (SoBG 2015).

Community feedback confirmed that the current lack of options for downsizing from larger properties into independent living units, smaller houses or duplexes, the lack of affordable housing, and the inability to subdivide town blocks was likely to result in residents having to leave Bridgetown as they get older.

- *Community support and health services*

With the Federal government's aged care reform process, there is increased focus on 'ageing in place', that is, assisting people to continue to live in their own homes for as long as possible rather than moving into residential aged care. There are significant social, physical and emotional benefits from remaining in one's own community and home. However, in order to achieve this, adequate in-home support services need to be affordable and available.

The research and consultation conducted for the development of this plan indicated that there is a range of services currently available, but some necessary services are not, such as gardening, lawn mowing and wood chopping. Additionally, the recent changes to the way in which seniors access government-subsidised services are causing confusion and frustration for some. Concerns were also expressed about the affordability of services for those who need them most.

- *Transport*

Living in a rural community creates a strong dependence on transport to access services, retailers and social/recreational activities. Accessing specialist medical services, a wider range of retail options and social activities that are not available in the local community also requires access to reliable transport.

Whilst daily bus services to Perth, and along the South West Highway to Manjimup or Bunbury are available from Bridgetown and Greenbushes, feedback from the community indicated that the lack of transport within the Shire limited the ability of seniors to participate in local activities or access services and shopping. Without a vehicle and/or a drivers licence, seniors are heavily reliant upon family and friends, the one local taxi, and the limited government-funded assisted transport services. An exploration of community transport options is required.

- *Outdoor spaces and buildings*

The community acknowledged the limitations associated with adapting older buildings to accommodate universal access and that the Bridgetown topography means challenges with creating level car parking in close proximity to the town centre. However, the condition of footpaths, availability and suitability of parking, and the dangers for pedestrians and drivers as a result of trucks travelling through the Bridgetown CBD remained priority issues for the community.

The Action Plan tables below provide an outline of the actions identified to continue to create an age-friendly community. These actions are discussed in more detail in the body of the plan.

Following a period for public comment, the Access and Inclusion Committee will meet with Council staff to further review the plan including prioritisation and costing of each action. Currently the timeline for each action has not been determined. The Committee and Council will work in partnership with identified stakeholders for the implementation of the *Age-Friendly Community Plan 2016-20*.

Action Plan outline

The following tables provide a summary of the action plan resulting from this project. Further details, including roles and responsibilities for each of the eight focus areas are provided in the body of the plan.

1. HOUSING	
H1	<ul style="list-style-type: none"> Continue to lobby state government to lift constraints re linking sub-divided block to deep sewerage
H2	<ul style="list-style-type: none"> Work with Water Corporation to expand the deep sewerage program in Bridgetown
H3	<ul style="list-style-type: none"> Continue to lobby state and federal government to support the provision of additional residential aged care in the Shire, based on the higher than average senior population
H4	<ul style="list-style-type: none"> Continue to support Geegeelup to build more units and expand their residential care facility
H5	<ul style="list-style-type: none"> Continue to support GACC to build additional units at Stinton Gardens and to address the complexity of the application process for new residents
H6	<ul style="list-style-type: none"> Encourage private development of high density blocks for smaller/mixed housing
H7	<ul style="list-style-type: none"> Conduct an analysis of currently available and potential future land parcels in Bridgetown that could be adapted for smaller / mixed housing developments.
H8	<ul style="list-style-type: none"> Investigate community housing programs and providers to identify opportunities for development within the Shire Explore housing approaches by other comparable local governments to identify potential models e.g. Nannup, Capel, Dwellingup, Harvey, Boyanup and Donnybrook
H9	<ul style="list-style-type: none"> Host an information session with housing providers and the Seniors Housing Centre to provide local residents with information about options available and considerations

2. COMMUNITY SUPPORT & HEALTH SERVICES	
CH1	<ul style="list-style-type: none"> Explore the potential and feasibility of a volunteer network or social enterprise to assist seniors with home maintenance
CH2	<ul style="list-style-type: none"> Host a quarterly interagency networking forum for health and community support services to improve communication, share information, identify synergies and gaps, and prioritise local initiatives
CH3	<ul style="list-style-type: none"> Encourage both CRCs to keep up to date with the latest information on services for seniors to enable them to act as central source for information dissemination

2. COMMUNITY SUPPORT & HEALTH SERVICES

CH4	<ul style="list-style-type: none"> ▪ Better promote the local services available for seniors by expanding the seniors email distribution list and including regular updates in the Mailbag, Greenbushes-Balingup newsletter and Insight. ▪ Investigate whether visiting carers and nurses from Silver Chain, and volunteers from the library's homebound program, can assist with information distribution to isolated seniors.
CH5	<ul style="list-style-type: none"> ▪ Work with Council and local MPs to lobby federal government regarding the affordability and accessibility of in-home care services. ▪ Contribute information on local services and gaps to any review of the federal government's Aged Care Reform process. ▪ Investigate research and support from Council of the Ageing (COTA) and National Seniors Association to support advocacy efforts.

3. TRANSPORT

T1	<ul style="list-style-type: none"> ▪ Liaise with Main Roads to assess and review the intersection of South West Highway and Stanifer Road regarding restricted view of oncoming traffic and improved signage at Greenbushes
T2	<ul style="list-style-type: none"> ▪ Investigate links with any volunteer transport services in Bunbury to connect with TransWA bus
T3	<ul style="list-style-type: none"> ▪ Consult with community about changing the day that Rosie operates the Greenbushes to Bridgetown run to coincide with the start of supermarket specials in Bridgetown.
T4	<ul style="list-style-type: none"> ▪ Investigate cost-effective ways to utilise Rosie the community bus more within the Shire and to Manjimup.
T5	<ul style="list-style-type: none"> ▪ Assess the condition of seating at the bus stops
T6	<ul style="list-style-type: none"> ▪ Reassess the need to reactivate planning for heavy haulage bypass of Bridgetown.
T7	<ul style="list-style-type: none"> ▪ Investigate suitable locations for charging station for gophers in the CBD
T8	<ul style="list-style-type: none"> ▪ Review individual items raised during this project regarding safety, signage and maintenance issues

4. OUTDOOR SPACES AND BUILDINGS

O1	<ul style="list-style-type: none"> ▪ Review the footpath plan to consider options for improvements, gopher access and increased maintenance schedule in Greenbushes and Bridgetown
O2	<ul style="list-style-type: none"> ▪ Relocate the infirm bay from the front of Bridgetown Bakery to a more suitable location without a drain
O3	<ul style="list-style-type: none"> ▪ Review the Bridgetown CBD parking supply and locations. Consider more 'infirm' bays. ▪ Deliver a community education campaign re priority parking for seniors and infirm. ▪ Explore an expanded and re-named priority-parking program in the town centres.
O4	<ul style="list-style-type: none"> ▪ Investigate pedestrian crossing options for Hampton Street
O5	<ul style="list-style-type: none"> ▪ Continue to support the Bridgetown CRC in its consideration of development of a Lotteries House-style community group co-location facility.
O6	<ul style="list-style-type: none"> ▪ Work with local business and the Bridgetown Greenbushes Business and Tourism Association to encourage shop access improvements, home delivery services and 'age-friendliness'
O7	<ul style="list-style-type: none"> ▪ Review shade and seating requirements in the main street of both Bridgetown and Greenbushes

4. OUTDOOR SPACES AND BUILDINGS

O8	<ul style="list-style-type: none">▪ Review the Greenbushes parks and gardens maintenance schedule to identify opportunities to increase frequency.▪ Promote the service request process whereby residents can report a maintenance problem (Shire infrastructure) requiring attention.▪ Communicate the parks and gardens maintenance schedule to the Greenbushes community.
-----------	--

5. SOCIAL PARTICIPATION

SP1	<ul style="list-style-type: none">▪ Continue to support community groups through small grants, in-kind help, training, advice and advocacy.
SP2	<ul style="list-style-type: none">▪ Continue to ensure that the wide range of events and festivals held in the Shire are accessible and affordable for seniors.
SP3	<ul style="list-style-type: none">▪ Investigate the use of Rosie to assist in the transport for seniors for major events.
SP4	<ul style="list-style-type: none">▪ Support the Greenbushes CRC to explore the demand for a Men's Shed in Greenbushes.

6. RESPECT AND INCLUSION

R1	<ul style="list-style-type: none">▪ Ensure that a copy of the draft for comment and final <i>Age-Friendly Community Plan 2016-20</i> is sent to all survey respondents (who provided details), forum participants and service providers who were interviewed as part of this project.
R2	<ul style="list-style-type: none">▪ Utilise the Greenbushes Ratepayers and Residents Association more as a conduit to engage with the Greenbushes community.
R3	<ul style="list-style-type: none">▪ Investigate volunteer telephone services to connect with socially and physically isolated residents e.g. Telecross. Encourage local volunteer participation.

7. CIVIC PARTICIPATION AND EMPLOYMENT

CE1	<ul style="list-style-type: none">▪ Continue to support the CRCs and other community groups to provide volunteer information and opportunities
CE2	<ul style="list-style-type: none">▪ Provide support to volunteer organisations regarding funding, governance and strategic planning
CE3	<ul style="list-style-type: none">▪ Provide information and news articles that assist older people to understand the requirements for WWC checks and other clearances that permit volunteering.
CE4	<ul style="list-style-type: none">▪ Regularly profile long term senior volunteers in our newsletters to encourage and foster volunteering in the community
CE5	<ul style="list-style-type: none">▪ Continue to acknowledge the vital contribution that volunteers make by hosting 'thank you' events in the community
CE6	<ul style="list-style-type: none">▪ Provide information to local businesses and the Chamber of Commerce about age-friendliness and considering older people as employees
CE7	<ul style="list-style-type: none">▪ Work with local MPs, SWDC and state/federal government to discuss:<ul style="list-style-type: none">– Disincentives for seniors to volunteer– Insurance costs– Costs for transport

8. COMMUNICATION AND INFORMATION

IN1	<ul style="list-style-type: none">▪ Continue to provide information relevant to seniors through a range of channels including local newsletters, noticeboards and online
IN2	<ul style="list-style-type: none">▪ Ensure the CRCs and Visitor Centre have up to date information about services, events and activities available for seniors

8. COMMUNICATION AND INFORMATION

IN3	▪ Continue to support the CRC's to provide computer, iPad and Internet training
IN4	▪ Investigate whether library homebound volunteers, Silver Chain aides and BATS volunteers can assist with information dissemination to isolated seniors



Bridgetown Community Forum



Greenbushes Community Forum

INTRODUCTION

What is an age friendly community?

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

It is a community that –

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

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

Planning for an age friendly Western Australia

As of 30 June 2013, there were more than 440,000 people aged 60 years and over living in Western Australia (17.6% of the population). By 2021, it is projected that this will have increased by 50% to just under 595,000 people (21% of the population) (DLGC, 2015b.)

Notably, there are increasing numbers of older people in rural areas, with population growth at a more rapid rate than in most urban and regional centres.

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

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

Ageing well requires planning to enable older Western Australians to age with dignity, maintain their independence, play active and valued roles and have their rights respected and upheld (DLGC, 2015b).

The WA government's planning approach for seniors is underpinned by the following principles:

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

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

Planning for an age-friendly WA means:

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

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

Adapted from the World Health Organisation's Active Ageing Framework, the WA government has developed an Age Friendly Communities Toolkit and grants scheme to assist local governments to establish their own Age Friendly Community Plans.

The Shire of Bridgetown-Greenbushes is appreciative of the support from the Department of Local Government and Communities for this project.

The framework encourages local governments to self-assess against a range of criteria across eight pillars or areas of focus. These eight areas have provided the basis for our research and engagement with the community.

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation (volunteering) and employment
7. Communication and information, and
8. Community and health services

Shire of Bridgetown-Greenbushes: planning for an age-friendly community

The Shire of Bridgetown-Greenbushes has a significant ageing population (see *Our Community Now*, below) and so Council wants to ensure that the community continues to be welcoming and supportive of people as they get older; the needs and preferences of seniors are understood and advocated for; services are facilitated and delivered; and infrastructure is provided to meet those evolving age-related needs and preferences.

As part of the Integrated Planning Framework requirements of local governments in WA, Council's Strategic Community Plan sets out the community's priorities. Included in these is acknowledgement of the importance of ageing residents and the contributions they make to the community.

Council's commitment to developing an Age Friendly Community Plan links directly with our Strategic Community Plan as follows –

- Objective 1: A strong, resilient and balanced economy
 - Outcome 1.4: The aged care sector is to be one of the Shire's important economic drivers.
- Objective 3: Our community enjoys a high quality of life
 - Outcome 3.2: Bridgetown-Greenbushes is an age friendly community.
 - Outcome 3.5: Maintain and enhance community services including health, education and housing
 - Outcome 3.10: An inclusive and accessible community

The Shire's first Age-Friendly Community Plan

In 2011, Council developed the first *Age-Friendly Community Plan 2011-15* following a series of consultations with residents and service providers.

This initial plan proposed a series of actions under seven areas of focus.¹ Following a public presentation of the existing *Disability Access and Inclusion Plan* and the new *Age Friendly Community Plan 2011-15*, community attendees indicated –

- Strong interest in participating in an advisory committee aimed at implementing the *Age-Friendly Community Plan*, and
- Due to the significant correlations between seniors' issues and disability access and inclusion issues, one advisory committee could oversee the implementation of both plans and advise Council on relevant matters.

¹ Two pillars from the Age Friendly Communities framework: Social Participation, and Respect and Social Inclusion, were considered together as Respect and Social Participation.

In August 2012, Council's Disability Access and Inclusion Committee was renamed the Access and Inclusion Committee (AIC). Since then, the AIC has implemented recommendations of the *Age-Friendly Community Plan 2011-15* including –

- The preparation and submission of a letter to the Honourable Terry Redman MLA, to seek a review of the Patient Assisted Travel Scheme (PATS) criteria, as it unfairly disadvantages many residents in Bridgetown-Greenbushes.
- AIC representative and Shire Officer presentation at the State Government's Public Administration Committee - PATS Hearing.
- Redesign of the Shire's Welcome Pack for new residents including crisis number fridge magnet and a new distribution model for the welcome pack
- Recommendations to Council staff on future footpath improvement programs.
- Purchase and installation of a Hearing Assistance System for Council Chambers, which has been fully installed including a portable system for public meetings and community group use.

The Shire's Grants and Services Manager conducted a review of the *Age-Friendly Community Plan 2011-15* to determine the status of all actions proposed in the initial plan. Achievements are outlined in each of the eight pillars later in this plan.

Residential Aged Care 2015 report

At the recommendation of the AIC in mid 2014, Council initiated an investigation into the need for increased residential aged care within the Shire, following consistent advice from the community that the lack of residential care for seniors was of serious concern.

Specifically, an investigation into the need for, and potential development of, an increase in Seniors' residential care beds in Bridgetown, in consultation with Geegeelup Village Inc. and key state and federal government agencies was conducted. The *Report into Residential Aged Care in the Shire of Bridgetown Greenbushes* was tabled for Council's endorsement in July 2015 (see Appendix 1).

The report identifies the critical shortage of residential aged care within the Shire, based on the government's own needs-based planning framework and national aged care provision ratio of 80 residential and 45 home care places for every 1,000 people aged 70 years or over, to be achieved by 2021-22. Within the Shire, the current ratio of residential aged care places is 27.6:1000 (SoBG, 2015).

Unsurprisingly, throughout the community engagement process for the development of the new *Age Friendly Community Plan 2016-20*, the most consistently significant concern and issue for local seniors remains the availability of suitable housing options and aged care provision. This is discussed further in Section 1: Housing.

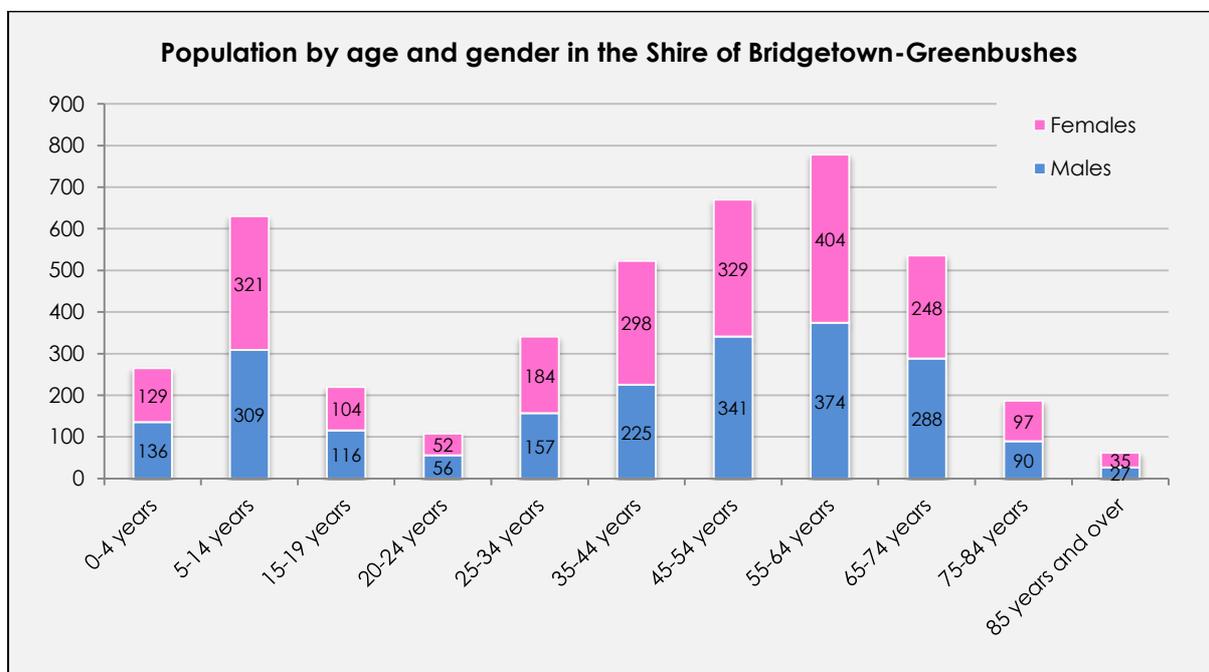
OUR COMMUNITY NOW

Located 270km south of Perth, in the south west region of Western Australia, the Shire of Bridgetown-Greenbushes has a community of 4,517, with an annual average population increase of 1.5% per year (SoBG, 2015).

The percentage of the population 65 years and over was 18.7% or 845 people (ABS, 2011). The national average is 14.7% of the population being aged 65 years and over.

The percentage of people 55 years and over was 36.1% or 1,630 people (ABS, 2011). This segment of the population will be included in the 65 and over age range and significantly increase the demand for in-home services and seniors' accommodation over the next 10 years.

The median age of people within the Shire was 46 years as of the census in 2011, well above the national average of 37.3 years (at 30 June 2014).



Source: ABS census 2011 (total population 4,319)

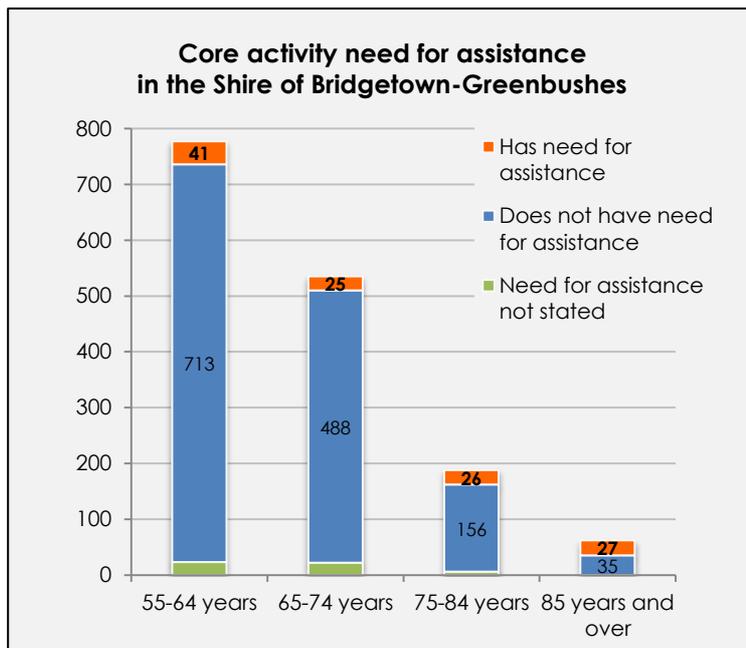
This Shire is well above the national average for people over the age of 65 with the aged population percentage growing annually in line with the national average. The number of people 70 years and over at the time of the 2011 census was 560 people or 12.4% of the population of Bridgetown-Greenbushes.

The number of people aged 15-44 years in our Shire is considerably lower than the state average, perhaps due to factors such as limited employment and education opportunities, particularly for youth. In contrast, the number of people aged 45-74 years is noticeably higher than the state average and supports the assertion many people have settled in the area as a lifestyle choice rather than for employment (SoBG, 2013).

Amongst older people, there is an ongoing need for assistance, which increases with age as demonstrated in the chart (right).

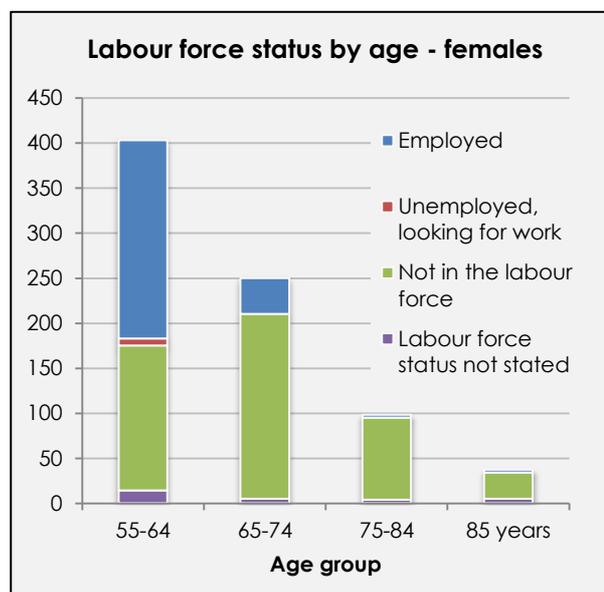
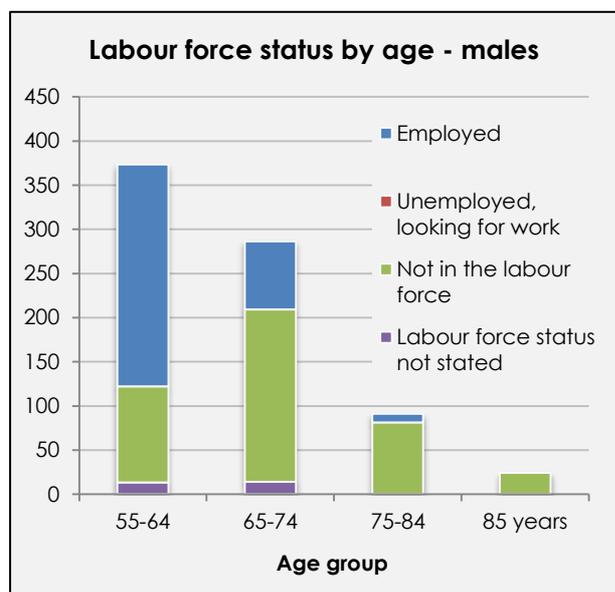
As the older population increases, this will create growing demand for community support and health services.

'Core activity need for assistance' is defined as people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a disability, long-term health condition (lasting six months or more) or old age (ABS, 2011).



Source: ABS census 2011

A significant proportion of older residents are not in the labour force, nor are they seeking work. No males aged 55 years or over, or females aged 65 or over, were reported as unemployed and looking for work. The majority of both males and females aged 55-64 years are still employed.



Source: ABS census 2011

DEVELOPING THE NEW PLAN: METHODOLOGY

Access and Inclusion Committee workshop

A facilitated workshop with four current members of the Access and Inclusion Committee (AIC) was conducted at the start of the project. This workshop included a detailed review of the current *Age-Friendly Communities Plan 2011-15* and an assessment of items for either inclusion in the new plan, removal due to obsolescence or testing as part of our planned community engagement. A list of current members is included at Appendix 2.

Key service provider interviews

One-on-one or small group semi-structured interviews were conducted with 15 local providers of services that cater for seniors as noted below. These interviews each ranged from 45 to 90 minutes and covered topics including their range of services and facilities offered to their assessment of the eight pillars of the Age-Friendly Community framework within the Shire.

- Bridgetown Medical Centre
- Bridgetown Hospital
- Bridgetown Pharmacy
- Silver Chain
- Red Cross
- Meals on Wheels
- Geegeelup Village
- Bridgetown Community Resource Centre
- Bridgetown Men In Sheds
- Bridgetown Visitor and Information Centre
- Greenbushes Community Resource Centre
- Greenbushes Aged Care Committee (Stinton Gardens)
- Bridgetown-Greenbushes Recreation Centre
- Bridgetown Regional Library
- South West Development Commission

Interviewees were generous and forthcoming with their information and opinions regarding the age-friendliness of the Shire. Feedback from the interviews has been incorporated into each of the eight focus areas of this plan, below.

Community survey

A community survey was made available online via the Shire's website and printed copies were available at community facilities and services around the Shire. 149 residents responded to the survey. Of these,

- 64% were aged 65 years and over,
- 74% were female, 26% male
- Approximately half lived in either the town of Greenbushes or Bridgetown, with the remaining half of respondents in rural or semi-rural localities
- 99% lived in the Shire on a permanent/fulltime basis, and
- 61% have lived in the Shire for 11 or more years.

A detailed summary of the survey results is provided at Appendix 3. Feedback from the survey questions has been incorporated into each of the eight focus areas of this plan, below.

Community forums

Two community forums were promoted throughout the Shire and hosted in late November 2015. Each half-day forum followed the prescribed discussion points as per the WA government's Age Friendly Community Toolkit and provided an interesting view of participants' experiences and opinions about living in this Shire. A summary of each forum is provided at Appendix 4.

Given the community's reputation for its picturesque valleys, gardens and natural environment, a 'garden' theme was chosen for the forums. In order to identify the features, barriers and improvements in each of the eight focus areas, a roundtable format was used to discuss -

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

For each of the eight areas of focus, participants were asked to identify the three top roses, thorns and buds. These were then presented back to the group and displayed on posters around the room.

At the completion of the round table discussions, all participants were provided with eight black 'sticky dots' and one gold 'sticky dot'. Time was allocated for all participants to wander the room, re-read all of the top items that had been raised for each of the focus areas discussed, talk about the items informally with others and then undertake a prioritisation process using their dots.

Black dots were placed on any of the items they felt were the most important for achieving an age-friendly community – this could be on a rose, thorn or bud, and dots could be 'spent'

as people chose i.e. they could place more than one black dot on an item or spread them out across many items as they saw fit. The gold dot was placed on the single most important item that had been raised during the forum. This enabled the identification of priority items for consideration in the action plan.

Participants were also invited to complete a randomly selected template that asked about their interests, skills, experiences or knowledge. The intent was to unearth expertise, which may have previously been unknown to the group or community and create a local 'wall of wisdom'. With reasonably small numbers of attendees at the forums, this exercise served as a terrific icebreaker and a great source of amusement and entertainment to the group.

Additionally, we provided the opportunity for participants to propose a 'big idea' if they had an idea about a game-changing solution to any of the issues raised during the forum.

In **Bridgetown**, the forum focussed on six of the focus areas, given that the AIC workshop, service provider interviews and survey respondents had already provided very consistent information about two of the focus areas: Communication and Information, and Social Participation. The round-table session ran in two groups of eight people, and then combined as one larger group for the prioritisation process.

Of the 16 participants in the **Bridgetown** forum, we know the following:

- One participant was working part time, two participants were working full time and the other 13 participants were all retired or not working.
- One participant did not live in the Shire, seven lived in town and 8 lived in rural or semi-rural areas.
- Seven participants rated their general health as 'excellent', a further seven rated their general health as 'good', and two indicated their health was just 'fair'.
- Six participants lived with their spouse or partner and 10 lived alone.
- 14 participants owned their home they lived in and two were renting.

Age	< 55	55-64	65-74	75-84	85+
Female			7	5	1
Male		1	2		

Years lived in the Shire	< 2 years	2-5 years	6-10 years	11-20 years	> 20 years
Female	1	1	2	3	5
Male		2	1		

In summary, participants at the **Bridgetown** forum were generally very happy with life in Bridgetown and the wide range of social opportunities and basic health services available. Participants emphasised the importance of the peaceful, safe and well connected community with an abundance of activities, groups and clubs. However, of particular concern were:

- Suitable and affordable **housing** options to enable people to remain in Bridgetown,

- Access to **transport** to get to medical appointments and social activities outside of the Shire,
- Needing one central place where **information** about local services could be obtained,
- Lack of affordable, subsidised or free **home maintenance** assistance available to older people,
- Improvements to local **footpaths** to enable safer and easy access around the town centre, and
- **Safety** in the town centre with trucks, speed limits, parking and crossing the road.

Three responses were provided as 'big ideas' relating to community transport, locations for independent living units, and creating a centralised resource for information about services.

Specific feedback from the forum is incorporated into each of the eight focus areas of this plan, below.

In **Greenbushes**, the forum focussed on five of the focus areas, as participants and survey respondents had already provided very consistent information about three of the areas: Communication and Information, Social Participation, Respect and Social Inclusion.

Of the 12 participants in this forum, we know the following:

- Two participants were working part time and the other 10 participants were all retired or not working.
- Nine participants lived in town and three lived in rural or semi-rural areas.
- Six participants rated their general health as 'excellent' and the other six indicated their health was just 'fair'.
- 10 participants lived with their spouse or partner and two lived alone.
- Eight participants owned the home they lived in, one was renting and one stated 'other'.

Age	< 55	55-64	65-74	75-84	85+
Female	1	2	2	3	
Male			1	2	1

Years lived in the Shire	< 2 years	2-5 years	6-10 years	11-20 years	> 20 years
Female		3	1	2	2
Male			1	1	2

In summary, participants at the **Greenbushes** forum were very happy with life in and around Greenbushes and highly valued the natural environment, peaceful surrounds, friendly community and especially the Greenbushes pool and community garden. These community members were humble, delightful participants with an optimistic and realistic view of life in a small rural community.

Interestingly, there was a clear distinction between Greenbushes and Bridgetown in that many of the Greenbushes participants didn't use services or facilities in Bridgetown and viewed their community as really quite separate. There was more mention of the community's relationship with Balingup and Donnybrook, and the use of services in Bunbury.

Participants indicated general satisfaction with the very wide range of social opportunities, clubs and groups available in such a small town. It was strongly emphasised that the Greenbushes Community Resource Centre is the absolute heart of the community and where most seniors go to access information and for some social interaction.

However, of particular concern were:

- Challenging requirements to apply for **housing** at Stinton Gardens which can make interim accommodation arrangements very insecure
- Access to **transport** to get to medical appointments and social activities outside of the Shire
- Concern about future continuity of a **doctor** coming to town regularly
- Lack of affordable, subsidised or free **home maintenance** assistance available to older people,
- Improvements to local **footpaths** and main street **drainage**/parking to enable safer and easy access around the town centre
- Ensuring **maintenance of parks and gardens** matched the standard provided in Bridgetown
- **Red tape** that makes it harder for seniors to volunteer

No 'big ideas' were proposed at the forum. Specific feedback from the forum is incorporated into each of the eight focus areas of this plan, below.

Literature review

A review was conducted of relevant research reports, plans from other local government authorities, local and regional planning strategies and materials from WHO and the WA government, including the following -

- *South West Active Ageing Research Report*, SWDC 2010
- *My Age Care* gateway website, Commonwealth Government 2016
- *Report into Residential Aged Care*, Shire of Bridgetown-Greenbushes 2015
- *South West Regional Blueprint*, South West Development Commission 2015
- *Seniors Strategic Planning Framework*, WA Government 2015
- *Age-Friendly Communities Plan 2011-15*, Shire of Bridgetown-Greenbushes

Limitations

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

- The project necessarily comprises the amalgamated views of those who participated.
- Overall there were 198 participants including:
 - 21 individuals representing 15 service providers who were interviewed one-to-one or in small groups
 - 28 seniors who participated in a half-day forum including four members who also participated in the Access and Inclusion Committee workshop
 - 149 survey respondents
- Some people declined to participate and there were likely many who remained unaware of the project despite its wide publication.
- Not all seniors who wished to attend a meeting were able to do so due to other commitments/activities. Where possible, these seniors were given the opportunity to complete the written survey instead.
- Greatest emphasis has been given to issues and suggestions that were expressed by a significant number of participants. Singular comments within the survey results on issues that an individual feels strongly about, whilst still important, may not reflect the views of the whole community – the rating average should be considered as a more accurate reflection of the broader community view.
- Those who participated were, in the main, active and engaged senior members of the community.
- The most readily available and reliable population statistics were from the 2011 ABS census. This data should be updated in 2017 following the 2016 census data release.
- The ABS data uses different age bands from the target group proposed by the Department of Local Government and Communities for age-friendly planning.
- It proved difficult to identify and engage with carers, although support services were asked to have their carers assist clients to complete the survey. 10% of survey respondents indicated they were currently caring for a family member, other than a child under 18.

Plan structure

The following section provides a detailed outline of the eight focus areas for an age-friendly community. Each section covers -

- What we already know relevant to this area of focus in this Shire
- What the community shared with us
- What has been achieved from the previous plan
- Action items for 2016-20
- Links with the Shire's Strategic Community Plan

1 HOUSING

What we already know

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

There are 2,176 private dwellings in the Shire² including 52 semi-detached, row/terrace, townhouse style dwellings and six units. The overwhelming majority (1,647) of dwellings are single storey houses. There are also 440 unoccupied private dwellings in the Shire. (ABS, 2011)

Over the past few years, Geegeelup Village has established additional independent living units and houses behind the hostel accommodation. Stinton Gardens in Greenbushes has five independent living units owned by Department of Housing.

Currently, there are 16 residential aged care places available within the Shire at Geegeelup Village, although current plans aim to expand this to 32 places over the next five years. There are also six permanent aged care beds at the hospital.

Based on projected population increase in those aged 70 years and over, it is anticipated that the number of residential aged care places needed in the Shire will grow from 46 in 2015 to 72 by 2025 (SoBG, 2015).

The Department of Housing built nine properties in Bridgetown approximately five years ago. All houses were built within the town centre to assist in fulfilling the housing needs of the community. All social houses are built with accessibility included within the design. There are no plans for the Department of Housing to build or purchase more houses in the Shire of Bridgetown-Greenbushes over the next five years simply because the need is not reflected in the current registrations on the waiting list, especially when compared with other rural communities.

According to the South West Active Ageing report (SWDC, 2010), Councils need to plan for the future provision of aged accommodation including:

- Allocating sufficient land.
- Developing new, and reviewing existing, zoning provisions to incorporate accessible dwellings as standard practice.
- Ensuring that the building and development sectors are informed about the development of aged-friendly communities.
- Ensuring that aged care accommodation and retirement villages are part of the local community and not isolated from it.
- Actively supporting the development of new services.
- Streamlining approvals processes for developers.

² Shire of Bridgetown-Greenbushes website, accessed February 2016

What we've achieved from our previous plan

- ✓ Completed a report into Residential Aged Care in the Shire to identify the current and future needs
- ✓ Provided ongoing support to the Greenbushes Aged Care Committee in their quest to expand Stinton Gardens
- ✓ Supported Geegeelup to plan for expansion of their facilities
- ✓ Liaised with local businesses to better promote the availability of home delivery services for seniors

What the community shared with us

The majority of participants and respondents indicated they love their community, feel safe, and want to stay in their own home for as long as possible. Once they are no longer able to remain in their current property, people want to then be able to move into alternate accommodation here in the local community, preferably with their pets. Such accommodation needs to be centrally located with good access to services. Hilly terrain was considered unsuitable for seniors housing.

There was real concern that people would have to move away from the Shire due to lack of suitable housing and/or care options, or health issues requiring services that are unavailable locally.

There is a serious lack of residential aged care facilities and gaps in the availability and affordability of in-home care. As a result, older people are being cared for by their families, or remaining in their homes with compromised/inadequate care resulting in rapid loss of health and an increased rate of hospital admissions. The lack of government-subsidised (i.e. HACC) home maintenance services such as gardening, clearing gutters, lawn mowing and wood chopping, was also a serious concern, particularly for those remaining in large, older properties (discussed further in Community Support and Health services, below).

In Bridgetown, Geegeelup Village is considered an asset to the community and it is pleasing to see the planned expansion. However, the lack of deep sewerage in the townsite prohibits the subdivision of larger privately owned properties, which in turn limits the options for those wishing to downsize.

There was considerable discussion about the potential for new developments, the challenging (hilly) terrain and possible locations. These included the land where the art framer and salvage yard are currently located, opposite The Cidery, and in the current industrial area behind the visitor centre.

Harcourts Real Estate Agent (Bridgetown) conducted a forum and survey in April 2015 to ascertain interest in 'Over 55s' unit developments in Bridgetown. 21 respondents indicated that they would continue to live in the town if this type of accommodation was available. The interest was primarily in two and three bedroom units with universal access design considerations, small gardens and a workshop/storage area (Harcourts, 2015).

In Greenbushes, participants indicated there was a reasonable mix of housing – large, small, old and new. Stinton Gardens is highly valued although there are concerns about the waiting list and application process, which requires people to provide evidence of selling or listing their home for sale. This is concerning as, when their house sells, it may not coincide with availability of accommodation at Stinton Gardens.

Talison Lithium (mining company) owns many of the houses however its workers are not required to live locally resulting in many empty houses. Since the closure of the Whittaker's timber mill, many of the mill houses are vacant and/or in a poor state of repair.

In both Bridgetown and Greenbushes, the lack of affordable home maintenance services was of concern to many participants and survey respondents. This issue is covered in more detail under Section 2: Community support and health services.

Talison Lithium (mining company) owns many of the houses however its workers are not required to live locally resulting in many empty houses."

*Note - Talison Lithium owns 13 houses in Greenbushes and Global Advanced Metals owns 3 houses. All houses are currently occupied with people working at the mine. Both companies have a "Distance from Work" policy which stipulates that employees must live within an 80km radius from Greenbushes (particularly related to fatigue management of employees). On a number of occasions accommodation has been leased to house mining employees

Summary of community and service provider feedback - HOUSING

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> • Get on well with neighbours • Feel safe in home and community • Beautiful environment, lovely views • Majority do not require assistance around home • Geegeelup Village and proposed development 	<ul style="list-style-type: none"> • Lack of suitable, affordable smaller housing options • Gap between large property and Geegeelup Village • No high care available locally • There are big gaps between (in-home) community care and residential care that is insufficient for those needing 24/7 care 	<ul style="list-style-type: none"> • New developments of smaller housing inc. retirement village, independent living units, cluster housing are needed urgently • Aged care is an economic development opportunity for the town • Creating a pool of volunteers to assist with home maintenance for seniors • Lobby government to address gaps in subsidised services and affordable housing
	Other	<ul style="list-style-type: none"> • Meals on Wheels allows us to stay in our own home longer 	<ul style="list-style-type: none"> • Many older properties • Affordability of home maintenance services • Topography of town is unsuitable for retirement village in many areas • Availability of public housing 	<ul style="list-style-type: none"> • Skill swap / barter program for home maintenance

		Features	Barriers	Improvements / ideas
Greenbushes	Top items	<ul style="list-style-type: none"> Stinton Gardens and planned expansion Good mix of houses – size, age and affordability Most houses well maintained 	<ul style="list-style-type: none"> Not easy to sell your house in Greenbushes; it's a very flat/small market The mining company doesn't encourage people to live locally – reduces our town's population and means many empty houses. See *note page 27. 	<ul style="list-style-type: none"> Encourage people to put their names on waiting list at Stinton Gardens Ask Department of Housing to better explain the application process and discuss challenges Stinton Gardens expansion
	Other	<ul style="list-style-type: none"> People are more likely to move to other accommodation in Donnybrook or Bunbury than go to Geegeelup at Bridgetown Older people are often moved by their families to be closer to them 	<ul style="list-style-type: none"> Lack of visibility of who is on the wait list for Stinton Gardens (managed by Department of Housing) 	<ul style="list-style-type: none"> Encourage mine workers to live locally Let Stinton Gardens know if you have applied to be on the list of accommodation there – helps with business case for expansion

Action items for 2016-20 - HOUSING

#	Item	Partners / contributors	Role of SoBG	Year
H1	<ul style="list-style-type: none"> Continue to lobby state government to lift constraints re linking sub-divided block to deep sewerage 	<ul style="list-style-type: none"> SoBG Local MPs Water Corp Developers 	Advocate	
H2	<ul style="list-style-type: none"> Work with Water Corporation to expand the deep sewerage program in Bridgetown 	<ul style="list-style-type: none"> SoBG Water Corp 	Facilitate	
H3	<ul style="list-style-type: none"> Continue to lobby state and federal government to support the provision of additional residential aged care in the Shire, based on the higher than average senior population 	<ul style="list-style-type: none"> SoBG SWDC Local MPs Geegeelup Dept Housing 	Advocate	
H4	<ul style="list-style-type: none"> Continue to support Geegeelup to build more units and expand their residential care facility 	<ul style="list-style-type: none"> SoBG Geegeelup SWDC DoRDL 	Advocate Partner	
H5	<ul style="list-style-type: none"> Continue to support GACC to build additional units at Stinton Gardens and to address the complexity of the application process for new residents 	<ul style="list-style-type: none"> SoBG GACC SWDC Dept Housing 	Advocate Facilitate	
H6	<ul style="list-style-type: none"> Encourage private development of high density blocks for smaller/mixed housing 	<ul style="list-style-type: none"> SoBG Private developers 	Advocate Facilitate	
H7	<ul style="list-style-type: none"> Conduct an analysis of currently available and potential future land parcels in Bridgetown that could be adapted for smaller / mixed housing developments. 	<ul style="list-style-type: none"> SoBG 	Lead	
H8	<ul style="list-style-type: none"> Investigate community housing programs and providers to identify opportunities for development within the Shire Explore housing approaches by other comparable local governments to identify potential models e.g. Nannup, Capel, Dwellingup, 	<ul style="list-style-type: none"> SoBG SWDC NGO housing providers 	Lead Facilitate	

	Harvey, Boyanup and Donnybrook			
H9	<ul style="list-style-type: none"> Host an information session with housing providers and the Seniors Housing Centre to provide local residents with information about options available and considerations 	<ul style="list-style-type: none"> SoBG DoLGC Seniors Housing Centre Geegeelup Housing Providers Harcourts 	Lead Deliver	Each year

Links to Strategic Community Plan

Outcome No.	Outcome	Strategy Ref.	Strategy
1.2	Ensure infrastructure and services are provided for future development in keeping with the environment.	1.2.4	Lobby state government for infill sewerage in Bridgetown and investigate potential infill sewer in Greenbushes
3.5	Maintain and enhance community services including health, education and housing.	3.5.1	Promote steady population growth to maintain and enhance current service provision [Action: Ensure the local planning scheme allows for a wide range of land development].
		3.5.3	Collaborate with regional partners and government agencies for health service provision and community housing development.



2 COMMUNITY SUPPORT AND HEALTH SERVICES

What we already know

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

Bridgetown is well serviced by medical providers with eight doctors (GPs) plus nurses at the local medical centre offering general medical services, chronic disease management, general nursing care and in-home assessments. One of the GPs operates from the Greenbushes town hall once per fortnight.

Bridgetown also has physiotherapy, podiatry, chiropractic and alternative health services available. Other specialist services are available in Bunbury, with dental services provided in Manjimup³.

The Bridgetown Pharmacy offers hearing checks, blood glucose monitoring, cholesterol monitoring, and the loan of 24-hour blood pressure monitors. The pharmacy stocks a range of assisted-living products and a home delivery service is currently being considered.

The hospital in Bridgetown offers general hospital services as well as Care Awaiting Placement (CAP) for which there is a very high need in the southwest region. The hospital also offers respite care and has six beds for permanent residential care. An activity assistant works two days per week to create a 'home in the hospital' by coordinating a range of activities including the sensory garden and children's Christmas Carols.

The Southern Inland Health Initiative provides a 24-hour emergency 'tele-health' specialist service, enabling the hospital and medical practitioners to access specialist advice immediately in an emergency situation.

Community health services at the hospital include an exercise program and physiotherapy. Visiting services come to town regularly including the Lions Eye Institute, an optometrist and Breastscreen. Silver Chain provides a free local clinic for wound dressings.

The Bridgetown Recreation Centre delivers the Living Longer Living Stronger exercise program for around 50 local seniors with an average age of 70 years. Participants are split between three groups attending two classes each per week. Other health and fitness classes are open to seniors along with a social table tennis program.

In Greenbushes, a seniors' 'stretch and relax' exercise class is run independently at the town hall. The Greenbushes Community Resource Centre has established a consultants' room at the centre to enable visiting practitioners to service the local community.

³ On 8 February 2016, the Shire of Bridgetown-Greenbushes advised that a dentist is in the process of setting up a clinic in Bridgetown.

The federal government's Department of Social Services is responsible for helping support seniors through programs and services, and benefits and payments. It also provides grants and funding for organisations that deliver services for seniors.

The Aged Care system in Australia is being reformed with progressive changes being implemented in response to the growing population of older people and the challenges facing the current system. The changes aim to create a better system to give older people more choice, more control and easier access to a full range of aged care services (DoSS, 2016).

Amongst those changes is the introduction of the Home Care Packages Program, which from 1 July 2015 has been delivered on a consumer-directed care basis. This includes Home and Community Care (HACC). This means consumers have more choice about the services they need and how and when they are delivered.

The 'My Aged Care' gateway website has been developed to provide a one-stop-shop of information about Aged Care services, and is supported by a telephone contact centre. The gateway website assumes seniors are computer literate and have access to a computer or have a support person who can assist them with this.

Seniors seeking services undergo an assessment process to determine service needs and eligibility before being referred to relevant local service providers. Payment for services is based on an individual's assessed ability to pay (income tested).

Meals on Wheels deliver hot meals (prepared by the hospital) to 20-27 local residents five days per week. Frozen meals are delivered to residents not located in town or for those also needing weekend meals. Most clients are aged over 65 years. All drivers are volunteers.

Strive Warren Blackwood and Meals on Wheels have recently obtained funding for a community car – the Blackwood Area Transport Service (BATS) to assist local residents – both HACC-eligible and non-HACC-eligible people – with transport within and beyond the Shire.

There are many active churches in the community and several of them offer regular morning teas as well as provide home visits, welfare checks and meals to local residents.

Club B, run by Silver Chain, offers a day centre service twice weekly in Bridgetown to provide social interaction for clients and respite for carers.

What we've achieved from our previous plan

- ✓ Hosted the have-a-go activities during Seniors' Week to determine interest in additional exercise classes for seniors.
- ✓ Written to and presented at the Patient Assisted Travel Scheme (PATS) review committee to discuss concerns about negatively impacted residents who need to travel outside the Shire for medical treatment. (The Bridgetown post office is just under 100km from Bunbury making patients ineligible for PATS).
- ✓ Supported Strive Warren Blackwood and Meals on Wheels to obtain funding for BATS van.
- ✓ Redesigned the Shire welcome pack for new residents and improved the way it is distributed.

What the community shared with us

Participants in the community forums and survey respondents were asked to rate their current state of general health. 22% rated their current health as excellent, 42% - good, 32% - fair, and 6% rated their health as poor.

Overall, the feedback received indicated that most people were happy with the level and accessibility of health services, care and support available, with the exception of residential aged care (see Housing, above).

Transport to and from medical appointments both within and outside the Shire was again raised as a problem. Some were unaware of the new BATS program.

Recent changes to the delivery of Aged Care services have created confusion and frustration. Regional assessors are not necessarily based locally and the associated loss of local knowledge and understanding has led to a perceived 'disconnect' in the service delivery at times.

Concerns were expressed with the initial assessment process being done by phone – which allows people to underestimate their circumstances (for various reasons such as pride, dignity, trust) – for example, questions about 'are you falling at home' and 'oh no I am ok' as people are afraid they will be forced from their homes. This can compromise care outcomes.

Affordability of home care services was also raised as a concern – people will sometimes compromise on their care due to affordability issues (e.g. their package limits may mean they opt for fewer assisted showers over medication management support, when really they need both).

Silver Chain provides most HACC services in the Shire and has been criticised for a Perth-based management approach, despite their local carers and nurses being truly valued. However, the initial assessment for services is not undertaken by Silver Chain (previously it was) rather by a regional assessor contracted by the Department of Social Services. Following the initial assessment, a client can be referred to Silver Chain for home care services, where a local assessor and care team manages their support services.

The lack of home maintenance support available within the Shire including gardening, lawn mowing, clearing gutters and wood chopping was a serious concern raised by many forum participants and survey respondents. Silver Chain does not deliver a home maintenance service subsidised by government. In Greenbushes, some stated that the HACC services from Manjimup had not followed through or delivered services as promised.

It was suggested that a central point of information about services available should be established in Bridgetown, as there is some confusion about what is actually available and the process by which services can be accessed. In Greenbushes, the CRC is considered the focal point for information.

Overwhelmingly, the main factor expressed by survey respondents, that would influence their decision to move away from the Shire was their health and access to medical facilities. Second to this was to be closer to family or for other family reasons.

Summary of community and service provider feedback – COMMUNITY SUPPORT AND HEALTH SERVICES

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> • Excellent medical centre and hospital • Good pharmacy • Affordable services • Library homebound service 	<ul style="list-style-type: none"> • Silver Chain's Perth-based management approach⁴ • Cost to travel to see out of town specialists • No single point of contact for health services • Lack of communication between services • Lack of understanding of the new referral system for services 	<ul style="list-style-type: none"> • Create a volunteer home maintenance service • Identify a central/single point of contact for health/home service information • Better promote the local services available for seniors
	Other	<ul style="list-style-type: none"> • Men's Shed is an asset • Physio services • Allied health services • Naturopath 	<ul style="list-style-type: none"> • Hospital access for gophers • No dentist in town 	<ul style="list-style-type: none"> • Attract other allied health services to reduce need to travel • Delivery service from local shops
Greenbushes	Top items	<ul style="list-style-type: none"> • Hairdresser comes to town • Dr Jones attends fortnightly but can also access doctors in Bridgetown • The CRC is the central place for information 	<ul style="list-style-type: none"> • Continuity and follow through of HACC services 	<ul style="list-style-type: none"> • Promote BATS more • Use the Greenbushes-Balingup newsletter more to share information
	Other	<ul style="list-style-type: none"> • Pat Scallan has facilitated support with minor home improvements/mods. Very good supporter of Greenbushes • Silver Chain service for local residents • BATS transport • Podiatrist comes to town 	<ul style="list-style-type: none"> • No other doctor visits when Dr Jones is away 	

Action items for 2016-20 –COMMUNITY SUPPORT AND HEALTH SERVICES

#	Item	Partners / contributors	Role of SoBG	Year
CH1	<ul style="list-style-type: none"> ▪ Explore the potential feasibility of a volunteer network or social enterprise to assist seniors with home maintenance 	<ul style="list-style-type: none"> • SoBG • CRCs • Service groups • Church groups • Silver Chain 	Facilitate	
CH2	<ul style="list-style-type: none"> ▪ Host a quarterly interagency networking forum for health and community support services to improve communication, share information, identify synergies and gaps, and prioritise local initiatives 	<ul style="list-style-type: none"> • SoBG • Health services • Comm support services • CRCs 	Lead Deliver	

⁴ See note regarding this comment in 'What we already know'

#	Item	Partners / contributors	Role of SoBG	Year
CH3	<ul style="list-style-type: none"> Encourage both CRCs to keep up to date with the latest information on services for seniors to enable them to act as central source for information dissemination 	<ul style="list-style-type: none"> CRCs 	Facilitate	
CH4	<ul style="list-style-type: none"> Better promote the local services available for seniors by expanding the seniors email distribution list and including regular updates in the Mailbag, Greenbushes-Balingup newsletter and Insight. Investigate whether visiting carers and nurses from Silver Chain, and volunteers from the library's homebound program, can assist with information distribution to isolated seniors. 	<ul style="list-style-type: none"> SoBG 	Lead Deliver Advocate	
CH5	<ul style="list-style-type: none"> Work with Council and local MPs to lobby federal government regarding the affordability and accessibility of in-home care services. Contribute information on local services and gaps to any review of the federal government's Aged Care Reform process Investigate research from Council of the Ageing (COTA) and National Seniors Association to support advocacy efforts. 	<ul style="list-style-type: none"> AIC (Lead) SoBG Local MPs 	Facilitate Advocate	

Links to Strategic Community plan

Outcome No.	Outcome	Strategy Ref.	Strategy
1.4	The aged care sector is to be one of the Shire's important economic drivers	1.4.2	Continue to support a regional approach to aged care
3.5	Maintain and enhance community services including health, education and housing	3.5.3	Collaborate with regional partners and government agencies for health service provision and community housing development.
		3.5.6	Continue to assess health service provision levels

3 TRANSPORT

What we already know

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

The only public transport operating in the Shire is the two bus services – TransWA and SW Coachlines – which provide a daily service to/from Perth and Manjimup.

Recently, Strive Warren Blackwood and Meals on Wheels obtained funding for a community car – the Blackwood Area Transport Service (BATS) to assist local residents – both HACC-eligible and non-HACC-eligible people – with transport within and beyond the Shire. Any local resident can book the BATS vehicle. Priority is given to HACC-eligible clients and payment is based on income/ability to pay.

'Rosie' the community bus sponsored by Council, operates a fortnightly service to take Greenbushes people to Bridgetown for several hours for shopping and/or other activities. Rosie is also available to be hired by private and community groups.

Only one taxi operates in Bridgetown. There are no other intra-Shire transport options. The lack of public transport poses a significant issue for seniors, particularly those without a drivers' licence and/or private vehicle.

What we've achieved from our previous plan

- ✓ Supported Strive Warren Blackwood and Meals on Wheels to obtain funding for BATS van.
- ✓ Requested and encouraged local Police to monitor and enforce speed limits through the Bridgetown CBD

What the community shared with us

Seniors feel confident and safe driving within the Shire. Generally the pick up and drop off points, parking and bus services are available and accessible. However the bus timetables do not always accommodate a day trip to Manjimup, Bunbury or Perth and so the cost of overnight accommodation is a consideration in some cases.

The taxi service does not travel on unsealed roads and does not accept the Pensioners' Fuel Card for payment (these cards are provided in part for taxi services). These restrictions limit the accessibility and affordability of the taxi service for many seniors.

If you catch the SW Coach Lines to Bunbury, it takes you to the Bunbury bus terminal only, which is out of the city centre. There are no connecting services to hospital etc. so you need to catch a taxi or make other arrangements to get around. However if you are travelling long distances, such as to Perth, the buses work well.

St John Ambulance now has a transport bus, which can transfer six patients in beds and four in wheelchairs.

Silver Chain provides an important local transport service however they are not taking on any new clients requiring transport assistance: these are being referred to BATS - a new service that some people did not know about.

Greenbushes seniors reported that it is quite scary pulling out on to the highway (by car) from Greenbushes due to the speed and volume of traffic and trucks. At the southern exit (Stanifer), you need to pull right out onto the road to see past the new railing that has been installed on the northern corner of the intersection. If you are in a high 4WD vehicle, you can see over, but in any normal car, you cannot.

On the southern side of this same intersection, you often see trucks pulled over for a break. When they are parked there, you cannot see past them to see what is coming up behind. Both of these issues make the intersection very dangerous.

Summary of community and service provider feedback – TRANSPORT

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> Local taxi service Trans WA available and affordable Rosie the bus Feel safe driving here BATS 	<ul style="list-style-type: none"> Shortage of transport options Intimidating driving with all the trucks through town Taxi won't go on unsealed roads and won't accept fuel card payment 	<ul style="list-style-type: none"> Rosie the bus to go from Bridgetown to Manjimup and back on the week it doesn't do the Greenbushes run Use Rosie around the Shire more.
	Other	<ul style="list-style-type: none"> Nelson Road needs repairs 	<ul style="list-style-type: none"> Street signage too small or non-existent in places Must rely on family and friends Very difficult to park in main street with the trucks charging through Come out blindly from Shire car park near newsagent Eedle Terrace 'welcome' sign blocks view 	<ul style="list-style-type: none"> Have one central contact for booking bus tickets Traffic mirror at exit from Council car park Promote BATS more Bring back the train to Bunbury Install an electric plug near the shops for gophers to recharge
Greenbushes	Top items	<ul style="list-style-type: none"> Rosie the community bus – fortnightly service Feel safe and it is easy to drive around Greenbushes Easy to get to Bridgetown on the Trans WA or SW Coach Lines buses. 	<ul style="list-style-type: none"> Safety of highway intersections Trans WA bus times not suitable Parking in Bridgetown is difficult due to all the hills. The box trees outside of Tasty Edibles combined with the camber of the road makes truck access difficult. 	<ul style="list-style-type: none"> Erect a no standing sign at intersection where trucks park up Remove or relocate railing from Stanifer/Highway intersection Change the day that Rosie runs to Bridgetown so we can go to BT when the supermarket specials are new
	Other		<ul style="list-style-type: none"> Bypass discourages tourist and incidental traffic into Greenbushes – lost economic opportunity The box trees outside of Tasty Edibles make truck access difficult 	<ul style="list-style-type: none"> Assess potential for highway sign showing ring road (like at Capel)

Action items for 2016-20 – TRANSPORT

#	Item	Partners / contributors	Role of SoBG	Year
T1	<ul style="list-style-type: none"> Liaise with Main Roads to assess and review the intersection of South West Highway and Stanifer Road regarding restricted view of oncoming traffic and improved signage at Greenbushes 	<ul style="list-style-type: none"> SoBG Main Roads GBRRA 	Advocate Facilitate	
T2	<ul style="list-style-type: none"> Investigate links with any volunteer transport services in Bunbury to connect with Trans WA bus 	<ul style="list-style-type: none"> SoBG BATS Silver Chain 	Advocate Facilitate	
T3	<ul style="list-style-type: none"> Consult with community about changing the day that Rosie operates the Greenbushes to Bridgetown run to coincide with the start of supermarket specials in Bridgetown. 	<ul style="list-style-type: none"> SoBG GBRRA 	Lead Deliver	
T4	<ul style="list-style-type: none"> Investigate cost-effective ways to utilise Rosie the community bus more within the Shire and to Manjimup. 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	
T5	<ul style="list-style-type: none"> Assess the condition of seating at the bus stops 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	
T6	<ul style="list-style-type: none"> Reassess the need to reactivate planning for heavy haulage bypass of Bridgetown. 	<ul style="list-style-type: none"> SoBG Local businesses Main Roads 	Facilitate Lead	
T7	<ul style="list-style-type: none"> Investigate suitable locations for charging station for gophers in the CBD 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	
T8	<ul style="list-style-type: none"> Review individual items raised during this project regarding safety, signage and maintenance issues 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	

Links to Strategic Community plan

Outcome No.	Outcome	Strategy Ref.	Strategy
1.6	The Bridgetown CBD is a safe and amenable trafficable area	1.6.1	Continue to monitor changes in use patterns, behaviour, and the perception of safety since completion of the Hampton Street upgrades, to determine the need or otherwise of further options including the possibility of reactivating planning for a heavy haulage deviation or bypass Road.
		1.6.2	Monitor the effectiveness of information and directional signage
		1.6.3	Continue to review CBD parking requirements
3.10	An inclusive and accessible community	3.10.2	Investigate possible local and regional transport solutions relevant to the Active Ageing Strategy and the Youth Strategy and Policy
4.3	To be strong advocates representing the community's interests	4.3.1	Lobby government and industry to represent the community's needs, as required.

4 OUTDOOR SPACES AND BUILDINGS

What we already know

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

Key community infrastructure projects recently undertaken in the Shire include -

- Completion of the new Bridgetown Regional Library in 2013
- Redevelopment of the Bridgetown Aquatic Centre (due for completion in early 2016)
- Renovation of the Shire Administration building incorporating universal access design, a new customer entry and ground floor meeting rooms.
- Hampton Street improvements including footpaths and parking
- Bridgetown's town square and adjacent parking area
- Memorial Park seating and lighting
- CCTV throughout the Bridgetown CBD
- Refurbishment of the Bridgetown Sports Ground change rooms
- Greenbushes pool upgrade and boardwalk
- Thompson Park redevelopment
- Greenbushes Sports Ground change rooms
- Rocky Bluff canoe access point and viewing platform

Council has an Asset Management Plan that sets out the works required to maintain all Shire assets including facilities, paths, drainage, roads and parks, within the limitations of the annual budget. All maintenance and improvements are scheduled and reviewed annually within this plan.

The community values the rural character and peaceful, quiet pace of life here. Council's annual Works' Program aims to address community priorities and critical maintenance requirements.

Given the age, architecture and topography of local towns, there are limitations to the extent to which retail shops and buildings can modify access points and/or install universally accessible entries.

The topography of Bridgetown in particular makes parking in the town centre very challenging. The challenge of parking on hills, walking up and down hills, parking on Hampton Street, and carrying shopping or other items to and from the car, is recognised. Some retail outlets offer home delivery services. Two 'infirm' parking bays have been installed on Hampton Street for the priority use of those with limited mobility. Permits for these bays can be obtained from the Council office. ACROD parking is also available in the town centre.

What we've achieved from our previous plan

- ✓ Redeveloped the Bridgetown library and pool
- ✓ Reviewed the footpaths plan and improved the maintenance program, including frequency of sweeping, and constructed a gopher path from Geegeelup to the medical centre
- ✓ Promoted the local parking permits and infirm bays
- ✓ Installed better street seating with back and arm rests, and room for wheelchairs
- ✓ Installed bike racks at community facilities

What the community shared with us

In both Bridgetown and Greenbushes, forum participants and survey respondents all stated their admiration for the beauty and peacefulness of the natural environment surrounding their towns. For many it is the reason they moved here and for most, a reason to stay. The walk trails, bush, birds, parks, gardens and facilities are all highly valued.

The overwhelming issue in this focus area concerning Bridgetown participants and respondents is the volume, frequency and speed of large trucks through the centre of town and the associated safety risks.

Seniors find it very difficult to confidently cross Hampton Street and to a lesser extent Steere Street. Parallel parking on Hampton Street with trucks thundering through is intimidating. There is a very strong desire for a formal crosswalk, preferably with lights, to be installed in the centre of the main street near the Pharmacy.

Parking for seniors remains challenging, particularly in Bridgetown where parking on a hill, opening the car door up a hill (requires strength) and walking to and from the car with shopping or other items can be challenging, particularly for those with limited mobility.

In Greenbushes, following heavy rain, water pools along the gutter of Blackwood Drive making it exceptionally difficult to park and open the passenger-side car door without standing in ankle deep water. An assessment of the drainage is required with consideration of some culverts and crossovers that allow safe and dry egress from the car.

The frequency and extent of maintenance of footpaths continues to be a concern for seniors. In both Bridgetown and Greenbushes, the loose gravel, tree bark and nuts/seeds all create slip and trip hazards for any pedestrian but particularly seniors.

Greenbushes residents felt that their parks, paths and gardens were not maintained by the Council to the same standard that Bridgetown receives.

The Blackwood Basin Group were recognised for the excellent work they do in caring for and conserving the local natural environment.

Summary of community and service provider feedback – OUTDOOR SPACES AND BUILDINGS

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> Great parks Feel safe Good public toilets Good access to Shire and library 	<ul style="list-style-type: none"> Trucks through town Footpath access on Steere Street to library, rec centre and pool from opposite side Infirm bay outside bakery opens directly over a drain for passenger – also has large kerb. Loose gravel and box tree nuts on footpaths are hazardous Car parking – lack of suitable/safe 	<ul style="list-style-type: none"> Pedestrian crossing on Hampton St in CBD Lower and enforce the speed limits on Hampton St More seating in all parks and on Steere St footpath More frequent maintenance of footpaths
	Other	<ul style="list-style-type: none"> Some shops help with access Pool Seating Peace Park River Park Memorial Park 	<ul style="list-style-type: none"> No fenced dog park Can't access hospital by gopher Town square has no shade 	<ul style="list-style-type: none"> Improve signage to public toilets Toilets needed at southern end of town More disabled parking Gopher access from Steere St
Greenbushes	Top items	<ul style="list-style-type: none"> GB pool and boardwalk with toilets and BBQ area Community garden Plenty of public toilets CRC access is good Discovery Centre Hall access is very good 	<ul style="list-style-type: none"> Footpaths – loose pea gravel, big kerbs, poor drainage, bark/seeds/roots are trip hazards (but don't take the trees away) Limited gopher access 	<ul style="list-style-type: none"> Focussed improvements to the path at least on one side of our main street with more frequent maintenance More shade in our parks – trees and shade sails Bigger share of the Council's gardening service to maintain our trees and grass.
	Other	<ul style="list-style-type: none"> New pool opening in Bridgetown Good cycle path and parks 	<ul style="list-style-type: none"> The track to the pool is hard to find An access ramp is need at the Discovery Centre 	<ul style="list-style-type: none"> CRC seating area needs shade and paving

Action items for 2016-20 – OUTDOOR SPACES AND BUILDINGS

#	Item	Partners / contributors	Role of SoBG	Year
O1	<ul style="list-style-type: none"> Review the footpath plan to consider options for improvements, gopher access and increased maintenance schedule in Greenbushes and Bridgetown 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	
O2	<ul style="list-style-type: none"> Relocate the infirm bay from front of Bridgetown Bakery to more suitable location without drain 	<ul style="list-style-type: none"> SoBG Main Roads 	Lead Deliver	
O3	<ul style="list-style-type: none"> Review the Bridgetown CBD parking supply and locations. Consider more 'infirm' bays. Deliver a community education campaign re priority parking for seniors and infirm Explore an expanded and re-named priority parking program in the town centres 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	

#	Item	Partners / contributors	Role of SoBG	Year
O4	<ul style="list-style-type: none"> ▪ Investigate pedestrian crossing options for Hampton Street 	<ul style="list-style-type: none"> • SoBG • Main Roads 	Advocate	
O5	<ul style="list-style-type: none"> ▪ Continue to support the Bridgetown CRC in its consideration of development of a Lotteries House-style community group co-location facility. 	<ul style="list-style-type: none"> • SoBG 	Advocate Facilitate	
O6	<ul style="list-style-type: none"> ▪ Work with local business and the Bridgetown Greenbushes Business and Tourism Association to encourage shop access improvements, home delivery services and 'age-friendliness' 	<ul style="list-style-type: none"> • SoBG • Local businesses • Chamber of Commerce 	Lead Facilitate	
O7	<ul style="list-style-type: none"> ▪ Review shade and seating requirements in the main street of both Bridgetown and Greenbushes 	<ul style="list-style-type: none"> • SoBG 	Lead Deliver	
O8	<ul style="list-style-type: none"> ▪ Review the Greenbushes parks and gardens maintenance schedule to identify opportunities to increase frequency. ▪ Promote the service request process whereby residents can report a maintenance problem (Shire infrastructure) requiring attention ▪ Communicate the parks and gardens maintenance schedule to the Greenbushes community. 	<ul style="list-style-type: none"> • SoBG 	Lead Deliver	

Links to Strategic Community Plan

Outcome No.	Outcome	Strategy Ref.	Strategy
1.6	The Bridgetown CBD is a safe and amenable trafficable area	1.6.1	Continue to monitor changes in use patterns, behaviour, and the perception of safety since completion of the Hampton Street upgrades, to determine the need or otherwise of further options including the possibility of reactivating planning for a heavy haulage deviation or bypass Road.
		1.6.2	Monitor the effectiveness of information and directional signage
		1.6.3	Continue to review CBD parking requirements
2.1	Maintain the heritage and character of the main streets in Bridgetown and Greenbushes	2.1.2	Ensure the maintenance of the Town Centres achieves a high level of appearance and amenity

5 SOCIAL PARTICIPATION

What we already know

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

The capacity to participate in formal and informal social life depends not only on the offer of activities, but also on having adequate transport and facilities, and on getting information about those activities.

Both Bridgetown and Greenbushes offer a very wide range of clubs, groups, activities and hobbies. Each town boasts a Community Resource Centre, which plays a significant role in the provision of information about government and community services and events, along with courses, workshops, Westlink sessions and other training activities.

Blackwood House in Bridgetown offers a range of social activities especially for seniors.

What we've achieved from our previous plan

- ✓ Worked more closely with the CRCs and Visitor Centres to promote and encourage a range of activities and services
- ✓ Initiated an annual Seniors' morning tea to bring people together and acknowledge them for their contribution to our community
- ✓ Established a seniors' email distribution list to disseminate information for seniors
- ✓ Hosted an annual Seniors' Week event to promote activities, programs, services and groups available to seniors
- ✓ Improved awareness of the library's homebound delivery service through promotion in local newsletters

What the community shared with us

Bridgetown and Greenbushes are both vibrant, busy communities in their own ways. Both towns offer a lot of activities.

58% of survey respondents indicated that they participated in social activities at least weekly, with 10% stating they participated in social activities daily. Generally, people reported that they found local events, activities and programs accessible and affordable.

The declining and/or stable but ageing population in Greenbushes is resulting in reduced numbers in some of our clubs and groups, particularly as our members get older.

Transport to participate in social activities remains a challenge. For those receiving in-home care via a government-subsidised package, often assisted health and medical supports are prioritised over social outings.

The participants at each forum identified an extensive list of groups and activities available locally. One survey respondent said, “there is something on every day and every night.”

Summary of community and service provider feedback – SOCIAL PARTICIPATION

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> Wide range of activities, clubs, interest groups and events on offer Lots going on for those who are interested 	<ul style="list-style-type: none"> Transport to participate in social events remains a problem The cost of activities can be a barrier for some 	<ul style="list-style-type: none"> Use Rosie for local transport
	Other	<ul style="list-style-type: none"> Good coffee shops Well connected community Strong family connections Lots of informal networks and activity Probus Club is very popular 	<ul style="list-style-type: none"> Some of the earlier events the town used to host have fallen over Mobility can dictate participation 	
Greenbushes	Top items	<ul style="list-style-type: none"> Lots of clubs, groups and activities on offer for such a small community The CRC is the heart of our town Greenbushes Community Garden has a regular morning tea for all seniors 	<ul style="list-style-type: none"> Declining numbers in some groups e.g. CWA has four members. 	<ul style="list-style-type: none"> Establish a GB men's shed with support from the Bridgetown Men in Sheds
	Other	<ul style="list-style-type: none"> The GB seniors are the most socially active members in our town CRC offers IT and iPad lessons for seniors 		

Action items for 2016-20 – SOCIAL PARTICIPATION

#	Item	Partners / contributors	Role of SoBG	Year
SP1	<ul style="list-style-type: none"> Continue to support community groups through small grants, in-kind help, training, advice and advocacy 	<ul style="list-style-type: none"> SoBG SWDC DSR Our Community 	Lead Deliver Facilitate	
SP2	<ul style="list-style-type: none"> Continue to ensure that the wide range of events and festivals held in the Shire are accessible and affordable for seniors 	<ul style="list-style-type: none"> SoBG Event organisers 	Advocate	
SP3	<ul style="list-style-type: none"> Investigate the use of Rosie to assist in the transport for seniors for major events 	<ul style="list-style-type: none"> SoBG Event organisers 	Advocate Facilitate	

#	Item	Partners / contributors	Role of SoBG	Year
SP4	<ul style="list-style-type: none"> Support the Greenbushes CRC to explore the demand for a Men's Shed in Greenbushes 	<ul style="list-style-type: none"> SoBG GB CRC BT Men's Shed WAMSA 	Advocate	

Links to Strategic Community Plan

Outcome No.	Outcome	Strategy Ref.	Strategy
3.6	Volunteers and community groups continue to be acknowledged and supported	3.6.1	Continue to provide community grants and service agreements up to a prescribed limit set by Council
		3.6.4	Continue to provide advice and assist local community organisations to identify funding sources
3.7	A wide range of local and regional events	3.7.1	Continue to fund and/or support local and regional events where a demonstrable community benefit can be shown.



David and Pam at the Bridgetown Community Forum

6 RESPECT AND INCLUSION

What we already know

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

All Council meetings are open to the public. Council holds one formal Council meeting in Greenbushes each year to enable local residents to engage with Councillors without the need to travel to Council Chambers in Bridgetown. A number of Advisory Committees have also been established to directly assist Council in a particular function, project or issue. Nominations for these committees are open to all residents.

The Greenbushes Ratepayers and Residents Association provide a strong voice for the Greenbushes community.

What we've achieved from our previous plan

- ✓ Established the Access and Inclusion Committee to ensure the views of older people are considered in Council's policy and planning decisions.
- ✓ Redesigned the Shire welcome pack for new residents and improved the way it is distributed.

What the community shared with us

Seniors reported that the local community is very friendly, welcoming and inclusive of older people. They feel respected by others and have observed how neighbours have genuine care and concern for one another. People on the street are caring and don't push past those with restricted mobility. Everyone is happy to help others and there is great community spirit.

For service providers, particularly at the hospital and Geegeelup, they felt that showing respect and being inclusive is innate for most people working in aged care. There is a continual focus on maintaining clients' independence and wishes, balanced with maintaining their care and health needs.

Many seniors have grown up in this community and live here with their children and grandchildren in the local community. This strengthens the bonds between generations.

The Visitor Centre indicated that Bridgetown is very much geared towards seniors, including tourists and grey nomads. The nature of activities, events, and the local environment lends itself to travelling and local seniors' interests.

As part of the community survey, we asked seniors what was the best thing about living here. Overwhelmingly, the main response given was the friendly people and community (42%). Living here was described as follows:

- Beautiful environment, friendly community and most services available for our needs
- It is without the pressures and dangers that you find in city living. People are very friendly and helpful to anyone who needs it
- The wonderful hills and valleys, glorious trees, clean fresh air, friendly people, my ability to establish a beautiful garden
- Living in Greenbushes is quiet and friendly. People are very friendly and help is near if needed
- Diversity in range of retail services and in range of services offered in the health area

Concern was expressed about the hard to reach seniors who might be socially or geographically isolated from the community. Whilst some chose this, there are others who find the lack of mobility, transport and networks means their exclusion from community life.

It was suggested that the Library's home-bound book delivery service and visiting Silver Chain carers have the opportunity to assist with information dissemination and encouragement of seniors to consider participation in different activities. Silver Chain invites clients to Club B activities as a guest, so that they do not feel unnecessary pressure to join. This offers a gentle introduction to group activities.

Church groups and service clubs offer some informal home visits and welfare checks, and there was a suggestion that a volunteer phone-check-up service could be explored, such as the Red Cross Telecross program.

Summary of community and service provider feedback – RESPECT AND INCLUSION

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> • Very friendly and welcoming • Anyone that wants to be involved can be • Older people are recognised for their contributions • Business and shop staff are courteous and polite to older people – help with taking shopping to the car 	<ul style="list-style-type: none"> • More emphasis on feedback regarding how the input from seniors has been used 	<ul style="list-style-type: none"> • Ensure regular feedback to seniors on how their contributions are included in planning and decision making
	Other	<ul style="list-style-type: none"> • Lots of older people on Council representing the views of seniors • Older people run all the organisations in town • Proud that the Shire is developing an age-friendly plan • All activities and events are inclusive of seniors • Close knit community • Audio books available from the library for those with vision impairment 	<ul style="list-style-type: none"> • It can be a lonely place for a single senior 	<ul style="list-style-type: none"> • Ensure that articles relevant to seniors and activities and services available for them are included in local and Council newsletters • Link seniors with children for intergenerational activities – 'adopt an oldie'

		Features	Barriers	Improvements / ideas
Greenbushes	Top items	<ul style="list-style-type: none"> The GB Ratepayers and Residents Association, Retirees, GACC, CWA, Masonic Lodge and CRC are all groups that assist us Young people are mostly respectful - more than half are beautiful, grounded country kids 	<ul style="list-style-type: none"> Some people are isolated – live alone on farms or town Some Veterans tend to keep to themselves 	<ul style="list-style-type: none"> Communicate more with the GBRRA Outreach telephone service to check on isolated people
	Other	<ul style="list-style-type: none"> GB RRA is welcoming and informative GB RRA encourages discussion of concerns or ideas 		

Action items for 2016-20 – RESPECT AND INCLUSION

#	Item	Partners / contributors	Role of SoBG	Year
R1	<ul style="list-style-type: none"> Ensure that a copy of the draft for comment and final <i>Age-Friendly Community Plan 2016-20</i> is sent to all survey respondents (who provided details), forum participants and service providers who were interviewed as part of this project. 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	
R2	<ul style="list-style-type: none"> Utilise the Greenbushes Ratepayers and Residents Association more as a conduit to engage with the Greenbushes community 	<ul style="list-style-type: none"> SoBG GBRRA 	Lead Deliver	
R3	<ul style="list-style-type: none"> Investigate volunteer telephone services to connect with socially and physically isolated residents e.g. Telecross. Encourage local volunteer participation 	<ul style="list-style-type: none"> SoBG Church groups Silver Chain 	Lead Facilitate	

Links to Strategic Community plan

Outcome No.	Outcome	Strategy Ref.	Strategy
3.2	Bridgetown-Greenbushes is an age-friendly community	3.2.1	Consolidate and implement the Disability, Access and Inclusion Plan and the Active Ageing Strategy
3.10	An inclusive and accessible community	3.10.1	Update and implement the Disability Access and Inclusion Plan and include the audit findings
4.1	A community that actively participates in civic life	4.1.9	Provide regular feedback to the community on the outcomes of engagement

7 CIVIC PARTICIPATION AND EMPLOYMENT

What we already know

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

The local communities are alive and buzzing with community organisations and interest groups. There is a very wide range of activities happening, primarily initiated and run by volunteers. Older people make a significant and valuable contribution to the community.

Many older people choose to retire to Bridgetown and amongst the reasons for doing so is the range of activities and groups they can become involved with. Most of these residents are not seeking employment in their senior years.

A significant proportion of our older residents are not in the labour force, nor are they seeking work. No males aged 55 years or over, or females aged 65 or over, were reported as unemployed and looking for work. The majority of both males and females aged 55-64 years are still employed (ABS, 2011).

Council is committed to regularly engaging with the community to understand local needs and priorities, and providing feedback to the community about progress on agreed plans.

What we've achieved from our previous plan

- ✓ Purchase and installation of a Hearing Assistance System for Council Chambers, which has been fully installed including a portable system for public meetings and community group use.

What the community shared with us

Of those who responded to the community survey, 66% were retired, 31% were working either part time or full time, and only 3% identified themselves as unemployed. Participants in the community forum were primarily retired.

Concerns were expressed about the willingness of employers to employ older people, based on the personal experience of some survey respondents where they have felt age-related discrimination. Forum participants said that age has not been a barrier for them. Older people are seen regularly working in local businesses and organisations.

There is plenty of information about the volunteering opportunities in the Shire, but ongoing promotion is important. The CRCs should be the primary place to find out about volunteering.

Insurance costs and conditions sometimes make it hard for organisations to involve volunteers. It is impossible to insure for a volunteer who is over 80 years, even though this is a growing part of our community – people are living longer and want to remain involved.

Volunteering at the Visitor Centre in Bridgetown is very popular with seniors, and often there is a waiting list for people to be involved. Most community organisations rely solely on volunteer involvement, with many being run by senior volunteers.

According to the 2011 ABS census, 34% of the community (aged 55+) identifies themselves as a volunteer. Of the survey respondents, 26% of respondents said they did six or more hours of volunteering every week, 21% volunteered up to five hours per week and a further 29% of respondents said they volunteer from time to time. Only 24% said they didn't do any volunteering.

Whilst Council has good representation of older people, it was acknowledged that broader community involvement in local decision-making requires knowledge of costs, accounts and governance process, along with the ability to interact with Councillors and Council staff.

Summary of community and service provider feedback – CIVIC PARTICIPATION AND EMPLOYMENT

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> • Employment for mature people is available and our skills are valued • No age-related discrimination • Good social networks • Plenty of volunteers • Local businesses support community groups • Variety of opportunity • 	<ul style="list-style-type: none"> • Transport – getting to places to do volunteering and the cost of transport • Form filling and red tape including police checks, Working with Children checks • Lack of opportunity for employment in the Shire • Age-related discrimination for job seekers 	<ul style="list-style-type: none"> • Intergenerational volunteering between schools/scouts and seniors • Age discrimination education for the community • Assist organisations with governance and fundraising
	Other	<ul style="list-style-type: none"> • Training and support is available for volunteers • Thank a Volunteer function hosted by Council 	<ul style="list-style-type: none"> • Personal physical restrictions limit ability to work or volunteer as we get older • Requirement to have a Responsible Service of Alcohol ticket when volunteering at events with alcohol served 	<ul style="list-style-type: none"> • Business opportunity for someone to service gophers • Community hours by young people could be used to support local events, clubs and groups
Greenbushes	Top items	<ul style="list-style-type: none"> • Self-employment opportunities are there for those that want to work e.g. handyman, cleaning. • Church insurance can cover all volunteers • GB RRA Christmas party acknowledges volunteers 	<ul style="list-style-type: none"> • Red tape for volunteering/community groups including health regulations for food handling, insurance, WWC checks • Lack of continuity of the volunteering program at the school 	<ul style="list-style-type: none"> • The CRC is the heart of Greenbushes – information on volunteering should be provided from here • Revisit the school volunteering program to connect seniors with the kids
	Other	<ul style="list-style-type: none"> • CRC is a very good place for information 	<ul style="list-style-type: none"> • Main source of local employment is at the mine • Declining health stops us from volunteering 	

Action items for 2016-20 – CIVIC PARTICIPATION AND EMPLOYMENT

#	Item	Partners / contributors	Role of SoBG	Year
CE1	<ul style="list-style-type: none"> Continue to support the CRCs and other community groups to provide volunteer information and opportunities 	<ul style="list-style-type: none"> SoBG CRCs 	Facilitate	
CE2	<ul style="list-style-type: none"> Provide support to volunteer organisations regarding funding, governance and strategic planning 	<ul style="list-style-type: none"> SoBG DSR 	Lead Deliver	
CE3	<ul style="list-style-type: none"> Provide information and news articles that assist older people to understand the requirements for WWC checks and other clearances that permit volunteering. 	<ul style="list-style-type: none"> SoBG GB CRC Mailbag 	Lead Facilitate	
CE4	<ul style="list-style-type: none"> Regularly profile long term senior volunteers in our newsletters to encourage and foster volunteering in the community 	<ul style="list-style-type: none"> SoBG GB CRC Mailbag 	Lead Facilitate	
CE5	<ul style="list-style-type: none"> Continue to acknowledge the vital contribution that volunteers make by hosting 'thank you' events in the community 	<ul style="list-style-type: none"> SoBG 	Lead Deliver	
CE6	<ul style="list-style-type: none"> Provide information to local businesses and the Chamber of Commerce about age-friendliness and considering older people as employees 	<ul style="list-style-type: none"> SoBG Chamber of Commerce National Seniors Australia 	Facilitate	
CE7	<ul style="list-style-type: none"> Work with local MPs, SWDC and state/federal government to discuss: <ul style="list-style-type: none"> Disincentives for seniors to volunteer Insurance costs Costs for transport 	<ul style="list-style-type: none"> SoBG SWDC Local MPs 	Advocate	

Links to Strategic Community plan

Outcome No.	Outcome	Strategy Ref.	Strategy
1.1	A diverse range of employment opportunities	1.1.3	Support value-add and service industries
		1.1.5	Implement the Active Ageing Strategy
3.3	A diverse population	3.3.2	Encourage a diverse range of employment opportunities
3.6	Volunteers and community groups continue to be acknowledged and supported	3.6.1	Continue to provide community grants and service agreements up to a prescribed limit set by Council
		3.6.2	Continue to conduct the annual "thank the volunteer" function
		3.6.4	Continue to provide advice and assist local community organisations to identify funding sources
3.8	Maintain our strong sense of community	3.8.3	Continue to acknowledge and support volunteers and community groups

8 COMMUNICATION AND INFORMATION

What we already know

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

The two main hubs of the Shire community are in Bridgetown and Greenbushes. In each of these communities there is a Community Resource Centre, which serves as an important source of information and referrals. The Bridgetown Visitor Centre provides a weekly email of 'What's On?' and local newsletters, the Mailbag, Insight and the Greenbushes-Balingup newsletter, provide good, local information.

Communication is moving more and more online which assumes computer literacy, access to a computer and access to the Internet. Whilst it is easy for organisations to communicate and promote their services online, this can be exclusive of some seniors.

What we've achieved from our previous plan

- ✓ Established a seniors' email distribution list to disseminate information for seniors
- ✓ Provided regular information to the community via the Access and Inclusion Committee's articles in the Insight newsletter
- ✓ Installed a noticeboard in the gazebo in the main street of Bridgetown

What the community shared with us

The feedback provided by the community about how they receive information was very consistent from all respondents and participants. The main avenues are noted below.

In Greenbushes, residents rarely read the Mailbag newsletter from Bridgetown, rather the Greenbushes-Balingup newsletter is considered the main source of news and information about local events, services and people.

- Mailbag
- Greenbushes-Balingup newsletter
- Insight (Shire newsletter)
- Community noticeboards
- Word of mouth
- Local newspapers (Bridgetown-Manjimup Times, Donnybrook Mail)
- The internet
- Facebook
- Library
- Emails from the Council
- Local radio
- What's On? email

Many seniors do not cope well with the Internet and/or do not have regular access to a computer and some are not computer literate. One respondent summed up the frustration felt by many seniors by saying that, "we are constantly urged to use the Internet – it feels like you are being pushed."

It was felt that a range of communication channels was important to ensure information was distributed to all seniors in a form they were comfortable with. By far, the most important form of communication was considered to be word of mouth: talking to someone you knew and trusted.

The 'What's On?' email that comes out each week from the Bridgetown Visitor Centre is an excellent resource and valued by the community. It was suggested that this could be printed out and left at the newsagency for those who do not have email.

Summary of community and service provider feedback – COMMUNICATION & INFORMATION

		Features	Barriers	Improvements / ideas
Bridgetown	Top items	<ul style="list-style-type: none"> Local newsletters and noticeboards are good information sources Weekly What's On email very good 	<ul style="list-style-type: none"> Not everyone has computer or internet access Physical and sensory disabilities may inhibit seniors from receiving information 	<ul style="list-style-type: none"> Potential for library homebound service and other in-home services to distribute information to isolated seniors What's On email to be printed and left at newsagency for people to collect Hard copies of all newsletters to be available at the Library and CRCs
	Other		<ul style="list-style-type: none"> Some people don't want to be reached 	
Greenbushes	Top items	<ul style="list-style-type: none"> The CRC is the best place to find out about things Sharon at the roadhouse is a wealth of information – she keeps a caring eye out for people and knows what is going on 	<ul style="list-style-type: none"> Not everyone has access to a computer 	<ul style="list-style-type: none"> Use the GBRRRA as a conduit for information for the Greenbushes community.
	Other	<ul style="list-style-type: none"> Post Office is a good place for information We have good communications through the local newsletter 		

Action items for 2016-20 – COMMUNICATION & INFORMATION

#	Item	Partners / contributors	Role of SoBG	Year
IN1	<ul style="list-style-type: none"> Continue to provide information relevant to seniors through a range of channels including local newsletters, noticeboards and online 	<ul style="list-style-type: none"> SoBG Newsletters CRC 	Lead Deliver	

#	Item	Partners / contributors	Role of SoBG	Year
IN2	<ul style="list-style-type: none"> Ensure the CRCs and Visitor Centre have up to date information about services, events and activities available for seniors 	<ul style="list-style-type: none"> SoBG CRCs Service providers 	Support	
IN3	<ul style="list-style-type: none"> Continue to support the CRC's to provide computer, iPad and Internet training 	<ul style="list-style-type: none"> CRCs 	Advocate	
IN4	<ul style="list-style-type: none"> Investigate whether library homebound volunteers, Silver Chain aides and BATS volunteers can assist with information dissemination to isolated seniors 	<ul style="list-style-type: none"> SoBG Interagency group 	Facilitate	

Links to Strategic Community plan

Outcome No.	Outcome	Strategy Ref.	Strategy
3.8	Maintain our strong sense of community	3.8.1	Continue to publish the Council newsletter.
4.1	A community that actively participates in civic life	4.1.4	Implement an annual feedback survey
		4.1.6	Update the Shire and Visitor Centre websites
		4.1.7	Continue to provide information packs to new residents
		4.1.9	Provide regular feedback to the community on the outcomes of engagement.



Members of the Bridgetown Men in Sheds group

REFERENCES

- ABS, 2011. *Basic Community Profile for Shire of Bridgetown-Greenbushes (S)(LGA50840)*. Based on place of usual residence. Cat. 2001.0. Australian Bureau of Statistics, Commonwealth of Australia
- DLGC, 2012. *Age Friendly Communities - A Western Australian Approach*. Department of Local Government and Communities, Government of Western Australia.
- DLGC, 2015a. *Age Friendly WA Toolkit*. Department of Local Government and Communities, Government of Western Australia.
- DLGC, 2015b. *Seniors Strategic Planning Framework*. Department of Local Government and Communities, Government of Western Australia.
- DoSS, 2016. *Changes to Aged Care*. My Aged Care, Commonwealth of Australia. Accessed January 2016. <http://www.myagedcare.gov.au/about-us/changes-to-aged-care>
- Harcourts, 2015. *Over 55s survey results*. Available from Harcourts Bridgetown [4 December 2015]
- SoBG, 2013. *Strategic Community Plan*. Shire of Bridgetown Greenbushes, Bridgetown, Western Australia.
- SoBG, 2015. *Report into Residential Aged Care*. Shire of Bridgetown Greenbushes, Bridgetown, Western Australia.
- SWDC, 2010. *South West Active Ageing Research Project*. South West Development Commission, Government of Western Australia.
- WHO, 2007. *Global age-friendly Cities: A Guide*. World Health Organisation, Geneva, Switzerland.

APPENDICES

1. Access and Inclusion Committee members
2. Report into Residential Aged Care in the Shire of Bridgetown-Greenbushes
3. Community survey summary
4. Forum summaries and attendees

Appendix 1: Access and Inclusion Committee Members – February 2016

Name

Helen Gales

Steve Green

Joan Leader

Councilor Doreen Mackman

Jana Mayhew

Bronwyn Mitchell

Peter Seaward

Harold Thomas

Maureen Thurston

Clare Quinn

Ursula Wade

Tiffany Wakeham

Councilor Alan Wilson

Appendix 2: Report into Residential Aged Care in the Shire of Bridgetown-Greenbushes



Shire of Bridgetown- Greenbushes – Residential Care Report

Shire of Bridgetown-Greenbushes

Megan Richards

7/10/2015

The consideration of the current and projected population over the age of 70 from 2015 to 2025 compared to the number of residential places available within the Shire of Bridgetown-Greenbushes over the same period to assess whether further development is required to fulfil community need.

Contents

EXECUTIVE SUMMARY.....	76
AGED CARE SUMMARY	76
IMPACT ON LOCAL GOVERNMENT	77
THE AGEING POPULATION - AUSTRALIA.....	78
AGEING POPULATION – SHIRE OF BRIDGETOWN-GREENBUSHES.....	80
BRIDGETOWN- GREENBUSHES RESIDENTIAL AGED CARE.....	80
PROJECTED RESIDENTIAL PLACE REQUIREMENTS – BRIDGETOWN & GREENBUSHES.....	82
Conclusion.....	84

EXECUTIVE SUMMARY

The Shire of Bridgetown-Greenbushes has long been a destination for tree-changers looking to retire in the beautiful and scenic surrounds of the Blackwood Valley region. This has meant the population of this Shire has a distinct demographic trend toward an ageing population greater than both state and national averages. Although Council is not involved directly in the aged care sector, nor is it likely that aged care would become core business of the Shire, Council is aware of the need to be aware of relevant issues impacting the community. This includes the impacts of a rapidly ageing community and a need to plan and advocate for the necessary infrastructure and services to adequately accommodate the needs of residents into the future.

AGED CARE SUMMARY

Federal and State Government

The Australian Federal Government is the government body responsible for overseeing and regulating the provision of aged care services for residential care, home care, home support and flexible care to those approved to receive support. The Federal Government also provides capital grants to assist in the establishment of new services and the expansion or upgrade of existing aged care services where providers are unable to meet these costs through other sources.

The *Age Care Act (1997)* and associated Age Care Principles provide the legislative framework for aged care services in Australia. In 2013, major legislative changes to the Act and associated principles were passed by Parliament and became law. These changes to the Act were designed to further encourage diverse flexible and responsive aged care services and to promote ageing in place through the linking of care and support services to the places where older people live.

Many of the costs of ageing will fall to the Australian Federal and State governments. The Australian Government is the main provider of funding of health and aged care services in Australia, with their cost doubling to about 4% of GDP in the last 30 years. State governments will also make a significant contribution to meeting the costs of an ageing community through public hospitals, policing and public transport.

IMPACT ON LOCAL GOVERNMENT

The ageing of the population is likely to vary significantly by locality and this means the impact on local governments will vary. There are two trends at work here, first a movement of younger people to the Central Business Districts and the outer metropolitan suburbs of major cities. Secondly the consolidation of older people in metropolitan inner suburbs and inland country towns and their movement to the coastal fringes. Many coastal communities within two or three hour drive from a major city (such as the Gold Coast, Sunshine Coast and Hervey Bay in Queensland, Victor Harbour in South Australia, Forster and Port Macquarie in New South Wales, Bairnsdale and Queenscliff in Victoria, Mandurah in Western Australia and Devonport in Tasmania) have already experienced a rapid growth in their ageing population.

Land use planning and streamlining of development applications will be crucial to the capacity of Councils to deal with this growth. In the inland regional towns existing facilities will face capacity constraints as demand for aged care services grows.

Challenges for local government

It is too early for the impact of an ageing population on local government to be known with a high degree of certainty. However, from available information it seems likely that the ageing of the population will pose five challenges for local government. These challenges are in:

1. planning for strong growth in ageing populations in certain localities
2. providing an adequate standard of basic infrastructure
3. providing an adequate and appropriate range of local government services
4. managing the financial impact of the growing number of retirees
5. harnessing the skills, wealth and business acumen of older people.

The purpose of this report is to essentially provide information in relation to the first of these five challenges. The remaining points are predominantly addressed by Council in the Age Friendlies Community Plan.

Planning for an ageing population

The first major challenge will be planning for an ageing population. Local government has a significant role in determining the location of aged care facilities. At present it appears that the growth in older populations will be concentrated in inner metropolitan areas, inland country towns and in urban and rural areas on the coastal fringe (Productivity Commission 2004b, p. 12.4). The location, choice, affordability and design of housing for the elderly (such as self-contained units) and their carers (nurses, allied health professionals, domestic staff) and their proximity to support services and infrastructure in these areas will be major issues. Older people will look for housing which is smaller, safer, more secure and closer to services, transport and family (Costello and Minchin 2002, p. 27). Aged care developments will need to be planned in closer collaboration with aged care and service providers to ensure these factors are taken into account when choices are made about accommodation.

Local governments, particularly those in rural and regional areas will also need to plan for the mobility needs of older people. Mobility will be important in building and town design, in facilitating access to medical services, shops and other facilities and to enable older people to socialise. Single and two-person households make up half of all households and over 40 per cent of single-person households 65 years and over do not own a motor vehicle (Australian Bureau of Statistics 2001, p. 184). Local government can use its public places, such as libraries, art galleries and parklands to bring people together and overcome the social isolation faced by many retirees. Buildings, dwellings and toilets will need to be readily accessible for people with a disability or frailty and they will need to be designed to minimise slips and falls, which are a leading cause of hospitalisation (Baum & Jackson 2004, p. 73). Remote access to library and information services will be important. Community transport will become more important in regional areas.

THE AGEING POPULATION - AUSTRALIA

Median Age

The median age (the age at which half the population is older and half is younger) of the Australian population has increased by 4.0 years over the last two decades, from 33.4 years at 30 June 1994 to 37.3 years at 30 June 2014. Between 30 June 2013 and 30 June 2014 the median age remained steady at 37.3 years.

People 65 Years and Over

Over the next several decades, population ageing is projected to have implications for Australia, including; health, size of the working-age population, housing and demand for skilled labour.

Like most developed countries, Australia's population is ageing as a result of sustained low fertility and increasing life expectancy. This has resulted in proportionally fewer children (under 15 years of age) in the population and a proportionally larger increase in those aged 65 and over. Between 1994 and 2014, the proportion of Australia's population aged 15-64 years remained fairly stable, decreasing from 66.6% to 66.5% of the total population. During the same period, the proportion of people aged 65 years and over increased from 11.8% to 14.7% and the proportion of people aged 85 years and over almost doubled from 1.0% of the total population in 1994 to 1.9% in 2014. Conversely, the proportion aged under 15 years decreased from 21.6% to 18.8%. Over the 20 years between 1994 and 2014, the proportion of the population aged 65 years and over increased from 11.8% to 14.7%. This group is projected to increase more rapidly over the next decade, as further cohorts of baby boomers turn 65 (there are currently only four years of baby boomers aged 65 years and over).

In the 12 months to 30 June 2014, the number of people aged 65 years and over increased by 118,700 people, representing a 3.6% increase. All states and territories experienced growth in people aged 65 years and over in the year ended 30 June 2014. The largest increase in this group was in the Northern Territory (7.0%), followed by the Australian Capital Territory (4.6%), Western Australia (4.2%) and Queensland (4.1%).

People Aged 85 Years and Over

Over the past two decades, the number of persons aged 85 years and over increased by 153%, compared with a total population growth of 32% over the same period.

In the year ending 30 June 2014, the number of people aged 85 years and over increased by 19,200 people (4.4%) to reach 456,500. There were almost twice as many females (291,600) as males (164,900) in this age group which reflects the higher life expectancy for females.

Over the same period, the largest percentage increases of people aged 85 years and over occurred in the Northern Territory (13.5%), followed by the Australian Capital Territory (5.3%), Western Australia (5.0%), Queensland (4.8%), New South Wales and Victoria (both 4.4%), South Australia (3.4%) and Tasmania (2.4%).

People Aged 100 Years and Over

Over the past two decades, the number of centenarians increased by 263%, reflecting an increase in life expectancy for both males and females during the period.

In the 12 months to 30 June 2014, the number of centenarians increased by 490 people (13.8%) to reach 4,000. There were almost four times as many females (3,200) as males (880) in this age group which reflects the higher life expectancy for females.

AGEING POPULATION – SHIRE OF BRIDGETOWN-GREENBUSHES

Bridgetown-Greenbushes has a community of 4,517, with an annual average population increase of 1.5% per year. The percentage of the population 65 years and over, as of the census in 2011, was 18.7% or 845 people (national average population 65 years and over is 14.7%). The percentage of people 55 years and over, as of the census in 2011, was 36.1% or 1630 people. This sector of the population will be included in the 65 and over age range and drastically increase the residential age care requirements for the Shire over the next 10 years.

This Shire is well above the national average for people over the age of 65 with the aged population percentage growing in line with the national increased annually. The number of people 70 years and over at the time of the 2011 census was 560 people or 12.4% of the population of Bridgetown-Greenbushes.

BRIDGETOWN- GREENBUSHES RESIDENTIAL AGED CARE

The Needs Based Planning Framework

The needs based planning framework aims to ensure the supply of residential and home care places by ensuring that the growth in the number of aged care places matches the growth in the aged population. Under the framework, the Government seeks to achieve and maintain a specified national provision level of 125 residential and home care places for every 1,000 people aged 70 years or over, to be achieved by 2021-22. Within this provision ratio the number of home care packages will be 45, leaving 80 residential care places for every 1, 000 people 70 years and over. This is

known as the aged care provision ratio. This ratio can be used as a guideline to assist in projecting aged care needs within a given community.

Geegeelup Retirement Village

The Shire of Bridgetown-Greenbushes has 16 residential beds within the Shire located at Geegeelup Retirement Village. Geegeelup Retirement village consists of independent living apartments, supported living and residential beds. It is one of only a few retirement villages in WA that is a not for profit, incorporated, community directed retirement village. Geegeelup Village are currently in the process of applying for funding to increase the number of residential beds to 32 over the next 5 years. Geegeelup Village has successfully applied for funding from the South West Development Commission to cover costs associated with consultant fees to undertake a feasibility study/business plan and concept designs (2015)

Stinton Gardens

Stinton Gardens is an independent living retirement village located in Greenbushes. Stinton Gardens also operated as a not-for-profit, community directed concern. Stinton Gardens are looking into extending the number of units available to resident of Greenbushes, however, the committee do not intend to consider residential care at any point in the future.

Residential Care

Residential care provides a range of supported accommodation services for older people who are unable to continue living independently in their own homes.

In 2013-2014 there were two main types of residential care in Australia, low level and high level care, this distinction in residential care was removed as of 1 July 2014. This change was implemented to allow for flexible funding of places on a case by case basis and was a response to changes in the expectations and needs of the ageing population. The system places the onus on the provider to distinguish the capabilities of their facility and staff to provide adequate care for the varying needs of each assessment.

Residential is provided on a permanent or respite basis. Residential respite provides short term care on a planned or emergency basis in aged care homes for people who have been assessed and approved to receive care.

PROJECTED RESIDENTIAL PLACE REQUIREMENTS – BRIDGETOWN & GREENBUSHES

Assumptions

There are several assumptions upon which the results in the table below are based.

- The projected population increase of 1.5% per annum is based on the Department of Planning prediction figures.
- The increase in community members aged 70 and over is based on the per population annual percentage rate increases, purported by the Australian Government Data Sets.
- The rate at which the number of residential beds will be required is based on the Governments needs based planning framework. Under the framework the Government seeks to achieve and maintain a specified national provision level of subsidised operational aged care places for every 1,000 people 70 years and over. This is known as the aged care provision ratio. The provision ratio is planned to increase to 125 operational aged care places per 1,000 people aged 70 years and over by 2021-2022. Within this provision ratio the number of home care packages will be increased to 45, leaving 80 residential bed places for long term residential and respite care (2013-2014 Report on the Operation of the Aged Care Act 1997).
- Although it is understood that the 80:1 000 ratio is the optimum level of residential beds per capita of 70 years and over, it is suggested that this should be the ratio to work toward and is the ratio these projections are based upon.

Table 1 Residential Beds for Aged Care – Ratio Projections

Year	Population	Population % increase of 70+ per capita	Number of Residents 70+	Number of operational Residential/ Respite Places
2015	4,682	10.70%	575	46
2016	4,752	12.30%	598	47
2017	4,823	13.30%	641	51
2018	4,896	13.90%	680	54
2019	4,969	14.20%	705	56
2020	5,043	14.70%	741	59
2021	5,119	15.00%	767	61
2022	5,196	15.40%	800	64
2023	5,274	15.80%	833	66
2024	2,353	16.30%	872	69
2025	5,433	16.80%	912	72

It should be noted that, as of the Stocktake data 2014, published by the Department of Social Services on an annual basis at the end of each financial year, the aged care provision ratio of proposed residential places (places that are operational and planned) was 86.4:1000 and the ratio of home care packages was 35.7:1000 people 70+. The actual operation provision ratio for residential places was 74.4:1000 people 70+.

The Shire of Bridgetown Greenbushes is currently operating at a ratio of 27.6:1000 residential places, which is well under the recommended ratio.

9 Conclusion

Interestingly, the proposed provision ratio for 2021-2022 is reducing the number of funded residential places per 1000 persons 70+, suggested as an optimum provision over time and increasing the number of home care packages from 35.7:1000 to 45:1000. This trend is in line with ageing in place which has been a reported preference for government and the ageing population.

As this community is above the national average in relation to the percentage of people 55+ (approximately 37% of the current population demographic) the need for an increase in the availability of in-community residential care places is considered essential. The negative effects associated with removing an ageing person from access to spouse, family and community have been well documented and need to be considered when planning for the aged care requirements of individuals in the Shire of Bridgetown-Greenbushes community.

If the projections are correct the number of residential places required by the Shire of Bridgetown-Greenbushes in 2025 will be 72. The Shire currently has 16 residential care places with a view to increasing the number of places to 32 over the next 5 years. This should be considered as insufficient in the planned development of residential places required and further consideration should be given to the options for increased residential care development.

Appendix 3: Community survey summary

SHIRE OF BRIDGETOWN-GREENBUSHES - AGE FRIENDLY COMMUNITY – SURVEY RESULTS

This survey was provided online and in hard copy to all residents via post and in various community facilities in Greenbushes and Bridgetown.

149 people responded to the survey. A summary of the results is provided below. In the bar charts, any item with –

- A positive weighted average greater than or equal to 4.0 is shown in green.
- A negative weighted average of 2.5 or less is shown in red.
- A weighted average between 2.5 and 3.0 is shown in amber.

1. GENDER

108 – Female (73.5%)

39 – Male (26.5%)

2. AGE

19 – Under 55

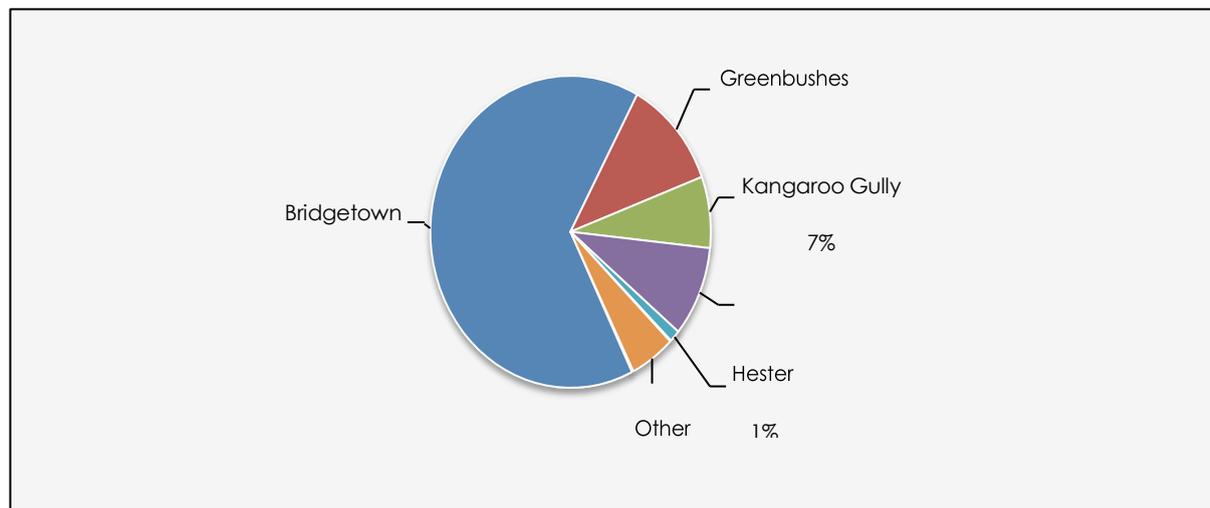
59 – 65 to 74

9 – 85 or older

27 – 75 to 84

0 – 55 to 64

3. WHICH LOCALITY DO YOU LIVE IN?



4. What type of area do you live in?

70 – Town

– 23 – Rural

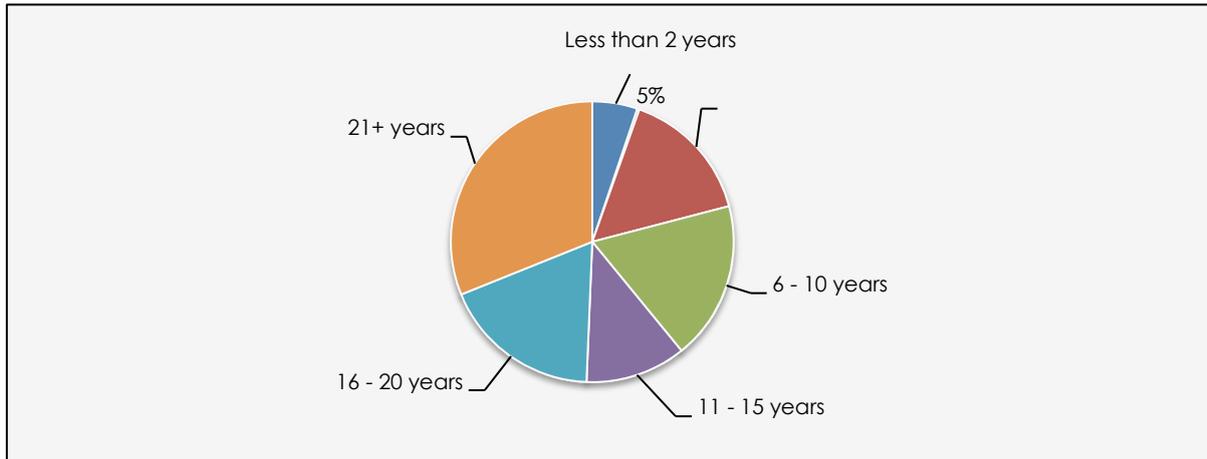
– 55 – Semi-rural

5. DO YOU LIVE IN THE SHIRE ON A PERMANENT (FULL TIME) BASIS?

– 98.6% – Yes

– 1.4% – No

6. HOW LONG HAVE YOU LIVED IN THE SHIRE?



148 respondents, 1 skipped question

7. IS THE AMOUNT OF TIME YOU SPEND IN THE SHIRE LIKELY TO CHANGE, AS YOU GET OLDER?

- 20.8% More time spent locally
- 75.7% About the same
- 3.5% Less time spent locally

8. Which of the following best describe your household? (Select all that apply)

- 30.4% I live alone
- 61.5% I live with my spouse or partner
- 8.1% My children live with me
- 3.4% Other relatives live with me
- 1.4% Non-relatives live with me

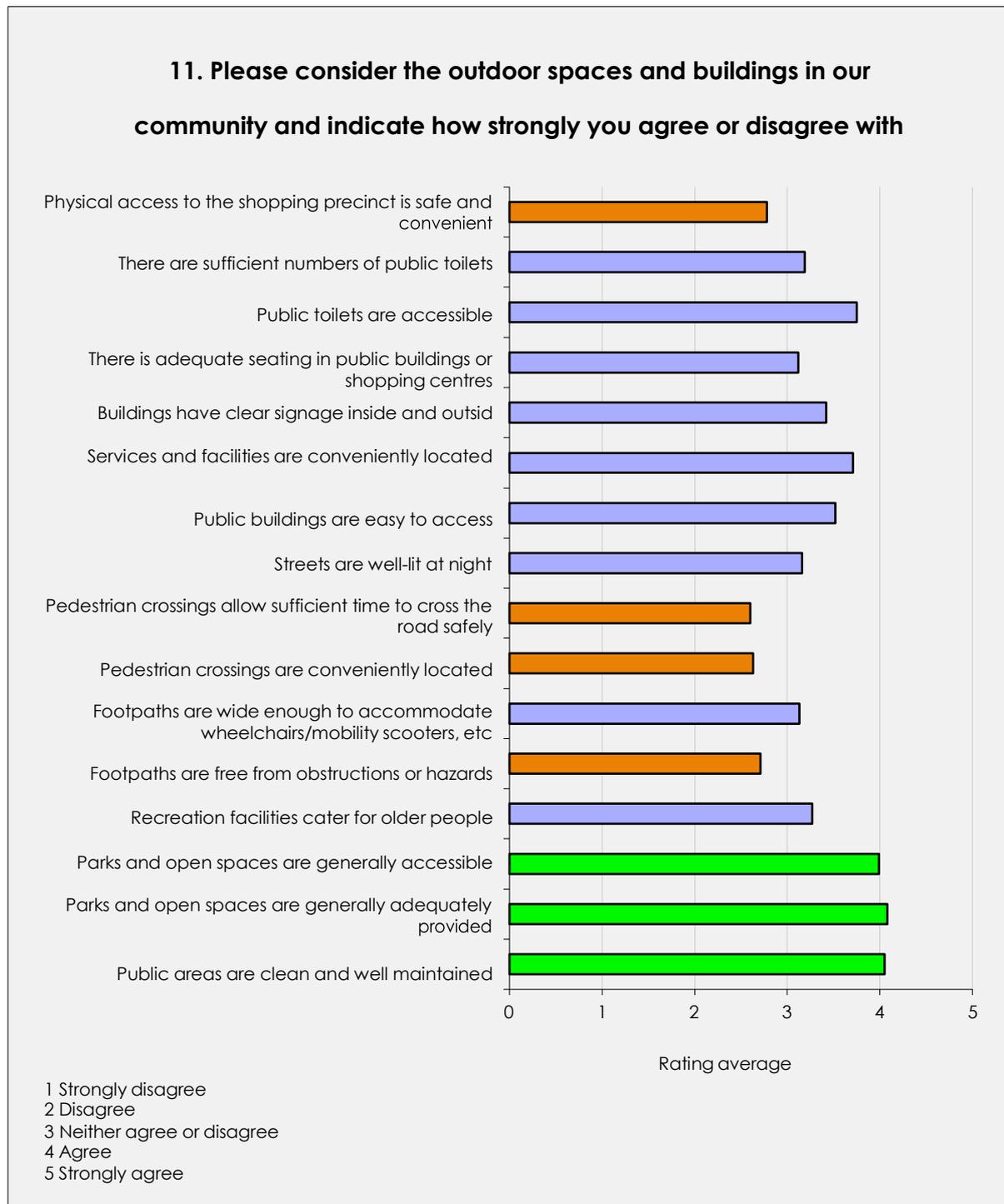
9. DO YOU HAVE FAMILY IN THE SHIRE (APART FROM THOSE LIVING WITH YOU)?

- 38% Yes
- 62% No

10. ARE YOU CURRENTLY CARING FOR A FAMILY MEMBER (OTHER THAN A CHILD UNDER 18 YEARS OF AGE)?

- 10% Yes
- 90% No

OUTDOOR SPACES AND BUILDINGS:



144 respondents, 5 skipped question

Bridgetown provides above average facilities – it is a very fair town

Greenbushes needs its fair share of parks and gardens maintenance

Common themes in comments

BRIDGETOWN

Public toilets

- Signage to public toilet in main street needs to be improved
- Toilet needed at southern end of town and near Rec Centre/skate park/library area

Footpaths

- Require more frequent maintenance and sweeping – the loose gravel and box tree nuts are very dangerous – trip/slip hazard
- Need better footpath access for gophers including on/off ramps from footpaths, and from Geegeelup into town
- Tables and chairs on the footpaths in town make access difficult

Crossing Hampton Street

- Extremely dangerous due to volume, size and speed of trucks – not enough time to safely cross road
- Proper pedestrian crossing is needed in town center with zebra lines and lights
- Speed limits need to be better enforced

Crossing Steere Street

- Proper pedestrian crossing needed near Council car park and library/skate park area

Parking

- Acknowledgement of hilly town, but car parking is in areas that are steep and sloping makes it hard to push car door all the way open, particularly in narrow car bays
- Car bays on Hampton St too dangerous to use due to traffic and trucks
- Car parking at bakery and doctors surgery is poor
- Disabled parking spaces are used by able bodied people
- General lack of parking for the number of people/vehicles using the town

Shop access

- Many shops do not have ramps or access for wheelie-walkers or wheelchairs

Recreation

- Room used for the Living Longer Living Stronger program is too small
- Programs need to be affordable for pensioners
- More unrestricted dog exercise areas are needed

GREENBUSHES

Parks

- Parks and gardens need more maintenance – should be same as Bridgetown

Blackwood Drive

- Drainage issue on road sides – hard to get out of car into big puddles
- Footpaths needs sweeping due to loose gravel, leaves/bark and nuts/seeds
- More seating needed

Public toilets

- Community garden needs a public toilet

TRANSPORT:

**12. Please consider local and regional transport in the Shire of
Bridgetown-Greenbushes and indicate how strongly you agree or**



- 1 Strongly disagree
- 2 Disagree
- 3 Neither agree or disagree
- 4 Agree
- 5 Strongly agree

141 respondents, 8 skipped question

Common themes in comments

Public transport

- No public transport in and around town so you have to rely on others or move closer (or elsewhere)
- The only 'public' transport is TransWA or SW Coachlines to other towns/Perth
- Getting to medical appointments outside Bridgetown is nearly impossible on public transport
- Can't do day trip to Manjimup, Bunbury or Perth on public transport so have to pay for overnight accommodation or not go

Driving is essential to living successfully in the Shire

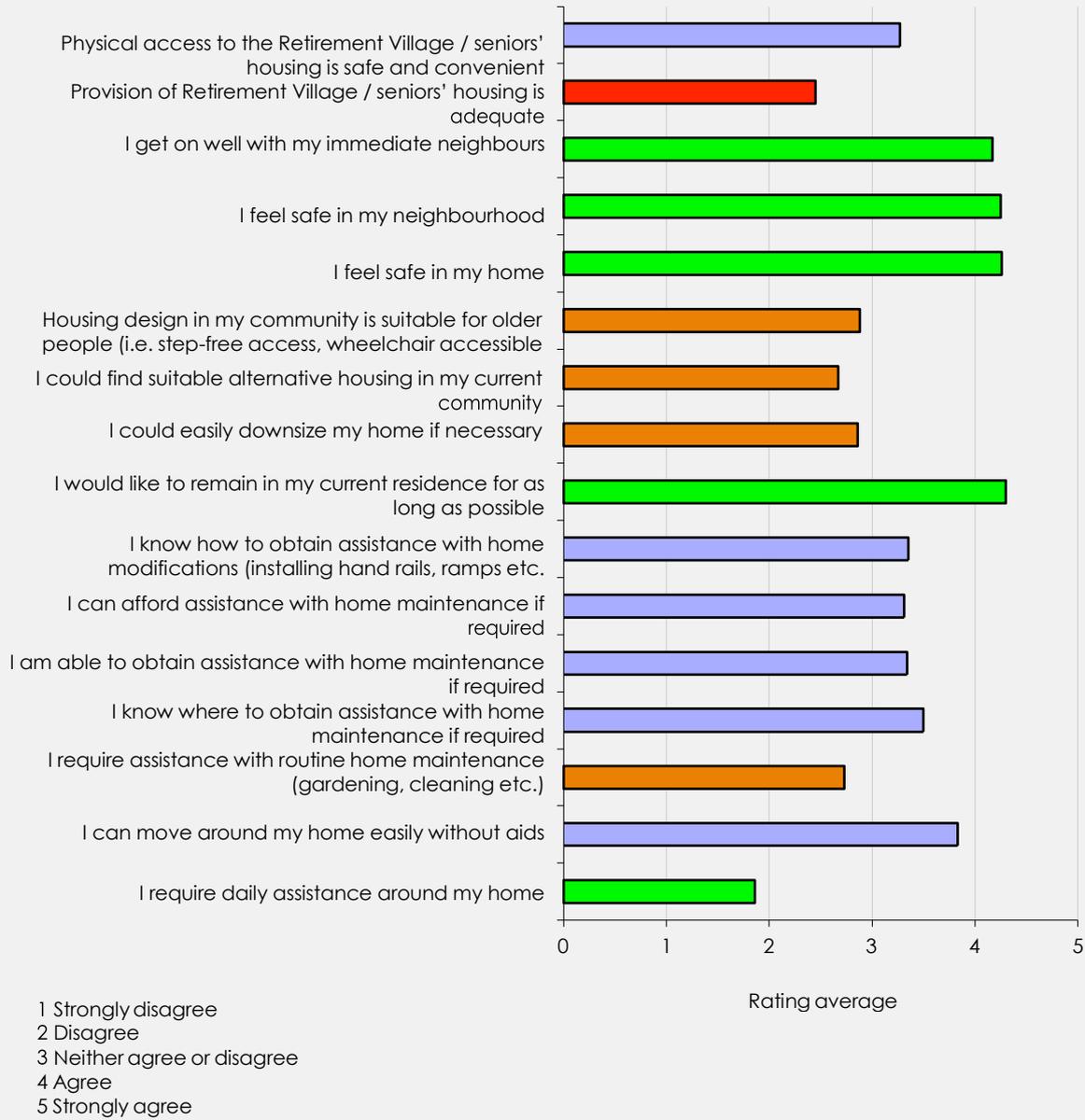
Getting around with others

- Volunteer drivers are few and far between
- Taxi will not accept seniors fuel card or drive on gravel roads
- Once we cannot drive we will have to leave Bridgetown
- Use Rosie the community bus more to do some runs around town a few times a week

It would be nice to provide community bus access to evening events such as the repertory theatre, swimming pool and gym facilities in Bridgetown on a regular basis, bowls or other social activities in Bridgetown.

HOUSING AND LIVING:

13. Please consider your current housing and living situation and indicate how strongly you agree or disagree with the following statements



135 respondents, 14 skipped question

Common themes in comments

Housing options

- Over 55s retirement style accommodation needed units, smaller houses, both self-funded/owners and Homeswest / subsidized options
- We need more small-scale modern housing for ageing community
- Urgent lack of independent housing on flat ground for seniors
- There are no options between a big house / farm and then Geegeelup – people are falling between the cracks or having to leave town
- Ideal location is the flat land in the industrial area behind the Visitor Centre – close to town

I would like to see more semi-rural responses to the senior housing/eco village concept - not in the centre but on edges where people who have had animals all their lives can still have them. Let's think about it. No reason not to have horses, cows, sheep, wandering some paddocks on the outside edge / buffers of some greenery that is easily maintained, and creates shade and the access on the inside / closer to town edge, have good kerbs, entrance access etc.

Support to stay in my own home

- I wouldn't knock back a bit of help
- Having a Community Resource Centre housing multiple facilities/services is the only way to go.
- Assistance for home maintenance is difficult as Silver Chain say their staff numbers are insufficient, and private cleaners and gardeners, if available, are expensive.

Moving into care

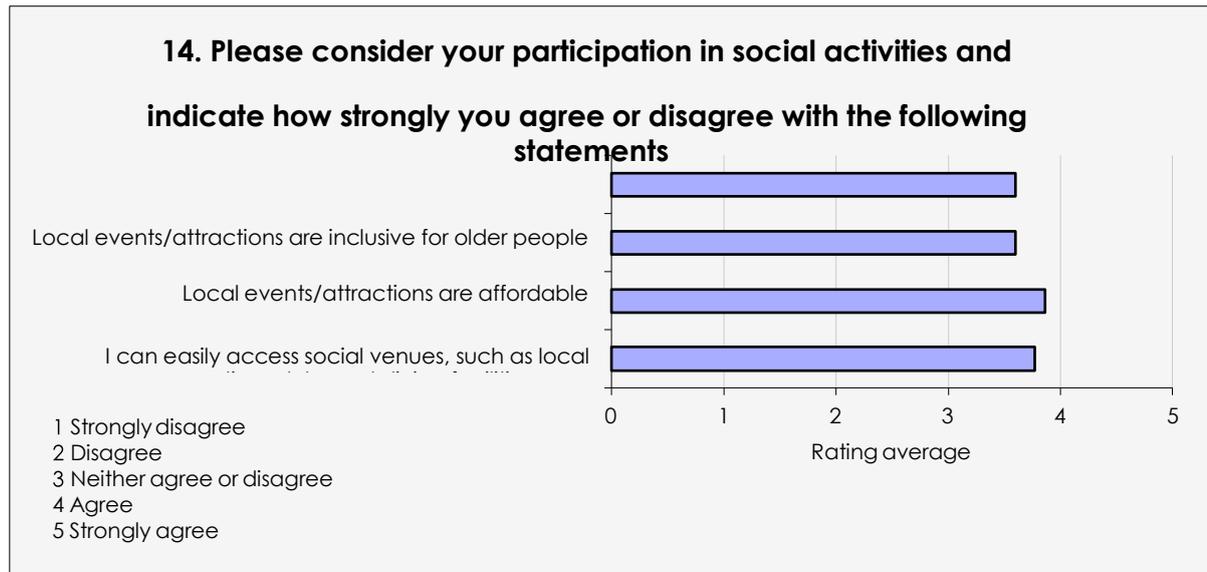
- The need for high care/residential care and dementia care is critical.
- Certainly need more housing for seniors who can no longer stay in their homes. Such a shame people have to move away from a town they've lived in for many happy years.
- Geegeelup has a very long waiting list
- Geegeelup Village units are too expensive with too few rentals

I love my house and garden but because I have osteoporosis, the OT from Manjimup said there are no further modifications possible to ensure my safety. If I have to sell my house I would have to leave Bridgetown as there is nowhere else suitable to move to.

Getting advice and help

- Knowing where to obtain and actually obtaining are two different things.
- I guess at 68 I am still a spring chicken and have given little thought to these issues
- I don't feel very informed about these issues

SOCIAL PARTICIPATION:

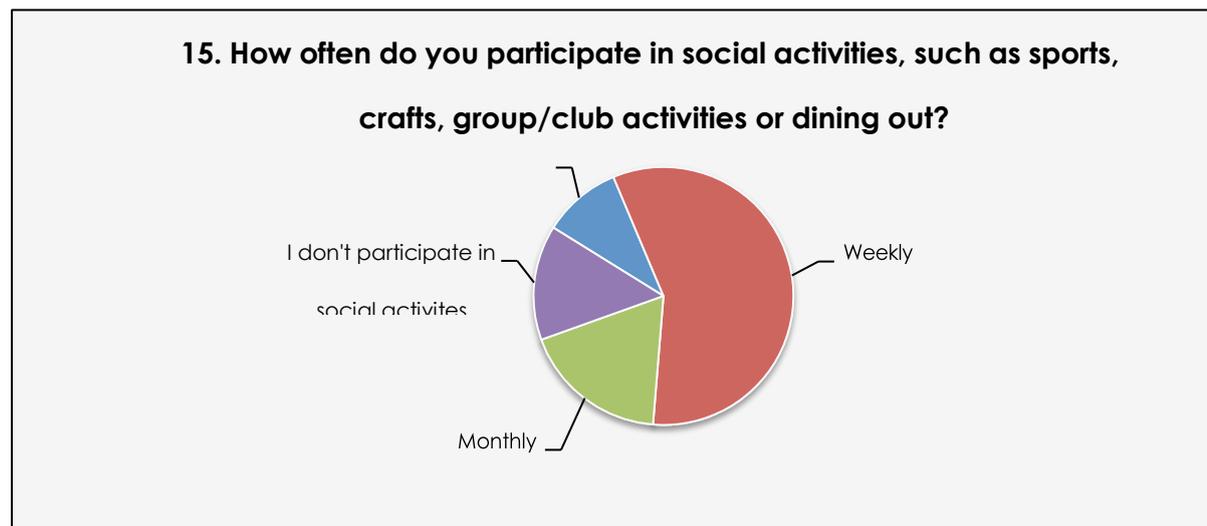


133 respondents, 16 skipped question

Common themes in comments

- Bridgetown offers a lot of activities
- This is why I stay in Bridgetown. We are a community and we do things like a community.
- From what I can see and what I am involved with, the elderly in Greenbushes would be the most socially active community members
- If you don't drive, then transport to events and activities is an ongoing problem
- More / better shade and seating needed for events – the Show, Blues @ Bridgetown.

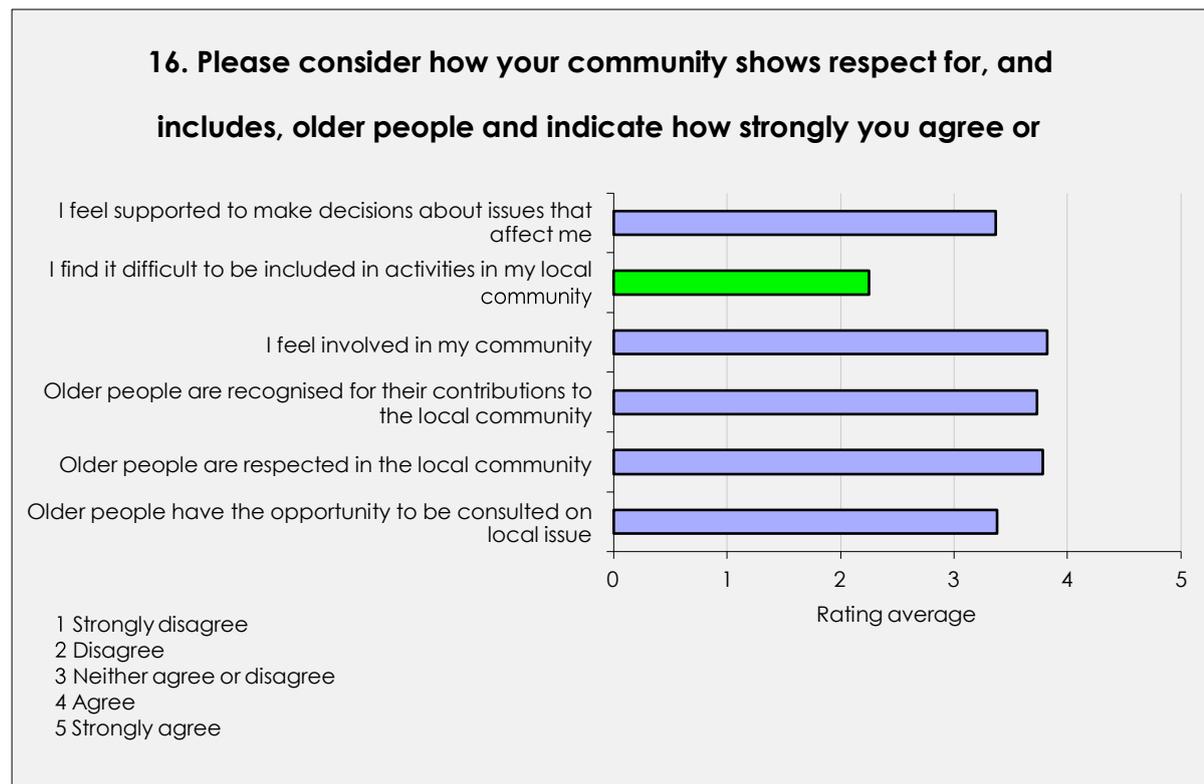
Bridgetown is blooming; local events and attractions are wonderful and plentiful. Love living in Bridgetown.



132 respondents, 17 skipped question

I would love to attend live performances at B.R.E.C. if only the Shire bus could be hired for these as many seniors like me suffer night blindness making it impossible to drive to Bunbury and back at night.

RESPECT & SOCIAL INCLUSION:



135 respondents, 14 skipped question

Common themes in comments

- Friendly, welcoming community
- Anyone that wants to be involved in a community needs to actively get out there and participate in life.
- It can be a lonely place to be a single senior
- Older people have the opportunity to be consulted on local issues but more emphasis needs to be placed on feedback so that older people feel that the contributions they have made to the consultative process are actually listened to and acted upon.

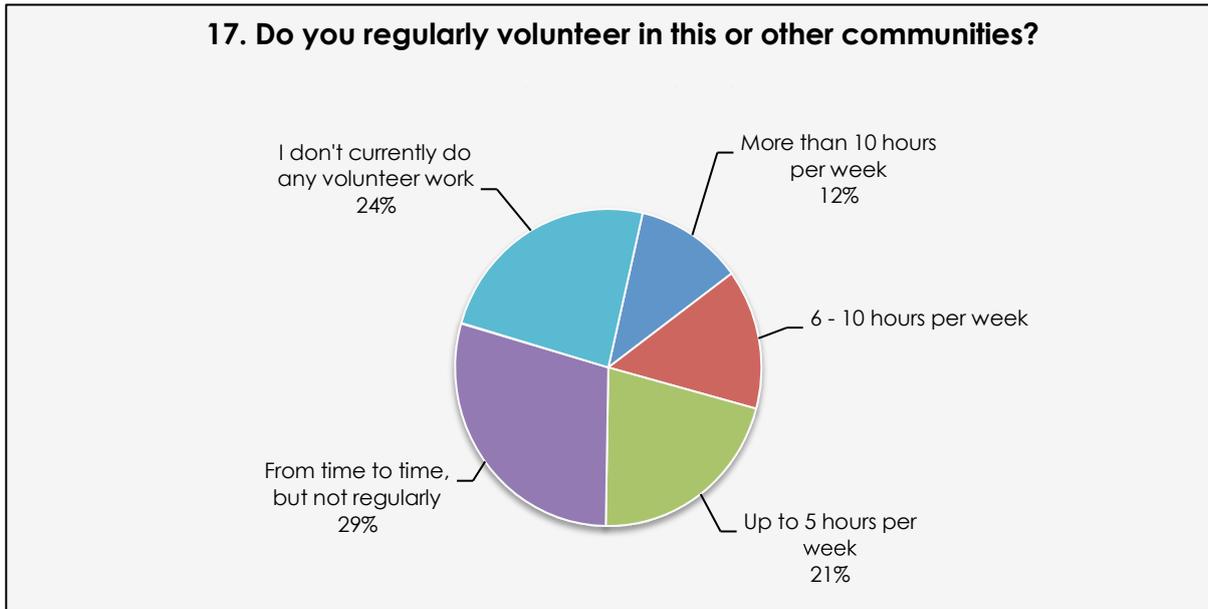
As part of a balanced lifestyle it is up to the individual / supporter / family to seek involvement. This depends on ones strength of character to have a say and feel it is being listened to.

Greenbushes

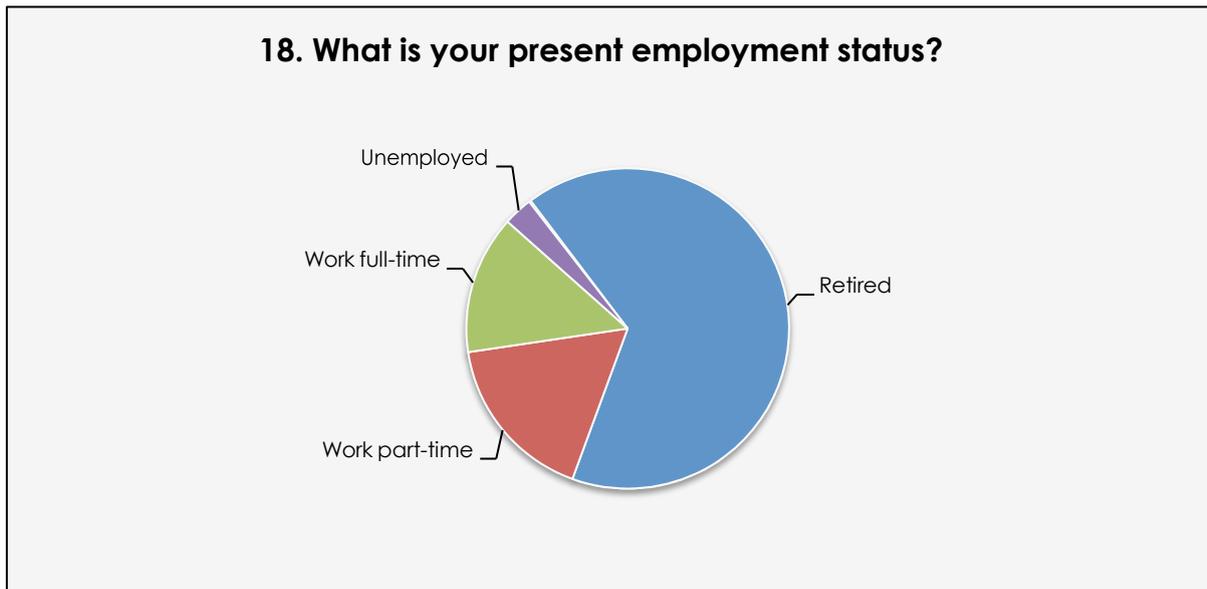
- The Greenbushes Ratepayers' and Residents' Association, Retirees, GACC, CWA, Masonic Lodge and CRC are all groups that assist with the above.
- Good communications through the Greenbushes Newsletter.

The beauty of Greenbushes is the ratepayers and residents monthly meetings - which is mostly older people attending who are well respected and very active in the community. You are welcomed into this group and this is definitely a great way to find out what is happening in the community and how you can become involved in the many groups and activities. It is also the perfect venue to be heard if you have visions or concerns for the town.

VOLUNTEERING & EMPLOYMENT:



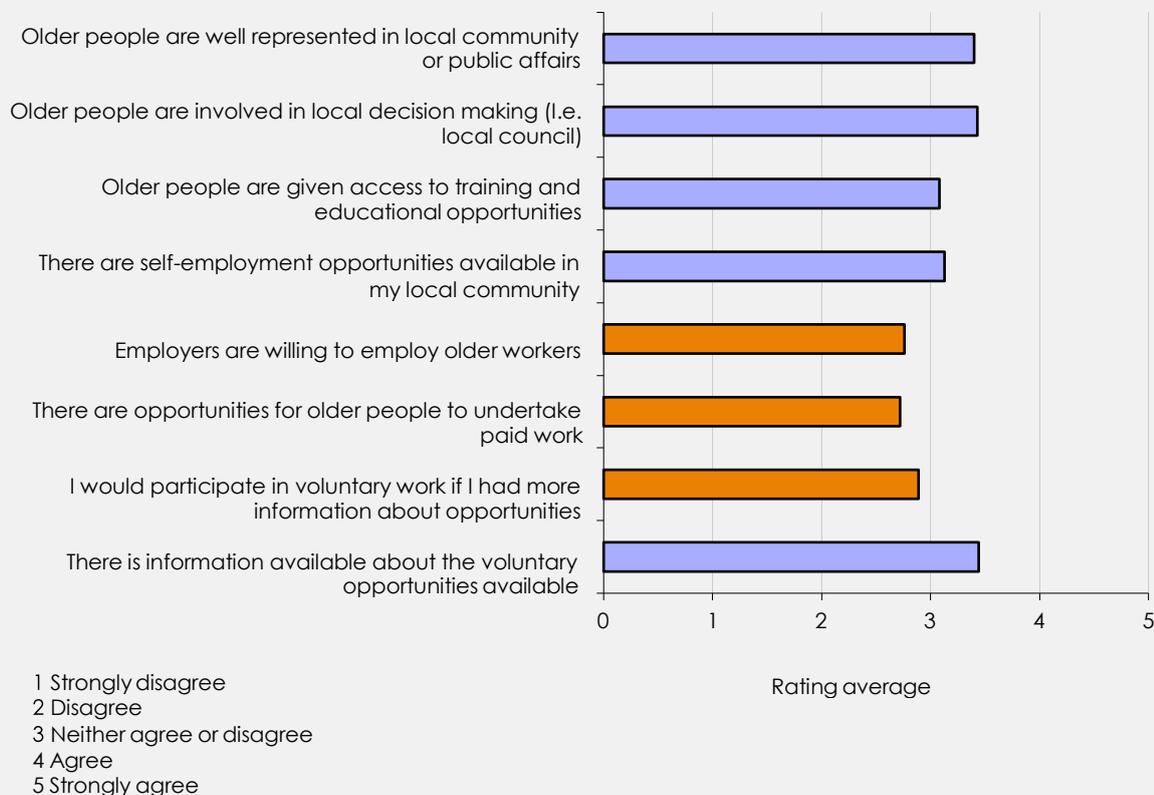
133 respondents, 16 skipped question



129 respondents, 20 skipped question

If suitable work was available, I would much rather be engaged - not so much for the money, more the activity and sense of making a contribution. I am prevented from taking up any physical work due to a health condition.

19. Please consider your experiences doing volunteer or paid work, and your participation in public affairs, and indicate how strongly you agree or disagree with the



126 respondents, 23 skipped question

Comments

- Not that many employment opportunities in Greenbushes other than shops and the mine. Self-employed work like cleaning, garden work, baby-sitting and handyman work is generally available.
- Just look at the age of Shire President and Councilors - you're not spring chickens, therefore I would say older people are well represented because you are the decision makers!
- Involvement in local decision-making needs knowledge of costs, accounts etc. and ability to interact with councilors and Council staff to ensure they all do their job!
- This place seems most friendly toward older/senior folks. Guess that made us select this place to retire to.

It is hard to get a job in Bridgetown irrespective of your age.

There are very few businesses that will employ older people. Even when not much over fifty years of age and looking relatively young and fit I felt discriminated against when applying for jobs.

COMMUNICATION & INFORMATION:



122 respondents, 22 skipped question

The most commonly used communication tools accessed by survey respondents included:

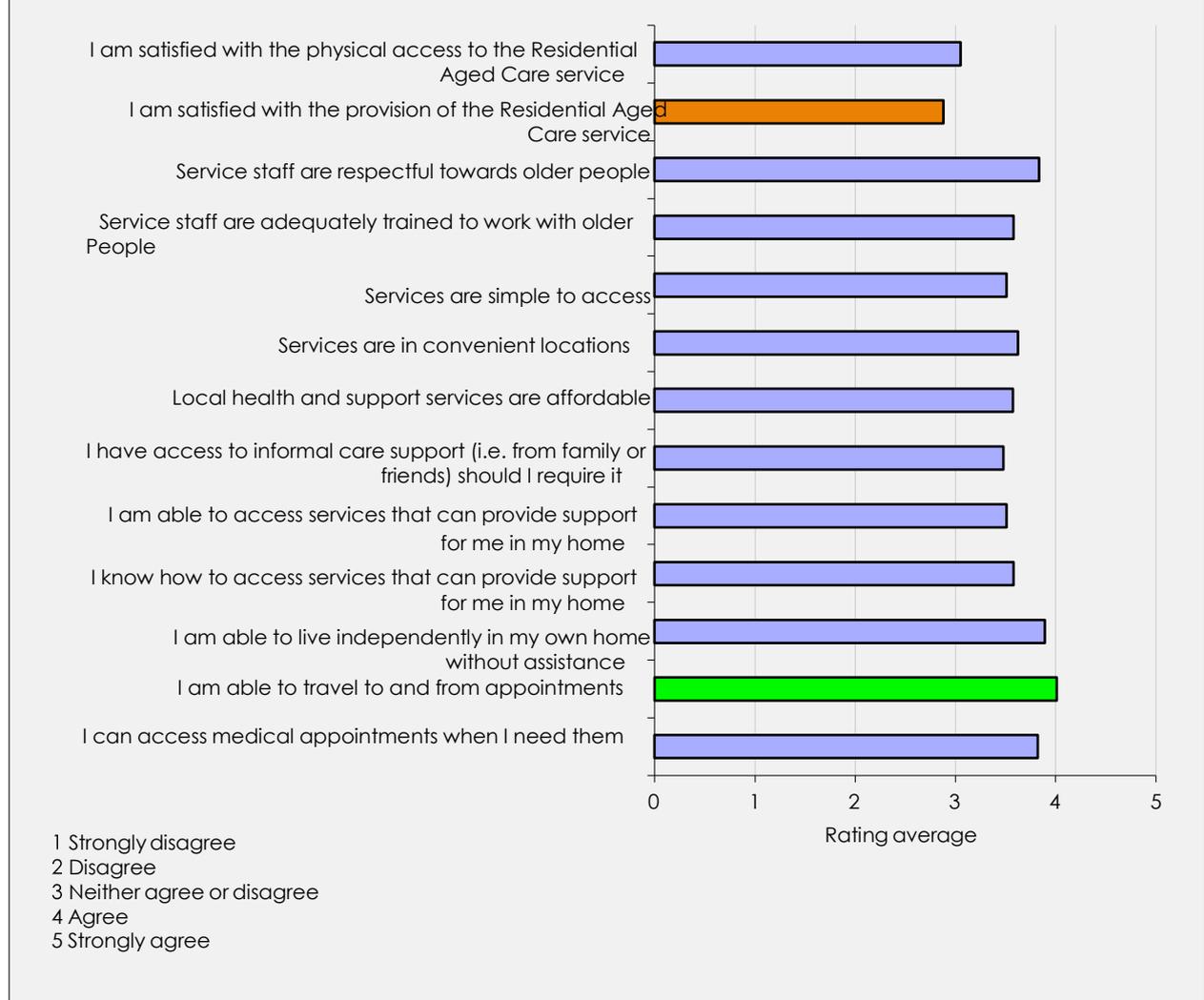
- The Mailbag (Bridgetown community newsletter)
- Greenbushes-Balingup newsletter
- Insight (Shire newsletter)
- Community noticeboards
- Word of mouth
- Local newspapers (Bridgetown-Manjimup Times, Donnybrook Mail)
- The internet
- Facebook
- Library
- Emails from the Council
- What's On? email

Comments

- Many seniors do not cope well with the Internet, and not all even use computers. There are Facebook pages specific to Bridgetown but you have to 'join' most of these. Bear in mind that many seniors shun the principal of Facebook, and if they join community type pages, there is a lot of useless information to look at to find informative posts.
- I am unable to access the Internet at home as I am in a black spot and have been told I must wait for NBN cable to be laid. This cuts me off from a lot of information only available on the net.
- We are CONSTANTLY urged to use the Internet. It feels like you are being PUSHED!

COMMUNITY SUPPORT & HEALTH SERVICES:

21. Please consider your experiences with the health and social services in your community that help older people living at home and indicate how strongly you agree or disagree with the following statements



125 respondents, 24 skipped question

Comments

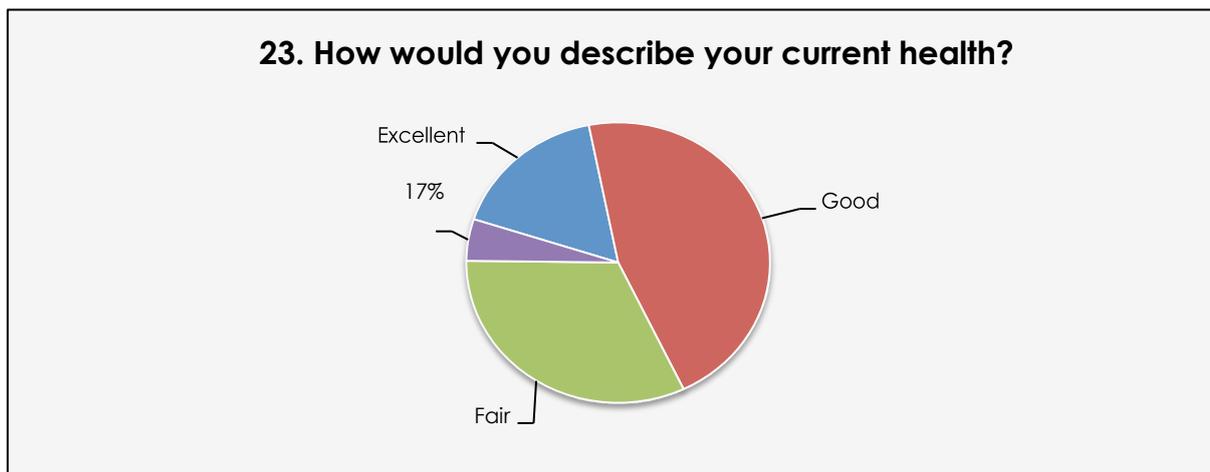
- Bridgetown has the best and largest medical doctors of any south west town and an excellent hospital with caring staff.
- Although I am currently in a position to access all the services I require, I am aware of many in the community who do not find this easy or have had to wait for a considerable time before help was available even in urgent situations. More advertising of available services is necessary as people are struggling by not being aware of the services they can access. Not everyone is computer literate and paperwork/forms etc. are often very confusing for older residents.

- I find or have found when unable to drive because of various medical problems i.e. hip replacements, shoulder operations, eye treatments, transport becomes a huge problem causing much frustration and worry.
- The need for transport arises again and again and again!!
- There is a strong need for improved transport for one or two persons in an easy to access car or small bus.
- I find it difficult to find out what services are available locally and if I need tradesmen they are expensive, hard to get to come and rarely offer pensioner discounts so maintaining my house requires my sons help. If it wasn't for my children I couldn't remain in my home and NOTHING would persuade me to move to Geegeelup!

22. DO YOU HAVE ANY HEALTH PROBLEM/S THAT LIMIT YOUR ABILITY TO DO YOUR NORMAL DAILY ACTIVITIES?

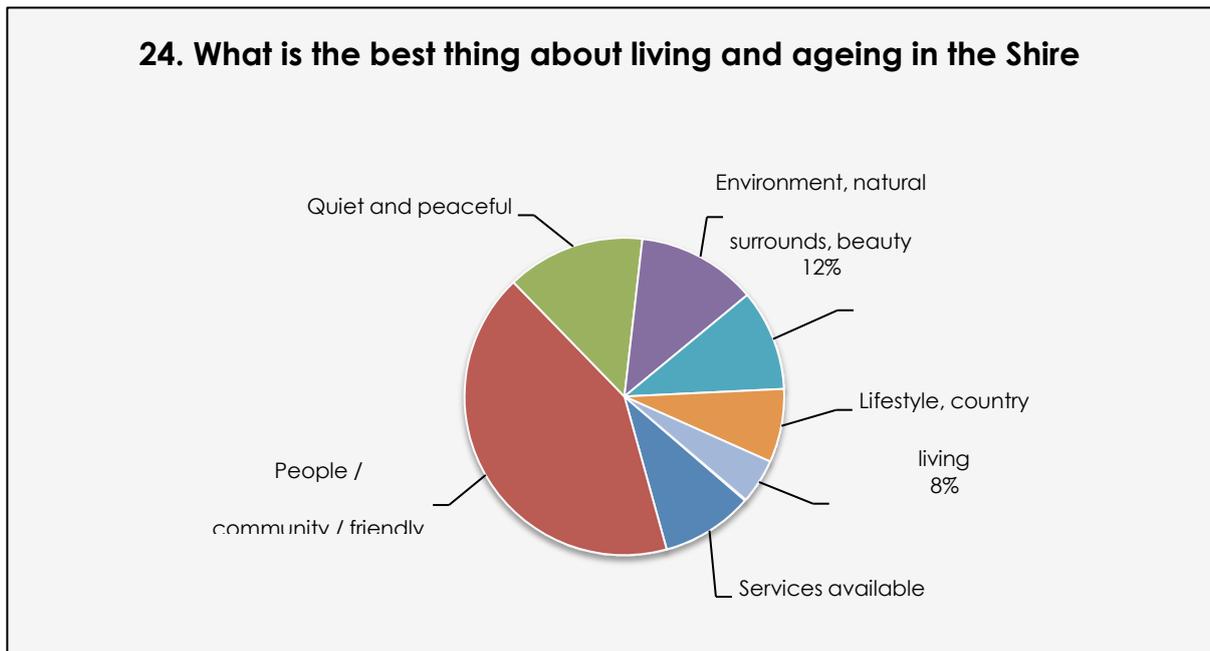
46% - Yes

54% - No



124 respondents, 25 skipped question

OUR COMMUNITY:



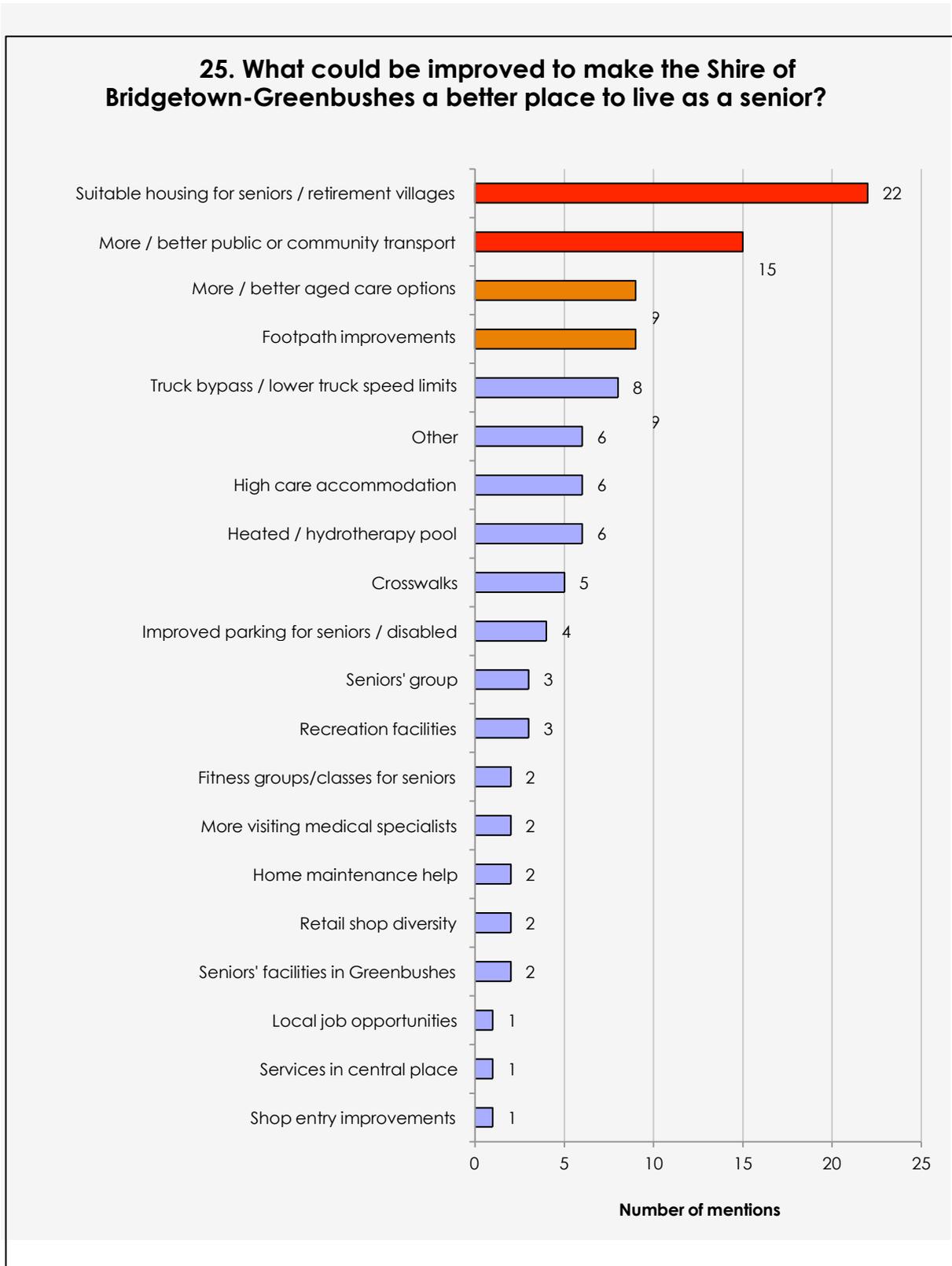
107 respondents, 42 skipped question

Comments

- Beautiful environment, friendly community and most services available for our needs
- It is without the pressures and dangers that you find in city living. People are very friendly and helpful to anyone who needs it
- The wonderful hills and valleys, glorious trees, clean fresh air, friendly people, my ability to establish a beautiful garden
- Living in Greenbushes is quiet and friendly. People are very friendly and help is near if needed
- Diversity in range of retail services and in range of services offered in the health area

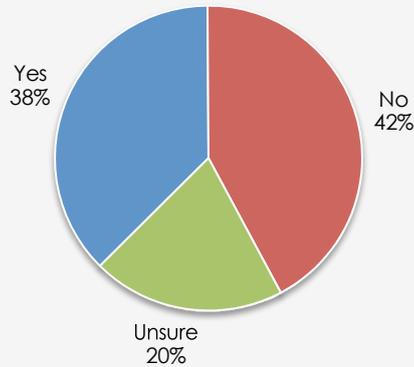
It has been my home all my life. I am familiar with the area and enjoy it.

Please note - in the following bar charts, the two most frequently raised items are shown in red, followed by the next two items raised – shown in amber.



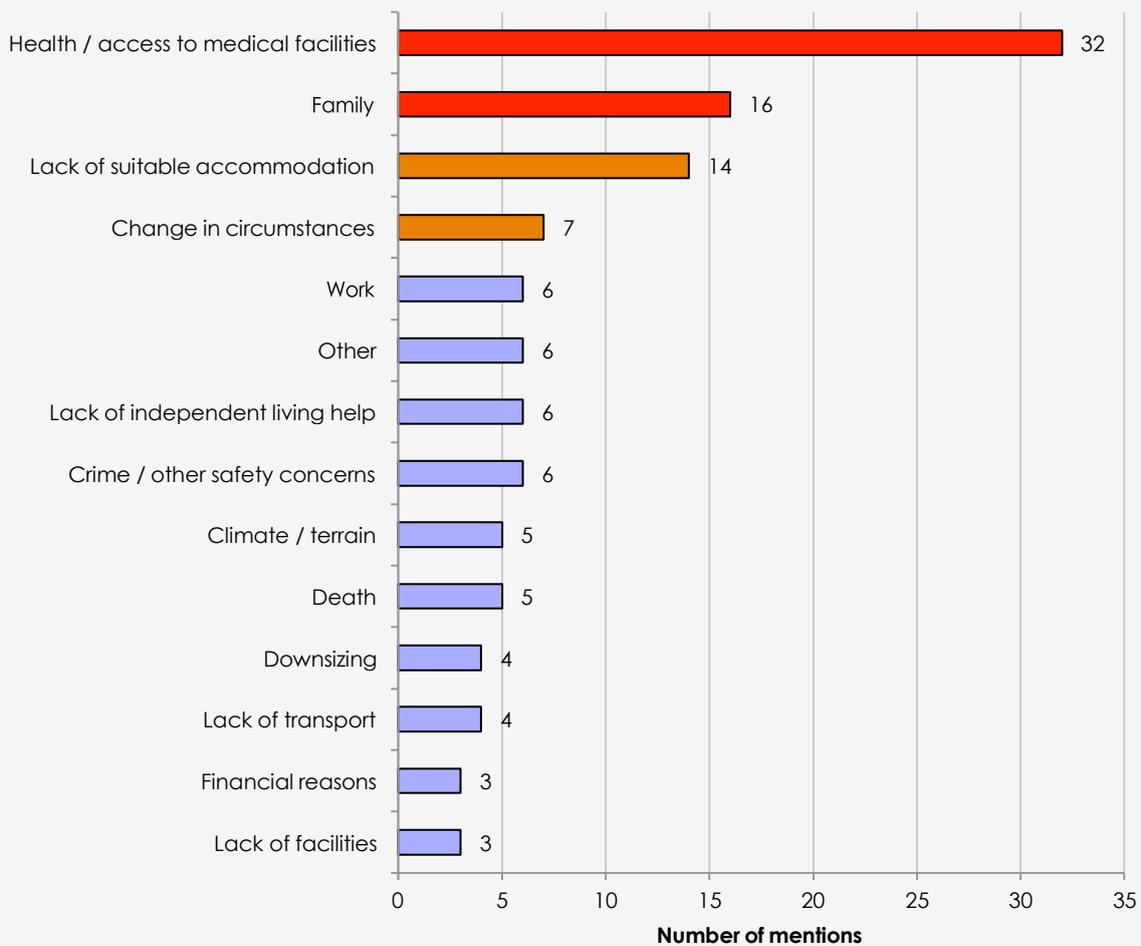
92 respondents, 57 skipped question

26. Do you intend to permanently leave the Shire in the next five years?



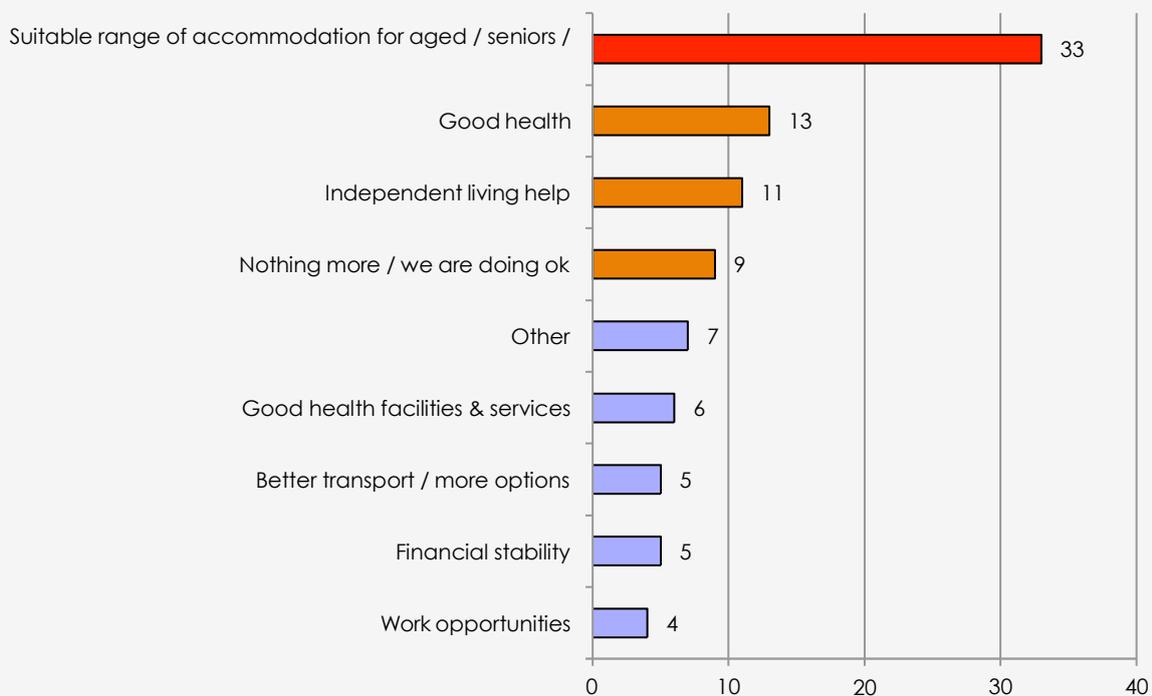
123 respondents, 26 skipped question

27. What factors would influence your decision to move from this Shire?



98 respondents, 51 skipped question

28. What would enable you to remain living in the Shire in the long term?



COMMENTS

- More units at Geegeelup are needed - if you were born in Bridgetown like me, you want to be able to stay with the people you know not have to leave because of not enough room for you - in your own town!
- More up-market accommodation for elderly, contemporary housing, Geegeelup Village doesn't look inviting for retirement. Modern Lifestyle Village would be great!
- Suitable residential aged care facilities
- More Aged Units in Greenbushes
- More home care services provided including good home help (inside and outside the house) and good local transport assistance
- Nothing more to be done: it's an awesome town
- Small housing (units), which are pet friendly

29. DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT BEING AN OLDER PERSON IN THE SHIRE OF BRIDGETOWN-GREENBUSHES?

In addition to comments already covered in sections above, the following ideas were provided –

- Where can we access information about services for the aged, including accommodation? Perhaps a quarterly update with news about changes to planning, services etc. relevant to seniors
- Important to retain our village feel and rural values
- I am comfortable at Stinton Gardens in Greenbushes with my husband. Should information be needed the CRC is quite available to fill our needs
- Stop advertising classes/courses/entertainment for the over 55s as if we are all senile! We are just ordinary people who don't need to be treated as "seniors". Maybe you should advertise these things for the over "80s"?
- I feel very strongly that because I am not on a pension I am unable to get badly needed assistance to live on my own in an isolated situation. Help is needed for people like me.
- Having lived in Bridgetown for over 30 years I have seen positive changes. The Shire has done well with such things as skate park, Rec Centre, Library and new pool. And has endeavoured to do the best for all within this community.
- My biggest concerns are the increase in drug use, increase in crime, vandalism, and increase in truck traffic.
- More discussion and action re loneliness. Statistics reveal depression and suicide increase following loss of spouse/partner, friends and work.
- More encouragement for service clubs to assist specific people in their daily lives e.g. adopt an older person.

Bridgetown has a lovely climate and pretty topography. It is a safe town and reasonably quiet for older residents. It just needs some thought and organisation to make it more enjoyable for seniors who are less mobile but still want to act-belong-commit.

Bridgetown seems a separate entity to Greenbushes. Personally, I am quite happy to reside in Greenbushes.

The Shire is facing a severe problem in dealing with the provision of adequate care for the ageing population of Bridgetown. If Bridgetown residents can look forward to a future which entails care at home or, if need be high care in hospital or a nursing home facility which is based in Bridgetown. The future looks far more hopeful.

We have lived happily here for over 40 years. Our children have returned to bring their children up here, which is a good indication of the health of the community.

- Older people can be role models, sources of information and wisdom, 'in loco grand-parentis'. Younger people could volunteer or set up jobs-for- pocket-money by servicing the gardening and property management needs of neighbors who are less mobile
- I love Bridgetown and hope we will be able to stay here. Life is good and you are only as old as feel.

Please do all you can to ensure ones that do not want to live anywhere else can stay in our own town for the rest of our lives. Please try hard to get our wishes carried out and build on to Geegeelup and more houses for the seniors.

Appendix 4: Forum summaries and attendees

BRIDGETOWN

Workshop: Bridgetown Age-Friendly Community forum

Venue: Bridgetown Lesser Hall

Date: 26 November 2015

Time: 1pm – 4pm

Attendees: 16

Names: David Barnett
Jean Barrett
Maureen Fleming
Pam Kazandzis
Anita Kearns
Hazel Larkworthy
Joan Leader
Lesleyann Lingane
Jana Mayhew
Sue Ogg
John Ranieri
Pete Seaward
Josephine Spall
Harold Thomas
Ursula Wade
Lee Wittenoorn

Facilitator: Liz Storr

**Shire of
Bridgetown-
Greenbushes
officers** Megan Richards
Julie Pike

**Focus areas
covered:**

1. Outdoor spaces and buildings
2. Housing
3. Community support and health services
4. Transport
5. Civic participation and employment

BRIDGETOWN FORUM - 1. Outdoor spaces & buildings

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Great Parks		Trucks through town * Diverting heavy haulage * Crossing the road (Hampton)	8 + 2 gold	Pedestrian crossing * Lobby Main Roads	3 + 2 gold
	2	Help with access by shops		Footpath access from south side of Steere St to Library Rec and Pool	5	Lower speed limit at Hampton Road (40km/h, sign, lower and enforce speed limits)	3
	3	Feeling safe		Gopher access to hospital (can't access)	5	More seating in all parks	
	4	Good public toilets		Disabled parking bay outside bakery - has large kerb & double drain which is hard for passenger to get out and over	4		
	5	Good access to library and Shire					

Other items raised	Roses	Thorns	Buds
	Pool	No secure dog park (fencing)	Bakery car park - drain dangerous
	Seating	No vent in toilet	Gopher access in from Steere Street
	Library access from car park	Car park in general	Highlands convert space (Community)
	Peace Park	No PT at Bridgetown of town	More disabled parking
	River Park	Ramp IGA & Solicitor	Steere St near Freemasons not accessible, post and slope
	Memorial Park	Corallock pavers	
		Shop access is issue	
		Footpaths	
		No seating on Steer Street footpath	
		Town square no shade	

BRIDGETOWN FORUM - 2. Housing

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Safe in our homes / feeling safe		Suitable housing	5 + 5 gold	New developments of smaller housing: * Retirement village (investigate land at Art Framers / Salvage Yard) * Independent Living Units * Cluster housing – with R4R funding?	6
				Availability of public housing	2		
	2	Geegeelup * Development of Geegeelup village		No high care at Geegeelup	14 + 3 gold	Name on list at Geegeelup & public house	1
						Full time carers at Geegeelup	1
	3	Beautiful environment - we love Bridgetown				Promote aged care in Bridgetown (economic development / jobs opportunity)	4
4	Meals on Wheels service keeps people in their homes longer		Many older properties		Services at home * Like Mandurah's "People who care" * Home maintenance * Insurance for workers * Pool of workers / volunteers * Donnybrook / Boyup Brook - who runs their volunteer service? * Share skills with neighbours & others * Promote neighbourly community support	7	

Other items raised	Roses	Thorns	Buds
	Geegeelup Hostel	Home maintenance affordability	Independent living units (ILU) on land opposite The Cidery (already has path to library, doctor, town and shops)
	Geegeelup Village	Topography – unsuitable for retirement village on hilly areas	Independent living units (ILU) on land behind houses (orchard) Clothier
	Topography – lovely views	Subdivision cost	
	Affordability		

BRIDGETOWN FORUM - 3. Community support and health services

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Good pharmacy		Silver Chain's Perth-based management approach	5	Home maintenance volunteers	6 + 2 gold
	2	Good GP services		Specialists out of town / affordability of travel to see these	3	Promotion of health and support services available locally * Booklet - Health homecare, community support query / contacts * Promotion of BATS * Centralised information for seniors * Volunteer roster for contact for Health Care contacts	3 + 1 gold
	3	Affordable services		Health contact support person	3	Attract allied health providers	2
	4	Library home bound service		Hospital accessible for gophers	2	Shop deliveries	1
	5	Volunteers					
	6	Great neighbours					
	7	Men's Shed is an asset					

Other items raised	Roses	Thorns	Buds
	Physio	Natural therapies centre access	
	Diabetics support	Hearing aids	
	Optometrist	Dentist	
	Osteopath		
	Chiropractor		
	Doctor surgery accessible		
	Naturopath		
	Podiatrist		
	Hearing		

BRIDGETOWN FORUM - 4. Transport

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Local taxi service		Lack of frequency of public transport	4	Central contact point	8 + 1 gold
	2	Trans WA available and affordable		Signage (street) - unmarked or too small in many locations	1	Bus from BT to Manjimup on the opposite fortnight to when the bus runs from GB to BT	3
	3	South West Coach		Coming out blind near newsagent and Shire car park	1	Traffic mirror at exit from car park at Shire office	2
	4	Rosie the bus		Shift infirm bay in front of bakery	1	BATS promotion	2
	5	Feel safe driving		Parking for shopping – difficult due to hilly terrain		Build out the corner of Hampton and Steere Streets	
	6	BATS				Shift the infirm car park in front of bakery – as the passenger door side opens directly over a drain	

Other items raised	Roses	Thorns	Buds
	Nelson Road repair	Length of time for driver	
		Taxi – won't go on gravel roads and won't accept fuel card as payment	
		Transport to get to appointments	
		Eedle Terrace 'welcome' sign blocks view	
		Long distance	
		Parking problems 4x4 parking	
		Road repair	

BRIDGETOWN FORUM - 5. Civic participation (volunteering) and employment

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Employment for mature people & skills valued		Transport (and the cost of) for volunteers to enable participation	3	Electric plug near shops (kiosk) for gophers	3
	2	Social network		Form filling (to be a volunteer)	1	Intergeneration volunteering with schools and scouts	2
	3	No discrimination		Lack of opportunity for employment in the Shire	1	Age discrimination education for the community	1
	4	Plenty of volunteers		Physical restrictions limit ability to work or volunteer		Assisting organisation in governance and fundraising	
	5	Local business support community groups		Age discrimination for work		Agricultural society needs volunteers	
	6	Variety of opportunity		Business opportunities (lack of?)		Someone to service gophers locally – business opportunity	

Other items raised	Roses	Thorns	Buds
	If you look for opportunity you will find	Requirement for a 'Responsible Service of Alcohol' (RSA) ticket when volunteering at events where alcohol is served	Community hours by young people used to support local events, clubs and groups
	Plenty of opportunity	Requirement for Police checks for volunteering	
	Training and support		
	Thank a volunteer		

GREENBUSHES

Workshop: Greenbushes Age-Friendly Community forum

Venue: Greenbushes Town Hall

Date: 27 November 2015

Time: 10am – 1pm

Attendees: 12

Names: Molly Baxter
Alec Baxter
Angie Cornish
Edna Fryer
Leanne Green
Molly Hardy
Gillian Hesketh
Rob Hesketh
Elaine Holmes
RJ Holmes
Ben Patterson
Shirley Tindal-Davies

Facilitator: Liz Storr, Storybox

**Shire of
Bridgetown-
Greenbushes
officer:** Megan Richards

**Focus areas
covered:**

1. Outdoor spaces and buildings
2. Housing
3. Community support and health services
4. Transport
5. Civic participation and employment
6. Social participation

GREENBUSHES FORUM - 1. Outdoor spaces & buildings

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Greenbushes pool * Toilet and BBQ at the pool are great		Footpath improvements: * Pea gravel is dangerous * Big kerb hard to step over * Camber of road very steep so in winter there is a very big puddle at edge of kerb. When you park in the street you open passenger into a big puddle * Seeds on footpath - slip and fall * A Council drainage ditch crosses the driveway at 71 Telluride St – needs attention * There are no paths other than on the main street. Please make at least one side of the street with a good footpath * Gopher access is limited	9 +8 gold	Street sweeping for bark, leaves and seed pods regularly	2
	2	Community garden		Shire gardening service * Better maintenance of trees and grass is needed * Need our share of Shire services	5	More shade in the parks – trees and shade sails	
	3	Plenty of public toilets (36)		Steps to Discovery Centre need improvement / ramp	3		
	4	CRC access is very good		Track to the pool is hard to find, needs markers	1		
	5	Discovery Centre is a great facility					

Other items raised	Roses	Thorns	Buds
	New pool opening in Bridgetown		
	Good cycle path and parks		
	Access good to most facilities and shops		

GREENBUSHES FORUM - 2. Housing

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Good mix of sizes, old and new, and affordable		Not easy to sell your house is you want to move		Encourage people to put their name on the waiting list at Stinton Gardens to demonstrate need	4 +1 gold
	2	Stinton Gardens is great		The mine does not encourage workers to live locally, most come from elsewhere (See note* page 27) Talison Lithium owns 13 houses in Greenbushes and Global Advanced Metals owns 3 houses. All houses are currently occupied with people working at the mine. Both companies have a "Distance from Work" policy which stipulates that employees must live within an 80km radius from Greenbushes (particularly related to fatigue management of employees). On a number of occasions accommodation has been leased to house mining employees."		Encourage the mine workers to live in Greenbushes	1
	3	Most houses are well maintained					
	4	People are more likely to move to other accommodation (smaller, Tuia Lodge) in Donnybrook than to go to Geegeelup in Bridgetown					

GREENBUSHES FORUM - 3. Community support and health services

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Hairdresser comes to town	1 gold	Continuity and follow through of HACC Services: * HACC Services from Manjimup need to keep chasing for them to complete work or follow up with clients – inconsistent/unreliable service * Community health in Manjimup don't follow through	4	Distribute better information about BATS	1
	2	The CRC is the place for centralised information about what is available	1	Need to know that you are on Stinton list: * When people apply to have their name added to the wait list at Stinton, it is not possible for the local management to know who has been added (or where they are from) as the data and information is aggregated by Department of Housing.		Let Stinton Gardens management know if you have been added to the DoH waiting list	
	3	Dr Jones attends Greenbushes once per fortnight Can also access the doctors in Bridgetown	1 gold	When Dr Jones is away, there is no other doctor who visits Greenbushes		Use the Greenbushes-Balingup newsletter more to share information	

Other items raised	Roses	Thorns	Buds
	Pat Scallan has facilitated support with minor home modifications/improvements when needed. He is very supportive of Greenbushes		
	Silver Chain service for local residents		
	BATS – transport service		
	Podiatrist comes to town		

GREENBUSHES FORUM - 4. Transport

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Rosie the bus – service to Bridgetown each fortnight		Parking in Bridgetown is difficult due to hills and parking on the main road with the trucks	2	Sign post to entice people into Greenbushes loop road (like Capel)	4
	2	Feel safe to drive		Trans WA timing not suitable	1	Change the day that Rosie operates. All the specials in the Bridgetown shops start on a Thursday. We want to go in then.	1
	3	Trans WA and Buswest 6x / day easy to go Bridgetown		Highway safety: * Southern entrance (Stanifer) out onto the SW Highway is now very hard to see past the new railing – you have to nudge car a long way out to see safely past. OK in a high 4wd but not in an ordinary car. * Hard to get out onto highway due to speed of oncoming traffic		No standing at entry sign to Greenbushes on highway (trucks sometimes rest here and you can't see past them to pull out onto highway)	

Other items raised	Roses	Thorns	Buds
		Trees: * Box trees in front of Tasty Edibles - truck access * Roots under the roads make lumps in the road and footpaths that are dangerous (but we like the trees!)	

GREENBUSHES FORUM - 5. Civic participation (volunteering) and employment

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Church insurance covers everyone		Red tape: * Health regulations for food handling (e.g. making preserves from community garden) * Insurance doesn't cover people over 80 (for volunteering) * Working with children checks required	1	CRC is the heart of Greenbushes - info on volunteering should be provided from here	
	2	CRC is a good place for volunteer information		Lack of continuity of volunteering program at school		Revisit the volunteering program at the school – see if it can be re-started.	
	3	Ratepayers Christmas party acknowledges volunteers		Main employment is mine			
	4	Self-employment opportunities are there for those that want to work e.g. handyman / cleaning					

Other items raised	Roses	Thorns	Buds
	3 active churches	Declining health stops us volunteering	
Volunteers are welcomed by all groups - lots of community groups to choose from			

GREENBUSHES FORUM - 6. Social participation

		Roses	# votes	Thorns	# votes	Buds	# votes
Top items	1	Lots of clubs, groups and activities on offer for a small community. All ages are welcomed.		Declining numbers in some groups e.g. CWA only has 4 members. Declining or stable population is not bringing new members to the clubs and current members are getting older.		Trying to get a men's shed going – need support from Bridgetown Men in Sheds to get started.	
	2						
	3						

Other items raised	Roses	Thorns	Buds
	The CRC offers iPad and IT lessons for seniors		

Local activities and group mentioned

Pink fun run	Craft CRC	Piano
Ladies exercise class (Mondays)	Book club	Music band
Darts club	Churches	Repertory Club in Bridgetown
Golf club	Knitting club	Greenbushes Band "Retrosonic"
Pilates at RSL	Activity club (Stinton)	Charity work
Pool and darts at the pub	CWA and Bingo (4 members)	Residents and rate payers
Walking group	Chess BTN	Charity contributions e.g. RUAH
Swim at Donnybrook	Stamps	Retirees Club
Croquet	Gardening club	Community garden (monthly morning tea)