




**Buloke Shire Council**  
**Positive Ageing Strategy**  
***2013–2019***



**Copies of this document are available from Buloke Shire Council Offices.**

 To request a copy by post:

**Phone:** (03) 1300 520 520

**Fax:** (03) 5493 7395

**Email:** [buloke@buloke.vic.gov.au](mailto:buloke@buloke.vic.gov.au)

 **Website:** [www.buloke.vic.gov.au](http://www.buloke.vic.gov.au)

### **Alternate Formats and Enquiries**

Alternate formats of this document are available. For an alternate format document or for enquiries about the **Positive Ageing Strategy**, please contact Customer Service.

---

**Disclaimer:** Whilst every effort has been made to ensure the accuracy and currency of information contained herein, the Buloke Shire Council accepts no responsibility for any omissions or errors.

## Foreword from the Mayor

I am pleased to present this **Positive Ageing Strategy**, which sets out Council's objectives for providing future improvements in the lives of our ageing residents.

The *Buloke Shire Positive Ageing Strategy 2013-2019* has been developed to describe Council's commitments to older Buloke Shire residents over the next six years. Council has worked in partnership with its older people, the broader community and the aged services sector to ensure the strategy belongs to the Buloke Shire community.

The Buloke Shire shares with the rest of Australia the opportunities and challenges presented by the increasing age of our population. This growth will require the Buloke Shire Council to work with the various key agencies across the region.

Through extensive engagement, our older community members have told us about the opportunities they are looking for in the Buloke Shire; from accessible and connected transport options, to maintaining their independence with access to health and fitness in a region that has a strong sense of community belonging.

The Positive Ageing Strategy explores how Council is committed to doing our part to help achieve the aspirations our communities have for our region.

I strongly commend this Strategy and I'm confident that its action plan component will assist the many local community agencies and groups in working together to support Buloke Shire's senior community to age in a positive way.

**Cr Reid Mather**

Mayor, Buloke Shire Council

## **Message from the Chief Executive Officer**

Buloke Shire Council's *Positive Ageing Strategy 2013-2019* recognises the invaluable contributions that seniors make to our community and provides a forward-thinking approach to enhancing the opportunities and addressing the changing needs of Buloke Shire's older population.

Buloke's population, like the rest of Australia, is ageing. Over the next 10 years and beyond, it is expected that the older population in the Buloke Shire will increase both in numbers and as a proportion of the population. Information from the 2006 Census forecasts that by the year 2021 one in four people living in Buloke will be over the age of 60.

The Strategy promotes the health and wellbeing of Council's residents and provides opportunities for older residents to maintain social connectedness and remain active in their local communities. It has also been developed in conjunction with external service providers and the community, will provide direction for Council to identify opportunities to enhance and promote the wellbeing of an ageing community and to guide effective planning, partnership development and community participation.

The growth of our ageing population will bring a number of impacts for Buloke Shire communities, and the responsibility for addressing these impacts needs to be shared between all key agencies in the region. Council is already working collaboratively with its partners to address the needs of our current and future older residents, and will continue to identify new opportunities for partnerships over the life of the strategy.

The Strategy has been developed following an extensive community engagement and participation process with community members, groups and organisations. Its implementation will involve a number of departments within Council, as well as key Government and community partners.

Seniors in Buloke play an important role within our community in many ways, through their involvement in paid work, as volunteers, as supportive family members and as community leaders.

Our older people play a vital role in our communities and it is important to recognise and respect the significant contribution older people make to our region. This strategy is an important step in building stronger, more cohesive and resilient Buloke Shire communities where everyone belongs.

**Mr Warwick Heine**

Chief Executive Officer

## **Contents**

<b>Foreword from the Mayor</b> .....	3
<b>Message from the Chief Executive Officer</b> .....	4
<b>What is a Positive Ageing Strategy?</b> .....	6
<b>A snapshot of our Ageing Population</b> .....	8
<b>Summary of Relevant Council Policies and Strategies</b> .....	9
<b>Consultation Process</b> .....	10
<b>What's important to our Ageing Community?</b> .....	11
<b>The Positive Ageing Plan, Strategic Actions</b> .....	13
<b>Objective 1 – Transport</b> .....	13
<b>Objective 2 – Access to Services, Information and Infrastructure</b> .....	14
<b>Objective 3 – Promoting an Independent Lifestyle</b> .....	17
<b>Objective 4 - Partnerships and Advocacy</b> .....	20
<b>Acknowledgements</b> .....	23
<b>References</b> .....	23
<b>Appendix 1</b> .....	24

## What is a Positive Ageing Strategy?

Council commissioned the development of a Positive Ageing Strategy (PAS) in June 2012 in response to the recent and future ageing of the population within the Buloke Shire. The ultimate goal of the Strategy is to maximise the quality of life, participation and social recognition of seniors living in Buloke. The implications of an ageing population present opportunities and challenges for all levels of Government and the broader community. The Buloke Shire Council has responded to this challenge by developing this Strategy and action plan to maximise opportunities and minimise the challenges of an ageing population.

This document articulates a six-year strategic direction for Council, together with community and key stakeholders, to promote and enhance opportunities for all residents to age positively. The Strategy includes a literature review about the latest key evidence-based research in relation to seniors; an outline of the community engagement and participation process; and a set of community goals, objectives and actions developed in response to the identified needs of senior residents. This Strategy will guide effective planning, resource allocation, partnership development and community participation over the next six years.

## What is Positive Ageing?

Residents of the Buloke Shire Council were asked during the consultations about “What does positive ageing mean to you?” There were many and varied responses to the question and when presented with the definition from the Australian Psychological Society, there was unanimous agreement that the definition below articulates their collective ideas perfectly:

*“Positive ageing is a term used to describe the process of maintaining a positive attitude, feeling good about yourself, keeping fit and healthy and engaging fully in life as you age.”*

The Australian Psychological Society also undertook surveys to identify some common difficulties in any given community and again the residents agreed that the following issues were consistent with those facing people in Buloke:

- Maintaining health and fitness
- Maintaining social networks and activities
- Experiencing feelings of sadness and loss
- Ensuring financial security
- Decreases in mobility
- An increased reliance on others.

## Who are our „Seniors“?

For the purposes of developing this Strategy, a „senior“ was defined as a person aged 60 years or older. Residents in this age range were specifically invited to participate however, residents of any age were welcome to have input and did contribute to the community engagement and participation process.

## Age-friendly Communities

Buloke Shire PAS has used the framework for the World Health Organisation (WHO) concepts of active ageing and age-friendly cities (we have renamed it „communities“ instead of „cities“). These frameworks for age-friendly cities were researched, developed and trialled in 35 cities (including Australia) from all continents and involved older people as full participants. “In an age-friendly city, policies, services, settings and structures support and enable people to age actively by:

- recognising the wide range of capacities and resources among older people
- anticipating and responding flexibly to ageing-related needs and preferences
- respecting their decisions and lifestyle choices
- protecting those who are most vulnerable
- promoting their inclusion in and contribution to all areas of community life.”

### The core topic areas for an Age-friendly community include:

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

*“There is not enough retirement type of accommodation here – people dread the thought of having to go into a nursing home”  
~Resident*

The success of the WHO initiative introduced a new way of living to all generations and peoples. Creating an age-friendly community benefits the whole community and is not just „elderly-friendly“. The Buloke Shire Council has therefore taken all relevant aspects from Australian and International policy frameworks to guide the key objectives for our PAS.

## „Ageing in Place“

An increased number of seniors living in society also impacts upon housing and public infrastructure, resources and funding. The current consumer demand for „ageing in place“ has influenced the ways that Governments think about caring for seniors.

Ageing in place is defined as “growing older without having to move from one’s place of residence in order to secure necessary support services in response to changing need”.

During the process of consultations we gathered some data from the participants at the community forums and those who completed our surveys to establish a more localised set of information to help us plan for the future. Since Council has an important role supporting seniors in their homes through the Home and Community Care Program (HACC), we established that the majority of our seniors live alone in their home (mostly widowed) and still drive a car (past where it is safe to do so) and so we may need to seek further funding and services for residents to „age in place” with home supports and transport options. The survey also revealed that a third of the participants have a physical impairment.

We also asked questions about who people could turn to for help in cases of lesser emergencies and established that the majority of participants had a relative or neighbour they could call on for help. For those families who had adult children, the majority were less than a two hour drive away from their house which extends their support networks.

Successful ageing in place calls for strategies to be employed so that seniors can access, or increase their access to, services and retain the highest quality of life as they age or become frail. It also recognises that seniors need to be involved in the planning, be aware of self-capabilities and be kept informed of community help and services available for age-related problems or illness.

## A snapshot of our Ageing Population

The most recent Census 2011 figures tell us that there are 6384 residents in Buloke. Below are a few key statistics:

- The average age of Buloke residents is 48 years
- The majority of residents are married
- The average people per household is 2.3
- Population figures of each age category:
  - 50 – 59 = 976
  - 60 – 69 = 885
  - 70 – 79 = 652
  - 80 + = 504

- Ancestry:

Australian	= 34.1%	Scottish	= 9.6%
English	= 30.3%	German	= 2.6%
Irish	= 12.9%	Assorted	= 10.5%

**100% of the residents surveyed identified that English is the primary language spoken at home.**



## Exploring Myths about Ageing

Seniors generally live satisfying and healthy lives. In fact, research suggests that senior Australians on average have a greater sense of wellbeing than younger and middle-aged people. Physical capacities in old age have increased in recent decades, with fewer than 10% of seniors living in some form of residential care facility.

The aim of positive ageing is to look at what enhances quality of life. There are many myths about ageing, however, the 2011 Census data and the localised data we collected through our consultation processes have dispelled some of these myths.

*“There were exercise classes 2 years ago but they stopped and I would like to see them going again, so I can join in”*  
~ Resident

MYTH	FACT
The majority of seniors will end up in a nursing home	Only 7% of Australia’s population are in residential care, even less % in Buloke
Everyone needs services or assistance when they age	Only 48% of survey participants reported that they use home care or other services (more than half of the people surveyed were aged over 80)
Seniors aren’t well respected in the community by the younger generation	99.5% of all residents surveyed claimed they were well respected in the community by the younger generations

## Summary of Relevant Council Policies and Strategies

The PAS is underpinned by a sound understanding of the social and environmental determinants of health and concepts of health promotion. As such, this Strategy sits under the Buloke Shire Council Plan 2009-2013 and the Municipal Health and Wellbeing Plan. Council has also developed a number of strategic documents to address the needs of various groups in the community, and which will all work together to ensure we plan for the future for all residents.

They include: *(in alphabetical order)*:

- Disability Action Plan 2013 - 2016
- Diversity Plan 2012 - 2015
- Footpath Trading Strategy
- Municipal Strategic Statement
- Recreation Plan
- Youth Strategy.

For more information about these plans please refer to the Buloke Shire Council’s website or Customer Service Officers.

## Consultation Process

A series of community forums were provided in the Shire to raise awareness of the development of the Strategy and also to capture the thoughts and ideas of our residents. Those forums were held in Birchip, Watchem, Donald, Nandaly, Sea Lake, Berriwillock/Culgoa, Wycheproof and Charlton. A forum was cancelled at Nullawill due to lack of response. Three Buloke Councillors attended their respective town forums and were available to hear comments from guests. In total, 64 residents attended across the Shire.

*“Why not have more community meetings like this where everyone can be heard, respected and noted for future results for council and the community”*

Each guest was invited to have their say about the key aspects of planning for positive ageing and was given a survey to complete to value-add to our data collection. Surveys were available for collection from Council for all interested residents and circulated to all recipients of Council’s HACC services. There were more than 166 surveys completed. The comments from the consultations are available in Appendix 1.

Service providers were also interviewed one-to-one by our consultant to establish any issues from a service provision, funding or strategic perspective. Those services contacted included East Wimmera Health Service, Mallee Track Community Health Service, Southern Mallee Primary Care Partnership, Bendigo Rural Health Team, Stawell Regional Health, Goodwin Village, Department of Veterans Affairs, Benetas, Annecto, Bendigo Health and Packaged Care - Loddon Mallee Region.

The questions that all residents were asked included:

- “What does positive ageing mean to you?”
- “What are the positive impacts on your life?”
- “What age-related challenges do you currently face?”

The five topic areas that were to potentially form the framework for the action plan included:

1. Transport
2. Equitable access for all
3. Building a supportive community
4. Promoting an independent lifestyle
5. Creating collaborative partnerships

The feedback received during this process has given us „evidence“ of some of the issues that need to be addressed in our future planning processes through the development of „actions“ under the main topic areas. Those topics will form the basis for our key „objectives“.

The key objectives relate to issues that need „attention“ and since the feedback has proven that a supportive community is alive and thriving in the Buloke Shire, we have chosen to exclude number 3 - „Building a Supportive Community“, as it appears that the backbone for the survival of small rural communities is in place already. All we need to add in this is that the Shire will do everything in its power to ensure that supportive communities continue to successfully operate into the future.

This strategy recognises the many agencies in the Buloke Shire that all have an important part to play in addressing the needs and aspirations of current and future older populations.

## What’s important to our Ageing Community?

The Objectives of the plan are based on the understanding that the main issues facing seniors are very broad and interconnected with the community, venues and many services that are out of the control of the Council. In order for the Council to show leadership and help remove those issues in the community, there needs to be a collaborative effort by a number of simultaneous initiatives to address them effectively.

The two main issues that came out the consultation findings included the need for improved transport options and more localised health services. On the other side of the ledger was a greater swell of praise for Council’s current services and Council staff.

“We’re  
happy with  
Council  
services,  
just don’t  
change  
them or  
take them  
away!”

~ Resident

The key objectives for the Positive Ageing Strategy have been revised as a result of the findings of the consultations. The main headings identify broad objectives and beneath those are sub-headings for each specific topic area. Summarised below are the four main objective headings and their related sub-headings:

### 1. Transport:

- The consultation process demonstrated an overwhelming need for improved transport options and infrastructure, both within the control of Council and also for the external Government sectors. As people age and potentially relinquish their cars, there will be increased needs for more sustainable and flexible transport services.

### 2. Access to services, information and infrastructure:

- Services – Home Care services are provided through HACC funding, and although it is currently meeting the needs of the community, it needs to maintain its standard of excellence. This objective also takes account of the other services such as the library services, information provision about Council services, disaster management and supporting community groups like the senior citizens’ groups.
- Infrastructure - Although new building standards exist for more accessible buildings and infrastructure, it is Council’s responsibility to ensure that the

planning and implementation of renewed community buildings and accessible footpaths is a priority. The actions for access and mobility standards are documented in the Disability Action Plan 2011- 2014 and therefore there is only a small mention of it within this strategy.

### **3. Promoting an independent lifestyle:**

- Independent lifestyles – the focus of this sub-topic is to try to support ageing residents to stay as independently as possible and in their own homes. Programs like men's shed and cooking classes help to maintain connectedness and self-sufficiency.
- Social leadership – will include mentoring programs between generations, community „champions“, applications for seeking grants and learning opportunities.
- Volunteering opportunities – strong volunteering activity already exists within the Shire and Council will continue to support and enhance the ongoing activities of volunteers.
- Diversity – multiculturalism and diversity is a small percentage of the community but will hopefully increase during the timelines of this plan, we will therefore plan to accommodate the range of needs.
- Celebrations and events – promoting the benefits of seniors in our community will involve better promotion of senior's events, awards and recognised international or Australian „days“ (e.g. „grandparent's day“) or „weeks“ (e.g. hearing awareness week) that are relevant to an ageing population.

### **4. Partnerships and advocacy:**

- Transport – in addition to objective 1, there is a need for Council to advocate to external services for improved and more integrated transport options.
- Health services – more effective collaboration between local and visiting health services.
- Safety programs – safety programs in the home such as falls prevention or „consumer protection“ against hawkers.
- Emergency management – outsourcing fire and flood information sessions
- Broader information provision and training – potentially by other training services about new Government initiatives, Centrelink options, retirement planning, financial planning, etc.

## The Positive Ageing Plan, Strategic Actions

### Objective 1 – Transport

Goal 1: Council will work towards developing a more effective and coordinated transport system within and beyond Shire boundaries.

What are we going to do?		How will we know it's done?	Who will do it?	When?
1.1	Continue to provide HACC community transport to eligible residents	Monitor statistics	BSC	Ongoing
1.2	Provide information to residents about the availability and location of medical transport	Information provided	BSC	Ongoing
1.3	Continue to support Transport Connections initiatives	TC supports in place	BSC	Ongoing
1.4	Increase the marketing campaign to recruit more volunteer drivers	More volunteers recruited	BSC	Ongoing

*“I wish they could find some younger volunteer drivers. The ones we have now are often old and find long trips too tiring” ~ Resident*

## Objective 2 – Access to Services, Information and Infrastructure

Goal 2: Council will ensure that all efforts will be made to plan for better access to services, information and buildings.

### 2.1 Services

What are we going to do?		How will we know it's done?	Who will do it?	Year
2.1.1	Continue to provide HACC services to frail aged clients	Monitor statistics	BSC	Ongoing
2.1.2	Continue to strengthen links to external services who provide services to HACC clients	Ongoing quality and service provision monitored	BSC	Ongoing
2.1.3	Implement and increase the usage of the Active Service Model	ASM clients increased	BSC	Ongoing
2.1.4	Investigate the feasibility of reintroducing hard rubbish pick up service	Study completed	BSC	Ongoing
2.1.5	Continue to provide regular mobile library services	No change to services	BSC	Ongoing

### 2.2 Infrastructure

What are we going to do?		How will we know it's done?	Who will do it?	Year
2.2.1	Ensure that all new and refurbished buildings, footpaths or other infrastructure meet the standards for access and mobility as per the Disability Action Plan 2011-2014	Increased accessibility to buildings in Buloke	BSC	Ongoing

What are we going to do?		How will we know it's done?	Who will do it?	Year
2.2.2	Create an opportunity for residents to have their say when aged care housing options are being planned	Opportunities for community input organised	BSC	Ongoing
2.2.3	Incorporate „safer and healthy by design” principles and policies into the planning scheme and municipal statement and note the following features: <ul style="list-style-type: none"> <li>• Connectivity and accessibility of footpaths</li> <li>• Access to public toilets</li> <li>• Increased public seating options</li> <li>• Increased pedestrian crossings</li> <li>• Clear signage</li> </ul>	Design principles in place	BSC	Ongoing
2.2.4	Provide building „adaptability” guidelines for residents who are renovating or building homes for „ageing in place”	Guidelines available	BSC	Ongoing

### 2.3 Information

What are we going to do?		How will we know it's done?	Who will do it?	Year
2.3.1	Continue to provide a community directory of services specifically for seniors and circulate widely in different formats	Community directory up to date	BSC	Ongoing
2.3.2	Provide a calendar of events for community and make available on website and noticeboards and at community centres	Calendar of events up to date and distributed	BSC	Annually
2.3.3	Audit website to ensure that all images of seniors are positive and language is appropriate	Audit complete	BSC	Annually

What are we going to do?		How will we know it's done?	Who will do it?	Year
2.3.4	Ensure seniors have access to „healthy ageing“ and lifestyle resources	Resources available	BSC EWHS Mallee Track	Ongoing
2.3.5	Incorporate age-friendly information guidelines into corporate style guide	Guidelines included	BSC	Ongoing
2.3.6	Provide information sessions to the community on an „as needs“ basis	Information sessions provided	BSC EWHS Mallee Track	Ongoing
2.3.7	Provide a register of accessible venues for community use	Register available	BSC	Ongoing
2.3.8	Build external relationships with services that provide: <ul style="list-style-type: none"> <li>• Financial planning for retirement</li> <li>• Centrelink benefits</li> <li>• Age care services</li> <li>• Legal issues (e.g. powers of attorney, wills, etc)</li> </ul>	Relationships sustainable	BSC	Ongoing



## Objective 3 – Promoting an Independent Lifestyle

Goal 3: Council will ensure that all its planning, promotion and networks provide opportunities for residents to maintain and independent lifestyle.

### 3.1 Independent Lifestyles

What are we going to do?		How will we know it's done?	Who will do it?	Year
3.1.1	Provide rebates for eligible residents on rates and animal registrations	Rebates available	BSC	Ongoing
3.1.2	Investigate feasibility of a scooter recharge scheme	Feasibility study undertaken	RuralAccess	2013
3.1.3	Implement healthy activity programs in the Shire	Programs undertaken	BSC EWHS Mallee Track	Ongoing
3.1.4	Encourage the continuation of „Men“s Shed“ programs further across the Shire	Men“s shed programs remain sustainable	BSC	Ongoing
3.1.5	Ensure there are basic cooking classes available for all residents and some tailored to seniors who may have a mobility impairment	Classes undertaken	BSC EWHS Mallee Track	Ongoing

### 3.2 Social Leadership Programs

What are we going to do?		How will we know it's done?	Who will do it?	Year
3.2.1	Investigate ways in which Council can enhance existing mentoring programs for youth by seniors	Investigation undertaken	BSC	Ongoing
3.2.2	Investigate the feasibility of creating intergenerational programs that promote the benefits of age and maturity	Investigation undertaken	BSC	

What are we going to do?		How will we know it's done?	Who will do it?	Year
3.2.3	Develop of Seniors Advisory Committee that will give senior residents an opportunity to have a say in Council planning, communication and decision making processes	Committee established	BSC	2013
3.2.4	Support community groups to further develop grant application writing skills	Community groups supported	BSC	Ongoing

### 3.3 Volunteering

What are we going to do?		How will we know it's done?	Who will do it?	Year
3.3.1	Support existing volunteer processes and help promote new membership and opportunities	New recruits and volunteering opportunities available	BSC	Ongoing
3.3.2	Provide a brochure or flyer for all residents about what volunteer roles exist in the Shire	Brochure created	BSC	Ongoing

### 3.4 Diversity

What are we going to do?		How will we know it's done?	Who will do it?	Year
3.4.1	Acknowledge and support all residents with diverse needs	Diversity acknowledged and supported	BSC EWHS Mallee Track	Ongoing
3.4.2	Engage volunteers to support all new residents from a multicultural background to become connected to their community	Volunteers selected and briefed	BSC	Ongoing
3.4.3	Provide information to residents from a multicultural background in an appropriate format and language where necessary	Information available	BSC EWHS Mallee Track	Ongoing

### 3.5 Celebrations and Events

What are we going to do?	How will we know it's done?	Who will do it?	Year
3.5.1 Help promote or organise special occasions such as: <ul style="list-style-type: none"> <li>• Diabetes week</li> <li>• Seniors week</li> <li>• Carers week</li> <li>• Hearing awareness week</li> <li>• Mental health week</li> <li>• Heart awareness</li> <li>• Neighbours day</li> <li>• Grandparents day</li> <li>• Alzheimer's day</li> </ul>	Events organised	BSC EWS Mallee Track	Annually
3.5.2 Promote examples of positive ageing in all Council publications generated either through the Shire or other agencies	Positive ageing promoted	BSC	Ongoing
3.5.3 Use positive images of seniors in Council publications	Positive images available	BSC	Ongoing
3.5.4 Redevelop the Seniors Festival to include resident participation in its planning, development and delivery	Festival redeveloped	BSC	Ongoing
3.5.5 Continue to encourage applications for the Victorian „Seniors of the year“ awards program	Awards program well represented from Buloke residents	BSC	Ongoing

## Objective 4 - Partnerships and Advocacy

Goal 4: Council will endeavor to provide leadership and support to promote better partnerships within the Shire and related services and act as an advocate where appropriate.

### 4.1 Transport Advocacy

What are we going to do?		How will we know it's done?	Who will do it?	Year
4.1	Advocate to State Government for improved accessibility to funding for increased public transport options	More funds available	BSC EWHS Mallee Track SMPCP Medicare locals x 2	Ongoing

### 4.2 External Services Partnerships

What are we going to do?		How will we know it's done?	Who will do it?	Year
4.2.1	Collaborate with and advocate for increased health services for the region	More health services available	BSC EWHS Mallee Track SMPCP Medicare locals x 2	Ongoing
4.2.2	Continue to facilitate opportunities with external aged services agencies for networking and information sharing on specific aged-related topics	Networking opportunities available	BSC EWHS Mallee Track SMPCP Medicare locals x 2	Ongoing
4.2.3	Facilitate regular health and wellbeing expos in partnership with external health service providers. Include actions: 2.3.8 and 4.3.1	Expo organised	BSC EWHS Mallee Track SMPCP Medicare locals x 2	Ongoing

What are we going to do?		How will we know it's done?	Who will do it?	Year
4.2.4	Collaborate with external services to identify gaps in service provision and apply for extra funding where necessary	Gaps identified and funding sought	BSC EWHS Mallee Track SMPCP Medicare locals x 2	Ongoing
4.2.5	Promote services that support older people as carers	Services supported	BSC EWHS Mallee Track	Ongoing
4.2.6	Promote ongoing successful Government initiatives that support seniors in the Shire via media and Council website	Services promoted	BSC EWHS Mallee Track SMPCP Medicare locals x 2	Ongoing
4.2.7	Continue to encourage members of Men's Shed programs to volunteer to assist with: <ul style="list-style-type: none"> <li>• community projects</li> <li>• offer „handyman“ jobs for local frail residents</li> </ul>	Men's shed members participating with the broader community	BSC	Ongoing
4.2.8	Partner with the Bendigo Volunteer Resources Centre for creating opportunities for volunteers	Partnerships created	BSC	Ongoing
4.2.9	Continue to offer links to the Home Renovation Services to provide home maintenance, etc.	Links offered CLASP Program	BSC	Ongoing

### 4.3 Learning Opportunities

What are we going to do?		How will we know it's done?	Who will do it?	Year
4.3.1	Continue to promote and circulate Department of Health information especially for older residents	Information circulated	BSC EWHS Mallee Track	Ongoing
4.3.2	Partner with training organisations to provide learning opportunities for seniors	Training provided	BSC	Ongoing

### 4.3 Safety Programs

Emergency management – outsourcing fire and flood training opportunities

What are we going to do?		How will we know it's done?	Who will do it?	Year
4.3.1	Continue to provide information about: <ul style="list-style-type: none"> <li>• flood readiness</li> <li>• heat waves</li> <li>• fire evacuation</li> <li>• shared pathways safety</li> <li>• scooter safety</li> </ul>	Information provided	BSC	Ongoing
4.3.2	Continue to maintain a register of vulnerable people as per the Victorian Bushfire Enquiry recommendation No 3.	Register maintained	BSC	Ongoing
4.3.3	Promote the Shire as a safe place to live, retire, visit or work	Shire promoted	BSC	Ongoing

## Acknowledgements

The Buloke Shire Council would like to acknowledge the contribution of the members of the community and service providers in the preparation of this plan and thank them for their participation.

### Stakeholders

- Councillors
- Managers and staff of all Council Departments
- Organisations providing services to seniors, consumer groups and service providers representing the issues of people who have a disability
- Businesses that provide appropriate services

### References

- Deb Whitecross Enterprises Pty Ltd resources
- SMPCP resources
- Buloke Shire Council website and profile data
- Victorian Department of Premier and Cabinet, 2006, A Fairer Victoria: Progress and Next Steps. Melbourne: State Government of Victoria
- Australian Bureau of Statistics. Census data <http://www.abs.gov.au/>
- Commonwealth of Australia. National Strategy for an Ageing Australia. Canberra, 2002.
- Municipal Association of Victoria. Ageing: Positive Ageing website. [www.mav.asn.au](http://www.mav.asn.au)
- National Public Health Partnership. Melbourne, 2002
- Senior Resource. Ageing in place website. [www.seniorresource.com](http://www.seniorresource.com)
- United Nations, Population Division, DESA. World population ageing 1950-2050. New York. 2000
- World Health Organisation. Active Ageing: a policy framework. Geneva, 2002
- World Health Organisation. Declaration of Alma Ata. WHO: Geneva, 1978
- World Health Organisation. Global age-friendly cities: a guide. Geneva, 2007
- World Health Organisation. Ottawa charter for health promotion. 1986

# APPENDIX 1

## Community Consultation Results

### Direct quotes and feedback - June 19<sup>th</sup> – 22<sup>nd</sup> June 2012

There were plenty of opportunities for residents to give feedback about the development of the Positive ageing strategy. This report provides the raw data and does not draw conclusions about the themes, analysis or significance of the feedback; those findings are translated into actions in the main strategy.

Towns where the open community forums were held included (brackets indicate attendance numbers): Birchip (15), Watchem (11), Donald (6), Nandaly (4), Sea Lake (7), Culgoa (9), Wycheproof (7), Charlton (5).

Service providers were interviewed and included (SP) indicates comments made by service providers.

**Please note:** number in brackets indicate how many people made the same or similar comment.

#### What are the positive impacts on your life?

- Healthy lifestyle, enjoying life being lucky and positive (11)
- Keeping active, mentally and physically (18)
- Family and grandchildren (20)
- Respect
- We like the services the shire provides – please keep as is (10)
- PAG (11)
- Make sure the town doesn't get bigger (2)
- Gardening (2)
- Travel (3)
- Rock and roll nights (Watchem)
- Living in Watchem
- Good medical services (Sea Lake and Charlton) (6)
- Being involved in all activities (12)
- Going out every day (2)
- Enjoying the friendships (14)
- Being involved in community (13)
- Undertaking volunteer work (6)
- Having time to have chat
- Helped in the supportive community (many)
- Singing, senior citz and probus
- Being able to live at home (7)
- Much easier with grief and loss lots more supportive
- Being safe and secure (10)
- Knowing my children are safe with me and away at school or hospital because of family support



- Striving to obtain a full time job and feeling an achievement with each assessment task
- I enjoy living in Wycheproof
- Being able to still drive
- Donald is a wonderful elderly folk"s town to live in already. So much is already available, keep up the good work (2)
- Watchem watches out for everyone people make friends easy
- Small town services with lots of service enable young people to stay around instead of moving to metro areas

## What age related challenges do you currently face?

### Health issues:

- Getting old, ageing and health issues (32)
- Once a week dentist is not enough
- Caring for partners (3)
- Mobility problems (56)
- We need a specialist in medical centre in Charlton (2)
- Optometrist at medical centre every 6 weeks needs notification
- Don't have access to doctors they have to go to Mildura, Ballarat and Bendigo - if you have an anesthetic they won't take you (14)
- Don't have many services and limited district nurse only 3 days a week only few, so sick people leaving town
- Watching others die
- Men"s health and will only go to certain events face to face
- Sensory loss (11)
- Recently retired missing work so much
- Long distance from family
- No hospital because of the floods (2)
- Memory hearing loss (can"t remember)
- Trips in ambulance knock older people around
- Only problem is new phones and don't have safety link you don't have it unless you have a mobile phone network to call someone
- Farm not making enough income
- Getting to appointment out of town
- Still living on the farm
- Uneven footpaths (1)
- Unsure what will happen when I can"t get around
- Getting rid of hard rubbish
- Being dependent on others (2)
- Donald is a town that covers all aspects of questions 1-5 very well
- Transport (23)
- Help with gardening
- Doesn"t cook (2)
- Doesn"t undertake activities
- Doesn"t relate to most people

- How to cope living at home so don't have to go into a nursing home
- Loneliness (3)

### **Objective 1. Transport issues:**

- More transport options (many)
- Drivers don't have support and information on medical conditions and information of what to do in emergencies when transporting patients
- Bus stop in Bendigo is very far from most specialists and then there is a rush to get back to the bus on time
- Also need more young people to volunteer to do driving for medical appointments to Ballarat and Bendigo for shopping and appointments and even just in town for shopping and banking
- Need help to get to doctors and shopping - help each other "getting out shopping and banking" as the council car is hard to get.
- Council should support voluntary drivers with private cars
- More availability of community car and bus (11)
- Taxis need succession plan for younger drivers
- Financial isolation and petrol money
- No taxi service in Sea Lake or Culgoa (6)
- Lack of confidence whilst driving in big towns
- Transport apart from community bus just for a day trip to markets
- Bus service keep the cost of running them low

### **Objective 2. Access to services, information and infrastructure:**

#### **HACC services:**

- Very good services – we are very lucky here (many compliments)
- Not getting the housework done
- Meals and wheels volunteers forget to deliver sometimes
- Services to address mental health issues not provided (SP)
- Services not well promoted to the community (SP)
- ASM to be increased (SP)
- Include „Mental health and social inclusion“ framework developed by PCP into processes (SP)
- The HACC “girls” do a wonderful job with our clients and have a fabulous rapport with the community (SP)
- As long as the Shire can continue with the current level of service all will be well (SP)

#### **Home maintenance**

- Information about good handyman - so many widows need the handyman maybe outreach from men's shed to pay them and be subsidized to mow and do gardening and handyman (6)
- Handyman service needed to change light globes and mow lawns (26)

- Mowers, gardeners and wood how do you get these?
- Takes longer to do basics
- Lots of houses falling apart from no repairs and help
- Help for heavy things like lifting and gardening (22)
- Not being able to do things around the house like chopping wood or maintenance too expensive or not reliable and maybe subsidized handy man for repairs
- Council to do hard rubbish collection again please
- Why not provide trailers to hire to put hard rubbish in and take to tip - street sweeper used to be once every 2 months.
- Light globes not allowed to go over 1 metre off the ground for homecare so neighbours do it and we need gutters and windows done
- Most important is maintenance they love their gardens but once overgrown its harder to get it back in control

### **Infrastructure issues:**

- We need a heated pool nearest heated pool in Bendigo-Donald (8)
- Scooters on footpath and no parking in front of post office
- Heavy door at post office
- Footpaths in town are soil and have little lips in them and the ground is unsteady - its so uneven in areas - there are pavers that are uneven from the moving ground could there be concrete under or repaired
- There is a large downhill area and the residents want to know if there could be a ramp there for their safety as it is steep (Donald)
- Footpaths to accommodate gophers
- Parking problems
- Repair footpaths (many)
- Pubs are looking at access issues at the moment (Wycheproof)
- Shop fronts in town not accessible (5)
- Signage for all community members/visitors & tourists
- Promote & follow up on disabled facilities (monitoring them)
- Shopping centre car park – Donald
- Eliminate steps – stroke victims trouble walking and people with heart problems(1)
- Maintenance of facilities, supply specific disabled access (footpaths, ramps, structures)
- More exercise or sporting options (2)
- Include health by design features into planners guide (SP)

### **Communication issues:**

- More information is needed about safety link services and promoting and advertising. There are a lot of services not well known and need more information about HACC services
- Media liaison officer to talk through all the groups and a community calendars - can talk to different people and keep telling people about services
- The council insert that is in paper every month in blue writing is not read by many people
- Notice boards to promote groups like Probus and senior citizens
- What does all the Council „gobble de gook“ mean?
- Lack of communication (many)
- Better support for the shire for senior citizens clubs (Donald)

- More information should be available(25)
- Provide more brochures for new residents
- Email information out - not everyone gets the paper
- Choose a „Communication Champion“ through senior citizens and Probus etc to pass on vital info - Group champion to do mailing list for interest anything to do with a subject and you deliver it to other people and network (4)
- No interest through paper talking to people face to face is better (5)
- Smaller phone books and bigger writing in phone books and council documents
- Signs in streets don't work either
- Quality information to what's happening and everything going on to get everyone out on floods.
- Writing is too small that why people it is part of it
- A brochure and newsletter needed (4)
- Posters on the window and poster boards nice large big print
- Resource centre used to bring things to the community
- Community matters are important website not well used
- Word of mouth is always best
- Internet is not reliable wireless can go without for days
- Advertising on windows not in paper
- On notice board you don't get information usually go to shire
- A lot of people and groups not on email and don't use computers and newspapers are all on computer not everyone use them
- We don't want computers
- Introduce them to easier options for rate payments e.g. Telephone/internet classes/computer intros/direct debits etc.
- Champions these are the things to talk to groups about proactive what you can do someone to coordinate
- Access to information – (as proved in the January 2011 floods – no information forthcoming) 3
- Community consultation – about local town issues
- Send personal information to them to inform them of up and coming events (2)
- Ensure they all have public transport schedules
- Progress association take issues to younger people
- We need to have a shared project between service providers to get up to date information out to the residents (SP)
- Perhaps an A4 tri fold brochure with the main services specific to the elderly and then have a carer come and go through it with them to explain everything (SP)

### **Accommodation**

- Strong need for people to stay in homes
- Not enough nursing homes here – only 10 beds and 70 people who may need one
- People dread the thought of going into nursing homes
- More retirement units for aged people (11)
- Supervised 2 bedroom hotel accommodation (with car port) (2)
- Township zoned already to industry town and farms council can't control what types of houses are in the town or what people build units around hospital and close to town can't force it isn't big enough area. You will have to put rails and ramps into your houses that you are in at the moment

- Competitiveness: price for rentals, land, homes, opportunities Funding not enough to service older people
- Adequate aged beds in all towns
- More supported units needed so we can look after each other
- People move to the area without having done their research need more information about that and Salvation Army hand out for that (new resident package) introduce you to neighbours brochure? Year 9 to look after the older people register with school and for them to go each day. Unless you qualify for safety link you have to pay for it
- 2 bedroom units for senior citizens that pensioners could rent they use ok sign to check people
- Find more money
- There are no units or government houses to rent if they come out to help as staff see what's happening to people in little towns
- Nice retirement place before we need a nursing home
- More independent unit's dense accommodation close to shops

### **Objective 3. Promoting an independent lifestyle:**

#### **Social connectedness:**

- I believe the Buloke Shire Council does support the community of Wycheproof, no matter the age, gender, race or ability. This is (as representatives for all) in my opinion, an extremely important aspect of (not only support) but a fantastic representation all together for the whole shire and communities within it – business companies alike:- home handy man (mowing, tree pruning, general maintenance around the home)
- Linking young people into local community group programs (assistance/mentoring with governance)
- Why not have more community meetings where everyone can be heard, respected and noted for future results for council and the community – connection (3)
- Reduce rates for pensioners
- Living on my own is ok but gets lonely (2)
- Encourage people to attend support groups (diabetes, carers etc.)
- Encourage local senior people to hold a “bring a friend day” to introduce people
- Promote senior citizens centres – attract more members and the benefits of joining (4)
- Love your fellow man, not your god
- We are a small community, we can't sustain a lot of community funded initiatives unless we get funding
- Look at creating more men's sheds (6)
- Families are not always around
- More volunteers needed for men's shed
- Being male it's very hard to get men together and creating opportunities for men to help each other (3)
- Ladies and men can enjoy games day (Watchem)
- Lots of opportunities for volunteer work
- I think there are some old people who don't respect young people

- No entertainment - getting to Horsham or Charlton is a long day leaves early and gets back late.
- Everyone needs to do everything in a little town and community
- Culgoa bowling club is hub of town no young ones coming around though
- It would be great to implement the social visiting program like we have in Stawell (2 SP)
- Some clients have a lack of independence when it comes to selecting the food they would like as they are isolated at home and workers shop for them (SP)
- One lady was very embarrassed to have to get the worker to buy her some new undies as she was unable to get out to do it herself (SP)

#### **Objective 4. Partnerships and advocacy:**

##### **Economic issues:**

- Lack of respect at banks for elders
- New people to town could share with older lonely people and for them to rent.
- More visits from Centrelink so more people can see them (4)
- Centrelink in bus can only take 10 people at time
- Find new industry for younger people in town (2)
- Culgoa local store in jeopardy - if people don't drive how car they get to the shop
- Double our population so rates don't go up
- Declining population
- Resource centre is good
- Young people moving for uni nothing to come back for
- Don't have resource centre in Charlton

##### **Learning:**

- Cooking skills (6)
- Mobile and computer classes (11)
- Council could talk to neighbourhood house and advocate with them for more funding for courses and subsidies.
- 2 government bodies working with schools and ensuring this continues to do computer skills and maybe use second hand computers from schools for these classes
- The school kids used to come in to teach older people to use computers and wondered if they were able to do that again the older people and younger people both learnt a lot maybe come to the houses
- Advertising of courses – options for growing population
- Course funding: teaching, advertising, promoting support for all

##### **Health services**

- Health is number 1
- No main facilities
- Planning for health and wellbeing – should be a community decision
- Think about Skyping a doctor so people don't have to go to Melbourne
- Social, medical and general health centres needed
- More PAG activities – walking groups, exercise, quiz nights (4)
- More „do care“ people to visit lonely old people

- Specialist health services flown in on monthly basis
- When building the new hospital incorporate a hostel with the nursing home
- Strengthen working relationships between EWHS, Mallee Track and PCP

### **Safety and emergency management**

- Advocacy of issues concerning city police presence (3)
- Ageing people should feel safe with the checking by council of windows, door locks and security doors. Then advising of changes
- Safe community (made aware of any problems)
- Safe work practices apply to private people as much, if not more so than to council volunteers and paid staff
- Extreme weather events
- Evacuating people is difficult during the floods
- Kids on scooters and pushbikes on footpaths are a hazard
- Fire trucks aren't accessible for evacuating frail people
- Heat, drought, floods we do need to look at what we need with the older people, no heat policy (2)
- Vacant blocks cleared before fire hazard absentee and land lords not being able to find the fire plan.

### **Other services:**

- Interaction with animals (dogs) in nursing homes
- There were exercise classes 2 years ago but stopped and i would like to see them running again
- Have to travel far afield to senior week events senior week council doesn't do anything for it.
- Connect business government/non-government for the younger people
- SMPCP seem to be doing something about partnerships and should be supported
- Engagement with CEOs is need for changes to happen.