

# **NARRANDERA SHIRE POSITIVE AGEING STRATEGY 2016-2021**





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# Introduction

## The Context - What is Positive Ageing?

Positive Ageing refers to the creation of an age-friendly community by enhancing the quality of life for older people. This is achieved through the provision of opportunities for improving and preserving a person's health, their independence, their degree of personal responsibility and their participation and security in the community.

It recognises the vital roles ageing people play as workers, volunteers, carers, family members, life-long learners, neighbours and consumers. Positive Ageing is also about how we, as a community, value our older citizens.

We want all members of our Shire community, no matter what age to be able to see ageing not in terms of decline and degeneration but in terms of opportunity and capacity.

The vision described for Narrandera Shire in the Positive Ageing Strategy is comprised of a series of actions that the community and Narrandera Shire can take to create a community environment that supports people as they age to:

- be able to choose from a range of activities and interests
- be able to access venues, activities and services
- be independent and active
- be connected and engaged in the community
- be involved in decision making
- have a sense of wellbeing

*"... in the end, it's not the years in your life that count. It's the life in your Years."*

Abraham Lincoln

## Why do we need to take action on Positive Ageing?

For the first time in history the birth rate does not exceed the death rate. Worldwide, the proportion of people aged 65 and over is growing faster than any other age group. As a community we are healthier and more active than any generation that has gone before us – so we are living longer. The trend holds true for Australian communities and for Narrandera Shire.

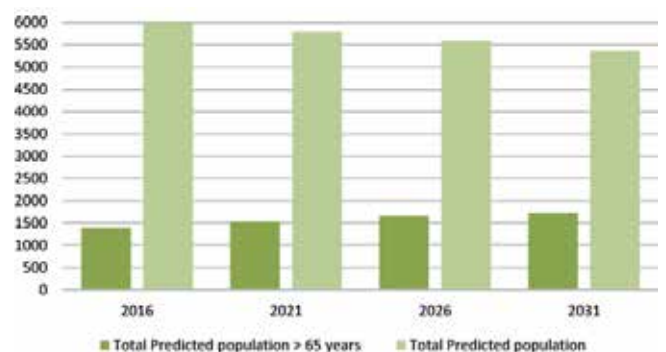
Narrandera Shire's population of people over 65 years as a percentage of total population is 19.8%; significantly higher than the State average of 14% percent.

At the 2016 Census it is predicted that people aged over 65 years will have increased from 19.8% of the population to 23.3%; and by the 2031 census one in every 3 people living in Narrandera will be over 65.

It is important to note that due to the lower life expectancy and higher rate of chronic illness, the Commonwealth and State Governments deem the Aboriginal and Torres Strait Islander people to be frail aged at 50 years of age. In Narrandera Shire 1 in every 10 people are of Aboriginal and Torres Strait Islander descent.

The Commonwealth and state governments have been planning their responses to the demographic shift for some years now. Local governments across Australia are also now developing strategies to support their local residents as their community ages.

### Predicted Demographic Shift in Narrandera Shire



## Why a Strategy?

Sound planning is fundamental to the success of any organisation. This strategy:

- is informed by consultation with the community at gatherings, at listening posts, with service providers and via a survey questionnaire, as well as research into what is required so that the whole community is in a position to supports its older members.
- communicates what the community has asked for to support them to age well.
- identifies the steps the Shire and its communities might take to create an environment in which aged people may live positively.
- outlines links to important government initiatives supporting Positive Ageing.
- provides information Council and community groups can use to support any future funding applications related to Positive Ageing.

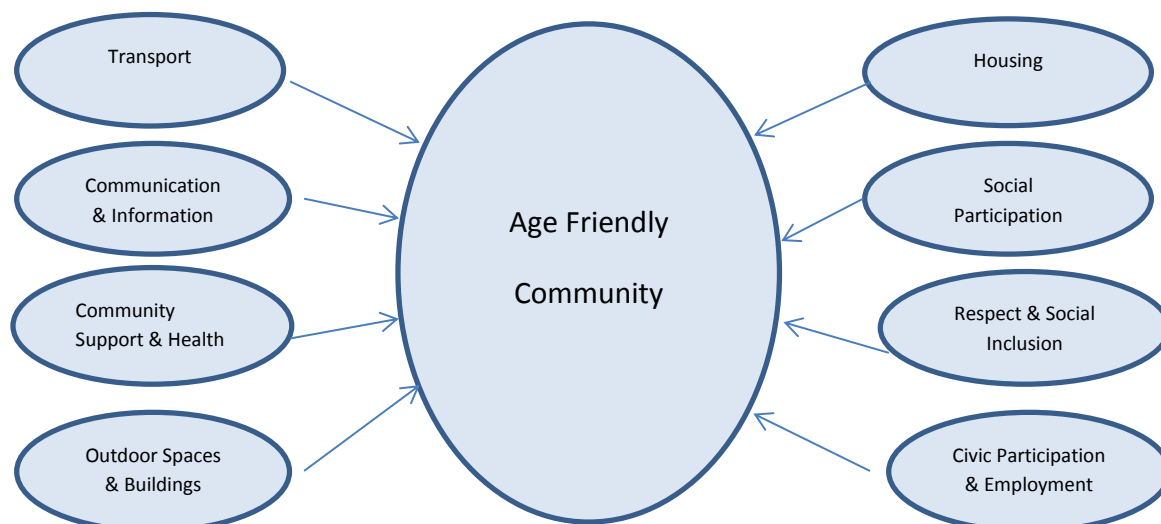
A strong Positive Ageing Strategy provides a guide to Council and the community to take a collaborative approach to deliver the best outcomes for the all of the community.

Community capacity building, and building strong and sustainable partnerships, is a key focus of the Positive Ageing Strategy and Council has a key role in facilitating action to respond to the changing age profile.



The purpose of this Strategy is to provide sustainable strategic direction for Council to meet the needs of its older residents through effective use of its own resources and by working in partnership with others.

The Positive Ageing Strategy identifies priority issues, addresses Council's role, and outlines actions both in the short and the medium term. The strategy will also be integrated into Council's Community Strategic Plan which informs the annual Delivery Plan, within which resources are identified, actions are given a time-frame, and through which delivery can be monitored.



## What are the benefits of a Positive Ageing environment?

It is well established that community development has economic, cultural and social benefits to any community. A Narrandera Shire community with an actively supported, active and engaged older population may expect that the community will:

- retain and attract residents
- strengthen its volunteer base
- increase the participation in paid work
- attract investment
- minimise health care costs
- build social cohesion
- make it possible for more people to stay in own home as they age

It must be remembered that increasing longevity is an indicator of social and economic progress: a great triumph of civilisation and, specifically, of science and public policy over many of the causes of premature death which truncated lives in earlier times. Therefore, we should recognise that this unique phenomenon is one of the great achievements of the 20th century (Walker, 2012).

## What is Narrandera Shire Council's role in Positive Ageing?

Only some of the issues identified by the community for this Strategy can be completed by Council alone. Many will require the support, resources, goodwill and assistance of community groups, the business community, individuals and other levels of government. Some will require actions that can only be implemented by Commonwealth or State Governments. Where this is the case Council can be a strong voice on the community's behalf.

An ageing population affects local government in a variety of ways including infrastructure, community assets, planning provisions, housing, transport and the promotion of a socially active, connected community.



## **How did we decide what to include in the Strategy?**

The consultation asked participants to consider how Council could work with the community and other agencies to support them or family members as they age. Specifically residents were asked about active participation and engagement, transport and mobility, housing and aged care, and outdoor spaces and infrastructure.

Each of these focus areas covered a range of topics and issues:

### **Active Participation and Engagement**

- Access to Aged Care and Health Services
- Cultural & recreational activity
- Continued Learning
- Information and Communication
- Safety
- Paid Employment

### **Transport and Mobility**

#### **Housing and Aged Care**

- Support to stay in own home
- Range of Aged care accommodation & self-care units

### **Outdoor Spaces and Infrastructure**

- Pathways
- Seating

## **The Consultation**

A survey questionnaire was made available at locations throughout the Shire.

A number of community forums were provided in the Shire to capture the thoughts and ideas of our residents. These took the form of Positive Ageing Gatherings in Narrandera, Grong Grong and Barellan, with Listening Posts also held in Barellan and Narrandera. Wiradjuri elders were consulted via the Aunty Jeans project and elders and their families were also invited to a gathering and Elders were sent the survey questionnaire. Discussions were also held with Council's management staff.

Aged care and health care service providers were also interviewed one-to-one to establish any issues from a service provision, funding or strategic perspective.

The feedback received has provided Council with an awareness of issues that people may face as they get older in Narrandera Shire.

In developing the Positive Ageing Strategy these issues have been examined against opportunities that can be derived through the various ways in which Council can act. Opportunities can be pursued via leadership and advocacy, facilitation, management and information provision, and through connections and communication.

# Our Findings

## This is what you told us

Consultation across the Shire revealed some broad themes which are listed below. A detailed list of responses many of which were repeated in all three communities of Narrandera, Barellan and Grong Grong are provided at Appendix 4.

### Key aspirations identified from consultations:

- enjoyment of good health and participate in active healthy lifestyles
- interaction with family and friends
- access to local health and support services
- ability to contribute
- feeling valued by local community
- participation and social inclusion
- easily accessible information on services and activities available within the community
- increased transport options and knowledge of options
- access to affordable and accessible accommodation e.g. residential village (self-care units)
- increased opportunities and variety of exercise for older people including exercise programs and heated pool
- safe and secure at home and in the community
- accessible and safe roads and footpaths
- accessible recreational facilities – walking tracks
- access to recreation, leisure and cultural activities
- need for community nursing on weekends (particularly for palliative care)
- increased social support services to address social isolation
- lifelong learning opportunities
- community education on Advanced Care Planning and Enduring Guardianship
- need for increased number of higher level aged care packages for our region

## This is what our research told us

Beyond the needs expressed by community members and service providers, there are characteristics of communities which increase the success of the community in pursuing and delivering those needs. These characteristics also contribute to the overall liveability, social and cultural vibrancy of a community.

**The strategy contains actions Council will take to partner with regional, state and other organisations, as well as training providers, to create a capacity building project to ensure that the whole community has the skills it needs to support its ageing members.**



*A healthy and active older population is an indication that a high capacity to lead, manage and advocate exists across the population.*

**The areas of learning that have been identified as essential in supporting the growth of a Positive Ageing environment in Narrandera Shire are areas such as, but not limited to:**

- healthy eating programs and other healthy lifestyle programs
- organising legal documents e.g. Power of Attorney, Enduring Guardianship and Wills.
- using digital technology
- using mobility scooters safely
- using digital technology
- making the most of alternative energy
- identifying community projects
- planning projects
- accessing funding via grants or philanthropy
- grant acquittal
- attracting sponsorship
- attracting members and volunteers
- holding successful events
- better Boards training
- taking an organisation online – social media, blogging, on-line shop

**The research undertaken into the feasibility of such a project indicates that the potential partners listed in the strategy will welcome such an initiative and actively support it.**

*"I am still learning."*

Michelangelo  
1475 – 1564. (at age 87)



# The Strategy

*The risk to the communities in Narrandera Shire is that as the community ages, the rest of the community finds itself not in a position to leverage government funding and technological advances such as the National Broadband Network to create the kind of community that is required to make getting older a positive experience.*



Ultimately, a collective approach to ageing and older people will determine how we, our children and our grandchildren will experience life in later years.

WHO Active Ageing Policy Framework 2002

# Key Focus Area 1 Information

## KPI - Accessible information

### Measure - Increased satisfaction with provisions of Positive Ageing Information

#### Links:

**Narrandera Shire Council Key Direction:** Strong and Resilient Community and Sustainable Environment.

**NSC Community Strategic Plan 2030 - 4.3.1:** Improve the community's understanding of the services and programs available for their access.

#### NSW State Plan 2021:

**Goal 25:** Increase opportunities for seniors in NSW to fully participate in community life.

**Goal 26:** Foster partnerships with Aboriginal people as they age.

**Goals 31 and 32:** Provide up-to-date information for seniors.

Commonwealth Aged Care Act 1997.

**NSW 2012 Ageing Strategy (currently being reviewed):** Linking Seniors to information.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
1.1	Increase awareness of services available to support older residents.	1.1.1 Provide a Positive Ageing Information Event/Expo noting Strategy 3.1.1 to support Objective 3.1.	CCS	Aged & Health Services Legal Services	High
1.2	Increase effectiveness of Council's provision of information to the community.	1.2.1 Provide a quarterly release to media providing updates on Council's delivery plan.	ES		High
		1.2.2 Provide Free WiFi at the Narrandera Library noting Strategy 3.1.1 to support Objective 3.1.	CSS IT		High
		1.2.3 Establish a section on Council's website for Positive Ageing with links to all information that supports older residents.	CCS IT		Medium
		1.2.4 Inform community groups about Council's annual community grants program.	CCS		Medium
		1.2.5 Continue to provide a community directory of services and calendar of events made available in digital form, and hardcopy, accessible at Council's Customer Service Desk and Library.	ED CCS Library		Ongoing
		1.2.6 Ensure age-friendly guidelines are used in all communications.	ES CCS		Ongoing

## Key Focus Area 2

# Transport

KPI - Increases in transport options

Measure - Increased satisfaction with transport options

### Links:

**Narrandera Shire Council Key Direction:** Efficient and responsive service.

**NSC Community Strategic Plan:** 4.1.2.5 Continue to advocate for adequate transport options that facilitate accessibility to health services throughout the region for our community members.

**NSW State Plan 2021 Goals 8,9 and 10:** Transport and Road Safety.

**NSW Long Term Transport Master Plan:** 8.1.2 Expanding the use of community transport.

**NSW 2012 Ageing Strategy (currently under review):** Travelling safely.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
2.1	Increase older residents' access to affordable, safe and effective transport to maintain their mobility and participation in community life.	1.1.1 Provide a Positive Ageing Information Event/Expo noting Strategy 3.1.1 to support Objective 3.1.	CCS CHSP	TfNSW Taxi MLHD DVA	Medium
		2.1.2 Advocate for retention and expansion of rail coach and air services to Narrandera.	CCS CHSP	TfNSW	High
		2.1.3 Enhance the Community Transport marketing campaign to recruit more volunteer drivers.	CCS CHSP	Local Media	Medium
		2.1.4 Provide information to residents on availability of transport for shopping, social activities and medical appointments.	CCS CHSP		High
2.2	Maintain political awareness of the transport needs of older residents.	2.2.1 Advocate for retention and expansion of rail coach and air services to Narrandera.	ES Council		Medium

## Key Focus Area 3

# Cultural & Recreational Activity (Health & Wellbeing)

### KPI - Activities for positive Ageing

#### Measure - More events & activities for older residents

#### Links:

##### **Narrandera Shire Council (NSC) Key Direction:**

Strong and resilient Community and Sustainable Environment.

**NSC Community Strategic Plan 2030 1.2.1:** Celebration and protection of our cultural heritage and identity.

**NSC Community Strategic Plan 2030 1.3.4.2:** Recognise and celebrate the contribution made to our community by older residents throughout seniors week every year.

**NSC Community Strategic Plan 2030 1.3:** A community that is engaged and empowered.

**NSC Community Strategic Plan 2030 1.3.4:** A Shire that recognises the valuable contribution made by its older residents.

##### **NSW State Plan 2021:**

**Goal 23:** Increase opportunities for people to look after their own neighbourhoods and environments.

**Goal 24:** Make it easier for people to be involved in their communities.

**Goal 25:** Increase opportunities for seniors to be involved in their communities.

**Goal 26:** Foster partnerships with Aboriginal people as they age.

**Goal 27:** Enhance cultural, creative, sporting and recreational opportunities for Seniors.

LGSA Integrated Aged Friendly Planning Toolkit for Local Government in NSW Part1.

**RDA Riverina Regional Plan 2013-2016 – Outcome 4:** Enhanced knowledge of Government Programs

**NSW 2012 Ageing Strategy (currently under review):** Leading Active Lives.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
3.1	Increase community capacity to initiate and fund cultural and recreational activity.	3.1.1 Support and facilitate the creation of a high profile and high quality capacity-raising project, to enable individuals of all ages and community groups, to use digital technology effectively, to take advantage of solar power, manage and market projects, access government and philanthropic funding and use sponsorship effectively.	ES/ED CCS/Library	RDA RCC TAFE Other funding bodies	High
		3.1.2 Liaise effectively with Aboriginal organisations and families to ensure community organised events e.g. National Aboriginal and Islander Day of Celebration can be held successfully.	ES	Lands Council	High
		3.1.3 Explore opportunities to facilitate a Seniors Week activity in Narrandera Shire.	CCS Library	Senior Citizens Soroptimists Lions Rotary Fusion	Medium
3.2	Recognise the special status of older residents and celebrate their achievements.	3.2.1 Continue to include & promote Senior Citizen Award in Australia Day Celebrations.	ES		Ongoing
		3.2.2 Continue to offer rate rebates for pensioner.	CCS	NSW Govt.	Ongoing
3.3	Increase opportunities for older residents to participate in activities which promote health.	3.3.1. Investigate opportunities for provision of exercise, healthy eating, and other healthy lifestyle programs.	CCS	NSW Govt. Local Gyms Community Groups	Medium

## Key Focus Area 4

# Health, aged Care & Community Services (Health & Wellbeing)

### Links:

**Narrandera Shire Council (NSC) Key Direction:** Trusted and effective government Efficient and responsive services.

**NSC Community Strategic Plan 2012-2030 4.1.2:** Health Services that meet the needs of the community.

**NSC Community Strategic Plan 2012-2030 4.1.2. 2:** Continue to support Mental Health services meet the needs of our community.

**NSW State Plan 2021 Goals 11 and 12:** Keep people healthy and out of hospital.

**NSW State Plan 2021 Goal 13:** Provide support services for vulnerable older persons. Support people who provide care.

**NSW Carers Strategy 2019 4.0:** Carer engagement is of particular relevance to age-friendly environments.

**MLHD Aged Care Clinical Services Plan 2018 - 5.4:** Demand for Home Based Care.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
4.1	Maintain political awareness of the needs of older residents and their carers in Narrandera Shire.	4.1.1 Advocate for availability of Community Nursing on weekends.	ES Council	MLHD	High
		4.1.2 Continue to advocate for improved access to mental health services and the need for valuable existing services to be maintained e.g. Transitional Aged Care, and Closing the Gap.	CCS	MLHD	High
		4.1.3 Advocate for the retention of shopfront presence of Centrelink and Roads & Maritime Services Registry.	ES Council	RMS Centrelink	High
4.2	Provide quality aged care services.	4.2.1 Promote My Aged Care via NSC website, in Community Services listing and local media.	CCS Library	NSW Government	Medium
		4.2.2 Continue to provide Commonwealth Home Support Program (CHSP) services to frail aged residents and their carers.		NSW Government TfNSW	Ongoing
		4.2.3 Closely monitor government position in relation to changes to service provision arrangements anticipated in 2018 due to changes in CHSP recurrent funding model, and keep community informed.	CCS CHSP	NSW Government	Medium
4.3	Maintain the connectivity of aged care service providers in Narrandera Shire.	4.3.1 Maintain strong links to external services that provide aged care by facilitating the Continuum of Care meetings.	CCS CHSP	NSW Govt. Service Providers	Medium

## Key Focus Area 5

# Continued Learning (Health & Wellbeing)

### KPI - A Community with increased capacity

Measure - i) Number of courses and attendees ii) No. of new community projects

#### Links:

**Narrandera Shire Council Key Direction:** Strong and resilient community and sustainable environment.

**NSC Community Strategic Plan 2012-2030 – 1.3.4.3:** Support and facilitate opportunities for respected community elders to mentor young people.

**NSC Community Strategic Plan 2012-2030 - 2.4.1:** Improved access to education and training opportunities for our Shire's residents.

**NSW Ageing Strategy (currently under review):** Goal 25 Increase opportunities for seniors to be involved in their communities; Tech Savvy Seniors; My Life, My Decisions; Securing Your Future.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
5.1	Enhance opportunities for skill development and lifelong learning in collaboration with education providers.	5.1.1 Investigate partnerships between training organisations, schools, community groups and Council to provide cross-generational mentoring as part of a broader, multi-faceted education and training program noting Strategy 3.1.1 to also meet Objective 3.1.	CCS/Lib Library	WRAB RCC TAFE High School St Francis College	High
		5.1.2 Support initiatives that provide for training in use of information technology for older residents e.g. Broadband for Seniors - noting Strategy 3.1.1 to also meet objective 3.1.	CCS Library	NBN RDA RCC	High
		5.1.3 Provide strong advocacy for the retention of TAFE Narrandera campus.	ES ED Council	Community Industry Business Group	High
		5.1.4 Partner with training organisations to provide information sessions to increase number of people completing legal documents e.g. Advance Care Directives, Power of Attorney, Enduring guardianship and Wills - noting Strategic Action 3.1.1 to also meet Objective 3.1.	CCS/Library	RCC TAFE Legal MLHD	Medium

## Key Focus Area 6

# Outdoor Spaces & Infrastructure

### Links:

**Narrandera Shire Council Key Direction:** Quality and Sustainable Infrastructure.

**NSC Community Strategic Plan 2012-2030 – 3.2.1:** Open spaces and recreation infrastructure that is developed, managed and improved for long term sustainability and safety.

**NSW State Plan 2021 - Goal 20:** Create age-friendly local communities.

**NSW Disability Inclusion Act 2014.**

**NSW 2012 Ageing Strategy (currently under review):** Age-Friendly Local Communities.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
6.1	Increase participation of older people by providing age-friendly amenities and facilities.	6.1.1 Develop Disability Inclusion Access Plan.	CCS		Medium
		6.1.2 Investigate options to improve disability access at western end of Lake Talbot pool.	IS		Medium
		6.1.3 Explore ways to provide seating along the Bike and Hike trail shared pathways, and business centres.	Traffic Committee ED IS IS	WRAB Lands Council Narbug	Medium
		6.1.4 Investigate feasibility of installing heated pool.	IS		Medium
		6.1.5 Review disability parking.	Traffic Committee	RMS	Medium
		6.1.6 Continue program of upgrading pedestrian access.	IS		Medium



## Key Focus Area 7

# Employment & Volunteering

### KPI - More volunteers

Measure - i) No. employees aged 65+ retained    ii) Positive trend in community volunteering

#### Links:

**Narrandera Shire Council Key Direction:** A growing economy.

**Narrandera Shire Council Community Strategic Plan 2012-2030 - 2.4:** A skilled and qualified workforce.

**NSW State Plan 2021 Goal 25:** Increase opportunities for seniors in NSW to fully participate in community life.

Encourage flexible working arrangements for older workers and training for those who need to update skills.

**NSW Ageing Strategy (currently under review):** Work skills, Workplace Value.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
7.1	Maintain a skilled and motivated workforce.	7.1.1 Develop a Workplace Management Plan that encompasses strategy to support and develop older Council workers.	ES HR		Medium
7.2	Develop and support a strong volunteer base.	7.2.1 Support volunteer engagement and satisfaction through increased training and capacity raising activity noting Strategic Action 3.1.1 to also meet objective 3.1.	CSS/Library	Training Providers	High Ongoing
		7.2.2 Provide training for Council volunteers at Visitors centre and Community Transport.	ES/VIC CS/CHSP	Training Providers MLHD	Ongoing
		7.2.3 Continue to acknowledge and recognise the contribution of Council volunteers and Section 355 Committee members, Library and Visitor Information Centre.	CCS ES/VIC	Argus CHSP	Ongoing

## Key Focus Area 8

# Safety

### Links:

Narrandera Shire Council Key Direction – Strong and resilient community and sustainable environment.

NSW Ageing Strategy – Road Safety – Develop and implement initiatives to improve safety for older pedestrians, including helping local councils deliver pedestrian access and mobility plans.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
8.1	Encourage safe use of mobility scooters.	8.1.1 Continue to apply for grants to provide Mobility Scooter safety workshop.	RSO	RMS	High
8.2	Provide safety information to assist older residents.	8.2.1 Encourage all residents to register for Loose fill Asbestos checks with Department of Fair Trading before 1 August 2016.	CCS/IT	Local media Fair Trading	High

## Key Focus Area 9

# Housing & Aged Care Accommodation

### KPI - Aged & Self Care Places Measure - No. of beds or units

#### Links:

Narrandera Shire Council Key Direction – Quality sustainable infrastructure.

NSC Community Strategic Plan 2030 – 3.4.1 A range of residential opportunities for residents.

NSW State Plan 2021 Goal 5 – Improve housing affordability and accessibility.

NSW Ageing Strategy (currently under review) – Housing choices; Age friendly communities; Public private partnerships for population ageing.

No.	Objectives	Strategic Actions	Council Department	Potential Partners	Priority
9.1	Advocate for suitable housing development that meets the changing needs of seniors.	9.1.1 Investigate government and philanthropic funding and private partnerships for proposed Barellan Self-Care Village.	ES CCS		High
		9.1.2 Advocate for the development of appropriately designed and located Residential Village in Narrandera.	ES ED CCS Council	Uniting Care - Pangarinda Other	High
		9.1.3 Advocate for the further development and enhancement of the Aged Care facilities in Narrandera.	ES ED CCS Council	RSL Lifecare	High

# Appendices

## Appendix 1

### Existing services that support positive ageing in Narrandera shire as of 2016

Many older people require support in the home or through other services in order to remain living at home. The Commonwealth Government has set up My Aged Care to make it easier for older people, their families, and carers to access aged care information, have their needs assessed, and be supported to access aged care services.

Contact can be made with My Aged Care via the My Aged Care website ([www.myagedcare.gov.au](http://www.myagedcare.gov.au)) or the My Aged Care contact centre (**1800 200 422**).

Narrandera Shire Council receives recurrent funding under the Commonwealth Home Support Program (CHSP) to provide 5 service types. As part of aged care reforms, the Commonwealth Government plan to merge CHSP and Home Care packages to create an integrated at home package from 2018. Recurrent funding is unlikely to be available from this date for majority of services and this will impact Narrandera Shire Council.

#### The following support services are available in Narrandera:

Commonwealth Home support Program	
Service Provided	Current Provider
Domestic assistance	Homecare/Wiradjuri Homecare Australian Unity
Personal Care	Homecare/Wiradjuri Homecare Australian Unity
Food Services	Narrandera Meals on Wheels Inc. Wiradjuri Homecare
Transport	Narrandera Leeton Community Transport – NSC
Social Support	NSC Homecare Australian Unity
Home Modifications	NSC
Home/Garden	NSC
Flexible Respite	NSC Homecare/Wiradjuri Homecare Australian Unity
Centre Based Respite – Narrandera Aged Activity Centre	Baptist Community Services

Residential Aged Care	
Service Provided	Current Provider
Teloca House	45 places with another 12 places approved but not yet activated
Opal Narrandera	80 places

Aged Care	
Service Provided	Current Provider
Home Care Packages	Baptist Community Services Forest Community Services Wiradjuri Homecare – Australian Unity

Health Services	
Service Provided	Current Provider
Community Nursing	Murrumbidgee Local Health District
Allied Health Services e.g. Occupational therapy, podiatry, physiotherapy, dietetics, etc.	Murrumbidgee Local Health District
Transitional Aged Care (12 week program)	Murrumbidgee Local Health District
ComPacks Post Acute (6 week program)	Murrumbidgee Local Health District
Stepping on Program (Falls prevention)	Murrumbidgee Local Health District
Tai Chi	Murrumbidgee Local Health District
Closing The Gap – Aboriginal Health	Murrumbidgee Primary Health
Integrated Chronic Disease Program	Murrumbidgee Primary Health Network
Osteoarthritis Chronic Care Program	Murrumbidgee Primary Health Network
Osteoporosis Fracture Prevention Service	Murrumbidgee Primary Health Network

Self-Care Units (Rental)	
Service Provided	Current Provider
Pangarinda Independent Living Units for Over 55s – Low Income	Pangarinda Committee/Uniting Care

Under Development	
Service Provided	Current Provider
Barellan Aged Care Units (Self Care - Rental)	Barellan Aged Care Units Committee

## Appendix 2

### Organisations & groups consulted

#### Aged Care Providers & Programs

- NSC Commonwealth Home Support Programs
- Narrandera Meals on Wheels
- Home Care – Australian Unity
- Baptist Community Services
- Teloca House - RSL Life Care
- Opal Nursing Home
- Murrumbidgee Local Health District Regional Aged Care Assessment Manager

#### Health Service Providers

- Narrandera Hospital
- Narrandera Medical Centre
- Transitional Aged Care Program
- Allied Health Providers
- Murrumbidgee Local Health District Aged Care Manager
- Barellan Community Health
- Wiradjuri – Aunty Jeans Program

#### Self-Care Units

- Pangarinda Independent Living Units
- Barellan Aged Care Unit Planning Committee

#### Other

- Anglican Church
- Barellan Aged Care Unit Committee
- Grong Grong Over 50s Club
- Inner Wheel
- Library Patch-workers
- Narrandera Action Group (NAGS)
- Narrandera Business Group
- Narrandera Interagency Group – including representatives from Police, Aboriginal Medical Service and TAFE
- Narrandera Senior Citizens
- Aunty Jean's Program
- Probus
- Rotary Club
- Seventh Day Adventist Church
- Soroptimists

## Appendix 3

### Survey Results

#### Survey Participants:

<b>Age</b>	Under 55	8%
	56-65	8%
	66-75	41%
	76-85	37%
	Over 85	10%
<b>Female</b>		78%
<b>Male</b>		22%

#### Question 1

Ninety eight percent (98%) of participants Agree or Strongly Agree that Narrandera Shire is a good place for older people to live.

Ninety two percent Agree or Strongly agree they feel valued by local community.

Ninety-five per cent Agree or Strongly agree they feel able to contribute to local community.

#### Question 2

The majority listed Access to health and support services and interaction with family and friends as the most important to staying healthy and happy as they age.

Question 3		
Strengths of Narrandera Shire		
1	Affordable	90%
2	Health Services	83%
3	Opportunities for social inclusion	80%
4	Sport and Recreation	73%
5	Aged Care Services	63%
6	Safe	61%
7	Sense of Community	53%
8	Accessible	47%
9	Community Events	46%
10	Accessible recreational facilities	39%
11	Cultural & Entertainment Options	27%

Question 4		
Activities participated in		
1	Community events	88%
2	Family Activities	56%
3	Volunteering	54%
4	Senior Specific groups	56%
5	Sport and leisure	44%
6	Visiting library	44%
7	Paid work	44%
8	Religious activities	39%
9	Continued learning	37%
10	Service clubs	37%
11	Social clubs	36%
12	Arts & cultural activities	25%

Question 5		
Living in Narrandera I face the following challenges		
1	Lack of transport options	46%
2	Limited access to health & or social services	39%
3	Maintaining your property	39%
4	Maintaining health and fitness	37%
5	Accessing Mental Health Services	31%
6	Downsizing	24%
7	Accessing appropriate, affordable housing	22%
8	Limited access to social services	18%
9	Neighbourhood safety concerns	17%
10	Accessing services online	15%
11	Social clubs	15%
12	Accessing community facilities	10%
13	Lack of community events and activities	7%

Question 5 (Continued)		
Living in Narrandera I face the following challenges		
14	Community attitudes about older people	8%
15	Not feeling part of community	5%
Other: Need footpaths in Barellan, Having to travel to heated pool out of town, possible closure of TAFE, reduced policing, need residential village.		

Question 6		
Reasons you would move in the future		
1	To access retirement residences	16%
2	To be closer to medical services	12%
3	To be closer to family	8%
4	To access more culture & recreation	2%

Question 7		
Do you use a computer?		
	Yes I own a computer	75%
The 75% above used the following types of computer:		
1	Home computer	87%
2	iPad or tablet	45%
3	Smart phone	30%
4	Library PC	11%
5	A family member's computer	4%
6	Family member does it for me	2%
All who stated they did not use a computer gave the reason as lack of skills.		

Question 8		
How do you find out about local events and activities?		
1	Local paper – Argus & Grong Grong paper	63%
2	Community radio	34%
3	Radio	36%
4	TV	24%
5	Online	14%

## Appendix 4

### Issues raised and suggestions made at the Positive Ageing Consultations

#### Including:

- Listening Posts in Narrandera and Leeton
- Consultation Gatherings in Narrandera
- Barellan Community Health Group Meeting
- Grong Grong Over 50s Group
- Health Service Providers
- Aged Care Providers

Focus Area	Identified needs
<b>Health and Wellbeing</b>	
Access to health services	Access to Health Services. Regular Exercise Program in Barellan and Narrandera. Need for Community Nurses on weekends particularly for palliative care (people want to stay in their own homes). Better access to mental health services.
Access to Aged Care	Need for more level 3&4 homecare packages (higher level package). Neighbourhood Centre so people can just drop in -good for socially Isolated & people with mental health conditions. Importance of Social Support.
Cultural and recreational activity	Men's Shed should be at old forestry Commission & then could grow vegies etc. Establishment of University of 3rd Age - good for mental stimulation & social participation. Free Wi-Fi at library would assist older people that only use internet occasionally. Picture Theatre. More activities for older people. Awareness of clubs, community groups e.g. Probus, Soroptimists. Seniors Weeks concert and Narrandera Council's assistance in planning and funding application.
Social Inclusion	Social isolation reason that some patients are readmitted to hospital – need for more social support programs.
<b>Economic Participation</b>	
Volunteering	Hard to get volunteers. Volunteers ageing – needing help themselves.
Ongoing Learning	Need TAFE to stay open. TAFE fees needs to be subsidised – too expensive for older people. Access to Training e.g. Computer IT training for seniors, Dementia Awareness Training. Establishment of University of 3rd Age. Book Week for Seniors. Training on Advanced Planning e.g. Advanced Care & Enduring Guardianship.
<b>Transport</b>	
Local Licence	Continuing education on availability of local licence.
Public Transport (Country Link)	Local bus service (dial in for pick up) - investigate possibility of CT providing this type of prescheduled service. No access to tickets for travel e.g. train, plane unless online.



Focus Area	Identified needs
<b>Transport</b>	
Community Transport	<p>Community Transport car specifically for Barellan - although it was agreed that Community Transport were providing a good service already.</p> <p>Community Transport does not transport people using oxygen cylinders.</p> <p>Grong Grong – Continued use of Community Transport.</p> <p>Transport to medical appointments.</p> <p>Residential aged care residents cannot use Community Transport due to Government regulations and this is big gap for people without supportive families living close.</p> <p>Residents need to be aware who can use Community Transport and that it can be used for Social trips and shopping not just medical trips.</p> <p>Community Transport needed on weekends, some specialists now book people in on Sundays.</p>
<b>Information and communication</b>	
Information	<p>Aged Care Service Information readily accessible - not good enough that it is online.</p> <p>List of Up to date community services readily accessible.</p> <p>Information in Argus about Community Groups eg. Craft groups.</p>
Technology	<p>Need for computer access to use services egg Centrelink, to obtain copy of birth. Certificate, My Aged Care website. Library noted as very beneficial but free Wi-Fi___33 needed.</p>
<b>Safety</b>	
	<p>Older people very worried about isolation if they lose their licence.</p> <p>Awareness of how to make house safe e.g. programs to access.</p> <p>Falls Prevention Awareness.</p>
<b>Housing for old people</b>	
	<p>Self-Care Residential Villages in Narrandera and Barellan.</p> <p>No/few rental properties available in Barellan.</p>
	<p>Seats on walking tracks. Older people need to rest during their walk</p> <p>More seats in park and main street.</p>
<b>Outdoor spaces and infrastructure</b>	
Information	<p>Barellan needs more footpaths constructed for safety.</p> <p>Punctures in Motorised scooters as not enough footpaths in Barellan.</p> <p>Heated Pool for therapy in Narrandera.</p> <p>Better wheelchair access to Lake Talbot.</p> <p>Safe paths – particularly from main St to Teloca &amp; Hospital &amp; Railway Station.</p> <p>Better access at Douglas/East St from road to footpath (gutter too high).</p> <p>More disability parking spaces in main street &amp; medical centre.</p> <p>Limited wheelchair access available for restaurants/pubs in Narrandera.</p>

## Appendix 5

### Acronyms

CHSP	Commonwealth Home Support Program	TAFE	Technical & Further Education
DHealth	Department of Health	TfNSW	Transport for NSW
DVA	Department of Veterans Affairs	WRAB	Western Riverina Arts Board
LGSA	Local Government & Shires Assoc.	CCS	Corporate & Community Services
MLHD	Murrumbidgee Local Health District	ED	Economic Development
NACN	Narrandera Arts & Creative Network	ES	Executive Services
NAIDOC	National Aboriginal & Islander Day Observance Committee	HR	Human Resources
NARBUG	Narrandera Bicycle Users Group	IS	Infrastructure Services
NBN	National Broadband Network	NGO	Non-Government Association
IT	Information & Technology	PAMP	Pedestrian Access Management Plan
LIB	Library	RCC	Riverina Community College
NSC	Narrandera Shire Council	RDA	Regional Development Australia
RSO	Roads and Safety Officer	RMS	Roads and Maritime Services
VIC	Visitor Information Centre		



