

Have Your Say: Review of Community Services for Older People

The City of Norwood Payneham & St Peters provides a range of services and programs that support older people to age well. We are seeking community feedback in identifying where the Council can be of the most assistance and have the greatest impact to ensure we best meet the needs of our older residents.

Ageing well is not only about access to services. It is also about being healthy, active, independent and able to participate in social activities and community life, as well as feeling safe, valued and supported.

We are seeking input from all sections of our community because everyone has a shared interest in how we assist older residents.

We want to hear from you whether you are:

- An older person aged 60 years or older
- Family member, carer of an older person
- Somebody who is about to start planning for their ageing journey.

Demographic questions

We use your feedback to inform decision making. The following information is collected to understand participation demographics and identify data trends. Your personal information will not be identified or released as part of the review.

1. Are you providing this feedback as an

- ☐ Older person
- ☐ Family member
- ☐ Carer
- ☐ Someone who will become an older person

2. What is your age group?

- ☐ Under 18
- ☐ 18–24
- ☐ 25–34
- ☐ 35–44
- ☐ 45–54
- ☐ 55–64
- ☐ 65–74
- ☐ 75–84
- ☐ 85 +
- ☐ Prefer not to say

3. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-Binary
- ☐ Prefer not to say
- ☐ Other/prefer to self-describe

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4. What is your country of birth?

- ☐ Australia
 - ☐ United Kingdom
 - ☐ Italy
 - ☐ Greece
 - ☐ India
 - ☐ China
 - ☐ Malaysia
 - ☐ Vietnam
 - ☐ Other (please specify):
-

5. Who do you currently live with?

- ☐ On my own
 - ☐ With my partner/spouse
 - ☐ With family
 - ☐ With friends/others
 - ☐ Other (please specify):
-

Usage, knowledge and value of current services

6. Are you aware of all of the current services that council provides for older residents?

- ☐ Yes
- ☐ Partially
- ☐ No

7. If you currently use council services, or believe you will do so in the future, can you rank in number their importance to you? *Select up to three*

- ☐ Home support services
- ☐ Access to Parks
- ☐ Art and cultural events
- ☐ Council run major events such as food and wine festival and gather round
- ☐ Library services and programs – author talks, technology help programs
- ☐ Zest for Life programs
- ☐ Pools
- ☐ Support for social activities
- ☐ Concerts and events at the Norwood Concert Hall
- ☐ Other (please specify):

8. If you care for or support an older family member or friend, please rank the following types of support in order of importance to you and the person you support. *Select up to three*

- ☐ Information about services and how to access them
- ☐ Help to access services and support
- ☐ Support for the older person to live independently at home
- ☐ Social activities and opportunities to connect with others
- ☐ Transport for the older person
- ☐ Support for the older person to participate in social and community activities
- ☐ Library services, digital skills and technology support
- ☐ Other (please specify):

9. If you currently use any of the above services, or believe you will do so in the future, overall how important are these services to maintaining your quality of life? Likert scale response

- ☐ 1 – Not important at all
- ☐ 2 – Slightly important
- ☐ 3 – Moderately important
- ☐ 4 – Very important
- ☐ 5 – Extremely important

Explain _____

Identifying need and gaps

10. What things, if any, do you believe, make it more difficult for older people to remain living independently at home? *Select up to three*

- ☐ Maintaining my home
- ☐ Gardening
- ☐ Preparing meals and eating well
- ☐ Shopping
- ☐ Getting to appointments
- ☐ Mobility or physical access
- ☐ Identifying reliable sources of information on available assistance services
- ☐ Transport
- ☐ Financial hardship
- ☐ Feeling unsafe
- ☐ Access to health or support services
- ☐ Difficulty navigating modern technology needed for basic life tasks such as on-line banking and filling in online forms to access services
- ☐ None of the above
- ☐ Other (please specify):

11. What are the major emotional and social challenges facing older people to continue living full and satisfying lives? *Select up to three*

- ☐ Digital exclusion – difficulty navigating modern technology needed for basic life functions – filling in on-line forms, on-line banking, identifying scams, accessing new forms of entertainment such as streaming services, banking services
 - ☐ Finding ways to contribute and have purpose
 - ☐ Facing ageism and discrimination
 - ☐ Loss of identity
 - ☐ Changing family dynamics
 - ☐ Social isolation and loneliness
 - ☐ Cost of living
 - ☐ Difficulty finding suitable and enjoyable activities
 - ☐ Getting around
 - ☐ Not having enough to do
 - ☐ None of the above
 - ☐ Other (please specify):
-

12. What types of activities would you like to participate in more often? *Select up to three*

- ☐ Exercise/physical activity
 - ☐ Social activities
 - ☐ Arts and culture
 - ☐ Learning/education
 - ☐ Volunteering
 - ☐ Paid work
 - ☐ Walking/outdoor activities
 - ☐ Community events
 - ☐ Recreational activities
 - ☐ Intergenerational activities
 - ☐ Other (please specify):
-

13. What barriers do older people face in taking part in social and community events? *Select up to three*

- ☐ Lack of affordable events and activities
- ☐ Lack of events and activities that are suitable for older people
- ☐ Not feeling welcome or wanted
- ☐ Lack of transport
- ☐ Mobility issues
- ☐ Fear of falling, getting stuck or not being able to return home safely
- ☐ Timing and length of events
- ☐ None of the above
- ☐ Other (please specify):

Identifying what residents think Council should be doing?

14. What areas should Council focus on providing to support older people to live well in the Community over the next 5 years? *Select up to three*

- ☐ Information and assistance in connecting to services
 - ☐ Information sessions or seminars by experts in areas of interest such as planning for financial security, healthy diets, age-appropriate exercise
 - ☐ Individual support for older people to remain independent (Home Maintenance and Domestic Assistance) in their homes and communities
 - ☐ Activities and events to increase social connection and reduce isolation
 - ☐ Transport
 - ☐ Volunteering and community participation opportunities
 - ☐ Access to arts and cultural events and activities
 - ☐ Accessible public spaces
 - ☐ Assistance and access to Information and Technology
 - ☐ Access to Library services
 - ☐ Social and community activities
 - ☐ Assistance completing My Aged Care Assessments
 - ☐ Other (please specify):
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15. Should Council prioritise individual support services or providing community based social engagement and connection services, activities and events? Sliding Scale (tick one)

1 Individual services	2	3	4	5	6	7	8	9	10 Community Services
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

16. Who do you think is responsible for the delivery of the following services and programs?

	Government	Private Sector
Provision of Information on services	☐	☐
Domestic Assistance	☐	☐
Home Maintenance	☐	☐
Home Modifications	☐	☐
Transport	☐	☐
Social Programs	☐	☐
Events	☐	☐
Individual Home Support	☐	☐
Volunteering	☐	☐

17. On what areas should local government focus?

18. What does the Council currently do well to support older people to age well in the community?

19. What could the Council do better to support older people to age well in the community?

Communication and promotion

20. How do you hear about Council services and activities? *Select up to three*

- ☐ Look East (Council newsletter/magazine)
- ☐ Look East digital e-newsletter
- ☐ Council website
- ☐ SMS
- ☐ Social media
- ☐ Printed flyers or program
- ☐ Through information displayed at libraries
- ☐ Word of mouth
- ☐ Other (please specify):

21. What suburb do you live in?

If you would like to be kept informed of the outcomes of the City of Norwood Payneham & St Peters Review of Community Services for Older People, please provide your email address below (optional).

Email address