



Community Engagement Report
Central Coast
Positive Ageing Strategy

JULY 2014



Community Engagement Report



CENTRAL COAST POSITIVE AGEING STRATEGY
COMMUNITY ENGAGEMENT REPORT

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With support of NSW Office for Ageing and Local Government NSW

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1 INTRODUCTION

This Report documents the methodology, data analysis and interpretation of the Positive Ageing Strategy community engagement phase conducted across the Central Coast between May and October 2013.

This report does not in any way commit either Wyong Shire or Gosford City Councils to adopt any specific suggestion by participants in the community engagement phase, rather it provides the basis for development of a Central Coast Positive Ageing Strategy for the region and an action plan for both Gosford and Wyong Councils following thorough evaluation, prioritisation and costing.

This report along with the 'Background and Supporting Research Report' are the documents that inform the Central Coast Positive Ageing Strategy.

1.1 How to read this document

Section 1 provides a basic introduction to the document. You will notice throughout the entire documents that there are words in inverted commas and italics. These are quotes from people who have provided feedback through the various community engagement processes.

Section 2 provides a data summary of all the information received from the community survey, the targeted services sector survey and a summary of information collected from the focus groups and interviews.

Section 3 provides a preliminary analysis of information received through community surveys, interviews and focus groups. This information is themed into key areas for further discussion and analysis throughout future phases of engagement.

Section 4 provides the information collected at each of the World Cafe sessions held in both Gosford and Wyong Local Government Areas.

Section 5 is a summary that brings all the engagement information collected throughout the process together. Theme areas have been revised.

1.2 Background

There is universal acknowledgement that as a nation, Australia has an ageing population.

The ageing of our population is essentially caused by two factors. Firstly, Australian families are, on average, having fewer children. Birth rates started declining in the late 1960s, and have been falling ever since. For the last two decades the birth rate has fallen below the replacement rate, so without migration Australia's population would eventually begin to fall.

The second factor contributing to the ageing population is that we are living longer. For example, in 1960 life expectancy for males at birth was around 68 years. Today it is 79 years. Similar increases in life expectancy have occurred for females.

With fewer babies being born, and more people living longer, it is inevitable that the population will get progressively older.

The Central Coast is not immune to this national condition, and various other factors such as lifestyle, proximity to Sydney and relatively affordable housing have seen large increases in our local over 50's population with further growth predicted over the next few decades.

As a response to this the significant ageing of the Central Coast population, both Gosford City and Wyong Shire Councils have committed to develop a Positive Ageing Strategy.

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The Strategy will respond to the challenges and opportunities of an ageing population to better meet the needs of our ageing community in the future. The overall aim is to support older residents to lead healthy, active and independent lives as they age, enhancing participation and quality of life.

1.3 Project Objectives:

- To understand the changing needs and expectations of Central Coast residents in relation to ageing.
- To recognise the knowledge and experience of older residents and to expand opportunities for this expertise to be built on and valued.
- To promote positive attitudes to ageing across the Central Coast.
- To promote and develop where feasible, positive partnerships and links between the Central Coast community and other stakeholders for enhancing and building platforms for positive ageing.
- To develop a strategy and Council action plans which prepare for and address the opportunities and challenges of an ageing population on the Central Coast.

1.4 Why should we engage with our Community?

Including people in decision-making about issues that affect their lives, or simply to interest them in their local community is a vital ingredient in the creation of strong, vibrant and connected communities.

There are many ways that people can participate in their communities. Community engagement and consultation is a tool used to gather the views of a range of people for a specific purpose.

The community's participation in the development of Council's strategies has many benefits:

- We hear from residents as the experts living in their communities about what it's like to live there.
- We hear from residents about the challenges of living in their communities and what affects their quality of life.
- We can gain valuable and unique perspectives.
- We can ensure that services, facilities, programs, activities and decision making are more relevant and appropriate.
- It enables people to have a say, develop new skills and gain an increased sense of connection to the community.
- It is empowering for all people to have their opinions sought and recognised as valid.

More than 2,500 people across the Central Coast were involved in the Positive Ageing Strategy engagement phase through the various types of community engagement methods undertaken.

The broad and initial aim of the community engagement was to get out and talk to our community – to hear from people about the challenges, strengths and opportunities they face living and ageing on the Central Coast.

People loved being involved and listened to.

"Thanks for giving us a voice".

"Just a big pat on the back for you guys".

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1.5 Aims of the Community Engagement Phase

The Strategy is intended to provide direction for planning and service provision to better meet the needs and aspirations of our older people. The aim is to support older residents to lead healthy, active and independent lives, enhancing their quality of life and participation in the community.

During the development of the strategy, Councils were keen to find out about:

- what was important to older people living on the Central Coast as they age
- the opportunities and challenges of an ageing community
- how to better plan and adapt to meet future demand and opportunities.

1.6 Targeting the Community

Surveys

A questionnaire was prepared and distributed in printed form throughout the Central Coast community. Collection points were organized at key community facilities and libraries and a comprehensive media campaign was developed to raise awareness and encourage participation. The survey was promoted and distributed through key networks and groups, as well as distributed to a sample group of ADSSI clients, retirement villages and residential aged care facilities. The survey was also promoted on the NSW Seniors Card website.

In total 2,095 residents completed the survey. Of these 1,481 printed surveys were completed and returned. The survey questionnaire was also accessible on-line through SurveyMonkey and 614 responses were received through this medium. In addition to questions used to establish the age, gender and nationality of the respondent, we also asked the following questions:

- In which suburb do you live?
- How long have you lived on the Central Coast?
- Three questions related to accommodation:
 1. Who do you live with?
 2. What is your housing situation?
 3. Will your home be suitable in the next ten years?
- Do you use the internet?
- What is your current employment status?
- Are you a carer?
- What transport do you use?
- What are the five most important factors for you to live a happy and healthy life?
- What are three benefits of getting older?
- What are three things about the Central Coast that make it a great place to live?
- What challenges do you currently face and what would help address them?
- How are you involved in your community?
- How do you prefer to get information?



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Conversations

In addition to a printed and electronic survey, nine questions were prepared for use in conversations with key individuals and focus groups:

Twenty individuals (or couples) were identified in each Local Government Area as key stakeholders we should have a conversation with. These stakeholders were chosen to represent different interests, experiences and ages, from residents of suburbs across the region.

Council staff then contacted these individuals and arranged to meet conduct a conversation based on the following nine questions:

- What does Positive Ageing mean to you?
- What are three things about the Central Coast that make it a great place to live?
- What are the most important factors for you to live a happy and healthy life?
- What are the benefits of getting older?
- What challenges do you currently face?
- What would help you with these issues?
- How are you involved in the community?
- What would you like your future years to look like?
- What are your hopes for the future of the Central Coast?



Each conversation lasted between one to one and a half hours and provided an invaluable opportunity for extended responses to the questions.

In addition to key individual stakeholders, fifteen focus groups were identified based on similar parameters (representing different interests, experiences and from diverse geographical areas). The focus group sessions were facilitated by Council staff using the same nine questions above.

Selected focus groups included:

- Dune Care group
- Bush Care Group
- Two Active Over 50's Groups
- Members of the CALD (culturally and linguistically diverse) community
- Men's Shed
- Community Garden Group
- Two Grandparents raising grandchildren groups
- Art and Craft group
- Two NSW COTA Reference Groups
- Australia Residential Parks Association – Northlakes branch members
- Retirement Village residents group
- Community representative from Kulnura and surrounding areas
- General community focus group open to broad community



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Gwandalan Community Garden Group

External Reference Group

To ensure we were making the best use of the knowledge within our community, an External Community Reference Group was established to provide direction and reflective guidance, constructive information, input and feedback.

The reference group comprised 14 invited representatives from: Wyong Shire Council's Seniors Advisory Group; Gosford City Council's 50+ Leisure and Learning Centres; Aged Care facilities; NSW Council on the Ageing; Medicare Local; Transport NSW; Central Coast Aging & Disability Association; plus some key local seniors.

Meetings with the reference group were arranged and were linked to key project milestones.

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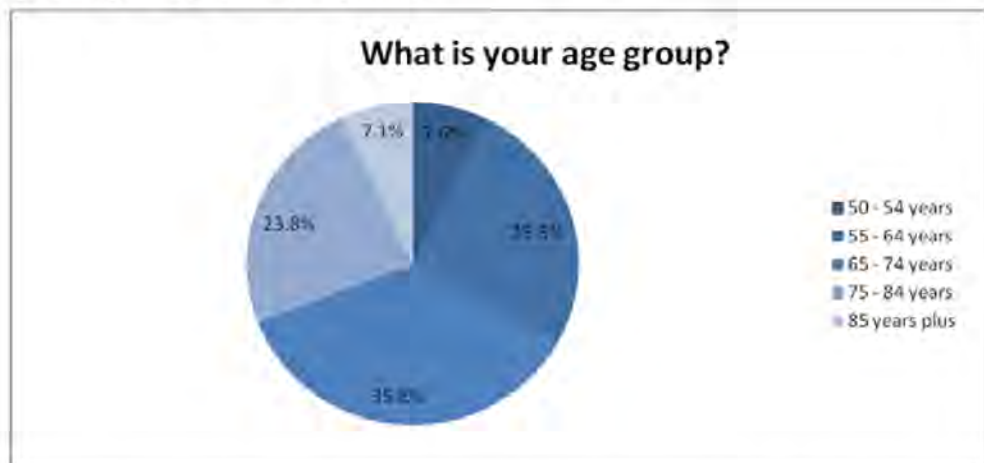
2 PHASE ONE DATA (COMMUNITY ENGAGEMENT)

This section contains a data summary of all the information received from the Community Survey, the summary of data from the targeted services sector survey and a summary of information collected from the focus groups and interviews.

World Cafe at Wyong

2.1 Positive Ageing Strategy Survey Data

Figure 1: Age Range of Survey Respondents



As figure 1 indicates the majority of survey respondents were aged between 65–74 years followed by 55–64 year olds and then 75–84 years. Smaller numbers of 50–54 and 85 years and over completed the survey.

The total population of the Central Coast Region last Census 2011 (Usual Residence Data) was 312,185 persons. Of these 119,191 of these people were 50 years or older which was 38% of the population.¹

Figure 2: Age Range of the Central Coast 2011 Census compared with Survey respondents

Age Range	Number	% of CC population	% of the 50+ years segment	Comparison with survey %
50 - 54	21,500	6.9	18	7.6
55 - 64	38,383	12.3	32	25.8
65 - 74	29,808	9.5	25	35.8
74 - 84	20,517	6.6	17.2	23.8
85 +	8,983	2.9	7.5	7.1
Total	119,191			

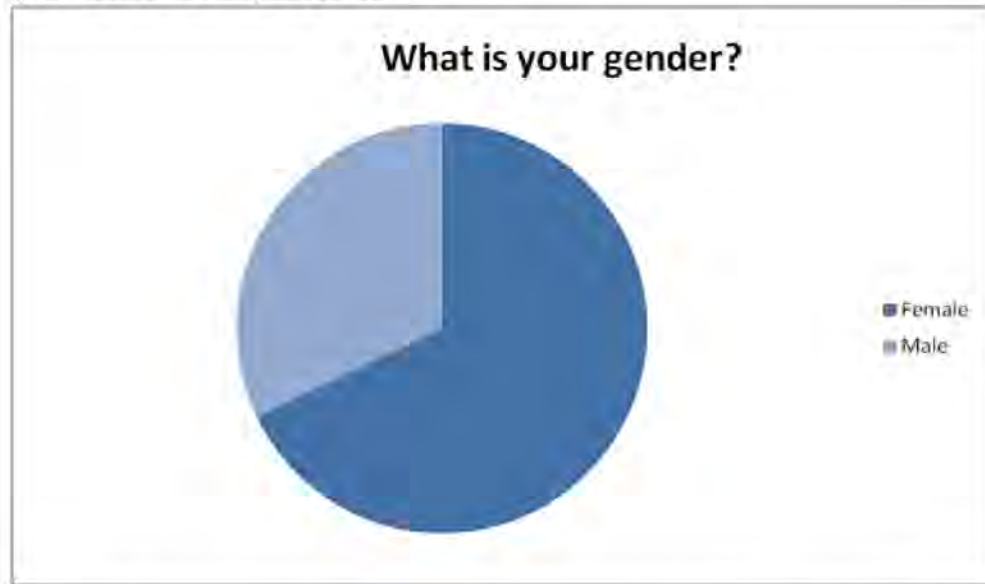
Source: Australian Bureau of Statistics, Census of Population and Housing 2011

As indicated in Figure 2, the survey had a greater proportion of respondents aged 65 to 84 years than are in the general population, but fewer 50 – 64 year olds responding.

¹ Australian Bureau of Statistics, Census of Population and Housing 2011

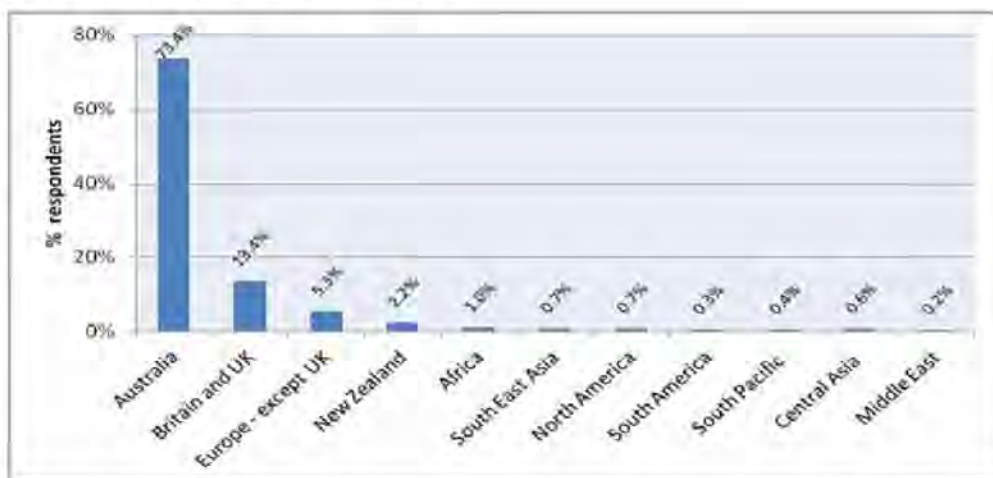
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Figure 3: Gender of Survey Respondents



As shown in Figure 3, the response rate to the survey was higher for females compared to males with 67.9% for females and 32.1% males. This result may be a reflection of the tendency for women to be more willing participants in this form of consultation.

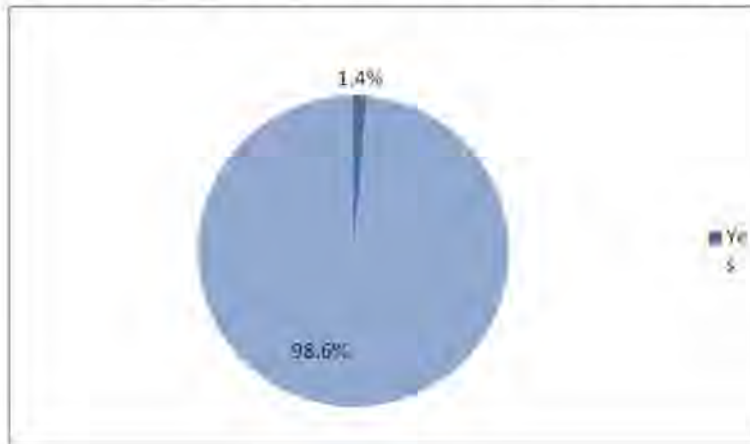
Figure 4: Nationality of Survey Respondents



As demonstrated in Figure 4, the majority of respondents were born in Australia and this reflects the nature of our community on the Central Coast. The second highest response rate was from people born in the Britain and the UK, followed by Europe and New Zealand. This was a reflection of the age of respondents and trends in migration, for example, there was a greater proportion of people in migrant communities from the UK and Europe that arrived in Australia through either the migration schemes after the Second World War or the targeting of British Citizens in the 1960's and 70's.

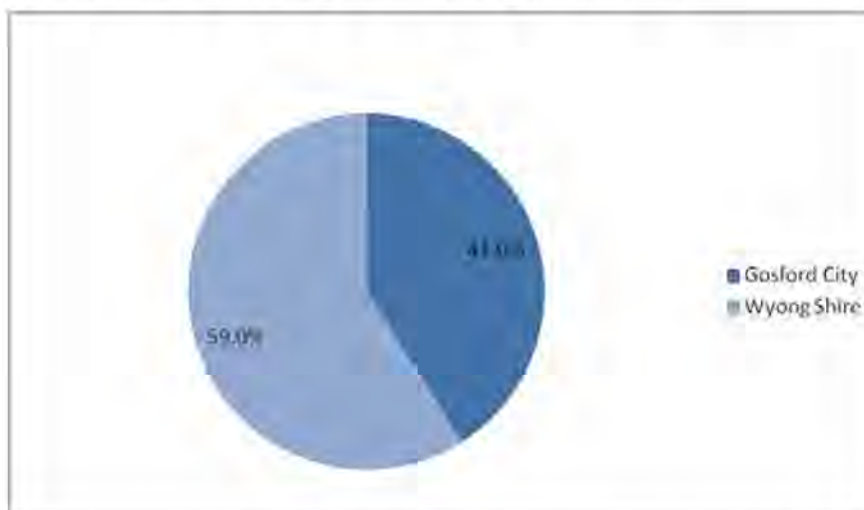
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Figure 5: Survey Respondents who identified as Aboriginal and Torres Strait Islander Background



The proportion of survey respondents that identified as Aboriginal or Torres Strait was 1.4% which was less than for the general Central Coast population which was 2.9%. This may be a reflection of the fact that nearly 50% of people who were Aboriginal or Torres Strait Islands were under 25 years of age in Australia. On the Central Coast, people who identify as Aboriginal or Torres Strait Islander are a growing feature of the region’s residents. At 2.9% of the population they are also a slightly larger proportion than the rest of Australia in which people who identify as ATSI represent on average 2.5% of the population.

Figure 6: Location of Survey Respondents Home by Local Government



As figure 6 demonstrates, representation from the survey came from both Gosford and Wyong Local Government Areas with a greater representation coming from Wyong Shire. We received a representation from a diverse range of suburbs across the Central Coast as listed below. (Other suburbs may also have been represented as some participants chose to remain anonymous)

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Gosford LGA

- Gosford
- West Gosford
- East Gosford
- Point Frederick
- Springfield
- Holgate
- Matcham
- Erina
- Green Point
- Forresters Beach
- Wamberal
- Terrigal
- North Avoca
- Avoca Beach
- Copacabana
- MacMasters Beach
- Kincumber
- Kincumber South
- Bensville
- Empire Bay
- Yattalunga
- Saratoga
- Davistown
- Kariong
- Point Clare
- Tascott
- Koolewong
- Mangrove Mountain
- Central Mangrove
- Hawkesbury River
- Glenworth Valley
- Spencer
- Mooney Mooney
- Horsefield Bay
- Phegans bay
- Pearl Beach
- Patonga
- Killcare
- Killcare Heights
- Pretty Beach
- Daleys Point
- St Huberts Island
- Wagstaffe
- Woy Woy
- Blackwall

Wyong LGA

- Alison
- Bateau Bay
- Berkeley Vale
- Blue Bay
- Blue Haven
- Budgewoi
- Buff Point
- Canton Beach
- Cedar Brush Creek
- Chain Valley Bay
- Charmhaven
- Chittaway Bay
- Chittaway Point
- Doyalson
- Doyalson North
- Fountaindale
- Glenning Valley
- Gorokan
- Gwandalan
- Halekulani
- Hamlyn Terrace
- Jiliby
- Kangy Angy
- Kanwal
- Killarney Vale
- Kingfisher Shores
- Kulnura
- Lake Haven
- Lake Munmorah
- Lemon Tree
- Long Jetty
- Magenta
- Mannering Park
- Mardi
- Norah Head
- Noraville
- Ourimbah
- Palmdale
- Rocky Point
- San Remo
- Shelly Beach
- Summerland Point
- Tacoma
- The Entrance
- The Entrance North

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Gosford LGA

- Umina Beach
- Ettalong Beach
- Booker Bay
- Narara
- Niagara Park
- Lisarow
- North Gosford
- Wyoming

Wyong LGA

- Toowoong Bay
- Toukley
- Tuggerah
- Tuggerawong
- Tumbi Umbi
- Wadalba
- Wallarah
- Warnervale
- Watanobbi
- Woongarra
- Wyong creek
- Wyong
- Wyongah
- Yarramalong

Figure 7: Length of time Survey Respondents have lived on the Central Coast

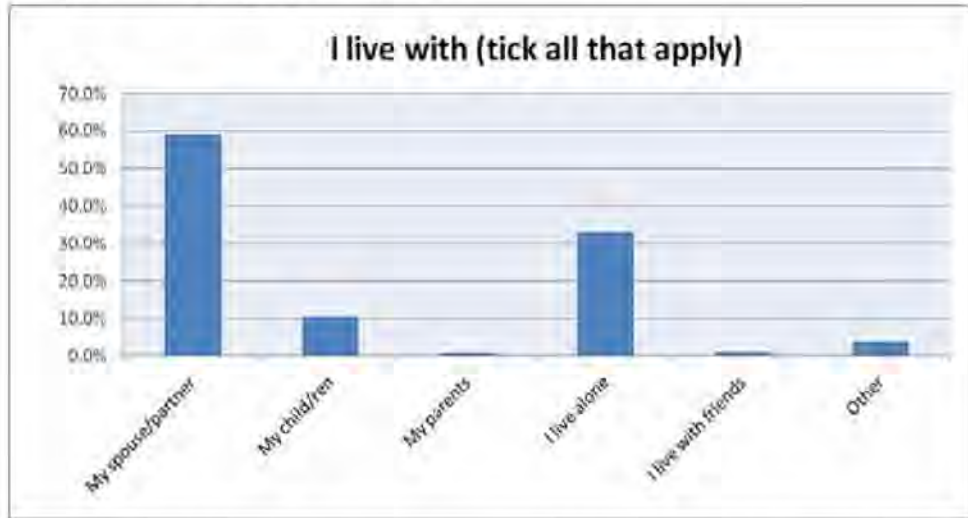


As figure 7 indicates, 26% of survey respondents had lived on the Central Coast for more than 31 years, and 21% for between 21 – 30 years. Combined, this accounts for almost half of all survey respondents. Only 13.8% of survey residents had moved into the Region in the last five years, which was nearly half that of the general Central Coast’s population of 25%.

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Housing & Accommodation

Figure 8: Who survey respondents live with



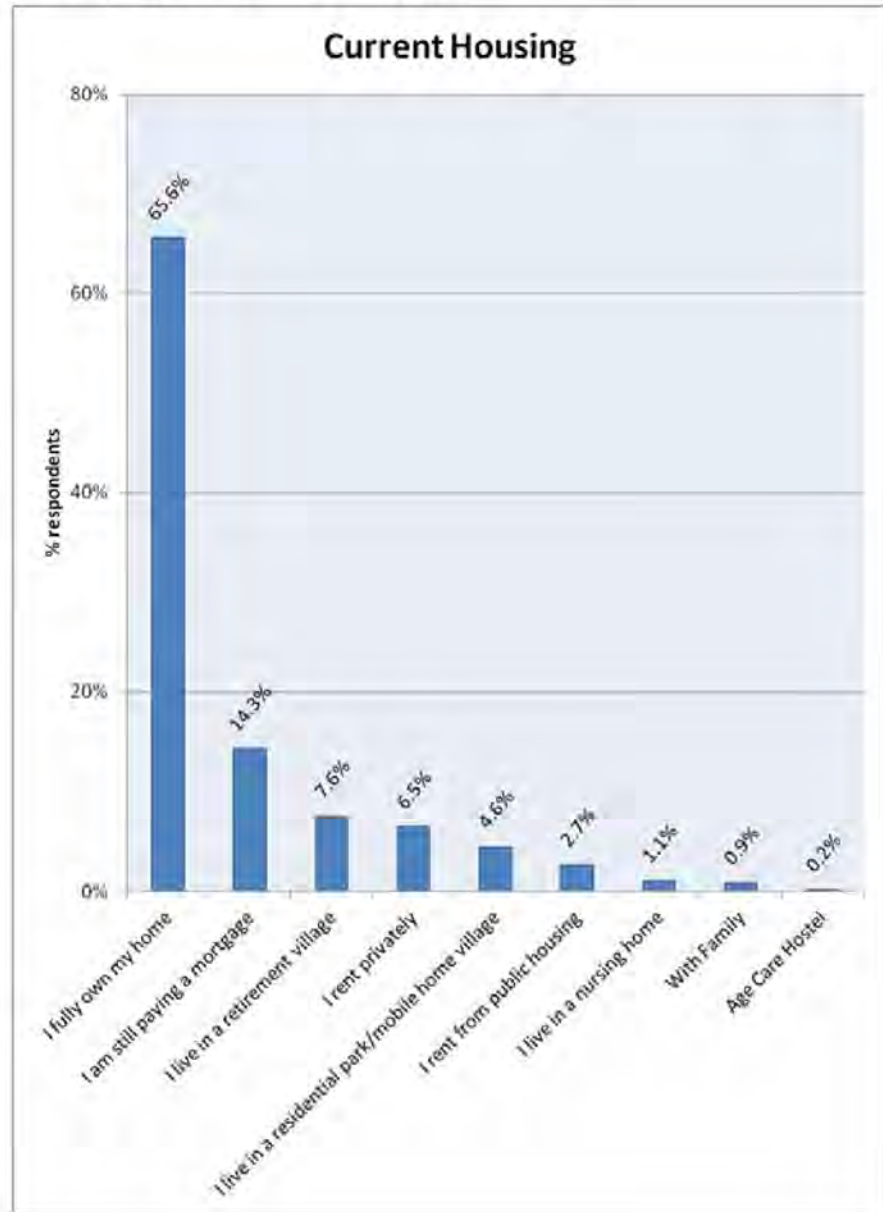
The proportion of survey respondents that live with a partner or spouse was 58% and this is greater than that of the region's general population at 47.8%. Almost 33% of respondents indicated that they lived alone which was generally greater than was the case for all age ranges on the Central Coast, being 26% of households.

As demonstrated in Figure 9, the majority of households were owner occupied at 80% which was a higher rate than the region's households at 66.7%. This trend was amplified when the proportion of survey respondents that fully owned their own home was defined as 65.6% which was over twice that for households in general on the Central Coast at 34.3%.

Residents that rented privately (6.5%) made up one third of that in the region's general household population (22.5%). The other marked difference was the 'other' category which included retirement villages, residential or mobile home parks, nursing homes, aged care Hostels and living with family members. This theme accounted for 14.4% of the survey respondents but only 0.9% of the Region's households.

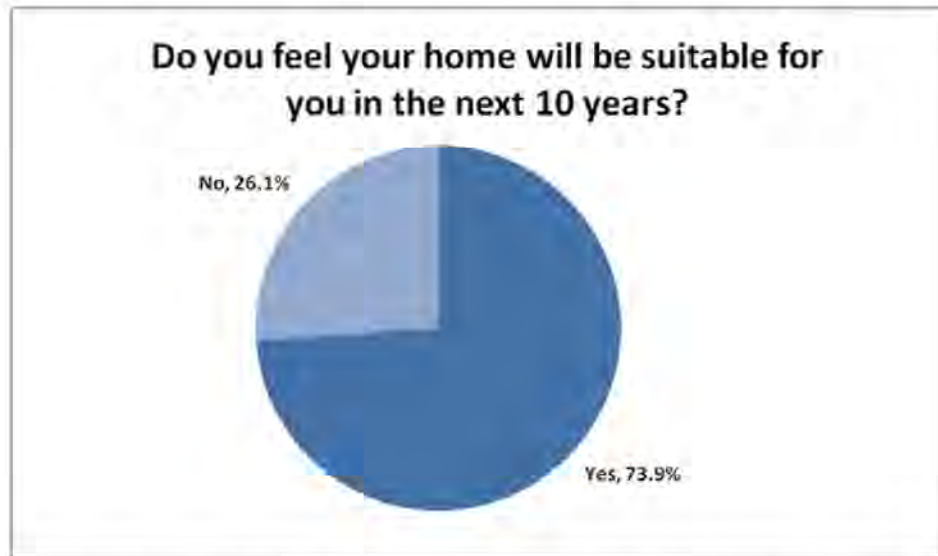
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Figure 9: Survey respondent's current housing type



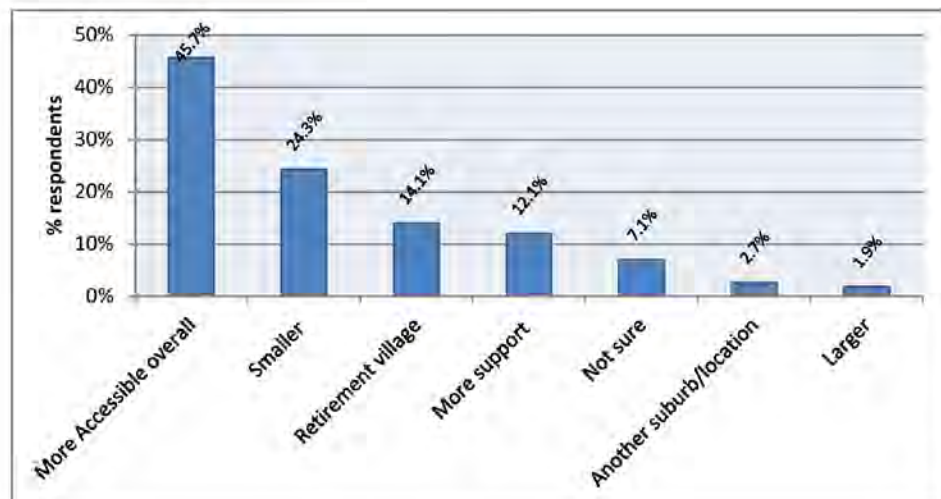
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Figure 10: Suitability of respondents' current accommodation in the next 10 years



Almost three quarters of all survey respondents believed their accommodation would be suitable for them in the next 10 years. For those 25% who believed their accommodation would not be suitable, the reasons were further explored below in Figure 11. Almost one half (45.7%) would require a more accessible home and 25% would be requiring smaller accommodation. For 14% of survey respondents, retirement village living was a consideration.

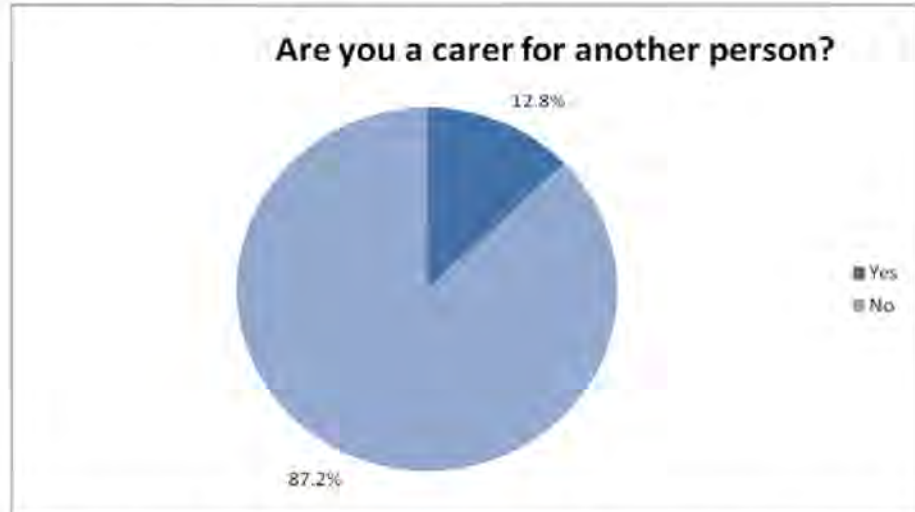
Figure 11: Respondents' identified future housing needs:



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Carer Duties

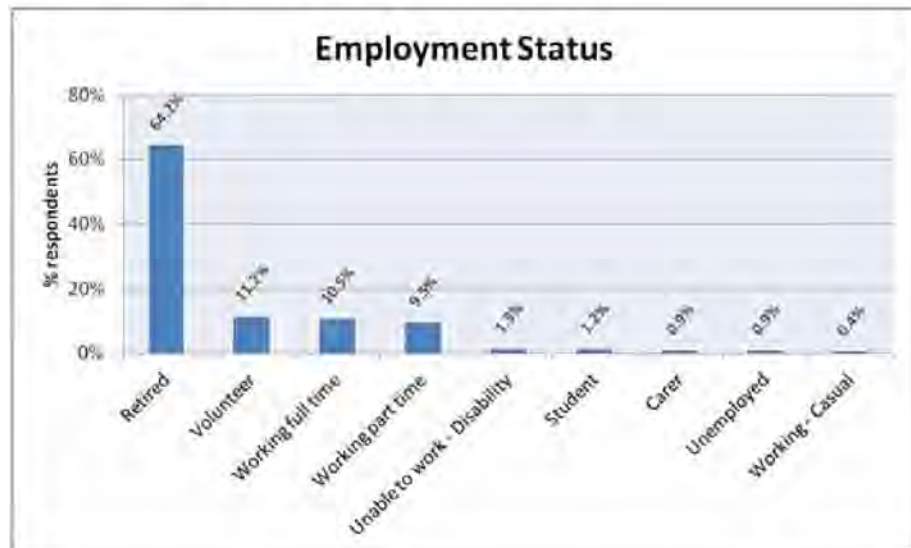
Figure 12: Respondents' carer duties



As figure 12 shows, almost 13% of survey respondents had caring responsibilities. This figure may be higher in reality as some people have caring responsibilities for family members but don't consider themselves 'carers', they are just looking after their family members.

Employment

Figure 13: Respondents' current employment status

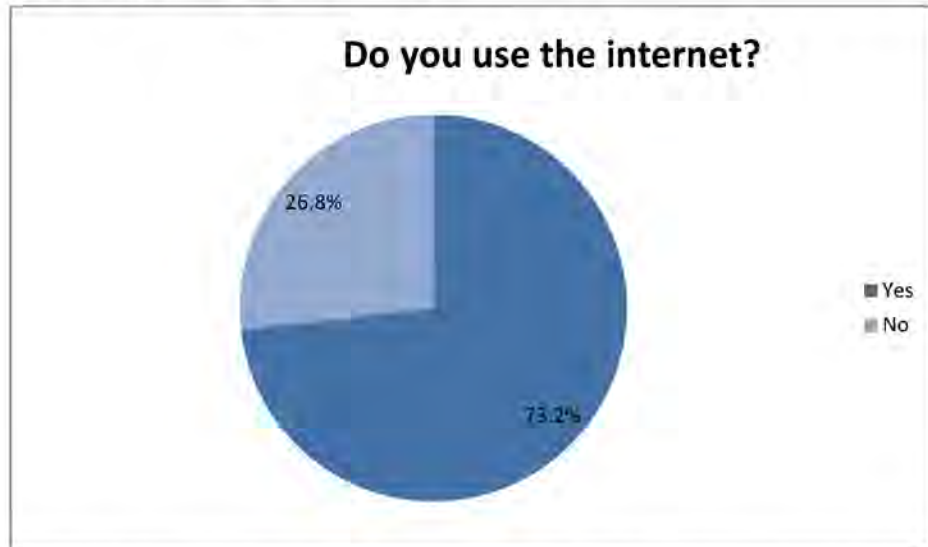


As demonstrated in Figure 13, the majority of survey respondents were no longer in the workforce, with 64% stating they were retired. Just over 20% were still in the workforce either in full time, part time or casual employment.

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Technology

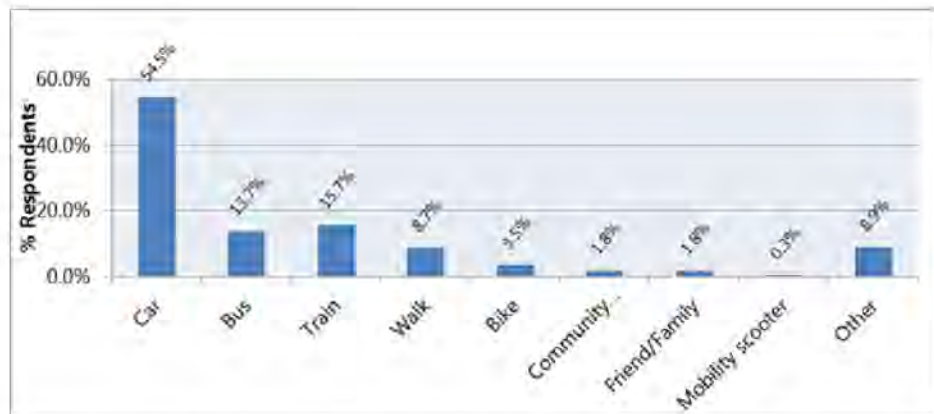
Figure 14: Respondents' use of the internet



As shown in Figure 14, almost three quarters (73%) of survey respondents indicated that they used the internet.

Transport

Figure 15: Respondents' use of transport

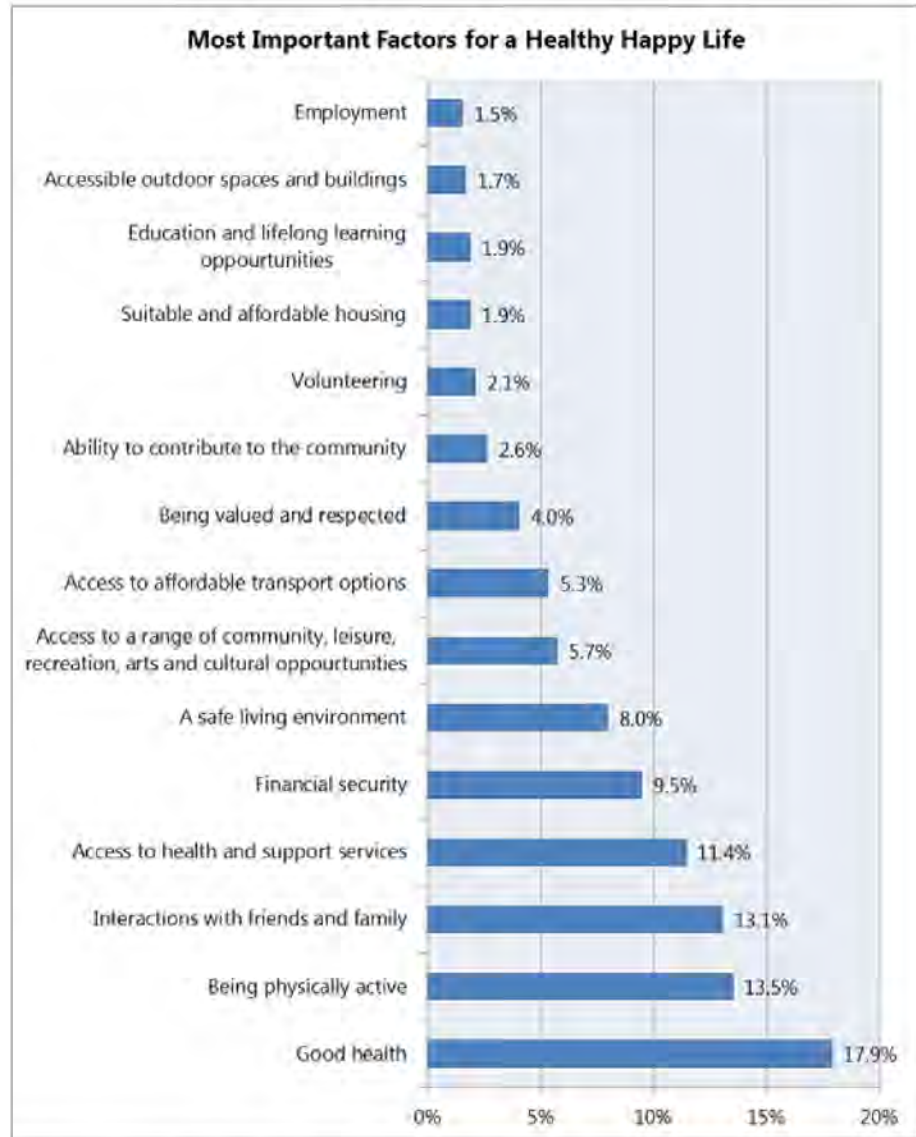


As figure 15 shows survey participants used a range of options to move around. It was important to note that survey participants were able to identify more than one option of transport used, so some used a range of methods and didn't rely solely on one type. Use of private car was a popular choice with over 50% of respondents identifying this means of transport, with a big gap to train travel at 15.7% closely followed by bus at 13.7%. The 'other' response includes the use of taxis.

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Factors for a Happy & Healthy Life

Figure 16: Respondents' view of the five most important factors to live a happy and healthy life

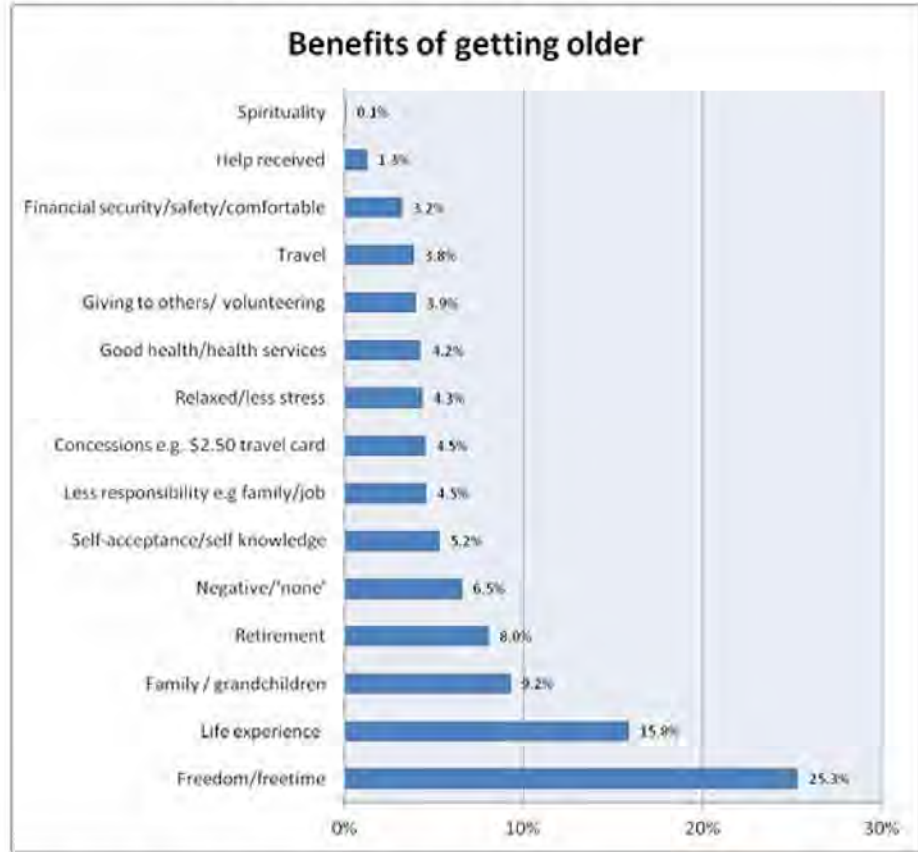


As shown in figure 16, survey respondents indicated that the top factor for a healthy and happy life was 'good health' (17.9%), followed by 'being physically active' (13.5%) and 'interactions with family and friends' (13.1%).

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The Benefits of Getting Older

Figure 17: Respondents' view of the three benefits of getting older



As indicated in Figure 17, the top three benefits of getting older were 'freedom/free time' (25%), 'life experience' (16%) and 'family / grandchildren' (9%).

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A Great Place to Live

Figure 18: Respondents' view of the three things about the Central Coast that make it a great place to live

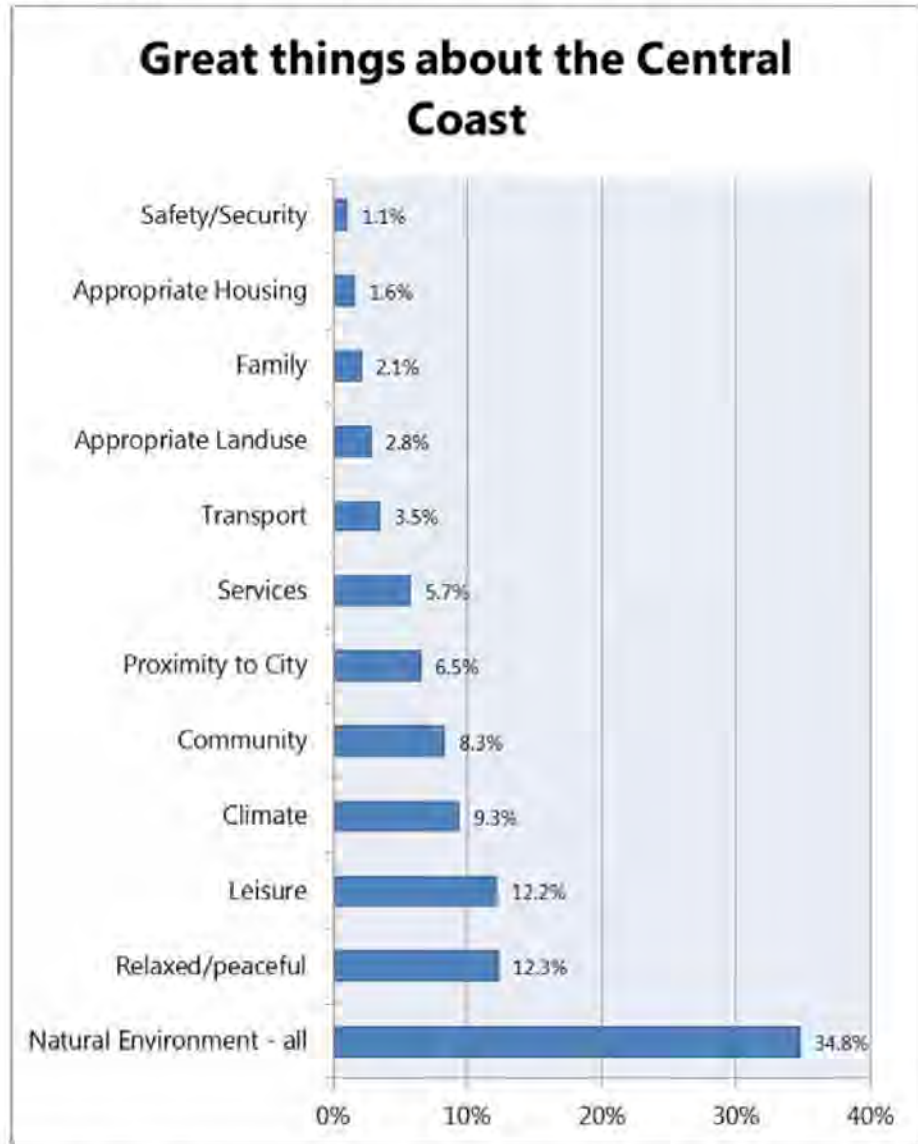


Figure 18 talked about the things that make the Central Coast a great place to live. Very clearly the environment was the key area that survey participants identified, with just over a third of responses indicating this. The second and third highest response respectively was the 'relaxed / peaceful lifestyle' and opportunities for 'leisure pursuits'.

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Current Challenges

Figure 19: Respondents' view of the challenges they currently face

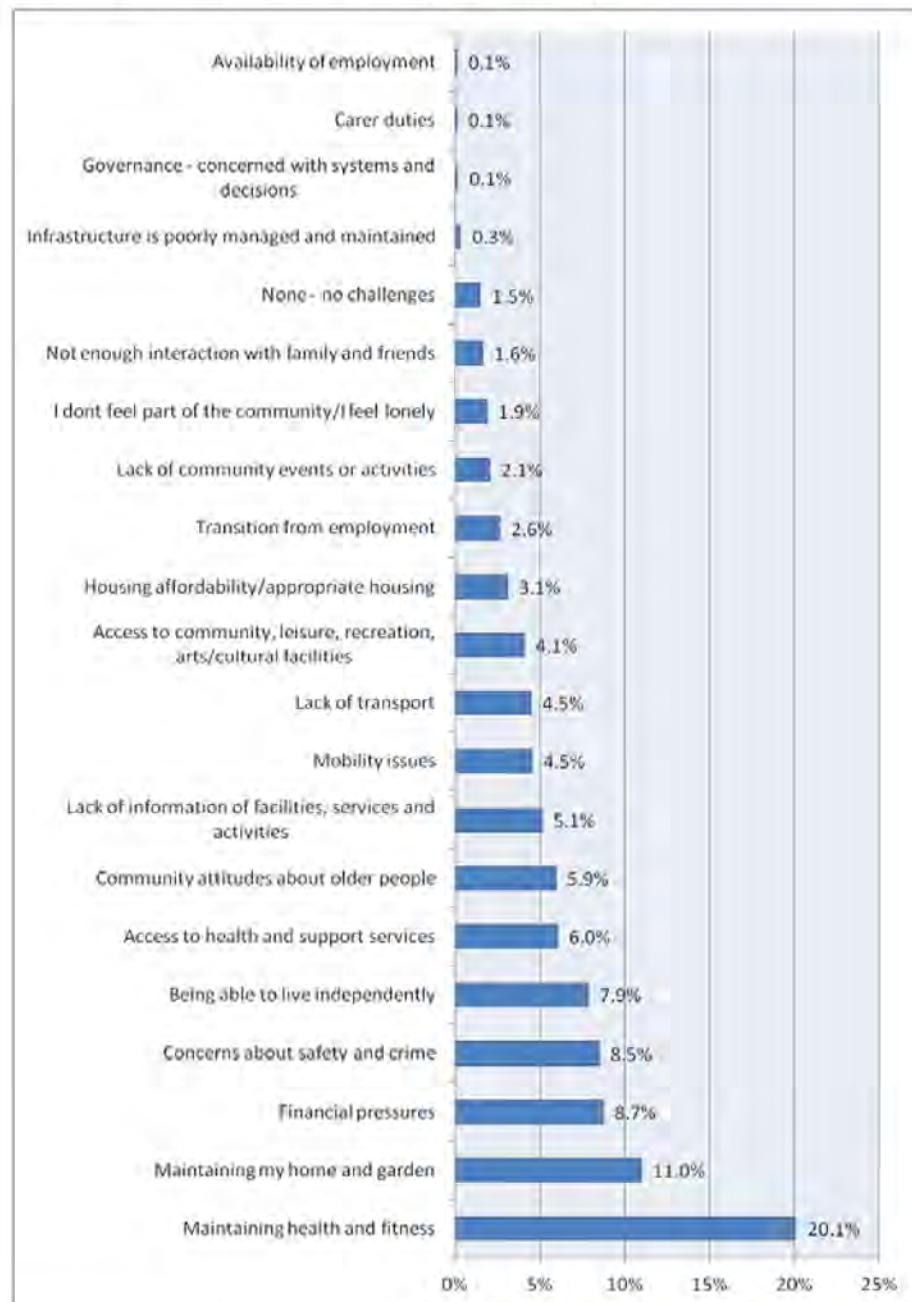


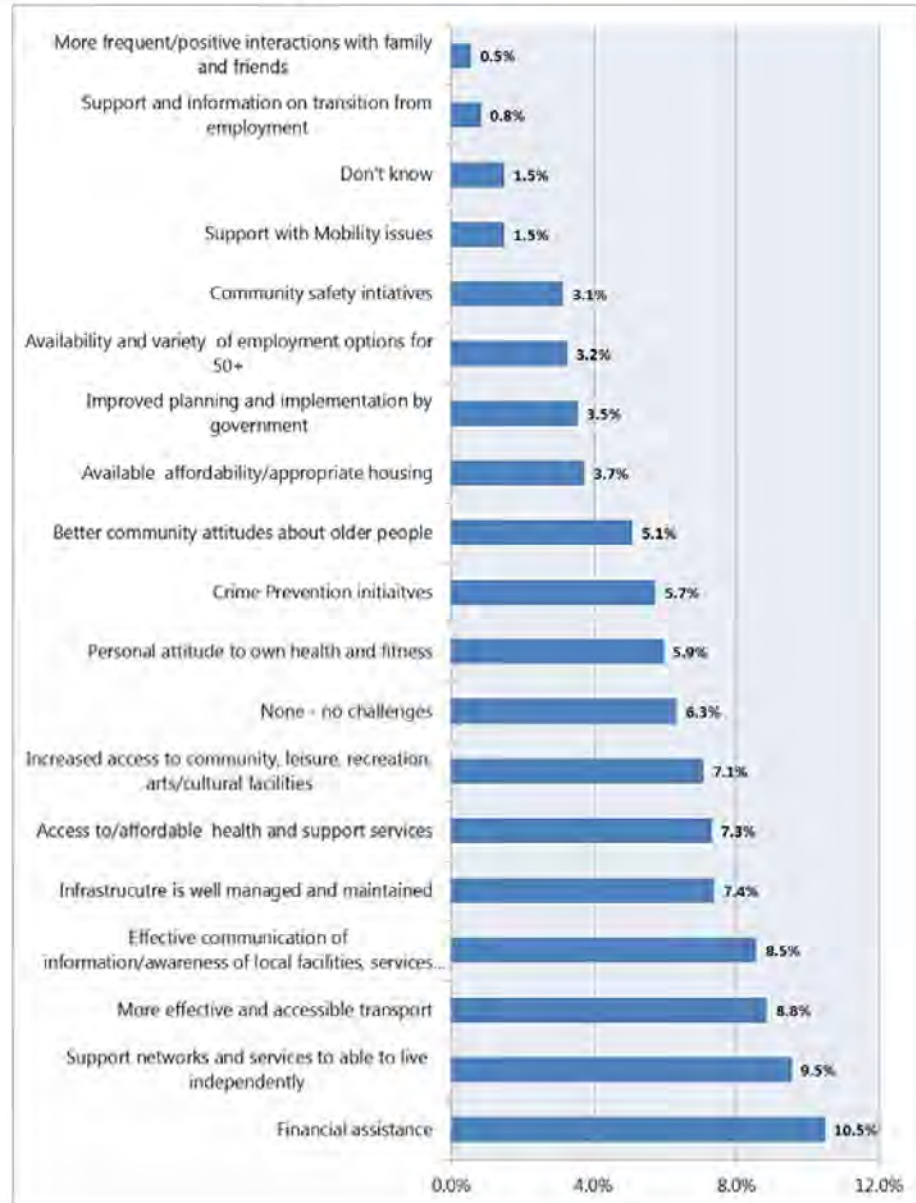
Figure 19 lists the challenges survey respondents identified that they faced at the moment. The most popular response was in relation to 'maintaining health and fitness' with 20% of responses. This was clearly the most popular response, followed by 'maintain my home and garden' (11%) and 'financial pressures' (8.7%).

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Solutions to Challenges

Figure 20 indicates what would assist with these challenges. The most popular response was related to requiring 'financial assistance' (10.5%), closely followed by 'support networks and services to be able to live independently' (9.5%) and 'more effective and accessible transport' (8.8%).

Figure 20: Solutions to Challenges



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Community Involvement

Figure 21: Respondents' involvement in the community

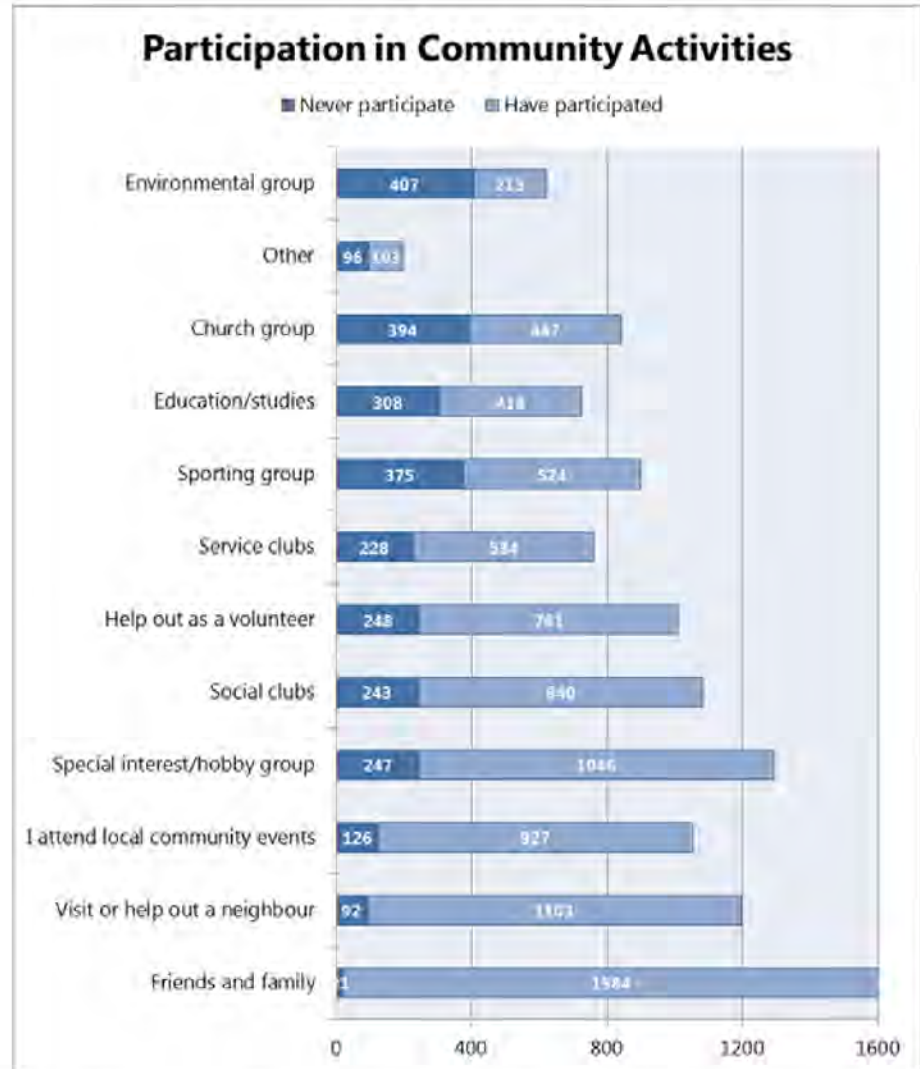


Figure 21 shows the types of activities the community participated in (in light blue) and the activities that survey respondents never participated in (in dark blue). As shown most people participated in activities with 'friends and family' and also with 'visiting or helping out a neighbour'. As shown, survey respondents were involved in many and varied community activities.

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Figure 22: Frequency of Involvement in Community Activities

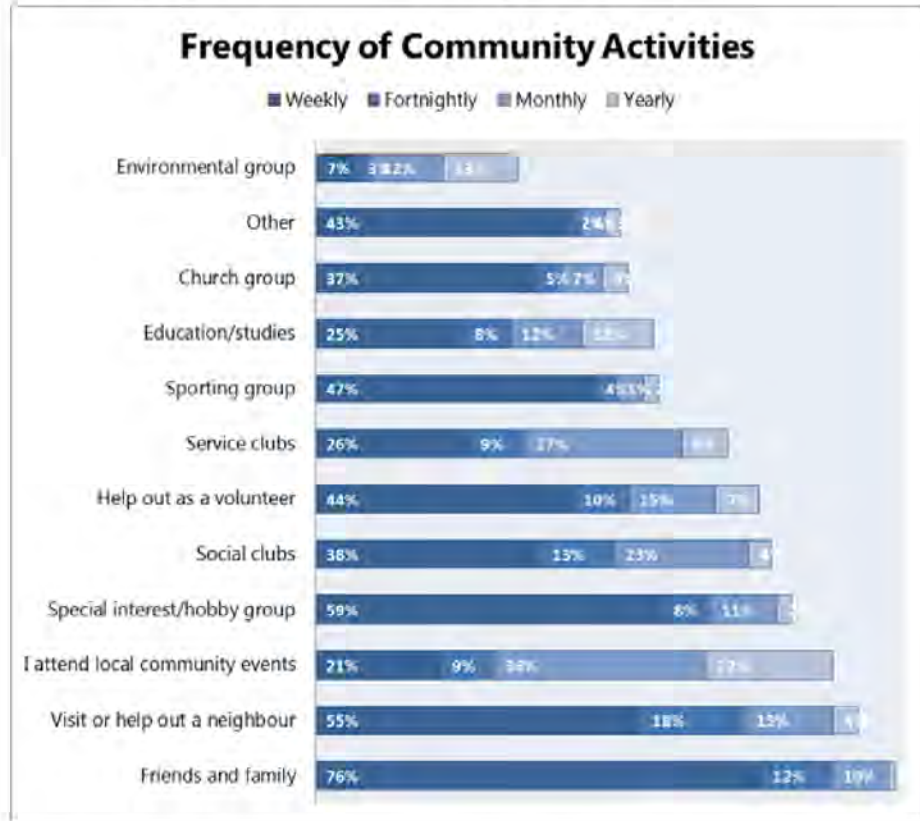
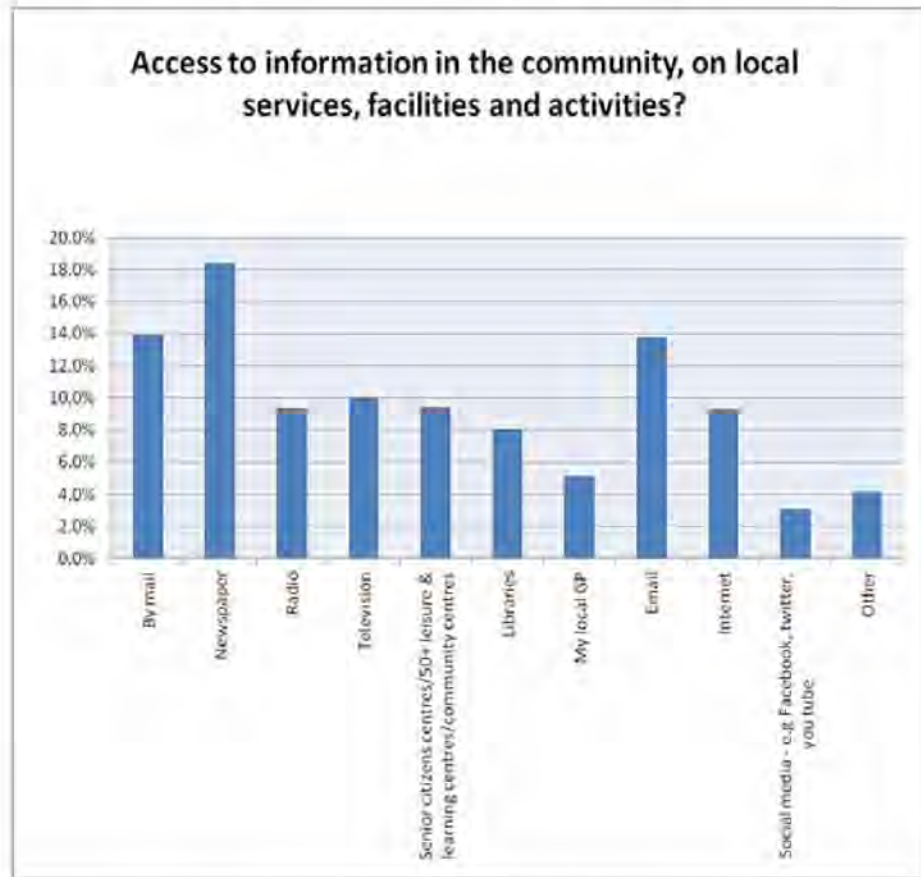


Figure 22 shows the frequency that survey respondents were involved in community activities. As the chart shows people were very busy with weekly involvement in a range of activities. The heaviest involvement is with 'friends and family', 'visiting or helping out a neighbour' and 'special interest / hobby group'.

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Communicating Information

Figure 23: Respondents' preference of medium to receive information



Survey participants were asked 'what would be the best way for you to get information about what's happening in the community, on local services, facilities and activities?' The clear message from survey respondents is that there was no one medium that satisfies the needs of the community. A range of communication methods is required to reach out to the community and ensure everyone has access to the information they need.

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2.1.1.1 Any other comments

Survey respondents were asked for any other comments on issues they did not get to address in the survey. We received 960 responses to this open ended question. Below is a summary of the information received for this question.

A great deal of information focused on infrastructure and assets or actions specific to Council's responsibilities. Responses have been themed and are set in order of greatest number of responses in each area.

2.1.1.2 Footpaths

Over 10% of responses in this section related to footpaths.

The comments regarding footpaths related to three main concerns:

- The use of footpaths as a means of keeping physically active
- The use of footpaths as a means of being mobile, and getting to different places
- The concern over tripping and falling on poorly maintained footpaths, including inadequate lighting and not enough seats alongside footpaths

"Build and they will come', wherever a shared path goes in oldies come out of the woodwork to use it. And it connects people as families too."

2.1.1.3 Rates and Water Rates

The greatest concern relating to rates and water rates was the cost. Further enquiries related to a need for greater explanation on how rates were composed and what they pay for.

Suggestions related to the consistency of payment options and whether rates are means tested.

"The ability to pay rates monthly is a great help, but it would be good if the rates notice showed a balance figure and specified the monthly payment necessary to pay by the end of the year."

2.1.1.4 Development

People were concerned about over development, especially in areas of natural beauty such as waterfront, and bush land. There were also comments that requested more infrastructure related to services and employment generating initiatives.

"Waterfronts should remain public property."

2.1.1.5 Community Facilities

Many comments expressed support for a range of community facilities currently provided by both Councils e.g. the Hydro Pool at the Peninsula Leisure Centre, the 50+ Leisure & Learning Centre's and Seniors Citizen's Centre's and the proposal for a Regional Performing Arts Centre in Gosford City centre.

"I commend Council on the wonderful array of activities, education and facilities they provide for all age groups. Well Done!"

2.1.1.6 Dog Walking Areas

Dog walking areas were a popular topic, with some seeking the designation of more areas or more suitably placed dog walking areas for practical reasons and for the social opportunities they afford. Some respondents sought dog walking areas to be fenced to ensure that others without dogs would feel safer.

Community Engagement Report

"Continue to provide and improve dog friendly off leash areas. My dog is family and his exercise keeps me healthy and happy, I look forward to this as I get older."

2.1.1.7 Transport

Comments mainly centred on a need for more transport options and current options to be made more effective, and affordable. The responses were quite detailed or specific to particular issues, and reflected the importance to the individuals as the topic of transport had been covered in several of the main survey questions.

"Try to improve the bus timetables and connections between the smaller centres to enable older people to get about more flexibly."

2.1.1.8 Community engagement and diversity

Several respondents welcomed their inclusion in the consultation process and enjoyed the opportunity to be involved with the strategic process. There were a few concerns about ensuring that a diversity of opinions, ideas and experiences were being considered as a part of the Positive Ageing Strategy.

"Don't assume that everyone is retired an on a pension. Many are parents of school-going children."

"There is not much for youth and youthful older people on the Central Coast. Young people are a real concern to us older people in this area, they are clearly bored."

"We are ageing but we don't want to be reminded of it. Please keep in mind that our bodies might be getting older, but our minds and social outlook and interests are what keep us young at heart"

2.1.1.9 Activities, information and training

People suggested a range of welcome activities that they would participate in including:

- road rule training
- discounted Community College courses
- affordable fitness programs
- information around Advanced Care packages.

"Many people, like me, have had busy professional lives commuting to Sydney, which takes a lot of time and energy. I have not had the time to connect locally – weekends were about surviving and re-energising. I am now semi-retired and know very few people, despite living here for 14 years! So forums or events where professionals can meet would be great, arts, interests groups etc."

"Maybe some programs with younger people to help them understand the needs and wishes of elderly people would assist to bridge the gap."

2.1.1.10 Disabled Parking Places

These comments related mostly to seeking additional parking spaces for people with disabilities at shopping centres and hospitals.

Community Engagement Report

2.2 Service Provider Survey Responses

Service Providers from the Aged Care Sector through the CCADA network were invited to participate in an Aged Care Sector Survey. The organisations that responded to the survey were:

- Central Coast NSW Medicare Local
- Coast Community Connections
- Coastlink
- Northern Settlement Services Multicultural Social Support Services
- Community Care Access Point, Ageing Disability and Home Care
- Baptist Community Services
- Meals on Wheels

The range of services provided by respondent organisations included:

- Advocacy for people over 65 years, people with a disability, CALD and Primary Care practitioners.
- Information and referral to services.
- Case Management for people who are aged 65 years or those with a disability.
- Direct services that were provided included:
 - personal care
 - domestic assistance
 - assisted shopping
 - meal service
 - social support
 - respite services.

Many specialised in one area of service delivery, with very little overlap of services provided of the organisations that completed the survey. Services that were nominated by more than one service provider included: case management, respite services and social support.

Geographical area covered by respondents' organisations:

Six of the respondent organisations delivered services across the Central Coast, with one of these also delivering services across Newcastle and the Hunter Region. One service only delivered services on the Woy Woy Peninsula area of Gosford LGA.

Respondent organisations' view of aspects that are involved in Positive Ageing:

- interactions with family and friends
- being involved in Community life
- access to appropriate and affordable health and support services
- access to affordable transport options
- access to a healthy environment, public spaces and buildings
- employment opportunities
- education and life-long learning opportunities
- good nutrition
- having a choice in services, activities etc.
- a good quality of life.

Respondent organisations' view of factors important for individuals' ability to age well on the Central Coast:

- A sense of purpose and involvement in community life.
- Involvement in social activities with family and friends.
- Affordable nutritious food.
- Being involved in physical activity.
- Accessible and affordable health and support services.
- Accessible and appropriate public spaces.
- Having fun!

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Respondent organisations' view of factors that challenge individuals' ability to age well on the Central Coast:

- Being able to keep a positive mental attitude.
- Being socially isolated.
- Lack of accessible and affordable transport.
- Lack of accessible and affordable housing choices.
- Needing support to access health services, support services and community activities.

Respondent organisations' view of the main opportunities for Central Coast in having an ageing population:

- There will be a focus on strategic planning for the provision of health, transport, housing and employment for an ageing population by local and state government agencies.
- Increased employment opportunities in the Aged Care sector.
- Development of a range of aged care services and service providers including:
 - transport services
 - support to carers
 - respite services
 - independent living support services
 - recovery and retention of skills to return to independent living after hospitalisation.

Respondent organisations' view of the three key challenges facing aged services sector on the Central Coast:

- The need for increased funding was a common challenge to services.
- The need for professionalization of the sector including the need for well trained and knowledgeable staff, being able to pay a good wage.
- The decrease in volunteers in the sector for a range of reasons.
- The issues of ageing carers and being able to support them and their families.
- Being able to provide services for people with Dementia and their carers.
- Being able to integrate service delivery to individuals, e.g. social, personal, domestic and health services.
- Consumers finding it difficult to navigate and access services.
- Adapting accommodation for mobility.
- Need for appropriate options of accommodation.
- Lack of affordable social outlets for older people.
- The negative stereotyping of older people.

Respondent organisations' view of the three key strengths of the aged services sector on the Central Coast:

The organisations felt that

- The Central Coast is a well-defined Region with good networks across services.
- There is a high quality of aged care facilities.
- Aged Care services are flexible and adaptive e.g. involved in technological advancements.
- Staff involved in the sector are caring and committed.

Respondent organisations' view of the gaps in programs, facilities and services for older people on the Central Coast:

- dementia Services
- respite services (both in-home and short term residential care)
- need for respite services to be better integrated with health support services e.g. podiatry
- EACH/ CACP packages
- access to free medical services

Community Engagement Report

- transport to medical appointments
- low numbers of GPs in the Wyong and Peninsula areas
- need for resources for activities (social, educational etc.).

Respondent organisations' view of how they plan to meet the needs of an ageing population:

The responses to this section reflected the recognition of the changing needs of their consumers, and the generational shift in requirements and preferences for health and support services delivery.

Key responses related to the need for their organisations to provide flexible, person centred care which involved the integration of a range of services to provide a continuum of care and succession planning for individuals as their needs and circumstances grow and change.

There was also recognition of the need for consultation with consumers and for research on current primary health care needs, and support services as well as explore the trends in individual's requirements for service provision.

This reflects the immanent introduction of the National Disability Insurance Scheme in the Central Coast region and the shift of financial resourcing of services from government to the individual seeking services.

Respondent organisations' view of what key actions could be undertaken to better support older people living in the Central Coast community now and in the future:

Comprehensive actions for older people to engage in included:

- healthy Eating
- exercise
- educational opportunities
- volunteering opportunities
- employment opportunities
- healthy and accessible public spaces
- appropriate support for carers
- falls prevention education and awareness
- more accessible public transport and promotion of this.

From a service sector perspective the actions that would be required included:

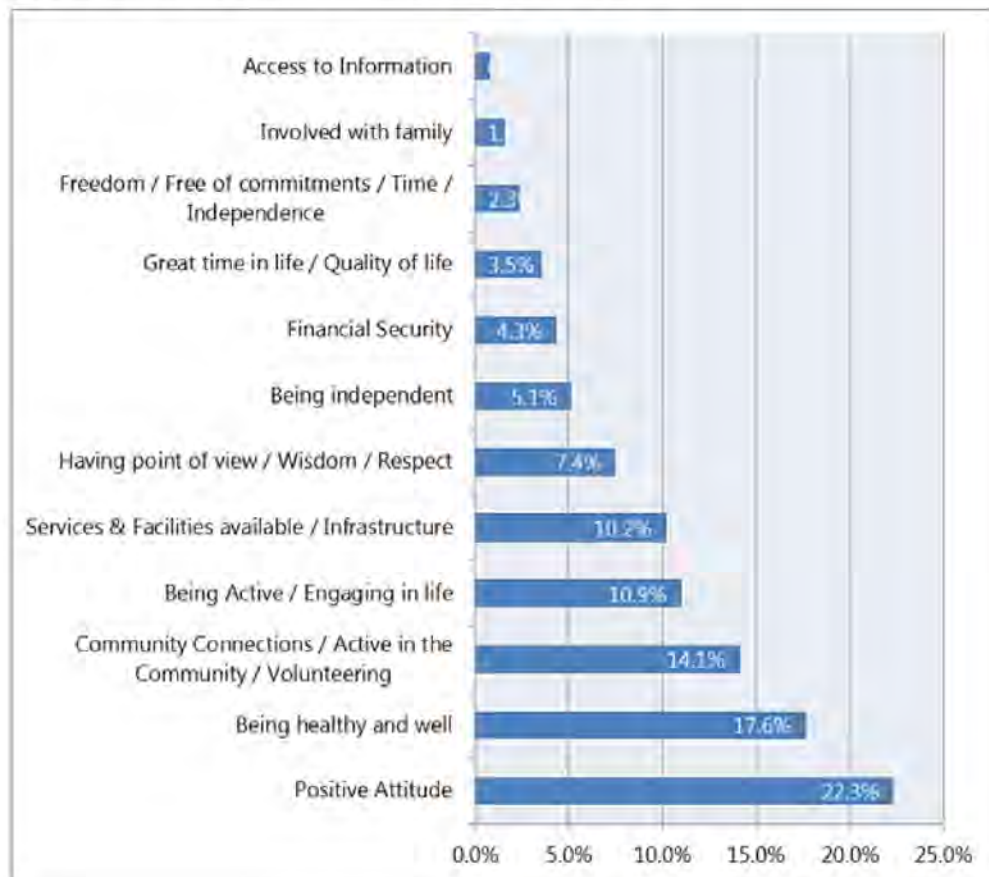
- Consultation with service consumers.
- A focus on person centred care plans.
- Greater collaboration across service providers.
- Integration of health and support service provision.
- Broaden the involvement of the general community in support services.
- Focus on the engagement and retention of volunteers.
- Creation of an aged care sector that is real career choice for people where knowledge and skills are valued and respected.

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2.3 Focus Groups and Individual Interviews / Community Conversations Data

In addition to the community and aged sector surveys, community focus groups and individual interviews/community conversations took place with a diverse range of groups and individuals. This process allowed us to explore in greater detail some of the areas of focus in the survey.

Figure 24: Participants' view of what 'Positive Ageing' means to them.



Participants were asked what 'Positive Ageing' means to them. As Figure 24 shows, discussions indicated that the top three things that represented positive ageing were having a positive attitude, being healthy and well and being involved and connected in the community in some way. These things catered for more than 50% of issues discussed in total.

Listed below is a sample of the comments received by participants under the top eight response areas:

Positive Attitude

- A great healthy sense of wellbeing
- Being positive about getting older and looking forward to it / anticipating it / accepting and embracing it
- Being optimistic
- Getting older isn't the end of everything
- Age is just a number, you just ignore the number
- Creative as you adapt to changing circumstances - resilience, adaptability

Community Engagement Report

Being healthy and well

- Keeping fit and well
- Ageing is not so bad if you keep up your health
- Keeping healthy
- Fitness is very important
- To stay healthy and being here for the grandchildren

Community connections / active in the community / volunteering

- To be part of the community - not being isolated - have familiar surroundings
- Able to volunteer and keep busy
- You remain an important part of the fabric of society and that your contributions are appreciated
- Maintain and broaden interests - connections to people and activities
- Feel good - watch something grow

Being active / engaging in life

- Engaging in life
- Keeping oneself occupied and amused
- Continue to do what you enjoy doing
- Get up, keep moving, and fit in your day
- Variety of activities in the community

Services and facilities available / Infrastructure

- New developments should have facilities available for ageing population
- If you have access to facilities it impacts on a positive quality of life
- Having facilities and services to help us age comfortably
- Good facilities - transport – roads
- Public transport and links to services

Having a point of view / wisdom / respect

- Smarter thinking
- More knowledgeable
- Wisdom
- Maturity
- Drawing on life's experience to age

Being independent

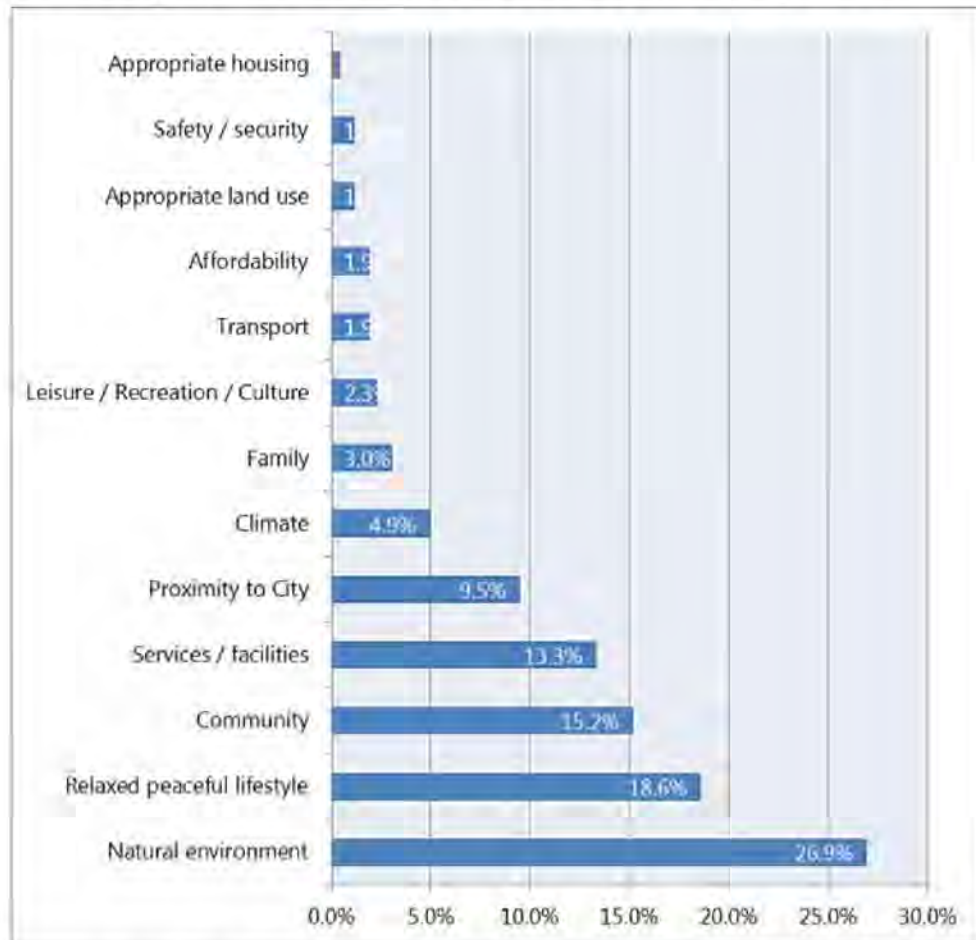
- Being able to drive your own vehicle
- Having your own place, being independent, able to do your own housework, meeting with friends
- Getting older without barriers
- Living in your own home

Financial security

- Comfortable lifestyle.
- Financial security to live.
- Having money to do the things you enjoy

Community Engagement Report

Figure 25: Participants view of three things that make the Central Coast a great place to live



Participants were asked what three things make the Central Coast a great place to live. The 'natural environment' was clearly the most popular response with more than a quarter of responses, followed by the 'relaxed peaceful lifestyle', the 'community' and then 'services / facilities'. Proximity to the City (both Sydney and Newcastle) closely followed.

Listed below is a sample of the comments received by participants under the top four response areas:

Natural Environment

- The environment - natural surroundings
- Our environment - bush, beach
- Beaches and waterways
- Waterways for fishing
- Natural environment - air, water, land
- Beaches and natural environment

Relaxed peaceful lifestyle

- Pace - relaxed and quiet lifestyle, not crowded and easy to move around
- Laid back lifestyle
- Quieter, more relaxed atmosphere
- Not burdened by city life and congestion

Community Engagement Report

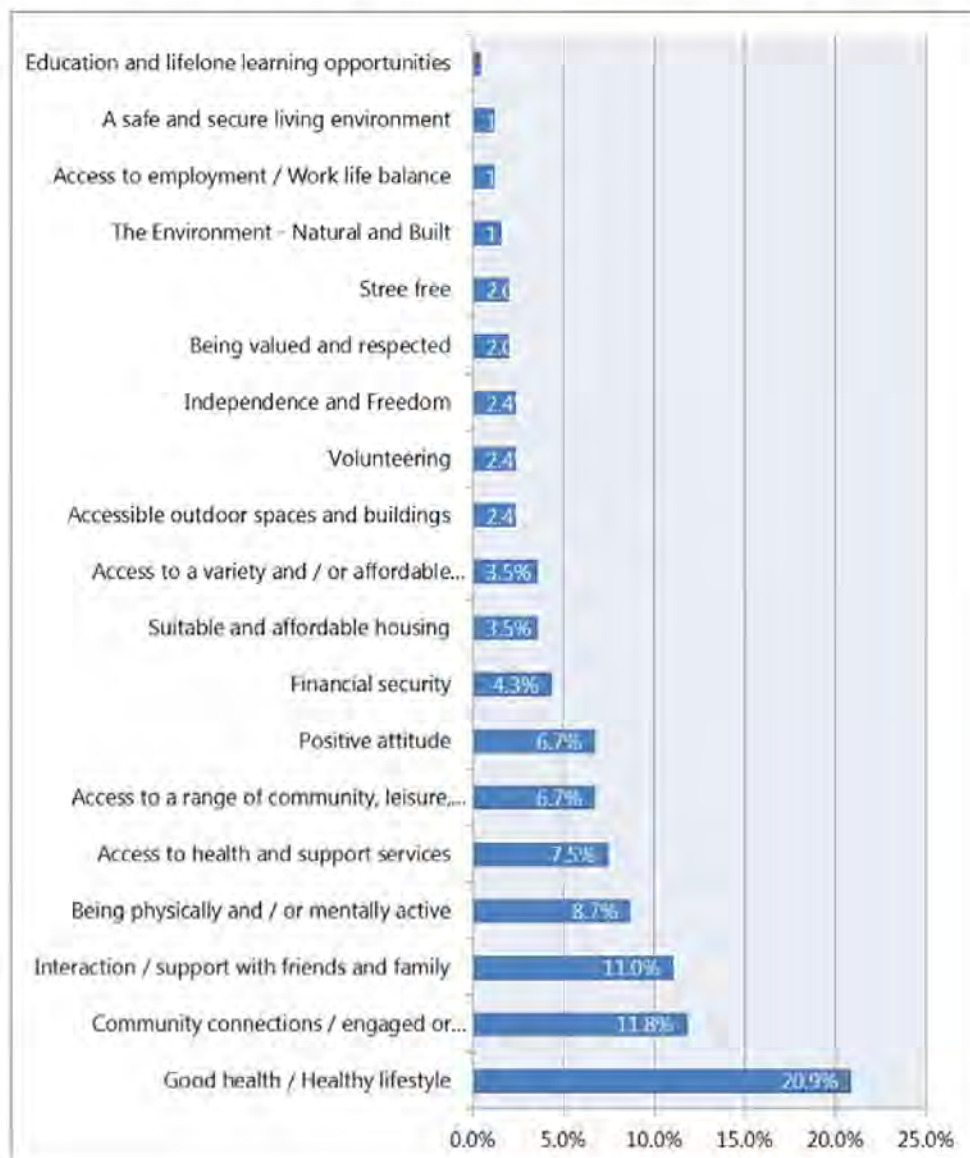
Community

- Community holds the place together
- People are friendly
- People are friendlier, easier to engage with and connect with the community
- Good community spirit - even though there is a distance between people
- Very community minded - people there for each other

Services / facilities

- The infrastructure is there to meet my needs currently
- Available services
- Central - can access services / facilities when we want to
- Close to hospital and medical services

Figure 26: Participants view of the most important factors to live a happy & healthy life



Community Engagement Report

Participants were asked what the most important factors were to live a happy and healthy life. The most popular answer by one in five respondents (20.9%) was around 'good health and / or a healthy lifestyle'. The following most popular responses were in relation to 'community connections / engaged or contribute to the community' with 11.8% and 'Interaction / support with friends and family' with 11% of responses.

Listed below is a sample of the comments received by participants under the top five response areas:

Good health / healthy lifestyle

- To stay healthy
- A holistic thing - appreciation of own needs being met and content with that, and health is a part of that, and good health is a blessing
- Exercise
- Good diet, healthy and happiness
- Health - mental and physical

Community connections / engaged or contribute to community

- Connection to community
- Feeling valued and a sense of belonging
- Need social contact and social networks
- Social connections
- Remain connected with community

Interaction / support with friends and family

- Family and friends - social gatherings - people who listen when you need to share
- Knowing family is safe and secure
- Good friends and relationships
- Friendship
- Children and grandchildren
- Good friends we go away with

Being physically and / or mentally active

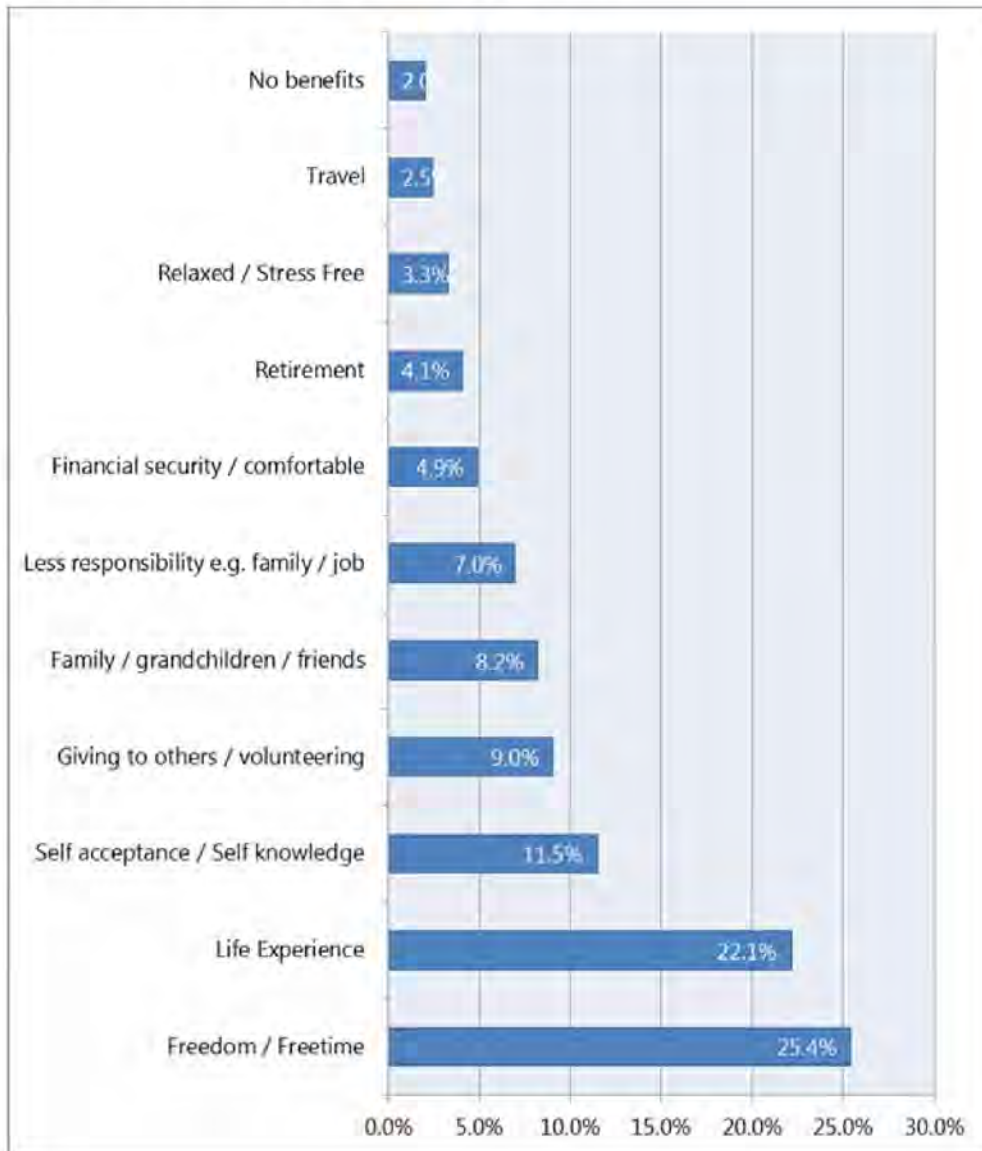
- Being active
- Remain physically active
- Have a healthy active focused outdoor lifestyle
- Mental activities e.g. Sudoku, crosswords
- Mental stimulation
- Keep mind and body active

Access to health and support services

- Access to medical services - a good relationship with your medical practitioner
- Medical facilities
- Access to health facilities
- Access to home care and aged care support for those that need it
- Medical centres - aged care assessment

Community Engagement Report

Figure 27: Participants view of three benefits of getting older



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Participants were asked to talk about the benefits of getting older. The responses were varied but there were a couple of responses that accounted for just under half of all responses. They were 'freedom/free time' at 25.4% as one of the benefits of getting older, followed by 'life experience' at 22.1%

Listed below is a sample of the comments received by participants under the top three response areas:

Freedom/free time

- Emotional freedom
- More time to yourself to do things like travelling and being able to do the things you haven't had an opportunity to do before
- Time (but this can be a paradox) - more time, more flexibility because responsibilities have changed
- Freedom to do what you want - be spontaneous - enjoy life
- Time to do the things we want to do - every day is my day

Life experience

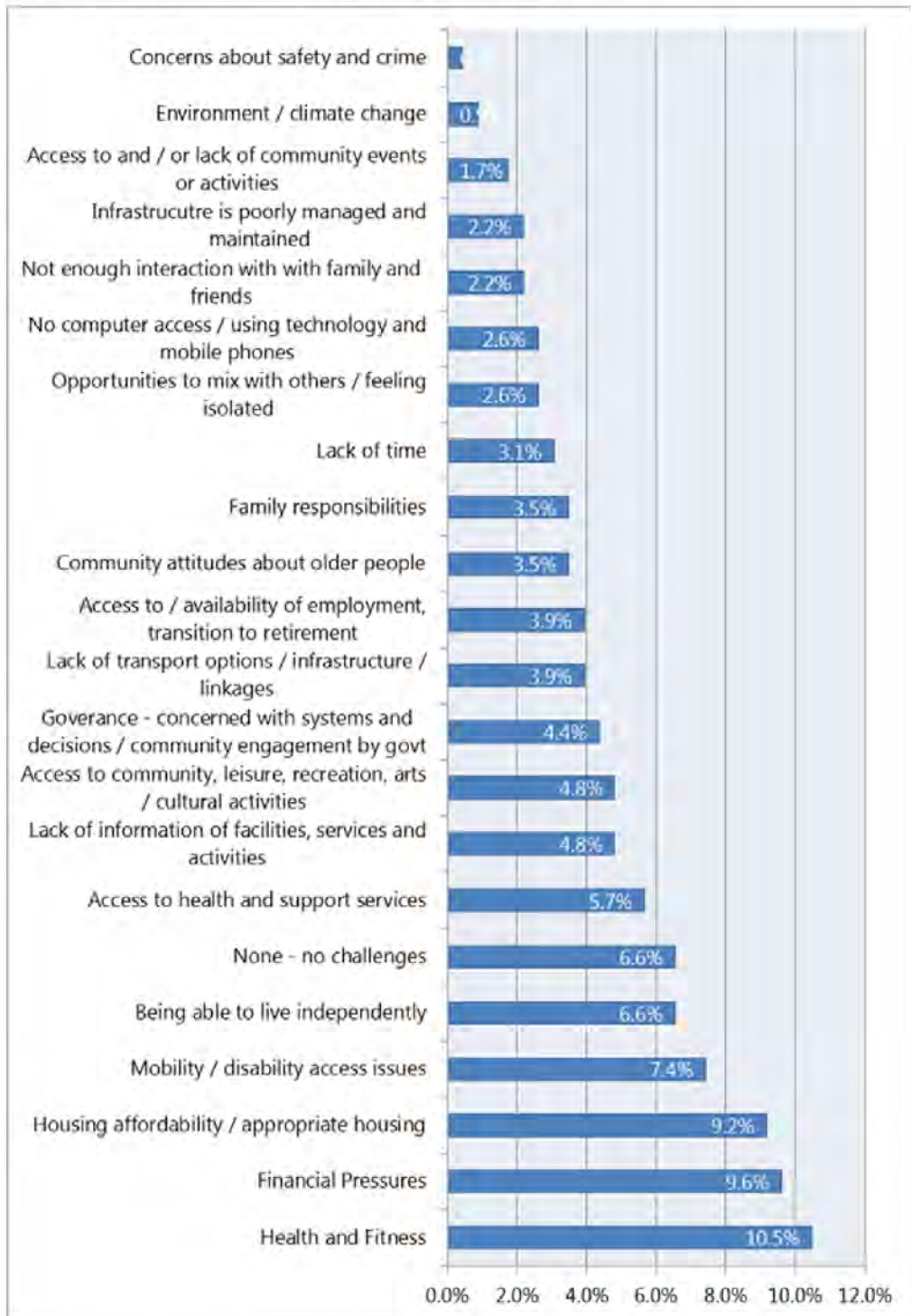
- Knowledge of life and also continuing to learn new things every day
- Enjoying the reflection of past mistakes and redefining them in the positive
- Experience - wisdom
- The years of experience and knowledge gives one the perspective to make informed choices
- Wiser - but nobody wants to listen

Self-acceptance/self-knowledge

- I say what I think, because I have earned the right to and I have learnt to say no
- The acceptance of myself
- Self-awareness
- Hindsight
- Not caring what everyone thinks

Community Engagement Report

Figure 28: Participants view of challenges they currently face



Community Engagement Report

Participants were asked to talk about the challenges they currently faced as they aged. The variety of responses was very diverse which provided challenges to policy makers and service providers when identifying opportunities to address them.

The most popular responses were 'maintaining health and fitness' (10.5%), 'financial pressures' (9.6%) and 'housing affordability/appropriate housing' with 9.2% of responses.

Listed below is a sample of the comments received by participants under the top four response areas:

Health and fitness

- Minor health challenges - eyesight, joint / movement
- Injury management - from injuries obtained when young
- Maintaining health and fitness - time / balance
- Physical changes
- Hearing and eyesight

Financial pressures

- Financial security - only limited superannuation
- Money constraints - need to budget carefully
- Cost of living increasing
- Self-funded - if we've got it we've got it, if we haven't we haven't
- Hard to live on a pension

Housing affordability / appropriate housing

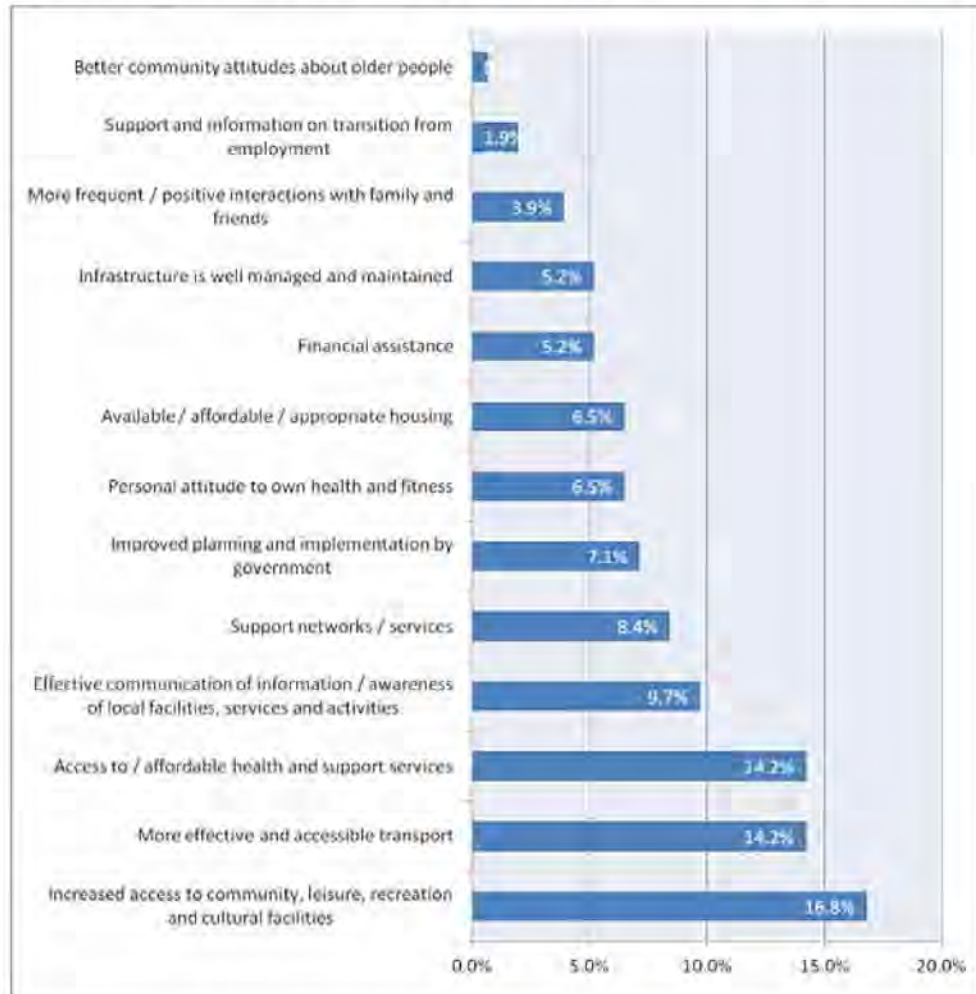
- Needing to downsize my home
- If you have to move away to live you lose your whole community and it is hard to fit into a community when you are older
- Afraid of costs of nursing homes and the burden of that to the family

Mobility / disability access issues

- Mobility issues
- Access to facilities
- Ability to get around
- If you don't have mobility and independence you become isolated
- More wheelchair friendly access into buildings and public facilities would be a great benefit

Community Engagement Report

Figure 29: Participants view of what would help them with these issues (listed in Figure 28)



As a follow-up question to the challenges people faced as they were getting older, participants were then asked to identify what would assist them address these challenges.

The graph in figure 29 lists a variety of solutions to address the challenges. The most popular solution with 16.8% of responses was 'increased access to community, leisure, recreation and cultural facilities', followed by 'more effective and accessible transport' with 14.2% of responses. The third most popular response was 'access to and / or affordable health and support services with 14.2% of responses.

Listed below is a sample of the comments received by participants under the top five response areas:

Increased access to community, leisure, recreation and cultural facilities

- Having more courses available locally
- Subsidy for older people at PLC for example to encourage more participation
- Community centres - social and learning / skills development
- Varied social activities
- More advertising of activities available
- Activities in your local hall / centre

Community Engagement Report

More effective and accessible transport

- Parking at train stations
- Easier access to buses
- Bus service is limited
- More diverse transport options for getting to health services
- More publicity re community transport
- Feeder bus to highway to link buses
- Public transport links

Access to and affordable health and support services

- More doctors (bulk billing)
- More specialists
- Access to health practitioners locally
- Important health facilities and services are accessible and affordable
- Income thresholds determine whether you have a health cards. Health costs can be expensive
- Adequate access to health services, GPs, hospital, specialists

Effective communication of information and awareness of local facilities, services and activities

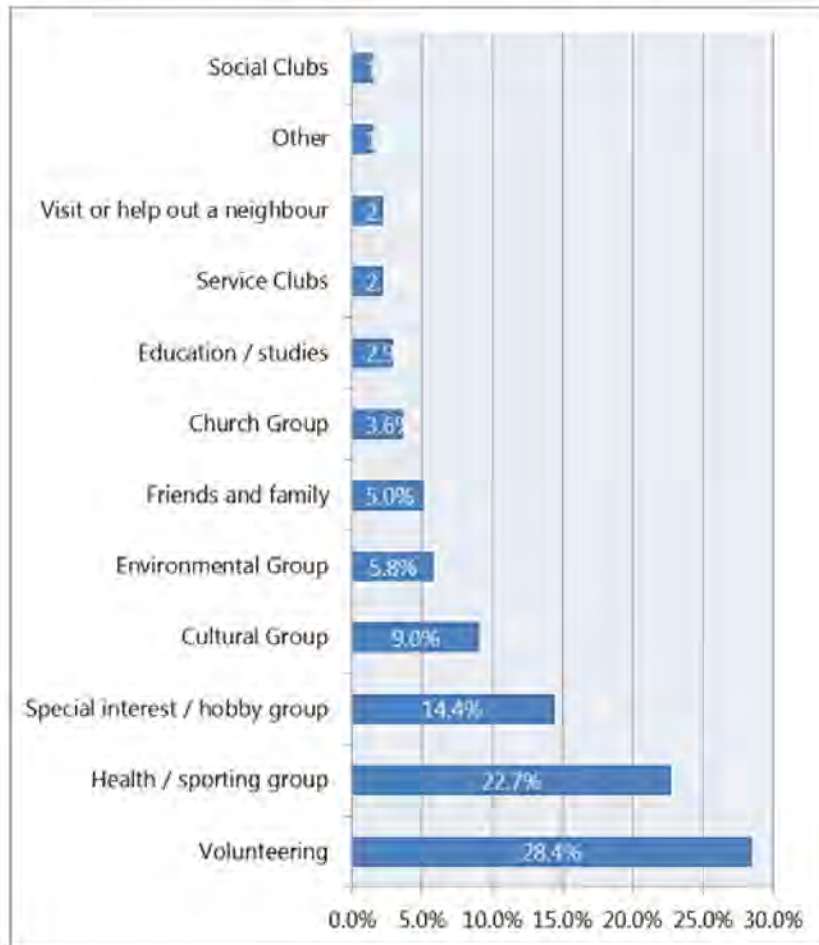
- Seniors bulletin board on the website
- Promote activities in the paper, in libraries
- Education and awareness
- Listen to residents and conduct better engagement process with residents
- Local paper for information
- Welcome package for new residents

Support networks/ services

- Home care
- Respite for animals
- People are proud and don't ask for help
- Outreach services

Community Engagement Report

Figure 30: How participants are you involved in their community



Participants were asked how they are involved in their community. 'Volunteering' was the most popular response that people gave to this question with almost 30% of responses. This figure could in fact be higher as some of the other activities people identified involvement in e.g. sporting group or environmental group could also be in a volunteer capacity.

Listed below is a sample of the comments received by participants under the top two response areas:

Volunteering

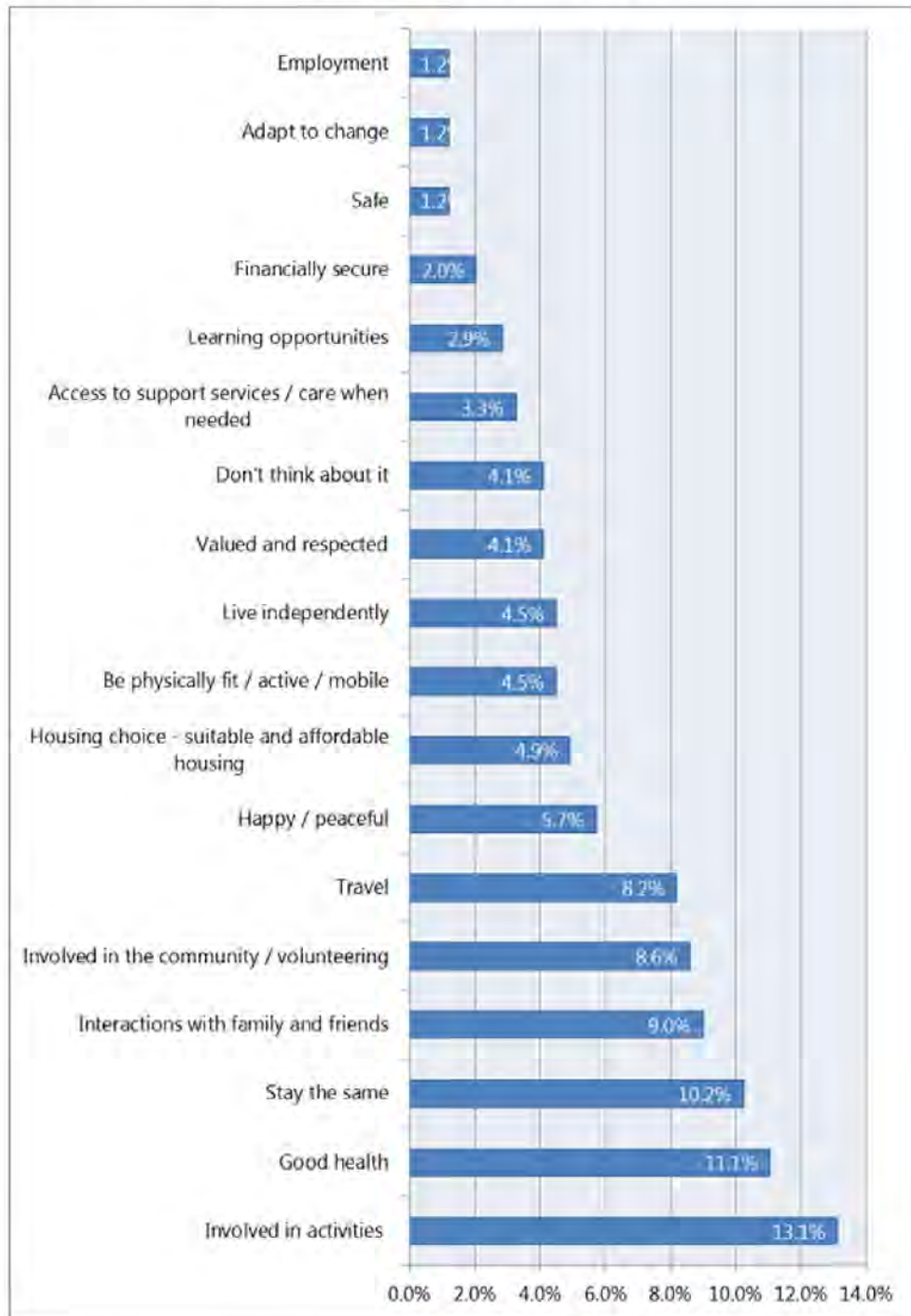
- Hospital visits to children with cancer and during their respite visits
- Helping older people in village
- Volunteer on two committees
- Palliative care - respite
- Cook for kids
- Family history group - volunteer research and committee member

Health/sporting group

- Bowls clubs
- Netball
- Surf Lifesaving
- Various sport committees

Community Engagement Report

Figure 31: What participants would you like their future years to look like?



Participants were asked what they would like their future years to look like. The most popular answer centred around being 'involved in activities in the community' with 13.1% of responses. 'Good Health' was the next most popular response with 11.1% followed by having things 'stay the same' with 10.2% of responses.

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Listed below is a sample of the comments received by participants under the top four response areas:

Involved in activities

- Continue to make gardens, I love making gardens for myself and other people
- Pottering around the garden, cooking, enjoying my grandkids, craft and music
- Low cost activities like the Men's shed
- Photography, card making, scrapbooking, ten pin bowling
- Fishing

Good Health

- Be injury free
- Good health
- Don't want to be frail/ill, get dementia
- No falls
- Stay healthy and enjoy the rest of our lives
-

Stay the Same

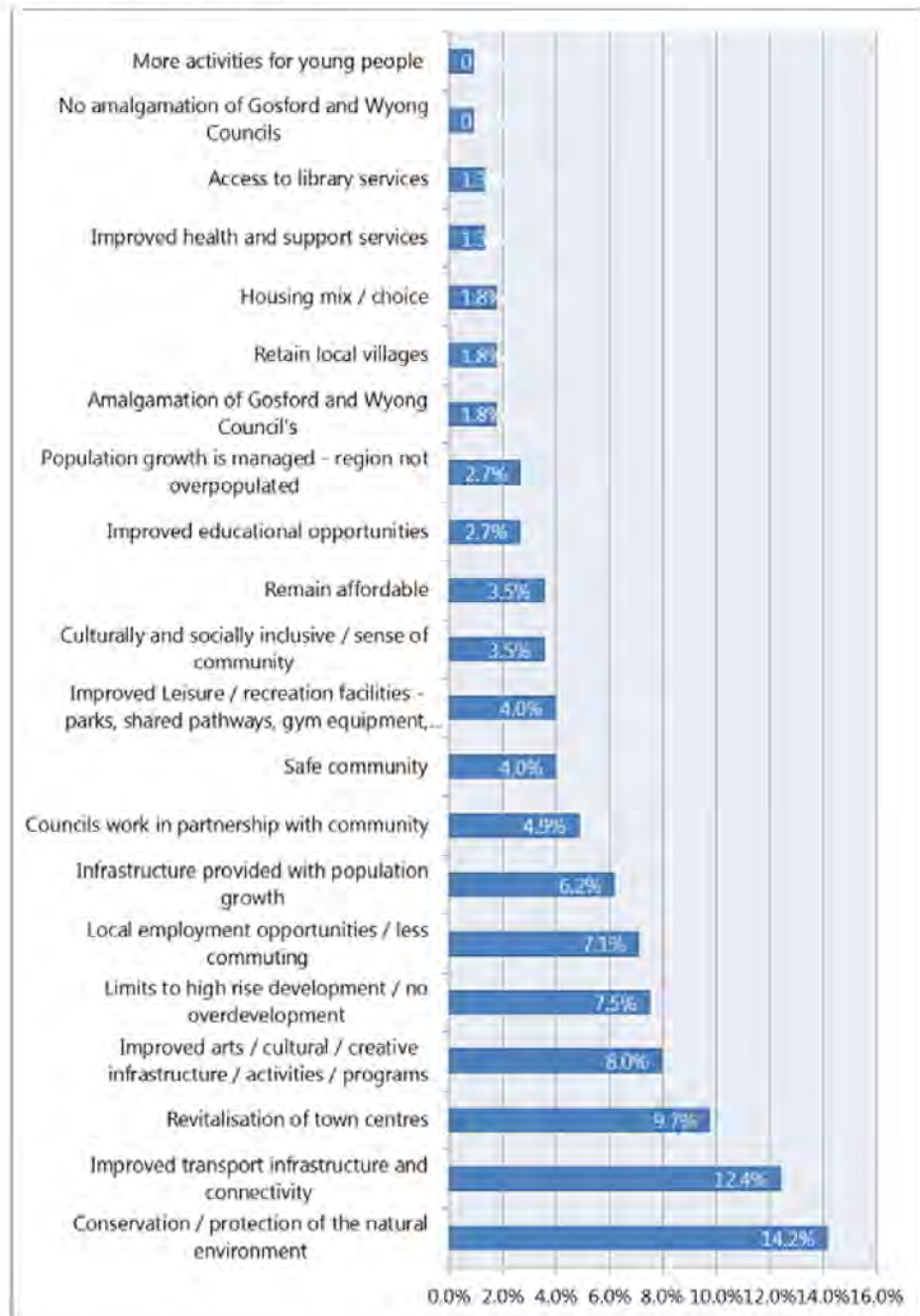
- Things remain as they are
- Maybe slow up a bit - otherwise just keep going as we are now
- Continue to do the things we are currently doing
- Stay living here

Interactions with family and friends

- Enjoy my grandchildren
- Support my family to pursue what they want
- Maintain fulfilling healthy and social interactions with like-minded people
- Keep mates

Community Engagement Report

Figure 32: Future for the Central Coast



The final question put to participants centred around what people wanted for the future of the Central Coast. Not surprisingly given the positive response to the environment in earlier question the most popular response was 'conservation / protection of the natural environment' with 14.2% of responses. This was followed with 'improved transport infrastructure and connectivity' with 12.4% of responses and thirdly 'revitalisation of town centres' with 9.7% of responses.

Listed below is a sample of the comments received by participants under the top three response areas:

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Conservation/protection of the natural environment

- Save the bushland and not develop it anymore
- Keep the COSS land and wildlife corridors and keep road reserves as areas for wildlife to live
- No mine subsidence between freeway and the train line
- Take better care of the environment
- Environment / history and lifestyle to remain the same
- Clean up lakes and national parks

Improved transport infrastructure and connectivity

- Better roads
- Faster trains to Sydney
- Improve connectivity between Sydney and Newcastle
- Transport to be better - when you can no longer drive - what happens then?
- Public transport - options small buses, links to location and facilities and services

Revitalisation of town centres

- Bring the town Centre back to life
- Modernise the city centre
- Revitalise The Entrance, Wyong, Gosford, Toukley

Community Engagement Report

3 PHASE ONE COMMUNITY ENGAGEMENT

This section provides a preliminary analysis of information received through community surveys, interviews and focus groups. This information was themed into key areas for further discussion and analysis throughout future phases of engagement. The data collected has provided us with a great deal of information that will inform the further development of the Positive Ageing Strategy.

"Strategy – needs to tell a story, think as a local resident, practical, infectious – positive attitude and being involved in the community."

"Positive ageing is no different from other forms of positive thinking. My age is irrelevant to me. I believe you think old, you'll get old."

For this section the information has been themed into eight key areas as listed below:

1. Health and Wellbeing including positive attitudes, fitness / sport, physical and mental health, diet / lifestyle, mobility, leisure and recreation, opportunities to travel.
2. Getting Around including pathways, roads, licence retention, public transport (including access to, affordability and alternative options) parking.
3. Our Living Environment including access, enjoyment and protection of the natural environment, environmental amenity, sustainable development and population growth, built environment, proximity to Sydney and Newcastle, access to facilities and spaces for leisure, recreation, arts, culture, entertainment and retail.
4. Community Connections including volunteering, mentoring, socialising opportunities, events etc., lifelong learning, information and networks, friends and family, perceptions of safety, affordability, culture and entertainment.
5. Where I live including planning, housing affordability, housing size / options, granny flats, alternate housing options e.g. shared, co-located, family housing, village / nursing homes, ageing in place.
6. Help and Support including access to health and support services, home maintenance, governance / advocacy.
7. Access to Information and Technology including what's happening in the community, networks, libraries, opportunities, services, technology.
8. Employment and Transition including transition to retirement, retraining, employment opportunities, financial support / financial planning, aged care sector, training opportunities / rebranding older employees, benefits of older employees.

The process for getting to these eight themes included analysing all the data collected through the surveys, community conversations and focus groups and combining this with previous research and knowledge to combine and group like issues together to create the themes.

"To be quite honest I love it here. Ageing is a fact of life so I don't know if I can see it as a challenge."

Community Engagement Report

3.1 Theme One: Health and Wellbeing

This theme included positive attitudes, fitness/sport, physical and mental health, diet/lifestyle, mobility, leisure and recreation and opportunities to travel

"I can't do the things I used to do – I can but takes longer!"

"I love doing everything we didn't do in our working lives. We have time to stop and smell the roses; enjoy our pets and our environment."

The top two survey responses for maintaining a happy and healthy life into the future were good health and being physically active.

Almost 18% of survey respondents nominated "good health" as a factor in maintaining a happy and healthy life, almost 14% also nominated "being physically active".

Survey respondents also nominated maintaining their health and fitness as their biggest challenge, indicating the importance of this area was at the forefront of their thinking and planning to age well.

"Fitness is very important. I attend fitness classes 2-3 times per week run by a physiotherapist. You can lose 3% of muscle every year if you are not using it."

"When you are older you need to maintain an interest in your health to avoid issues getting out of hand."

Many areas of our lives have an impact on the maintenance of good health and wellbeing, and for our ageing population there are added complexities to be considered. While survey participants overwhelmingly nominated "freedom and free time" as the single biggest benefit of getting older, they also indicated issues such as lack of transport, mobility issues, access to health and support services and financial pressures were significant challenges as they age. These particular challenges could all, singularly or collectively, provide a barrier to the maintenance of health and wellbeing.

"It's up to us to remain positive."

"Keep active and occupied rather than stay at home."

Through the direct engagement phase (individual conversations and focus groups) a strong connection was established between the importance of remaining connected with community, family and friends, and the maintenance of good health and wellbeing. The majority of respondents indicated their involvement in community groups, sporting groups and general volunteering provided them with opportunities for physical activity and a level of social interaction and engagement that assisted them in maintaining their mental health.

"I love volunteering – the involvement makes me happy – to contribute to the community, it keeps my mind healthy."

Good physical health and a feeling your mental health was being maintained were significant factors in ageing with a positive attitude. Maintaining a positive attitude was nominated as very important when faced with the general challenge of ageing. For survey respondents within the focus groups and community conversations, maintaining a good attitude was overwhelmingly a primary desire for their future years.

"I'm surprised by how 'old' some elderly people can be with their attitude that they are owed something."

When questioned directly on their involvement in their community, virtually all respondents indicated some degree of engagement and connection.

The more significant areas nominated, special interest and hobby groups, volunteering and sporting groups all provide opportunities to maintain good physical health and wellbeing as a by-product of involvement.

Community Engagement Report

"Good mental health will be maintained by looking after your physical health and remaining involved in life."

Over one third of survey respondents were involved in some form of volunteering.

A quarter (25%) of respondents maintained involvement in sporting groups, with lawn bowls attracting the most participants.

Mobility and transport opportunities had an impact on the ability of respondents to access some related services and opportunities. While the majority of survey respondents relied on their own car for transport, the ability to access volunteer, leisure and sporting groups and activities would be relatively easy, those reliant on some other form of transport could face serious impediments.

While no survey question directly related to diet and lifestyle, the conversations and focus group sessions indicated many in the age group (50+) do indeed understand the importance of maintaining a healthy lifestyle mindset and monitoring their diet.

"Healthy eating and cooking healthy food is important for an ageing population, concerned for elderly people who live alone and buy processed/ packaged foods."

"Look after yourself – some people over-indulge."

Anecdotal evidence from a raft of conversations would indicate those that had maintained a focus on their diet/lifestyle throughout their life were far better placed to continue with good habits into their ageing years. Other conversations indicated some individuals did encounter difficulty attempting to counter "bad habits" (health & lifestyle) they had accumulated through their working life once they retired and often the motivation to do so was linked to an adverse health outcome.

"I made a major effort to get healthy after a stressful 'office-based' career."

3.2 Theme Two: Getting Around

This theme included pathways, roads, licence retention, parking and public transport (including access to, affordability and alternative options).

"Public Transport is one of the greatest weaknesses. The bus service is deplorable when your car is not available."

"One of the things that makes the Central Coast a great place to live is the transport."

"Flexibility in public transport – timetables and connections between smaller centres"

In terms of transport community members told us that they predominately relied on their own transport to get around, with over 50% of survey respondents indicating this as one of their transport options.

One thing that was clear from the engagement results was that access to public transport was varied all over the Central Coast. Some areas were well serviced whilst others had very limited services and long travel times. This finding was not surprising and has been an ongoing issue across the Central Coast for many years.

"Lower steps on buses, you can't get them early in the morning when the school runs are on and there is nowhere for luggage."

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The other main types of transport used were bus, train and walking. Not surprisingly people used more than one mode of transport to get around. Almost 10% of respondents listed 'other' types of transport than the list of options given. Included in these responses were answers such as Taxi's, carers and public transport.

"Village bus three days per week is really good to get around."

When survey respondents were asked 'What were the five most important factors to live a happy and healthy life?', 'access to affordable transport options' ranked 8th of the 15 main areas of response. In terms of challenges faced survey respondents told us the lack of transport affected almost 5% of respondents and mobility issues also affected almost 5% of respondents.

"More publicity regarding community transport."

"Better bus connections to meet the trains."

In terms of pathways, bike paths and cycle ways, the qualitative breakdown of this data told us people wanted access to this infrastructure so they could walk and ride safely to get around, not only for exercise but also to move about as part of the community. This infrastructure also provided important links between transport, services and activities. If not in place for people were required to use their vehicles or rely on others for car transport.

"Cheap fares on transport allow us to get around."

"More diverse transport options for getting to health services."

The lack of footpath and pathways hinders people from being out and about in their local community. This can have a negative impact on health from lack of exercise. The lack of connection with the local community can decrease perceptions of safety, reduce the level of community support and level of acceptance in a community and lead to isolation of a person. The long term impact forces people to drive due to the perception that it is not safe to walk.

Linked with the issue of pathways is the fear of falling that some people have with uneven surfaces. Additionally breaks in the infrastructure with paths leading to nowhere discourage use.

"I am afraid of falling on the poor paths and roads"

"Lack of a drivers licence will be a challenge shortly"

Licence retention is of concern to some. With such high reliance of people on their own vehicles on the Central Coast the adjustment to other forms of transport can be quite daunting and/or inconvenient. In some areas of the Central Coast with good access to a variety of public transport the issue is less of a concern and more a change of habit and behaviour. For other more isolated areas, or where services are erratic and limited, community members face choices between very limited transport, relying on other services or contemplating moving and leaving behind networks and community connections.

A related issue is around parking, particularly disabled parking and the availability close to services and facilities. The qualitative data showed this was an issue for some, particularly parking in shopping centres, health facilities and services and at train stations. The use of disabled spaces by people not displaying the appropriate sticker and thus assumed to not require the space was also raised by some.

"Good rail service to Sydney and Newcastle."

Current community transport services appear not to be meeting people's needs. Increased services, increased awareness of services and more flexible services have all been identified as opportunities for improvement by survey participants.

A range of issues were identified in the survey data regarding public transport. They included:

- Public transport not coordinated between buses and trains.
- Parking at train stations – commuters are in the spots all day.

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- o Trains designed for day use – no room for luggage when travelling.
- o Space between the platform and trains when boarding and leaving.

3.3 Theme Three: Our Living Environment

This theme included access, enjoyment and protection of the natural environment, environmental amenity, sustainable development and population growth, built environment proximity to Sydney and Newcastle, access to facilities and spaces for leisure, recreation, arts, culture, entertainment, and retail.

"The scenery on the Coast is hard to beat."

"We are close enough to Sydney, Newcastle and the Hunter."

Overwhelmingly, survey respondents and all direct community conversations have overwhelmingly nominated our natural resources as one of the region's major assets.

For the purpose of this report, at times we have combined the three key areas, beaches, waterways and bush together as the 'natural environment'.

When questioned "What are three things about the Central Coast that make it a great place to live?", the natural environment in some form (beaches, waterways, bush) was the most popular response accounting for over one third of total responses. Many residents nominated all three individually. Of the three areas, our beaches were the most popular answer with over half the survey respondents nominating beaches as their first response.

"Look after our beautiful beaches!"

In an area of such natural beauty as the Central Coast, it may not be all that surprising that our living environment is rated so highly, however the community and focus group conversations indicated many who had settled here as retirees had based a degree of their decision on the beauty and diversity of our natural areas.

A correlation between our natural environment and opportunities for leisure, recreation and maintaining fitness was also established through both the survey, and conversations and focus groups. Many of our aged demographic utilise the beaches and bushland for exercise and leisure purposes, while the waterways were commonly linked to recreational activities such as boating, sailing and fishing.

"My answer to most things is – I'm going fishing."

"I have a choice of beaches and fabulous dog friendly off leash beaches."

Through community conversations and focus groups the management of our natural environment was regularly a topic of discussion. The community's desire for the maintenance and effective management our natural areas is strong, however the bulk of concern appears to lie within the future. A sense that there has been a record of poor management/maintenance previously was not apparent; rather there was a fear of increase in development and population which may have a negative impact for future generations.

"It's pollution free – no noise or light pollution here."

A desire for manageable and sustainable development was a theme within the conversations and focus groups, as was a concern that the projected population growth (particularly in the Wyong LGA) could have a significant impact on the natural environment if the expansion of urban areas was not countered by an acknowledgement that our current levels of accessible open space and natural environment needed to be maintained.

"We have a Sense of Freedom."

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When questioned on the best things about the Central Coast, apart from the three areas comprising the natural environment, (beaches, waterways and bush) the three next most significant answers also relate to our "living environment".

A "relaxed and peaceful environment" (12%), "leisure opportunities" (12%) and our climate (9%) were all highly valued.

"We all need an environment that is peaceful, a sanctuary."

The generally relaxed nature of life was often mentioned as a significant advantage of living on the Central Coast, many respondents enjoyed the mix of urban development, natural environment, access to services and leisure opportunities with the "pace of life". There was however concern expressed that future population growth and development needed to be sustainable to ensure a more "urbanised" environment did not adversely impact on the current balance.

"I wouldn't want to see the Central Coast lose its 'getaway' atmosphere."

Perhaps surprisingly, only 8% of survey respondent's nominated "concerns about safety" as a current challenge. There was anecdotal evidence that there is a perception of our ageing population having concerns about community safety, but little direct evidence, that this was of a major concern. When questioned though on the "Five most important factors for you to live a happy and healthy life", 8% of survey respondents nominated "a safe living environment". This was the 6th most popular answer.

Comments within the survey and direct conversations did indicate that there was a concern the region could "end up like Sydney" particularly in relation to urban development and general amenity. This may explained to some degree by a perception "becoming more like Sydney" will bring an increase in community safety issues.

"The area feels Countrified."

Opportunities to access a range of affordable and accessible "leisure opportunities" was also seen as a feature of ageing on the Central Coast. This was reflected across a variety of questions and responses within the survey, and throughout the conversations and focus groups.

"It's just a wonderful place to live – please don't crowd it."

Numerous survey respondents directly nominated shopping opportunities as one of the best aspects of local life. Comments would indicate this was a combination of a variety of shops, number of shops/shopping centres and their relative spread across the region allowing for easy access, and the general ability to access from a transportation aspect. Concerns were expressed though about the number and availability of specialised parking options for the elderly at some key shopping centres.

As already highlighted, our natural environment was highly valued as a recreational outlet, but a further 12% of respondents also directly nominated access to recreational opportunities as one of the best things about living in the region. Areas nominated included parks, paths and cycle ways, recreational facilities and centres (Council owned), service and registered clubs, hobby groups and sports clubs. Specific Council facilities currently used for the demographic (Wyang Councils Senior Citizens Centres and Gosford Councils 50+ Leisure and Learning Centres) were regularly mentioned and appear well utilised and valued, although their governance and desire to move with the "changing times" was occasionally questioned. Some respondents questioned the diversity of activities on offer within some centres and the need for centre management to ensure the entire 50+ demographic felt encouraged to attend and engage.

"I love the village atmosphere – small friendly community."

While there were many positive comments about the cultural element of the region, many respondents indicated they regularly travelled outside the area to either Newcastle or Sydney to attend arts and cultural events and exhibitions. Responses would indicate a few reasons for this such as the diversity and quality of events and activities available in the major cities and the frequency of attendance options.

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"Culturally Laycock Street Theatre is not big enough. The Art House is needed for this area."

A "lack of community events and activities" was nominated by 14% of respondents as a challenge of living locally. Responses would indicate a mix of "age-friendly" types of events and activities, the physical accessibility and costs were the major concerns.

There was a significant amount of direct comments and anecdotal evidence to indicate many of our local residents enjoyed the fact they lived in an area within easy reach of Sydney and Newcastle.

Almost two in every 18% of survey respondents directly listed this fact as one of the best things about the Central Coast, and there were a variety of reasons given. Easy access to friends and family still in the cities, access to a range of services, particularly specialised medical services, access to specialised and boutique shopping, opportunities for world class arts/cultural experiences, access to international airports and the ability to easily experience the "city life" as a day trip.

"We are close to family in Sydney and that was a major factor in relocation."

"I love being close to the Hunter and wineries."



Bush Care Group, Gosford

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3.4 Theme 4: Community Connections

This theme included volunteering, mentoring, socialising opportunities, events etc., lifelong learning, information and networks, friends and family, perceptions of safety, affordability, culture and entertainment.

"It is the ideal place to retire with activities."

"I don't have to prove anything to anyone. I'm happy with how I treat people, where I come from, where I am and where I'm going to."

Current challenges faced by survey participants included:

- Access to community, leisure, recreation, arts/cultural facilities – 4% of survey respondents.
- Lack of community events or activities – 2% of survey respondents.
- Community attitudes about older people – 6% of survey respondents.
- Concerns about safety – 8% of survey respondents.
- I don't feel part of the community / I feel lonely – 2% of survey respondents.

"Anti-social behaviour. Fear as you get older not being able to protect self, change in values and community attitudes."

"Respect by young people is not automatic. If you look at younger people and respect them they realise older people can be fun. We have HSC students that come here to do some components of their exams at the centre. Having them here gives us joy."

As indicated above 6% of survey respondents identified 'community attitudes about older people' as a challenge. Many groups in the community have stereotypes about them and the older population is not immune to this. Understanding, acceptance and tolerance are issues for the community as a whole.

The relationship between older and younger generations is one of the most relevant areas where some misunderstanding or conflict may exist. Older people want respect from young people, and vice versa. Some older people fear young people. There appears to be plenty of opportunity to build on the relationships within the community not just between older and young people but throughout the entire community.

"Volunteering – the investment makes me happy."

"Co-opting retirees for programmes (volunteer) Waterwatch, CEN, Take 3, Coastal Rescue, SLSA, Visitor Guides etc."

Volunteering is an area that some parts of the community embraced with a passion. The feedback from the survey indicates that volunteering contributes to the lives of survey respondents in many varied positive ways. Volunteering provides many benefits both to the community and to the people carrying out the work. There has been recognition that the volunteer landscape has been changing for some time with people wanting and needing more flexibility with their volunteer work to allow time for travel, to meet conflicting demands like caring for grandchildren etc. There may be opportunities for further exploration and changes to the sector to allow for this.

The survey from the aged care sector indicated that they cannot attract enough volunteers to meet their needs so there might be a disconnect between volunteers available and the needs of the community. There could be opportunities to tap into the resources of many more people and to utilise their skills and capabilities.

"Encouraging retirees to be more involved in community activities, trend seems to be that people believe they are an underutilised asset."

"How do you tap into wisdom?"

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"Maintain balance between family time and volunteering."

The challenge of 'access to community, leisure, recreation, arts/cultural facilities' was nominated by 4% of respondents and 2% nominated 'a lack of community events or activities'. Whilst these numbers are not significant, when you consider what proportion of the community this equates to across the Central Coast, it identifies that there were parts of the community not tapping into or unaware of what is out there. Further exploration was required to find out if this was within certain geographical areas or in particular parts of the community so actions can be targeted.

The qualitative data from the survey supplied information relating to the 50+ Leisure and Learning Centres (Gosford) and Senior Citizens Centres (Wyong) and show some people really valued the range of activities on the Central Coast. Others saw the centres as under-utilised and could be providing a greater range of activities for a broader range of people. Others thought the idea of going to these centres was undesirable, and were more inclined to want activities for people provided in a less segregated way for older people i.e. less focus on having a senior citizens centre and more focus on facilities for everyone with a variety of activities taking place.

"Do find there is a lot on including a lot of free activities – have enjoyed events at local club, Laycock Street Theatre, Wyong Drama Group, Whale Watching, gardening workshops and Wyong Shire Council Tours."

For some, access to enough information about all the activities there are for people to become involved in was an issue. For others information provision was adequate and for some there was too much information available. The survey clearly showed there is a wide variety of methods that people used to find out about local services, facilities and activities as well as what was happening in their local community. In order of popularity below is a list of how people indicated how they found out about what is happening:

- newspaper
- mail
- email
- television
- senior Citizens Centres / 50+ Leisure and Learning Centres
- radio
- internet
- library
- local GP
- social media e.g. Facebook, Twitter.

No matter what age people are some members of the community are more active in their community than others. This is no different for older people. The challenge is making sure that the people who want more connections, activities, contact etc., have the opportunities, then they can choose if they want to be involved or not. Survey results indicated the community had very broad involvement in a whole range of different activities which was no surprise.

"If you have access to facilities it impacts on a positive quality of life. That is why the local community have been pushing for access to local facilities rather than having to go into Gosford to access them."

"Please keep in mind that our bodies might be getting older, but our minds and social outlook and interests are what keep us young at heart."

In terms of social isolation, 2% of survey respondents said 'I don't feel part of the community/I feel lonely'. Although this was a quite small percentage it was of significance due to effect this would be having on those people as well as the others in the community in a similar situation.

"I worry when I hear about so many people living alone, dying and nobody knows."

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"Feeling valued and a sense of belonging. We don't determine when we leave the world, but we do have the capacity to determine our experiences whilst here, being of service, being grateful for the blessings in one life."



Hamlyn Terrace Craft Group

3.5 Theme Five: Where I live

This theme included planning, housing affordability, housing size / options, granny flats, alternate housing options e.g. shared, co-located, family housing, village / nursing homes and ageing in place.

"We have to maintain natural environment, improve underdeveloped areas sustainably."

"Dad and I have worked together to make this place work. Two homes would not work. Granny flat in backyard is self-contained and manageable."

Stability and security as we age is of importance to us all.

'Ageing in place' is of equal importance to both those directly facing the situation as it is to the broader community, the ability to address this particular issue over the coming decades will provide a challenge. Suitable and affordable housing options need be continually developed to meet an increasing demand and the adaptability of existing dwellings to better meet co-location requirements may also require an evaluation of the efficacy of some existing planning regulations.

"We need support ageing in place, family can take care of parents, kids connected with grandparents."

The survey directly questioned the housing situation of respondents with the following results. Over 86% of survey respondents reside in what may be considered the standard housing option, a residential property. Of this group 65% owned the own home outright, 14% had a mortgage on their own home, 6% were in the private rental market and almost 3% in public housing.

"I don't want to be a burden to anyone – I need to consider downsizing."

Other types of housing included 7% residing in some form of retirement village, 4% in a residential park or mobile home village, 1% in a nursing home, 1% with other members of their family and 0.2% in an aged care facility.

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"I want to stay in my own home as long as possible - underlying fear of getting older and going into care when health deteriorates."

Perhaps surprisingly, 74% of survey respondents indicated their current home would be suitable for the next ten years. Without the ability to expand on this response, it was difficult to define if this level of satisfaction was because respondents have already considered their future needs when settling on their current option, or had yet to fully comprehend whether their current option would in fact still be suitable into the future.

"It's important to have a mix of densities, maintain integrity of a suburb."

Of the survey respondents who indicated they were looking to change, 45% were seeking a more "accessible" option. This related to a few areas; physical accessibility (stairs etc.), closer to transport, support services and shops; and more financially suitable.

Around a quarter or 24% were looking to downsize, 2% were looking to upsize, 14% planned to move to a retirement village, 12% were seeking a supported accommodation option and 3% wished to relocate to another suburb.

"I like the low housing costs having relocated from Sydney."

In general around 3% of survey respondents indicated the availability of affordable and appropriate housing was seen as a current or future challenge, this would appear to be offset by a similar number who nominated that access to appropriate housing options was a positive thing about living on the Central Coast.

"The area has affordable real estate (we can afford water views)."

Almost 60% of those surveyed lived with a partner, but significantly 33% lived alone, a significant percentage, which equated to 688 individuals. Around one in ten (11%) or 230 participants reside with their children, and 0.8% nominated a pet of some kind as their living companion. The significance of a pet for companionship was mentioned in various areas throughout the survey and conversations, direct examples were given of the value of pet ownership as a way to connect with people of a similar interest.

"We need sustainable development."

Without being directly addressed through a specific question, both survey comments and the conversations and focus groups indicated some ongoing issues with planning and the development assessment process.

"The risk of overpopulation is an issue."

There was some concern expressed that planning for suitable aged-care and aged friendly housing options could be out-stripped by a rapidly increasing demand. Direct examples given also indicated that sometimes complex assessment nature of co-location and 'granny flats' was being met with an 'under the radar' approach. In effect people just utilising existing dwellings or making modifications to existing building to serve this purpose without recourse to the DA process.

"Regulations around granny flats are confusing and complicated – many are just doing it regardless."

Anecdotal evidence and direct comments would indicate that people were seeking to move into this type of housing option, many existing dwellings were being used in this way, not all with the relevant consent.

"Council needs to take a lead to make the place more physically attractive."

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3.6 Theme Six: Help and Support

This theme included access to health and support services, home maintenance, and governance/advocacy

"We are well served. Anyone who doesn't find what they need is not paying attention."

The Survey Results indicated that the top challenge for people was 'maintaining health and fitness', with 20% of respondents listing this as a challenge they were currently facing and the 6th top challenge was 'access to health and support services' with 6% of respondents. Whilst some of the results were linked with theme one (health and wellbeing), they were also relevant here. These results were also mirrored in issues brought up by people at the focus groups and community conversations.

"Medical / health services could not better them."

A common finding was the difficulties in accessing GP services as many have their books closed. When people could access a doctor, the lack of bulk billing services restricted access due to affordability.

For some people accessing specialist services was difficult with long waiting lists and the need for travel, for others access was okay. Ambulance services were an issue for people living in isolated areas with fear about times to reach them in times of emergency.

Respondents were asked 'What would help them with the challenges they are currently facing? Access to support networks and services to be able to live independently was the second top answer with almost 10% of responses, affordable health and support services was the 6th most common answer with 7% of responses.

"Better doctors that give you the time and look you in the eye."

Whilst only 13% of survey respondents identified themselves as a carer, we know anecdotally that many people are carers but don't identify as one, so the numbers could be higher than this. The responsibilities that carers have and the impact that this has on people's lives was raised as important for people. The issues were similar to those of other people around accessing services and financial pressures; with the added role of providing care to someone they love.

"Role as a carer, giving medication, doctors appointment in town."

The survey results indicated that for 11% of respondents (2nd highest issue) the 'ability to maintain my home and garden' was a challenge followed by 'being able to live independently' at number five with 8% of the population. These figures indicated a large challenge for us as a community when such high numbers are having trouble coping with day to day living.

People told us that there were issues getting help from the services that can assist with these issues, with long waiting lists for people to be able to get assistance. Accessing information on what alternatives existed (if any) for people to remain in their homes was an important issue. For some people not knowing where to go to get help in the first place either for themselves or for family and friends is a barrier to accessing assistance.

For self-funded retirees, access to government aged care resources and help was an issue as assets prevented them accessing this assistance. This included not understanding what they may or may not be eligible for receiving.

"Knowing where the best services are."

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"A holistic thing, appreciation of own needs being met and content with that, and health is a big part."

On the flip side of people not being able to access the support and assistance they need is the aged care sector that has the challenge of not having the funding to meet the needs of the community now. That pressure will increase in the future as the ageing population grows.

"Councils need to be more open and transparent and listen to the community more."

Survey respondents were asked what would assist with the challenges they currently face. The top response with 10.5% was 'financial assistance', followed closely by 'support networks and services to be able to live independently' at 9.5%. 'Effective communication of information/awareness of local facilities, services and activities' was the 4th most popular response with 8.5% and 'access to affordable health and support services' was the 6th most popular response with 7.3%

The 7th top rated challenge of getting older was around 'community attitudes about older people' with 6% of respondents. Comments from people feeling invisible in shops and when seeking services, negative attitudes, lack of recognition for contributing to the workforce/society reinforce this finding. Like many parts of the community stereotypes can be far from the truth, so dispelling myths and misinformation was an issue to be addressed.

Hopes for the future – *"Council listens to residents – more valued interaction with Council, more publicity – survey, e-panel."*

"Surprised by how 'old' some elderly people can be with their attitude that they are owed something by the government."

"Important for people to have a voice, feel like you are validated."

3.7 Theme Seven: Access to Information and Technology

This theme included what's happening in the community, networks, libraries, opportunities, services and technology.

"The computer is my life line."

Access to relevant and current information was important to many survey participants, and was a relatively constant theme throughout the direct engagement phase as well.

A large proportion (73%) of those surveyed used the internet, a figure similar to the overall use on the Central Coast, which would indicate that the over 50's demographic were embracing the medium in line with the general population.

Perhaps significantly, the 'e-based' mediums were not as popular as the traditional approaches when it comes to receiving information about their local community, services and activities.

Almost 12% of survey respondents did use the internet for this purpose, 14% relied on emails while 3% utilised some specific form of social media.

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The two biggest opportunities utilised are newspapers (18%) and mail (14%), libraries were a good source of information (8%), with similar utilisation of television (10%), radio (almost 10%) and seniors based facilities and centres (almost 10%). A large number of respondents (346) or 5% also obtained information from their local GP.

"I think Council keeps us very well informed with its newsletters and columns in Express Advocate. Also appreciate our excellent local libraries."

Other survey questions and data collected through face-to-face consultations indicated that libraries and seniors based facilities played a large part in the dissemination of relevant information for our ageing community, obviously though that is only an effective mechanism for community members who frequent those establishments.

"I do enjoy reading & am grateful for a lovely supply of books from the library delivered to me each fortnight by the Library & the Community Bus."

As with the general community, no one mechanism effectively covers the entire community and effective communications requires a targeted approach.

Access to information on activities and services was nominated as a challenge for 5% of survey respondents, and comments obtained through both the survey and direct consultation phase indicated a significant number of our ageing population are not sure of the best means of obtaining information, particularly in relation to leisure activities and opportunities for social interaction.

A more coordinated approach to information distribution and better 'coverage' of information in existing networks and mechanisms were common comments, as was the desire for comprehensive collective information on specific topics to be somehow available (guides to services, lists of community groups, registers of craft groups, etc.). While this information was available currently in a variety of forms, it appears many felt it was not easily accessible and often contradictory.

"Once thing Council could publish is a list of all activities available twice a year."

As a nation we have embraced technology like few others, and in general the aged demographic seem fond of the benefits technology has produced. Mobile phones, tablets and computers are well utilised, and this is represented in the responses for many survey questions.

"We could do with a bridged introduction to mobile phones and laptops."

To counter the obvious benefits of technology use and ownership there were some issues highlighted. Learning to use sometimes complex technology could be a challenge for those of advancing years. Access to suitable training or educational opportunities, while growing in number, were still nominated as an issue. Similarly, the pace of change within some areas of technology, particularly mobile phones and computers could be overwhelming and problematic – just when you get familiar with some device you are encouraged (or need) to replace it with another that requires familiarisation.

"How about more courses to teach seniors about technology?"

Many respondents appeared to rely on younger family members or their more "tech-savvy" peers for assistance in this area.

The cost of technology was also nominated as an issue, both of purchasing, maintaining and replacing hardware and devices, plus the operational costs. For many on a fixed income, the luxury of a home phone, mobile phones and internet connection alone was difficult to maintain as costs increase and a bewildering array of pricing packages are commonplace.

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"Keeping up with technology is an issue – not working we have less exposure and can't afford to upgrade regularly."

3.8 Theme Eight: Employment and Transition

This theme included transition to retirement, retraining, employment opportunities, financial support/financial planning, aged care sector, training opportunities/rebranding older employees, benefits of older employees.

"Many of us 'Grey Nomads' are very happy and ageing positively, thank the Lord! Amazing are the advantages of living on the Central Coast!"

"I'm unemployed, and likely to retire due to lack of available jobs on offer."

"Aged 63 and can't find part time work for a number of years."

"Retired but developing a part-time 'encore' career."

Retirement appears to be a positive part of life for some. The survey data highlights that many people felt a great deal of freedom, reduced stress, decreased responsibilities and significantly more free time from retirement. For some, retirement brought the added stress of planning financially for retirement and not quite knowing if what they have will last as long as it needs to.

Others found that they were forced into retirement due to age discrimination in the workforce towards older employees. The choice of when to retire and under what circumstances was taken from some people, limiting their ability to plan emotionally and financially for this part of their lives. Discrimination in the workforce towards older workers, and limited availability of appropriate part-time work to assist in the transition to retirement was impacting on the experience for some.

"It has taken 2 years to get used to not working fulltime but enjoying being able to give back to the community. When younger you're too busy building wealth and raising a family but as you age you can slow down and give back to the community. Do the things you want to do. [Retirement] enables us to get involved with volunteer activities and network with people."

"We are now busier than ever before."

"Many people go from working – don't plan for retirement in terms of activities and lifestyle – need to have things to do."

A common finding was that people wondered how they used to fit in a full time career before they retired. With many activities, volunteer work and travel to keep them busy the time seemed to fill up easily. For others the move from work to retirement was not an easy change with many adjustments to make to adjust to the change.

"Retirement is another career as a volunteer."

Planning for retirement might not be the most glamorous or exciting of activities however community members who had been doing this appeared to be having an easier transition into this part of their lives. A significant question for many is "When is the right time to start planning?"

"[Ageing] it is not nice – whoever said ageing was a good thing is a big fat liar!"

Retirement is one transition stage for older people but another transition can be from living independently to moving into supported accommodation. This can be a hard transition for people moving into any type of aged care facility. Difficulties can be experienced by family members moving

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ageing relatives with paperwork, confusion, red tape, asset tests etc., in addition to the emotional stress of such a move.

"Having to mortgage the family home and rent it out to cover the costs of people in their older years – a difficult experience for families."

"More time but less money to pursue interests."

"Being retired and being able to choose what and where I want to go whenever."

"[We] have a finite amount of money and no idea how long we are going to live."

"When buying a house we considered proximity to Wyong Hospital and associated facilities at Kanwal Medical Centre – specialists, x-ray, chemist, car parking etc."

Many ageing migrants feel alone – there isn't much chance to involve themselves in community service because they are treated differently even if many are highly educated."

Financial pressures were the third greatest challenge faced by people as they aged with 9% of survey respondents identifying this as an issue.

There were many adjustments to make moving from working into retirement. Keeping up with technology and the speed of change was a key thing. It was easy to fall behind when so much changed so quickly.

"Some of us have lost our homes and super to be able to bring up the grandchildren."

There are many who may not be in the financial and/or health position they had hoped for into the future. For example, some had been forced out of workforce so financial security was no longer the case or they may have caring responsibility for grandchildren, caring responsibilities for older frail parents, no or very limited super, no own home ownership etc.

Some of the key challenges for the Aged Care Sector included:

- providing 365 day service so people can stay in their own homes
- not enough trained staff
- finding volunteers due to people remaining in the workforce and making different choices
- increased family responsibilities e.g. looking after grandchildren whilst parents work instead of volunteering.

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4 PHASE 2 COMMUNITY ENGAGEMENT: WORLD CAFÉ FORUMS

Four Community Forums were held, with two sessions in Wyong LGA and two sessions in Gosford LGA.

The purpose of the forums was to:

- Share the findings of the engagement process to date.
- Explore each theme area further to identify what we can do and plan for (practical actions) and determine who could assist to make things happen (Council, other agencies, organisations, and groups, community) and resources required.

Residents who have previously participated in engagement activities were invited to attend as well as other interested residents, organisation, groups and service providers. The forums were advertised in the Central Coast Express Advocate and posters put up in Council's civic centres, libraries, senior citizen centres and community centres.

The forums were run as a World Café. This style of engagement allows participants to choose a themed discussion that they wish to participate in and build on the information already provided by others. Participants were asked to prioritise five themed tables that they would like to participate in.

Other tables were set up for participants to share an example of a successful positive ageing project initiative and "Have a say" to enable participants to write down any other comments they may have.

150 people participated in the forums



Community Forum at Wyong

Community Engagement Report

4.1 Session 1 Summary

Central Coast Positive Ageing Strategy
Community Forum held at Wyong on 29 October 2013

Health and Wellbeing

4.1.1.1 What is working well?

- Local Health Promotions Unit
- Active over 50's groups
- Natural landscape – lakes, beaches, bush
- Lake Haven Recreation Centre – gentle exercise



4.1.1.2 What could be improved?

- Wider shared pathways – more shared pathways.
- Oval maintenance e.g., mowing especially when there are no footpaths.
- More off leash/enclosed areas for dogs.
- Condition of footpaths to reduce falls.
- Use nature strips for garden.
- Green space for community gardens/encourage community gardens
- TRIM TRIAL using coppers logs – simple exercises e.g., Norah Head
- Access to beaches.
- Frequency of ranger patrols to police off leash dogs and bike riders.
- Mental health services – accessible and affordable.
- Support services for Senior's living on own/dementia - more than just shopping and cleaning.
- Government funding to make exercise/sport more affordable.
- Access and availability to gyms.
- More financially accessible gym/exercise in Wyong particularly.
- Weight loss support groups for seniors.
- Health and wellbeing community/support groups – tai chi in parks (Chinese) free and informal but regular Tai Chi in parks – Council. Recipes, exercise, support.
- Healthy nutrition information classes.
- Nutritional labelling on food – larger size.
- Access to nutritional food options.
- Support for weight loss.
- Access to good quality GPS.
- Bowling alley in northern end of shire.
- Parking at hospital.
- No Pain Clinic on Central Coast. Nearest access is John Hunter – introduce Pain Clinic on Coast.
- Access to volunteers (when they are required to do community hours) from Centrelink over 50's to retirement.
- Improve communications/connection – real and virtual (will be a challenge).

4.1.1.3 Practical Ideas and actions

- Exercise equipment/stations in parks. Suitable equipment for all ages and ability. China has special equipment for seniors.
- Signage along shared pathways so bikes slow down near walkers.
- Education program about use of shared pathways.
- A stand with 'poo bags for dogs.
- Promotion of local Health Services e.g., obesity, drug and alcohol.
- Better beach access to make swimming more available – more disabled car spaces, rails and stairs, wheelchairs available at beaches to give access to water and sand, matting could be used to make sand walking easier.
- More hand rails (reduce falls) in town centres and footpaths improved.
- Financial support for seniors on fixed incomes to access to gyms/pools for seniors.

Community Engagement Report

- Access to gyms – look at per visit fee rather than annual fee.
- Pre-paid card for gym visits – can be used by anyone in family whenever.
- Funding to subsidise expense of exercise instructors.
- Health/nutrition/recipes classes to be held in Senior Citizens Clubs.
- Better promotion of health, mental health through GPs.
- Directory produced for Health Services – put in newspaper.
- Targeting/ongoing promotional campaign outlining classes etc. Maybe a monthly lift out in the local newspaper.
- Wyong Grove Public School for community garden/exercise.
- Make Wyong Hospital a teaching Hospital or campus for John Hunter to get better access to quality Doctors/specialists.
- Seniors living on their own to provide accommodation for students with police checks, references. To provide extra support to seniors with chores etc.
- Cooking classes for singles – low GI.
- Motivation to lose weight through competition e.g. healthy community competitions, weight loss support groups.
- Audit of exercise facilities, gym access for seniors - classes available.
- Education program about use of shared pathways.
- Council to donate land for Community Garden.

Getting Around

4.1.1.4 What is working well?

- Transport good. Haven't ever driven and have never felt isolated or lacked independence.
- Community transport great.
- Don't have access to timetables online but have used 1300 number on phone. Service was fantastic.
- Love the walkways around the water/lake.
- Currently driving but transport fantastic recently when temporarily unable to drive. 100km to bus stop. If I couldn't walk perhaps community transport – but need to book in early – can't do at last minute.
- Trains are good, clean and safe.
- New train carriages are good.
- Use timetable to plan quicker trips.
- Roads improved in Wyong Shire in recent times. Fantastic to see.
- Good bus service.

4.1.1.5 What could be improved?

- Parking
 - Parking is an issue.
 - Parking in Wyong is dreadful.
 - My wife no longer driving and has leg problems – aged car park spots are full. Should look at long term cars parked in shopping centres/disabled parking. Need more spots. Time limited spots.
- Roads
 - Roads a concern – Tuggerah Straight, Wyong – traffic a problem.
 - Wyong Bridge – dangerous driving behaviours during peak hour.
 - Filling in pot holes is not the answer. Should be fixed up.
- Public Transport
 - Need a service a few times a day or few times a week.
 - Woongarra – I have to walk uphill for 1km to bus stop. Perhaps flexible bus – call to divert bus to pick up when needed.
 - New timetable has more stop and the journey now takes longer during the day. When moving to coast top of my list was transport and convenience (close to shops). When deciding to move, bus services didn't seem appealing – seemed too hard.

Community Engagement Report

- Yarralong – no bus service – if my wife loses her licence – it's a 50km round trip – so she would be stranded. Even 1 day a week service to shops would be difficult.
 - No public transport from back of Westfield at Tuggerah. Too close to shops, railway line – no bus – taxis won't come. No buses go through the suburb of (Tuggerah). Using mobility scooters is not possible due to no footpaths and narrow roads with speeding cars.
 - People are using cars because of few transport options so it is catch 22. If services are improved people may not use until cars are no longer an option.
 - Rail is atrocious – dirty, hard to get to, poor behaviour of others and crowded.
 - Could do with more police on the train. More trains to Sydney from smaller stations. Takes about 1hr 40 to Central. More fast trains.
 - Too many long bus routes – takes so long to get from Norah Head to Wyong – travels around suburbs to Lake Haven then around suburbs again to Wyong. It takes longer to get from Norah Head to Wyong than Wyong to Hornsby.
 - Long travel times are problematic for ageing people because we require more frequent bathroom breaks.
 - Gwandalan – very few buses – can we have more frequent buses. No early transport available to get young people to station to get to Tafe/university/work in Sydney or Newcastle. Morisset is a good station for the elderly. Wyee station is difficult for the elderly due to the distance to walk.
 - Express services to/between shopping centres – pick up only on major roads and not weaving around back streets.
 - Student tickets – same as seniors tickets to get more students using services.
 - Express bus from The Entrance - Gosford – currently takes an hour.
 - 50 years living here – would like an extra bus around Killarney Vale. Perhaps a more flexible bus could travel into Killarney Vale instead of Bateau Bay.
 - Lack of bus services around Gwandalan. Can't connect one bus with the train station – need to change buses. Possible park and ride – one pick up spot direct to station. Currently use train to Sydney and Newcastle.
 - Half fare taxi? – I can't walk more than 50m.
 - Share car with wife – travels by bus or train mostly. Can't get a timetable – this is an issue – access to internet for some.
- Community Transport:
 - More education about community transport.
 - Temporary options for community transport – if certain circumstances mean I need help just for a short time. Need to be assessed to see if you are eligible. Generally if you can catch public transport you aren't eligible.
 - Transport options need more promotion. It is a drama to apply for license qualification.
 - Shared pathways:
 - We need more public walkways – shared pathways – especially with more scooters.
 - Pathways need to be wider – easier to walk on them. Keeps it more appealing – social – walking alongside friends.
 - Pathways – lack of pathways in local streets. No gutters or footpaths. Rates are up but we don't get footpaths and when enquired at Council were told 'not in foreseeable future'.
 - Footpaths are a real issue – falls due to condition from tree roots. I like to walk but don't feel safe.
 - Few bike tracks – around Woy Woy/Umina. I use my bike a lot.
 - Mobility scooters:
 - Cars parked on footpaths – need attention and patrols.
 - Mobility scooter education – they think they own the paths/roads.
 - Lack of footpaths to shopping centres and cars parked on footpaths – difficult on mobility scooter. Speed of cars a concern when on a scooter.
 - Need more accessible access points for mobility scooters. Often can't cross roads due to no ramps or cars being parked across ramps.
 - Licence retention:
 - Doctors need to enforce laws for licence retention and take them more often.

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- More education and programs to help people retain licences if they have the ability. Be able to improve skills in a safe, non-confronting setting. Include practical lessons to retain confidence.
 - Physical activity:
 - Fewer hills and we could ride/walk more.
 - If able, consider physical options and keeping fit, getting/staying active.
 - Education around parking a few blocks away to help remain healthy.
 - Other:
 - Frightened to drive on expressway – don't go to Sydney because of this. Don't go on train – can't get her to Northern Beaches. Haven't been back to Sydney since leaving. Would like a car pool to Sydney occasionally.

4.1.1.6 Practical Ideas and actions

- Circular light rail around the shire. Think outside the square! Express services along main roads.
- Flexible transport.
- More education about what public transport is available and the benefits of using it. People may catch buses if they knew that the \$2.50 covered buses. Important to get people planning or trialling public transport before they have to give up their car/licence.
- Park and ride could work. Gwandalan – Lake Haven – Wyong.
- Community transport – hired the bus/driver to take people on excursions. Can we do this on the Central Coast?
- Education about community transport.
- Education about mobility scooters.
- Half size buses instead of big buses.
- Can shopping centres put on mini buses for \$5.00?
- Feeder buses around areas to bus stops to move people to route services.
- Direct services to all outlying communities – one service a week for each community direct to shops.

Our Living Environment

4.1.1.7 What is working well

- Budgewoi Master plan – a great outcome and would like something for Wyong Town Centre.
- Shared pathway system along lakes.
- Coast to Lake – Great walk!
- Enjoy Tuggerah, Bay Village and large choice of shopping and great access.
- Great access to waterways – nice flat shared paths.
- Good community halls and parklands in northern end of shire e.g., Gwandalan.
- Good support of Gwandalan Lions Club by Council.
- Enjoy lakes, beaches and parks.
- Enjoy not too crowded.
- Appreciate that Council run talks/seminars etc – particularly interest and enjoyment of environmental talks.
- Appreciate that Council listen and help with community works e.g. new seating/planting etc. when requested in northern end of shire.
- Great community pride in Gwandalan.
- Cycle ways are good.
- Good access to Toowoan Bay.
- Great natural assets.
- Appreciate free parking.
- Appreciate continued development of maintenance programs for waterways.
- Natural trails.
- Appreciate Council workshops/talks e.g. manure workshops.
- Like small village atmosphere.

Community Engagement Report

- Great waterways/lakes.
- Great outdoor areas for children.
- Clean air and safer than Sydney.

4.1.1.8 What could be improved?

- More events where older volunteers can interact with younger residents.
- Kids more involved in Land care/volunteer opportunities.
- Cycling and other sport or leisure groups to involve children and elderly. Younger people should also have access to men's sheds.
- Safe meeting places for all ages to congregate and meet.
- Shared pathways along Wyong River are desired.
- Community Bus to Wyong Plaza required.
- More trees and vegetation in Wyong Town Centre – perhaps community garden.
- More heritage and historic information on Wyong.
- Reinvigorate empty shops in Wyong Town Centre.
- Off leash dog area in Wyong Town.
- Cruise along Wyong River.
- Sense of pride in Wyong is lacking.
- Stigma attached to Wyong Town Centre.
- Strathaven - see opportunities for improvement – concerns with current use.
- Rehabilitate pathways affected by NBN roll out.
- Wish to volunteer time to beautifying parks and park veg maintenance (weed removal).
- Street sweeping required in domestic streets.
- More seating/picnic facilities along The Entrance/Long Jetty foreshore.
- Suitable exercise facilities for elderly.
- Increase seating at beaches.
- Improve visual access to beaches and waterways from seats.
- Recycle shop at tip – Lake Macquarie have one.
- Improve access to waterways.
- More environmental talks and workshops.
- Discounted pet de-sexing for seniors.
- Look at issues created on private land by trees interfering with sewer.
- Maintain footpaths to target undulation/trip hazards e.g. in Senior Citizen grounds at Long Jetty.
- Driving distance throughout the shire reasonable. Public transport an issue though.
- Concerns of increased population and those attracted to the area – increased anti-social behaviour.
- No decent park in Wyong – picnic facilities and seating.
- No venues in Wyong Town Centre for new mums to meet and take children except pubs and clubs.
- Need for walking groups.
- Improve disabled access.
- More regular maintenance (particularly along Long Jetty foreshore).
- Access in and out of areas of northern shire e.g. Gwandalan, Chain Valley Bay – problems with fire/bushfire egress.
- Bush fire evacuation plans – info for new residents.
- Graffiti and fear of retribution for removal.
- Ranger and police presence need to be increased. Surveillance cameras.
- Vandals/graffiti artists to fix what they have done.
- New improvements to the shire – include ageing population issues during planning stage e.g. flat footpaths.
- Increased maintenance of nature strips.
- Stan Johnson Drive – one way street – requires two lanes.
- Improve access for elderly to beach and into water. Stairs an issue.
- Suggestion for handrail to extend into water at Canton Beach.
- Hard to walk on the sand.
- Suggest ramps/paths and handrails for access. Preference to lakes beaches rather than ocean beaches.
- Extend access for elderly to allow access for disabled.

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- Issues with dogs off leash along beaches – some dangerous breeds. Concerns as elderly have thinner skin. Wamberal to Spoon Bay – increase ranger patrols.
- Responsible pet ownership/management.
- Extend pathway networks.
- Work with National Parks and Wildlife to develop natural and bush trails.
- Preference for soft surfaces for walking like ovals or bush tracks.
- Access to ocean baths and rock pool an issue.
- Desire for additional ocean baths – maybe working in with Gosford.
- Norah Head – more disabled parking.
- More disabled parking at waterfront throughout shire.
- Look at improving nature trails – enjoyment of bushland.
- Greater enforcement – skateboards, drinking and at family events for example at The Entrance.
- Infrastructure can't support population e.g. roads.
- New developments removing trees – need to replace.
- More tree planting in community.
- Appreciate new development and population growth – but needs to be managed.
- Workshops are a good initiative but need outcomes.
- Focus not only on disabled access, but ambulance/ mothers access.
- Dumping is an issue – increased education.
- More education re bin/rubbish collection.

4.1.1.9 Practical Ideas and actions

- Wyong Grove School will close at the end of the year – create passive area as meeting location – community hub and cater for all ages.
- Bus trips to tip/recycle goods info sessions – tie in with local tour of the area – recycle shop at tip – see Lake Macquarie.
- Open up Civic Centre to public for community events and people.
- Activate Wyong River frontage.
- Heritage information on Wyong.
- Something to attract those travelling through Wyong Town Centre – with adequate parking etc. for caravans.
- Improve beach access e.g. handrails, access to drinking water, seats.
- Improve access and facilities for those travelling in caravans – fill up water, power recharge, picnic/rest areas, no turning circles, parking.
- Greater advertisement/signage of natural areas and assets for visitors and residents.
- Increase disabled car parking e.g. Toowoong Bay bottom car park or drop off points/loading.
- Suggest extending or modifying beach ramps to allow people to access water (separate lane on boat ramp).
- Smaller more manageable bins for elderly and those who don't generate much rubbish.
- Environmental education – talks and workshops.
- Discounted pet de-sexing for seniors.
- Extend pathway network.
- Improve nature trails.
- Tree planting.

Community Engagement Report

Community Connections

4.1.1.10 What is working well?

- Progress group improves community 'visibility'.
- News on what's happening from 'The Lakes Mail' in the north of the shire. Better coverage and independent.
- Involvement in church and other groups.
- Community events for all ages e.g. "Group Mosaics".
- WSC info on how to apply for grants.
- When whole community is involved, less graffiti and anti-social behaviour.
- Community Christmas parties at park to get to know neighbours.
- Probus, Church groups, lifeline, salvos, Country Women's association, U3A, Central Coast Volunteering Organisation.
- New resident's booklet.
- Senior Citizen Clubs.
- Community Transport Bus.
- Shirewide is a good source.
- Community nurses.
- Precinct Committees.
- Lions Clubs – community work, connections, make you feel good.
- Connections with neighbours – highlighted in recent bushfire crisis.
- WSC doing a great job with a small amount of money.

4.1.1.11 What could be improved?

- More communication with WSC in Mannering Park and Lake Munmorah – more info from WSC staff.
- Want to be part of community, not a separate group or demographic.
- More improvements to safety around roads, dogs.
- Improvements to footpaths for walking and motorised scooters.
- Problems with north of shire between WSC and Lake Macquarie.
- People without cars/public transport issues.
- Footpaths.
- Barriers and red tape to more involvement including transport.
- Lack of local news in Yarramalong (radio/paper).
- Lack of activities in Wyong Town, more in The Entrance etc.
- Lack of interaction with neighbours.
- Lack of information on the history of Wyong.
- Don't like 'Senior Citizen' label.
- Hard to find a happy medium in seniors groups with active 65yo's and sedentary 85yo's.
- Lack of Info on 'What's On'.
- Not too much to do with neighbours.

4.1.1.12 Practical Ideas and actions

- More copies of Express to Yarramalong store.
- Need more info on where/how to volunteer.
- Monthly 'volunteer day' to match up community members with volunteer groups.
- Local community gatherings.
- Need a leader/champion to kick things off.
- Need a community auction.
- More amenities in Wyong/river area.
- Advisory council.
- A celebration of Wyong and to raise awareness.
- Add info to rates notice.
- How to find out where you can source volunteers for particular needs e.g. someone to teach computing to seniors.
- Promote volunteer groups in Express and radio.

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- Daily 'check in' phone calls like Red Cross.
- More cultural activities e.g. symphony orchestra in the park.
- Add a 'What's On for Seniors' in Shirewide.
- Seniors Council.
- Seniors booklet for residents to learn about groups for seniors e.g. Probus etc.
- Street parties.
- Want to get more involvement with young people such as a 'Park Party Day'.
- Link up with schools, mentoring, and storytelling.
- More communication.
- More direct communications/targeted messages/emails.
- More info in Shirewide.
- More community gardens.

Help and Support

4.1.1.13 What is working well?

- Information available through Senior Citizens Centre – very useful – central place – can be a distribution point – underutilized.
- Yellow Pages – source of information.
- A lot of info in local paper – Council section – what's going on.
- Council book – A-Z guide – good – welcome to Wyong booklet.
- Local library – good source of information.
- Council good contact for information.
- Community Care Access Point.
- ADSSI really good.
- ADSSI services subsidised.
- ADSSI will also make yard safe.
- Wyong Council page – very good, community noticeboard – put info here.
- Two needs for me – medical facilities – good libraries – Wyong Council are excellent.
- Friends and neighbours no complaints about Wyong Hospital – fortunate to have it.
- Chose to move here as better for ageing and son nearby.
- Louise House – St Vincent De Paul – counsellors etc., financial – provide support re Centrelink etc.

4.1.1.14 What could be improved?

- Transport:
 - A lot of things available but people have transport trouble – those who don't drive.
 - Modification of bus services – mobility improvements.
 - Stairs at train stations an issue.
 - Kneeling buses good as long as drivers use them.
 - Person who doesn't drive – if neighbours not available or nearby I don't go to appointments etc.
 - Gosford – parking difficult.
- Maintenance of home and garden:
 - Decided to stay in own home – but problems as you get older and lose health – can't maintain house/garden and need help – what will be available from Government to do this? For example how to get the leaves out of the gutter.
 - Gap before HACC services become accessible.
 - House always needs maintenance – hard for people in 80's e.g. painting.
 - Funding – so people can have help. An agency that looks after homes – people contribute small amount but rest is paid for.
 - Family too busy to help with maintenance.
 - Don't want to move – good public transport, shopping centre close by – biggest problem is garden – husband can't do it any longer.
 - Having strangers in your home an issue.
 - Access to reliable/reputable workers – registered list – won't take advantage.

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- Want to know who is available and won't rip off.
 - Like working with children check – for tradespeople, anyone come into the home. Working with the elderly check.
 - Government wants to keep us in our homes but how do we maintain our house?
 - Pensioners in own home – would like someone to do heavy cleaning, even prepared to pay – rang someone, put on a list, but didn't hear back.
 - Big palm trees – fronds fall down, neighbour helps so that Council will take them – prefer Council would take them 'as is'.
 - Is there a community group that can be accessed to help with maintenance?
- Home Care/Support Services:
 - Want to stay at home – planned this, but will need support services.
 - Not 'village' (retirement village) people - how do we keep going in our house?
 - Barrier to home care – don't want people we don't know coming into the house.
 - People need to be really proactive in keeping things happening – would be good to have help with this.
 - Anticipating what people need – i.e. no good when you have the fall but risk of this before.
 - House too large and parent in Granny flat – good support services hard to find.
 - Services need to be more flexible – dependent on needs of person – ideal if it can be tailored.
 - Go through exactly what the service has and what they offer before you sign up – conditions. Can end up being locked into one service that doesn't give you exactly what you want. For example ending up being locked into one service that doesn't give you exactly what you want e.g. if want Part B, need to give up Part A.
 - Information:
 - Is information held at Centrelink?
 - Information needs to be kept current.
 - Able to navigate health system because of background but how do others that doesn't have this navigate it?
 - Will be moving into Nareen Gardens – want to know what facilities are available in this transition – services, how to find out about them – transport, nursing, into home.
 - GPs should know about services.
 - Practice nurse/receptionists – need to be educated.
 - Want to do future planning – what is available for the future?
 - Challenge making things known to people.
 - Ask GP, Council, Senior Citizens or neighbours.
 - Necessity – find out about services as they are needed.
 - Don't want to spend time locked into internet.
 - Listings in local paper.
 - Where do I ask? Council?
 - People recently bereaved don't know what to do or where to go.
 - Support for Carer's:
 - Also a carer – who is going to look after my 40 year old son who has mental health issues – no support services for Mental Health – doesn't qualify for disability.
 - Biggest concern when I can't look after son/husband any longer – after 10 years.
 - Provide financial support to son.
 - Disabled daughter – in assisted care but same worries, frightening.
 - Can't expect my children to look after their sibling.
 - People let go of disabled child – challenge, hard to do, keep connected to family.
 - Health and wellbeing of carers important.
 - Respite for carers important – particularly for those looking after children.
 - Access to GPs/Specialists:
 - People choose not to go to GP because of cost, long waiting periods and lack of bulk billing for elderly.
 - Travel out of area to get services because of access.
 - Specialists not accessible locally.
 - Shortage of GPs, closed books, they don't bulk bill and they have long waiting times.

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- Easier to go north for services than Gosford.
- Not enough specialists that are Medicare covered where you can just pay the gap.
- On pension – people think they need to pay for ambulances, need to get message out that they don't.
- Ambulances – can't choose which hospital you are taken to – but I like to have a choice.
- Financial constraints:
 - A lot goes into pensioners, but often self-funded retirees left out – find this a lot, no pension card so turned away. No rate reduction, no bulk billing for medicines etc. Becomes very difficult to pay, decide to go without. Not fair, worked hard to get here.
 - Income tax threshold has gone up, this could be used as a yardstick instead of pension – wouldn't work as super is already taxed.
 - Fixed income – not going to go up.
 - If can't afford rates due to increase, what is Council going to do?
 - Housing Choice:
 - moved into Retirement Village – not happy, moved out and now live alone
 - lots of people move here to retire – buy a similar size house, then need to downsize, sell again and lose money
 - a lot of people like retirement villages – but I like pets and garden – need to be at home!

4.1.1.15 Practical Ideas and actions

- Council have registration of resident age – then send out Aged Care booklet when resident reaches a certain age.
- List of what services available, how to contact, what they do.
- Council looking at online directory.
- 1300 number for everything – Button 1 –Health, Button 2 – Support etc.
- Keen on a central agency.
- Have a handyman section – charities, community groups e.g. change light bulb, tap washer etc.
- Keeping an eye on neighbours – helping one another to stay independent – being a friend.
- Time sharing/banking – CC Volunteers – formalised – online or paper based.
- Facebook, directory published through Senior Citizens/library – reputable tradespeople.
- GPs and practice nurses to provide information.

Community Engagement Report

Where I live

4.1.1.16 What is working well?

- Everything in my community works well now – not for the future.
- Bought my home with ageing process in mind. My home is totally accessible.
- Planning for my retirement is required before I retire – five year planning strategy implemented prior to retirement (whilst employed). Half pay to ensure super benefit is larger to allow living.
- Happier in own home.

4.1.1.17 What could be improved?

- Live in Yarramalong – lovely village atmosphere but no mobile phone reception, I may be forced to leave.
- Affordable housing not easy to access – design of these needs addressing.
- Install a lift in my home to enable me to stay. (Check Council Regulations).
- New homes to be regulated for aged/disabled – relax DA process – plans and approvals – Town Planners to be involved in encouraging accessible housing.
- Regulations easier to make changes to allow ramps, granny flats.
- Council to stop putting up barriers for development.
- Improved bus service, direct trips – easier access to Community transport or smaller mini buses to do direct trips to shops or medical appointments.
- Light rail service for top end of Shire.
- School buses to run at different times.
- Availability of different types of housing choice – where to start looking – pet friendly
- Don't know where to look for information and options – close to services I require e.g. Medical centres, transport.
- I want an independent lifestyle (granny flat) knowing my family are close by (main house) when my needs change and I may have to live alone. Keeping families together.
- Care options for those living alone. How do they know the steps to take to make decisions?
- Where do I look for information about Community Services and how to access social services
- Planning for greater options of affordable housing and assisted living.
- Ability to stay at home - End of Life services – ability to have home help and die at home.
- Help in home/garden that is affordable and trustworthy. Due to OHS requirements and police checks this is difficult. Work for the Dole participants perhaps obtain accreditation to enable this scheme to work?
- Shopping centres have their own community transport for people who wish to do direct trip to shops and home.
- Self-funded retirees get no subsidies – when a person turns 65 they should automatically receive equal concessions.
- In the long term money would be saved by people being able to stay in their own home.
- Council website is too confusing – not easy to find things.
- Depending on health and mobility etc. needs are different for people.
- Concerns for my safety when I go out – teenagers and dogs in neighbourhood.
- Clear direction – who do I contact to ask? Council co-ordinator?
- Footpath and tree maintenance.
- Residential Parks/Villages are built in wrong areas. Stuck out in the middle of nowhere.
- Department of Housing – buying into private developments and locating wrong type of people into them. Integration with similar social/minded people not mentally challenged people living next to me.
- Our children should not be subject to these people. They frighten our kids.
- People need to take responsibility for their actions.
- Work with Area Health, Police, and Housing etc.

4.1.1.18 Practical Ideas and actions

- Granny flats - transparency and plain English for development application process.
- Education for residents for changes to process/legislation around granny flats.

Community Engagement Report

- Directories with Seniors Information and Council to promote this directory more.
- Database on Council website where seniors can look up services that are available to them. Database to be kept updated.

Access to Information and Technology

4.1.1.19 What is working well?

- computer classes at Senior Citizens Centre
- e-books at library
- tablet classes at Long Jetty Senior Citizens
- Telstra Kiosk – tutorials kiosks
- responsive/ one on one services at libraries
- paying bills online – not difficult
- internet banking – can keep up to date with accounts.

4.1.1.20 What could be improved?

- Experienced mentors/volunteers with IT experience and background.
- Access to more volunteers!!
- Funding for volunteers/staffing.
- Learning about Skype and Facebook.
- Want to know but out of touch?
- Do not know what is available – need access to information.
- Affordable connections – paying more now? Rebates?
- Need more strategies for more connections.
- Linking information through www – printed resources are limited – need to tap into this in a streamlined way.
- Need appropriate internet speeds on the Coast!
- Mobile internet more available – better reception – on holidays.
- Information is given too quickly to comprehend.
- Education – new kind of knowledge! – Difficult to absorb these changes – vast advances in technology – hard to keep up.
- Negative (one) experiences lead to resistance.
- "Do I need to bother?" "Leave me alone!"
- Using computers is not timely.
- Diluting connections with people/humans.
- Black holes.
- Upgrades – can't keep up!! – Constant and costly.
- Learning new operating systems.
- Frustration/anxiety/helpless/can't keep up.
- Cost prohibitive.

4.1.1.21 Practical Ideas and actions

- "Computer pals" for Seniors – mentoring program.
- Drop-in computer access.
- iPhone tutorials – costs? Troubleshooting.
- Workshops in Skype and Iphone.
- Information/education on brands operating systems.
- Information dissemination.
- One on one case management support across all libraries.
- Free publicity across local paper.
- "WOTSON" for seniors – noticeboard in local paper.
- "Over 50's" rebrand to capture the younger demographic.
- Outreach!!!
- Loan of tablets to try and see – libraries?? Link with education programs.
- Donations of tablets to Senior Citizens Centres.
- Banks come and do workshops for seniors – netbank.

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- More wireless hotspots!!
- Community driven plans to go out and access hotspots and utilize internet.
- Empowered to make choices through package brokers.
- Caravan parks for Wi-Fi and community centres to have Wi-Fi – soft infrastructure investment
- Subsidy to keep people connected.
- Individual technological solutions – case management – hearing problems, arthritis. Adaptive technologies – education.
- Lobby Federal Government in regards to costs incurred with new NBN.
- Use PAS to lobby.
- Technology Expo:
 - Fair Trading to explain privacy and security – your rights online
 - different kinds of APPS
 - options for online payments – BPAY/PAYPAL
 - security – Facebook “staying safe online”
 - contingencies/securities/insurance online
 - what to do when travelling online
 - consumer workshops – bundles/packages
 - e-governance workshops – what is security
 - identity theft?
 - workshops with banks about what is safe
 - make life easier
 - information about the NBN rollout – Federal Government – concerned about the lack of reception
 - APPS – what is available?
 - whole scope of what is available
 - not feeling pressured to purchase – workshop to come and have a try – loan of tablets
 - partners?
 - Senior Citizens
 - Council and libraries
 - Telstra
 - Fair Trading – linking in with Senior Citizens Centres
 - unbiased advice from experts – what to buy – Dick Smith/ JB Hi Fi
 - caravan Parks/community centres – wifi
 - shopping centres – wifi
 - updating sources of info
 - purchasing online
 - insurance comparison
 - understanding the extent of choices
 - communication to friends and family
 - finding family members/family trees
 - games for mental stimulation
 - collation of hard copy information
 - mobile computer labs – Social Enterprise?

Employment and Transition

4.1.1.22 What is working well?

- lots of ‘aged’ focus
- people staying in own homes – opportunity to downsize
- transport in Retirement Villages
- train system works well
- having good neighbours
- linking communities – youth and retirees (Gosford Council) – aged care – heritage and Lakefront Village
- grandchildren – pleasure
- hobbies
- not difficult to retire
- very busy in retirement

Community Engagement Report

- didn't plan – friends, newspaper – made it happen
- moving house – lots of opportunities
- husbands/wives – work well together – different hobbies/interests in retirement.

4.1.1.23 What could be improved?

- unemployment – under 25's
- commuting – no connections (social)
- making connections – new to Shire
- strategy to entice retirees to Central Coast –building/industry
- higher wages to entice people to live/work on the coast
- more health care
- large Council – fully stretched
- increase police numbers
- increase service employment – fire, health, doctors
- older residents worried about safety
- housing commission residents need support – relates to safety
- housing commission needs addressing
- consequences to actions of vandalism – held accountable
- increased links between services
- need more jobs on the Coast
- volunteering – access for residents
- financial issues – flexibility in workplace, transition to retirement
- more part time work in transition
- men not as good in transition – women do plan
- where to find information – centralised
- look at next transition – depression can happen to me
- better 'search' facility on Council's website
- more infrastructure for increased population
- flexibility e.g. gym membership
- structure important in your life
- Financial – 'cut cloth according to measurements'
- learn to accept changes in life
- sharing skills/ideas/culture with the young
- acceptance – to slow down and get the pace correct
- older volunteers helping teens
- work cheaply – helps with pension – disappointed cannot share skills
- mentoring – U3A – people who have experience – needs promotion.

4.1.1.24 Practical Ideas and actions

- 50+ Centres – Expand/extend concept – casual visitors, combined market – coordination in work – advertise activities/work.
- Opportunity for 'Aged Services' in leisure activities; expand services.
- Financial assistance – not Centrelink – more classes (free).
- Budgeting skills in preparation for retirement.
- Plan for retirement – 5 year plan – turn hobby into business.
- 'Swap Deal' with young – upsize and 'Swap Deal' with aged – downsize.
- Perhaps a group to transition to retirement.

Community Engagement Report

4.2 Session 2 Summary

Central Coast Positive Ageing Strategy
Community Forum held in Wyong on 29 October 2013

Health and Wellbeing

4.2.1.1 What is working well?

- Choices are good. Have lots of options.
- Over 50s fitness class at YMCA. Only man at first session but now have 6 more. Program impressive. Improved fitness, social event, great options for people's lifestyle.
- Shared pathways along lakes great.
- Ocean baths at The Entrance great.
- Eat well cook at home. Lots of fruit and vegetables.
- 5 and 2 diet. Looking at options and opportunities for alternative diets.
- Keep active.
- Cooking and freezing to provide a few meals.
- Line dancing at Toukley Senior Citizens Centre. 80 odd involved. Yoga groups with large numbers. Men getting involved more.
- Active involvement in Senior Citizens and similar communities.
- Active involvement in local community. Village lifestyles provide opportunities for wellbeing and support for a healthy lifestyle.
- Active involvement in groups and clubs. Lots of classes and programs.
- Mental attitude is needed to encourage you. Keep active, keep the brain going. A positive attitude to keep yourself going.

4.2.1.2 What could be improved?

- Transport to get to these activities and groups. How do people get there if they can't drive? Yoga in parks – utilise parks and natural environment.
- Joining clubs.
- More passive parkland and community gardens.
- Planning – parks closer to community groups and housing.
- Greater awareness and availability of information for people to access groups.
- More shared pathways in Gorokan area. Associated issues with current path.
- Wellbeing disconnect between youth and older generations. Lost the connection of looking after family, volunteering, mentoring, learning the values.
- More connections between seniors and youth. Instilling values. Links to schools learning about volunteering and civics and citizenship. Links to work experience.
- Still not a huge amount of community knowledge about fitness options. Information motivation and drive needed. Really important.
- Cost factor of gyms (could get involved with subsidies). Currently not cost effective.
- Seniors cards should be financially assessed not by hours of work.
- Affordability for well-being.
- People have to have the confidence to go try out fitness for over 50s – support and encouragement is important.
- Does Council have health programs?
- Need a buddy – finding groups who have like-minded interests and can help support your needs.
- Nothing on at night or after hours for people still working.
- Social things like scrabble groups etc. during day only. U3A daytime only.
- Have to pay for activities; need more free ones.
- Sometimes natural areas and opportunities/areas are great but concerns over maintenance and costs with maintenance long term.
- Safety walking at night/after work. Now don't feel safe to go walking at night.
- Disability and mobility issues for accessibility an issue on pathways.

Community Engagement Report

- Waiting for health appointments. A lot of complaints but sometimes if you really need it you get in.
- Paths and parks for accessibility and trip hazards. Monitoring programs for maintenance
- Trees in reserved and surrounding homes. Concern of falling branches and trees. Maintain areas (mowing) for own peace of mind.
- Tree policy needs to be looked at. Community thought needed tree protection but also community safety (storm events).
- Shared pathways and bells. For people to be able to hear them coming. Conflicts and fear of trips and falls and being hit by bikes.
- Forming partnerships and thinking differently about solutions to access issues. Working together to address opportunities to allow people to go out and be active.
- Finding your way through the information and getting the right information.
- NDIS program – why does it stop at age of 65 years?

4.2.1.3 Practical Ideas and actions

- Pathways – build on current circuit equipment in parks and shared pathways.
- Access audits of pathways.
- Free home checks for people.
- Instructors and programs going out to centres, villages, retirement centres etc.
- Sports trailer model used with young people. Can this be developed for seniors? Volunteer groups or PCYC type setups (seniors clubs) could run with appropriate insurance.
- Active8 - expos and events to connect people to activities and sports in the Council LGAs specifically for seniors.
- Health and wellbeing programs – Showcase for Seniors Week 2014.
- Subsidy to encourage people to participate in activities (YMCA, gyms etc.) – subsidies at state and federal level.
- Link between Seniors Week and Youth Week.
- Include along shared pathways - seating, toilets, paths, access to roads and foot paths, covered areas during rain.
- Information on what's on- What sort of groups, who, what, where when?
- Activities during evening.

Getting Around

4.2.1.4 What is working well?

- \$2.50 ticket increased usage.
- Still use car – very rarely use public transport.
- Use buses unless going with a friend. Have used community transport once – good experience.
- Use the internet to find out how to get places – use an app or directory (131500) – call or google for directions.
- Through 131500 – have a link from 131500.com.au to other services e.g. if I can't walk to bus stop how do I get there – link people to community hub/community transport to work out how to get to bus stop.
- On demand services via internet. Click on where you want to go. If 20 people want to go somewhere they could get a bus out 'on demand'.
- Excellent shared pathways.
- Community transport very good on the Coast.

Community Engagement Report

4.2.1.5 What could be improved?

- Parking:
 - parking around hospitals
 - insufficient parking at Tuggerah Station despite new section
 - perhaps cost of parking too cheap – people don't park in Sydney – too expensive – might improve parking in central locations – promote use of public transport.
- Roads/footpaths:
 - widen The Entrance Road at Long Jetty.
 - footpaths and ramps need updating to make it accessible
 - ramps not suitable for scooters/wheelchairs
 - problems in residential areas – no footpaths so using roads to walk/travel
 - pedestrian crossing outside Wallarah Bay Rec Club – already has refuge – RMS refused
 - funding for maintenance of pathways and footpath upgrades
 - no curb side ramps or footpaths between The Entrance Road/ocean
 - identify key areas/streets that need pathways based on needs for high use access.
- Shared Pathways:
 - connection from Magenta to Norah Head to be completed
 - Cycle ways around Gorokan non-existent so people ride on footpath – Wallarah Road in particular.
- Public Transport:
 - restricted bus services for the north of Shire
 - Wyee station a transport hub but not good access
 - train pedestrian crossing with boom gates at Wyee Station – but station needs to be more accessible
 - train and bus timetables still printed and sent to everyone via junk mail
 - small shuttle buses instead of big buses which are not a viable option - small buses are community transport
 - buses to outlying areas such as Mannering Park/Gwandalan – difficult
 - park and ride – park in a localised spot i.e. Bateau Bay and bus to The Entrance – reduce congestion for parking in busy areas
 - change culture of public transport – make people understand that it's a good thing, safe, accessible, better than car
 - flexible transport – call when someone wants to go somewhere – bus can deviate on one offs in middle of day
 - hail a bus to avoid having to get to bus stop
 - upgraded bus stops to accessible
 - more buses more regularly with less changes
 - bus stops too far away – can we look at demand buses
 - 2021 all areas accessible – buses, bus stops, train stations
 - give up driving at night so need to consider options for when this happens
 - eighty year olds – mobility problems – Mingara Club courtesy buses/Wesley mission – won't take people with disabilities
 - used to being independent so don't like asking for help/for a lift.

4.2.1.6 Practical Ideas and actions

- Subsidised taxi fares for seniors.
- Raising awareness of community transport – education about 'what is community transport' 'who can Use it' etc.
- Education about which stations are lift accessible.
- Educate drivers on the use of roundabouts.
- Education/trialling buses before needing to use them. Trial to reduce cars.
- Education on accessibility.
- Flexible transport options.

Community Engagement Report

Our Living Environment

4.2.1.7 What is working well?

- Places to go – wildlife park, Japanese Gardens, reptile park.
- Family in Sydney – ballet shows.
- "I have a good life here."
- Lifestyle choices and options depending on personal interest.
- General ambience of area.
- Need to fight to keep certain areas that are sacred.
- Environment no. 1.
- Protect the lakes, bushland and beaches.
- Good beaches from Terrigal/Avoca to conservation areas at Lake Munmorah.
- Friendliness of people.
- Shires capacity to accommodate growth with limits.
- Developments e.g. University for the community.
- Will not stay in a village – 'spot' development – impact on existing environment and people.
- Beaches and bike paths.
- Walking dog – bush/natural habitat.
- Lovely surrounds.
- Shelly Beach Golf Club.
- Cycle paths – Tuggerah Lake.
- Can't walk so much now on the beach.
- The Entrance – lovely.
- Lots of opportunities.
- Want to see platypus along creeks.
- Long Jetty waterfront – black swans.
- Events @ TCM.
- Farmers markets – more entertainment.
- Volunteering groups – land care, bush and dune care.
- 'Feel terrific that you are doing something for your community'.
- Connectivity – Sydney and Newcastle.
- Mt Penang Gardens are wheelchair friendly – use as a model.

4.2.1.8 What could be improved?

- Disability toilets at Hawkesbury Bridge.
- Access to beaches – certain beaches – 2-3 in Wyong Shire and 2-3 in Gosford Shire – put in infrastructure e.g. Lakes Beach Project – set a precedent.
- Gosford Council have 9 beach wheelchairs.
- Not accessible during day.
- Gorokan/Kanwal only one public toilet.
- Ageing and disability go hand in hand.
- Accessibility generally.
- Group to advocate for access/disability needs.
- Council has ability to apply for grants in partnership with community groups.
- More passive parkland.
- Issue Community to operational land – support and recognition for Landcare/Dunecare/lighthouse groups – always a struggle.
- Council's commitment to the natural environment.
- Good infrastructure – mobility off street – access to retail, residential.
- Walkways at Crackneck are challenging – inaccessible.
- Bush walks at Norville/Toukley are inaccessible.
- Need to be more proactive about access for frail age.

Community Engagement Report

4.2.1.9 Practical Ideas and actions

- Disability access route: The Entrance.....somewhere bush?
- Need a few more seats on bush and nature walks.
- More toilets for seniors.
- Complete pathways around Tuggerah Lakes.
- 'Women's Shed' – coffee shop, arts, cultural and upholstery classes etc. for women
- Art House.

Community Connections

4.2.1.10 What is working well?

- Precinct Committees work – conduit between Council and Community, keep precinct committees.
- SES Volunteering.
- All about community – volunteering – want to be involved.
- Men's Sheds bridge gaps in age groups.
- Toukley Senior Citizens are running exams in centre – feedback is results are improving.
- Toukley Senior Citizens invites children to come perform – bridge gap in generations.
- Volunteers are there for a social purpose.
- Generally good options for volunteering.
- Recognise your volunteers – value them.
- Communities are connected – it's a village atmosphere.
- Opportunities to be involved are related to options of location/time/activities/access.
- Probus and U3A – Music, socialising, creative writing, surfing for the disabled, over 50's fitness classes – lots of social activities as well as health benefits.
- Newspaper works for information dissemination – Council column.
- Retirement villages are great.
- Council sets tone for community – Champions are within Council staff – Community staff at Council are leaders.
- Town Centre Management events are great – intergenerational.

4.2.1.11 What could be improved?

- Too much red tape to build community/do stuff.
- Because of litigation no one wants to be involved.
- Governance creates an inability to explore.
- Assumption that old people only want to do stuff during the day.
- Younger seniors do not fit stereotypes.
- Information dissemination is fragmented.
- Never be enough community events! Need leadership and participants for community activities.
- Subject to editorial content – locals miss out on finding out about things in the newspaper.
- Long Jetty – no neighbourhood connection – low income community – do not want to connect because they are not educated.
- Anti-social behaviour in Toukley is bad.
- Intergenerational activities!
- Change activities! – offer something for younger seniors to become involved.
- More Town Centre Management events.
- More community BBQ's – 'Neighbourhood Day' – Street parties.
- Council needs to help facilitate.
- 'Field of Dreams' in Norah Head as a model.
- More after hours community engagement/weekend activities.
- More streamlined newspaper for community.
- GTV/Tourism/Expo – dissemination.
- Commuting creates disconnect.
- Landscape in Wyong is now disconnected compared to may years ago.

Community Engagement Report

- Connections breakdown as new people move in.
- As a society we have lost our values – more self-focussed, less focus on community.
- Worried about Town – Toukley – shops closing.
- Nothing has come of the Toukley Town Plan – there is social infrastructure that is very valuable, but people don't take advantage.
- Problems – motorized scooter access – unsafe and cannot get access to retail shops because of steps. Cannot get into any shops on The Entrance Road.
- Access issues – Council are not paying attention.
- Generational differences – older generations want to be involved.
- Change attitudes – disconnect between generations.
- Volunteer management was poor – Smith Family – lack of trust spoiled the experience.
- Volunteering is becoming corporatized – needs to be open and welcoming.
- Volunteer groups need be focussed on their purpose.

4.2.1.12 Practical Ideas and actions

- Need to educate community on purpose of volunteer groups and opportunities.
- Community information regarding volunteering opportunities and projects.
- Simplified processes for volunteers and members of community groups.
- Use Toukley Senior Citizens as a model across other senior citizens – intergenerational activities.
- Infrastructure flexibility – after hours.
- Activities for 'younger seniors'.
- Make full use of Council facilities.
- Centralising information.
- Community hubs – Council has a role.

Help and Support

4.2.1.13 What is working well?

- Living in a local Retirement Village where maintenance etc. is covered.

4.2.1.14 What could be improved?

- Support maintaining the garden e.g. weeding.
- Handyman needed to assist with a variety of maintenance.
- Stairs can be an issue.
- Access to medical appointments: scarcity of community transport/ambulances to get to Hospital.
- Need to share information on other means of transport e.g. ADSSI
- Cost can be an impact on capacity to access transport.
- Need support to get to social appointments.
- Are GP's willing to spend the time with elderly who like the social support as well, e.g. dentists or dental hygiene.
- Do you always need a doctor, some medical assistance but not to the level of a GP.
- Seeking support that previously extended family would have provided for physical wellbeing
- Issue of social isolation.
- Issue of not knowing where to start to find out information.
- Regular 'pre-checks' for older people to attend a clinic prior to seeing the GP e.g. 'Health/Stop' prescribed checks at a regular time over the year.
- The importance of carers – full or part time needs to be recognised by the Government and reimbursed.
- Security and trustworthy tradesmen, a permit /licence that they are legitimate.
- Quality of servicemen and their capacity to undertake the job required: assurance of being able to get the work done that they need.
- 'When you get a good tradesperson you stick with them.
- It is about up trust and understanding with tradespeople.
- Medicare office in Toukley was centralised to Lake Haven and this is an issue of access.

Community Engagement Report

- Not supportive of Centrelink and Medicare merging with post offices.
- Online access to Centrelink /Medicare etc. is an issue for those on reduced income to be able to afford a computer/internet connection.

4.2.1.15 Practical Ideas and actions

- A database of assured service/vetted tradesmen and servicemen can be subsidised (HACC eligible) but also full fee for service e.g. Homeliving Australia.
- Information on what is available.

Where I live

4.2.1.16 What is working well?

- New self-care units – Nareen Gardens are good – will take pets.
- Neighbourhood connections provide critical support.
- Independence is important.
- Housing modifications are important to social isolation.
- Two Storey house/home – required access upgrade.

4.2.1.17 What could be improved?

- Pathways and driveways are uneven and cause difficulties.
- Safety issues!!! When pathways are inaccessible.
- Pathways on The Entrance Road are not wheelchair friendly – also pathways in Long Jetty.
- Access standards are not being upheld!
- Access standards need to be a priority.
- Outside ramp audits are not done enough.
- Links from independent to nursing homes is not good – cannot choose where you end up – isolated from existing support networks.
- Retirement Villages are NOT pet friendly.
- New Government regulation will take pets – new policy – infrastructure needs to follow.

4.2.1.18 Practical Ideas and actions

- Access standards to be incorporated in urban planning.
- Doorway sizes need to reflect differing wheelchair sizes/models – constantly changing.
- Planning and Education – mostly a problem for Council.
- Different levels of government need to work together to uphold standards (access).
- Forward planning in Council – infrastructure.
- Needs extensive consultation – because different people have different needs.
- Council need to partner with disability advocate groups to keep abreast.
- Improve communication.

Community Engagement Report

Access to Information and Technology

4.2.1.19 What is working well?

- Using email and learning how to use the internet.
- Access to the internet at the library – staff can find out for you or you can do it yourself and practice.
- Understanding barriers to not using internet – general non-interest or doesn't impact on quality of life so not necessary.
- Don't have time – I like to read instead.
- If I needed it I would use it, but I don't have the need.

4.2.1.20 What could be improved?

- Older people's usage of Skype.
- I don't use technology but do use a mobile phone to text/call. Not interested in other features, I wouldn't use it.
- I prefer to call – my daughter uses the computer for me on my behalf.
- Word of mouth.
- Would rather go out for a walk instead of sitting on internet.
- As mobility deteriorates older people start to use Ipads etc. for games.
- I can't get it through my head. It doesn't stick. I don't retain it.
- Has computer/internet all set up but only use it for secretarial tasks or email.
- I don't miss it and can do without it.
- How do you find out about What's Happening in Your Community?
 - Radio 702
 - 93.3 – community services announcements
 - Internet – Google
 - Use the phone book
 - It's amazing what you can access – what you can find out!
- Lots of small groups doing things but they are not all connected.
- Including technology from a seniors/business sense. Do I do a course at community centre or how to find out how to use?
- Have to keep upgrading and software then it becomes more than you need. How to find support.
- More effective means when doing computer work in businesses without admin staff – support IT systems.

4.2.1.21 Practical Ideas and actions

- Maintain current ways people are informed. Make sure papers remain as hard copies, phone books, seniors paper; The Chronicle (weekly), Council's Shirewide, What's On etc.
- Some Government grants for retirement villages to apply to buy computers and make accessible for residents.
- Special allocated page for over 50's.
- Informal group/computer club to mentor and help each other.
- Small business support? Connections with local business chambers?
- IT fee for service/mentoring groups for small business.
- Linking people with certain skills to support each other. Could Council be the link to provide directories/access to experts.
- The need affordable mid-range computer courses and support.

Community Engagement Report

Employment and Transition

4.2.1.22 What is working well?

- U3A – different to formal study at University – exercise brain rather than formal study and not as challenging as formal study.
- Planning before retirement – it is another career – keeping busy being a volunteer – new career where you choose and what you want to do.

4.2.1.23 What could be improved?

- Retirement – not what was expected – went back to study.
- Challenge – not seeing it as an end to working – it is a time to do other things – choices to do other activities/pursuits.
- Challenge culture of ageing people – keep them physically and mentally active to remain healthy.
- Need to plan for retirement – think about what you are going to do in the future – build your future.
- How much money is enough? – what you have is enough – it is more than just about the money - the planning is broader than financial alone.
- Financially trapped – can't retire but not able to do that – forced to stay in workforce – want to be involved in the community but most things happen in the day when at work – no time or energy to get involved – can't volunteer – how do we address this? Worry about not being able to afford to retire – fear – not everyone is in the same boat as the stereotype of the 'grey nomads' they don't have the money or freedom to retire.
- Transitions to retirement – community connections are critical – how do we get those connections when you are working – need assistance to slowly adjust and plan for this change.
- Senior Citizens Centres – should be community centres and not just one age group – need to be open after hours and weekends – open up to the wider community – and shouldn't be just for one group of people.
- Flexibility in the way Council buildings are managed.
- Innovation for getting people involved – alternatives to transport – people helping others to get linked in and transported around.
- Barriers to involvement in community e.g. cost of travel, cost neutral, and subsidies – cost stopping people from being involved.

4.2.1.24 Practical Ideas and actions

- Assistance with transition – financial planning, community connections,
- Role of Senior Citizens Centres – broader community focus.

Community Engagement Report

4.3 Session 3 Summary

Central Coast Positive Ageing Strategy
Community Forum – Erina Centre
October 31 2013



Community Forum at Erina Centre

Health and Wellbeing

4.3.1.1 What is working well?

- Lots of recreational activities available on Central Coast – good.
- A lot of infrastructure e.g. Council, Medicare, community centres.
- Over 50's leisure centre – good range of activities.
- Cycle ways – great, fabulous, lots of people.
- Lot of walking tracks – in Wyong Council & Bush care walk.
- Bushwalking/bush care.
- Volunteering – Central Coast volunteers are great.
- Hobbies good.
- Local paper good for info.
- Libraries have good info.
- Libraries run courses e.g. – healthy eating in Wyong.
- Terrigal 50+ leisure – gentle yoga, becomes a social group – meets needs of people living alone.
- Can buy good food – and plentiful.
- Pool available all day – needs to remain in Council's planning & a lot of people use the pool.
- Paired walking – Woy Woy and Terrigal – really good.
- Good access to fitness places/sport.
- Natural environment conducive to getting out.
- Cost of transport - \$2.50 rail and bus is good. Would be prepared to pay a bit more e.g. \$3.

Community Engagement Report

- Rail passes – free travel in NSW.
- Good session at Gosford pool on Wed morning – ‘wet & wild’.
- Red Cross tele service is good.
- Best medical pharmaceutical system in the world – so we are all going to live well – lucky in Australia.
- Maybe looked after too well.
- Social aspect of groups – physical, reading etc. Very important.
- Community restaurant/meals on wheels – provide a meal and social interactions for volunteers.
- Positivity is the key – attitude to life.
- Spiritually also important – not necessarily in a religious sense.
- Never give in.

4.3.1.2 What could be improved?

- Needs to be a transition between playing active sport and getting older – nothing in the middle – fairly energetic.
- Work full time – but activities run during day so no good for people who work.
- Cost is an issue – if free that’s good.
- Need more support for people navigating systems when things go wrong – navigation & education.
- Communications important to let people know what is out there.
- Migrants – more marginalised – don’t know what is out there, establish networks.
- Lots of people are marginalised – affects aging & mental health.
- Look at marketing.
- A lot of people won’t come by themselves.
- I don’t have a car – can use bus/train, public transport on the Central Coast is quite good, but some activities are in an inaccessible place and I can’t get to them.
- A lot of people without cars in East Gosford area.
- The alternative to old age is not much better i.e. pushing up daisies.
- OZI masters swimming at Gosford pool – at night only.
- OZI maters could be run in daytime.
- Pool at Wyoming.
- New footpaths on Terrigal Drive?
- Access to specialists services etc. good but shortage of GPs.
- Pool – something in b/n learn to swim and OZI masters – but not in mornings, to increase confidence/encouragement.
- Aquaerobics often too vigorous.
- Mental health – important issue on Central Coast – Particularly for people living on their own.
- Connect to the community.
- Don’t know what the solution is.
- Need to be pushed a little.
- How to identify these people.
- Eating – not as particular about diet when retired.
- Don’t eat as healthily or cook.
- More police presence at night – even just drive through – too scared to go out and walk at night.
- I don’t go out at night – so activities need to be during day – need transport.
- Better communication to reassure people about safety.
- Get pushed on bus/train.
- Incident re person on property.
- More lighting in street.
- Complaint about hospitals not listening to seniors – morphine to someone who was allergic and didn’t do the operation.
- More catering for people 75+ in hospitals.
- Too much emphasis put on your age – should be able to do whatever you like – listen to your body.
- Not in favour of being kept alive for sake of being kept alive – e.g. aunty with a stroke.
- Advance care planning – everyone should be made aware of this.
- Website not friendly – more accessibility of community.

Community Engagement Report

4.3.1.3 Practical Ideas and actions

- Reach people early on.
- Community announcement on TV would be good.
- Local senior's directory.
- Letter box drop.
- Info & social get together mornings.
- Activities in the evening.
- The Hub in North Sydney – volunteers helping – less social isolation.
- Government services need to talk to each other.
- Inter agencies for ageing – Tackling issues, action based.
- Help navigating support services system.
- Community groups listed on GCC website.
- Erina Fair – hub of Senior Citizens Club.
- More initiative to have more activities At Erina Fair – people place & access by transport.
- Use Erina Centre more e.g. walk and talk chat groups.
- Cooperation of Lendlease/ Council.
- Better cycle ways – but need a car to get to cycle ways.
- Strength training for older people – but don't want to go to gym don't want to. Lock into contract.
- Would be good to have this in a community centre in my area.
- Woy Woy seem to have more things for older people.
- Active over 50's.
- Most people in hospital because of fall – should concentrate on strength training.
- Would rather do a group then do training at home by myself – helps to have commitments to others.

Getting Around

4.3.1.4 What is working well?

- Pension Excursion ticket is a good thing and it would still be good if price went up.
- Safety and Cleanliness on trains.
- Speed limits - 40 zones on the way to Gosford e.g. in front of police station are good.

4.3.1.5 What could be improved?

Roads/footpaths:

- Non-exist footpaths & potholes in roads. People falling and being injured. Safety barriers knocked down and not repaired - Moana Street and Ocean Beach Road.
- More parking at Gosford station.
- Long Jetty - Pathways not upgraded.
- Pothole in roads and footpaths - Peninsular (Ocean Beach Road and Blackwall Road) - not smooth/adequate.
- Pathways not level, some step built erratic and no connection between the pathways: (Erina Goodguys).
- No safe pathway or passage to Erina Fair from Mobbs Road area.
- The state of roads in McMasters is dangerous, in particular Scenic Road and steps to get on beach.
- There is a lack of a pedestrian islands on main roads e.g. Terrigal Drive, between retirement villages and Erina Fair.
- No pathways at Wamberal.
- Gosford is not good to visit, rubbish everywhere, people smoking.
- Pathways- either non-existent or unsafe or not accessible – Wyoming.
- Lack of even ground.

Public transport:

- Bus Timetables inconvenient- particularly through Avoca/Copa and Mobbs Road and Terrigal Drive.

Community Engagement Report

- Not enough time between arrival of bus at station and when train leaves. Five minutes is not enough.
- Convincing people they are not safe to drive is difficult when there are no positive alternatives.
- Extra carriages in middle of day.
- Should be smaller buses available for older people to get around.
- Bus routes on Peninsula have been moved. Some people have bought in particular spots because of where they were and now have issues with transport.
- Cannot get a bus from Davistown to Kincumber.
- Cannot get a bus from Ettalong to Umina.
- Major services are in Kincumber and Umina.
- Very few buses, inadequate transport in McMasters Beach.
- Pets (including companion animals) are not allowed in any transport options - even if need to go to vet and are in a transporter.
- Steps to get on trains and bus are quite high (40% of buses are now kneeling all buses will be by 2021).
- Ramps available for trains.
- Very few bus shelters.
- Toilets at Central Station very bad with no-one manning it like they used to.
- Bus services in Phegans Bay limited.

Other:

- People over 85 discriminated against by having to go for licence every year.
- Licences - renewed for five years but person could be told not to drive by doctors in this time e.g. Alzheimer's.
- Scooters are not allowed in any Council Building.
- Access to beaches for people with their animals is dangerous and not accessible - Long Jetty.
- More cycle ways would be good and could link Avoca to Wyong. Good for Scooters as well.
- Disabled stickers should be policed. Some are given then not needed but they still use them for as long they want.

4.3.1.6 Practical Ideas and actions

- Possible Solution to inconvenient bus timetables - Community unite in what they need/is more suitable.
- Report to Council – footpath and road concerns.
- A Council officer to ride a mobility scooter to see how difficult it is when footpaths are not adequate/accessible - Trafalgar Ave Umina and Hely Street Wyong.
- Community transport offers more types services.
- More education on Community transport.
- Flexible buses so they can deviate to pick up people when needed (currently being looked at by transport).
- Card available to hold up for assistance.
- Community identify most relevant bus stops.
- Are pets allowed on community transport?
- Identify priority spaces and educate people to report to Council.
- Bike path needs new signage (Woy Woy to Gosford) and Gosford City Council do not have a map of bike paths like in Wyong.
- Why not paint information on the path?
- Connections could be improved between buses and trains.
- Better community transport.

Community Engagement Report

Our Living Environment

4.3.1.7 What is working well?

- volunteers working in Environment conservation e.g. Dune Care
- bushland
- beaches
- waterways
- six footpath collects per year: wonderful!
- travel card for only \$2.50 is fantastic. Affordability of public transport importance.
- COSS – very lucky to have it! (green ridgetops) – bushfire risk
- natural environment one of the main attractions of living on the coast.
- council management of natural environment is good.
- the best place to live.

4.3.1.8 What could be improved?

Community participation:

- Need more Council support for volunteer organisations.
- Importance of community contributing to Environmental care.
- Important to have partnerships between Council & community groups e.g.,
 - helping to plan so people can maintain a healthy environment – health promotions.
- Need to encourage younger people to get involved with seniors & community groups – transfer knowledge, ensure a continuation of these community groups, need to pass the baton.
- Need to focus on people that have left school, but prior to retirement. Targeted education programs.
- People need a sense of ownership & a sense of place.
- Need more inclusive activities across the generations.
- Connecting families with the environment.
- Coming together as a larger community. It is FUN!
- Need programmes to be promoted by Council that help environment.
- Need to promote volunteers day & groups that seniors could get involved.
- Council reintroduce community involvement in school education programmes – see the enthusiasm of younger children for environment.
- Bring back community spirit.
- Tidy Towns e.g. Vancouver (Keep Australia beautiful programmes).
- Wyoming Creek – how can we be involved in maintaining the creek? What programmes available to Community to get involved e.g. water watch CEN.
- Our waterways are highly valued, need more access to volunteer programmes of better promoted to ageing.
- Sharing knowledge – Perhaps a website where could share experiences of natural environment. For example beach experiences, "I saw sea snake."
- Need more council discussions such as this with community – once a month.
- Good discussion – community input important.
- Better transport and access to places/environment.
- More small buses to move people around, more frequent services.
- Maybe Council leisure centres could have bus services like Mingara Club or Leagues Club.
- Need to access places/environment. Buses are not adequate for ageing people – can't access them.
- Need micro buses to targeted areas. Could be privately owned e.g. Mingara & Leagues Club. Could utilize these buses better, especially during the day.
- Need to look at affordability of transport.
- People have fear about trying to find out information about how to access services and transport – fear of ridicule.
- Need flat footpaths – a big concern for the elderly. We are forced to walk on the road.
- Beaches need better parking or longer parking, very restrictive e.g. only 2hr parking at Terrigal Beach.

Community Engagement Report

- Another use for community bus.
- Better partnerships with 'community transport'.
- Notice a much greater increase in traffic and road congestion.
- Better partnerships with State Government for more transport. Unite action/community groups advocating for better public transport.
- Don't need bigger roads – need flexible working hours.
- Ongoing maintenance of paths and footpaths, walking tracks, try to stop falls etc.
- Experience in these natural environments - don't need a lot of structure just need access to the places.

Council environment programs/education/information:

- Council providing information about environment programmes. This also brings people together, e.g., waste recycling.
- Newspaper a good way of communicating with community about environment programmes.
- Individuals can make small actions but collectively it makes a huge difference to our environment.
- Better communication about Council's park maintenance/management.
- Importance of dunes to environment.
- Including role in protecting against climate change and protecting private property at the rear of our beaches/dunes.
- Move public bins for rubbish collection in our environmental areas.
- Importance of pets & the need for being able to have pets in some park areas, e.g. off leash areas important.
- Ongoing maintenance of Council signage, e.g. upside down signage.
- Need more connections/circuits in bushwalking tracks and signage stating grading e.g. easy or hard etc.
- Also can make more days like a tour of a particular area (over 55's).
- Structured activities/experience in environment.
- Senior Citizens would be a great focus for... (not sure of word) organisations. (Better patronisation of existing facilities e.g. Senior Citizens).
- Bigger/ more bins – recycling and green bins - free green waste at the tips.
- Need to view Central Coast more broadly e.g. Mangrove Mountain, Spencer etc. –these areas are very liveable due to the beautiful natural environment.
- Gosford Council pool should be retained.
- Gosford Waterfront - no high rise on Gosford foreshore (upgrade but don't privatise). Keep foreshore public. However we do need job creation. Try to keep jobs on the Central Coast.
- Need to capitalise on environment without losing economic opportunities – balance needed.

Sustainable development & population growth:

- Where are all the people going to go.
- Impacts on Natural Environment?
- Medium density might be needed/need clever design.
- Village atmosphere important. But not everybody has this experience.
- Concern with population growth and the potential impacts on the natural environment e.g. medium density versus new release areas – sustainable development.
- Medium density housing = social issues potentially.
- Appropriate planning.
- Similar social issues with remote new release areas.
- Need balance with some medium density.
- Need affordable housing – not Sydney prices!
- Medium density requiring appropriate infrastructure – playgrounds, transport and sporting grounds.

Infrastructure:

- Infrastructure important, roads, need for footpaths/safety/falls, sewer/water.
- Use more high school playing fields for community access. Crazy to have sitting there not being used – insurance!
- School use during holiday periods for accommodation similar to university usage.

Community Engagement Report

Other:

- Still wildlife in the backyards, still happening despite development, still have a lot of biodiversity, one of the reasons people move to the Central Coast, condition of biodiversity may be in decline e.g. possums with mange in Umina.
- Butchering street trees e.g. Energy Companies.

4.3.1.9 Practical Ideas and actions

- Educate people not to litter – fines!
- Education on bushfire risks – get more families involved e.g. COSS family programme.
- Connect generations and more family involvement.
- Need more seniors' bushwalking programmes – including singles group. Need a slow pace – time to stop and 'smell the flowers' feel. Partnerships with national parks?
- Small actions can make a huge impact cumulatively, e.g. write to Tony Abbott about climate change.
- Litter education in our schools necessary.
- Kids need to develop a sense of ownership – e.g. kid's programmes that get them out into the environment i.e. scouts.
- Bush care in educational programmes.
- Increase capacity of community groups to look after environment.
- Need policies that require native plants and trees in new development – otherwise losing too much habitat.
- NSW housing – big landlord of NSW. Better energy efficiency in these properties.
- Council to advocate for better environment efficiency in public housing.
- Community groups to also advocate for this.
- Council review policy for removing dangerous trees. At the moment will not remove despite community concern.
- Unsafe tree – long waiting list for assessment.
- Increase Council resources directed towards tree assessment.
- Who to be involved?
- Every State Department – bigger advocacy network
- National organisations – through retirement villages etc. Aged Care facilities need to be tapped into & co-ordinated.

Community Connections

4.3.1.10 What is working well?

- U3A - 700 members of the coast, 70 classes - 20 venues.
- Newspapers used a lot for info - Gosford Council insert works well.
- Libraries and L & L centres have info - more should be available - Kincumber library is good.
- Changes to life expectancy will increase volunteer time.
- Seniors centres are good for getting info.
- Meals on wheels have info sessions re-healthy eating & cooking (mobile service).
- Radio 50+ is good - councils should have a spot to disseminate info.
- Volunteering/ mentoring in schools.
- Volunteering options exist - people need seek them out.
- Info in the local paper.
- NSS also have volunteering info & opportunities.
- Elderly need take 'ownership' of promoting the value of ageing.
- ABC radio is good.
- Local paper has lots of info (express).
- Green living environmental workshops.
- Kincumber community garden – free.
- U3A - community college at Ourimbah.
- Mentoring (kids Year 10) at TAFE- not sure if still happening.
- Central Coast Permaculture and FIG (food integrity group).
- Libraries newsletters - helpful staff - central point for info.
- Once you join something - other things/opportunities follow.

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4.3.1.11 What could be improved?

- Concerned future generations won't volunteer.
- Men's sheds are limited.
- Need more men's based volunteering opportunities.
- Meals on wheels - all Gosford area (LGA) - food poor.
- Reduced services - lack of caring.
- Larger area means volunteers need do more and are not connected.
- Losing volunteer.
- We need info from Gosford City Council to be in rates inserts.
- Reopen Niagara park library - had good parking.
- Companion animals are important - regulations should allow animals in more places - what happens to them when I die?
- Dog walking beaches at Long Jetty are inaccessible for elderly - need flat areas for dog walking - animal welfare league.
- Retirement villages that allow animals are too few.
- Found out about volunteering through paper - need promote volunteering on the Central Coast more - people don't know what they do.
- Fears from neighbours in public housing.
- Older people are not respected on the Coast.
- Takes a while to fit in when you relocate - use the paper but need a directory or letterbox drops - more info on the internet (community directory).
- Bus services at night limited ability to get out at night.
- Need more senior's activities in day light hours.
- We need to know what options there are to be 'connected'.
- 'Seniors' is a term that deters younger people getting involved or attending seniors centres & activities.
- Activities for people with health issues are scarce.
- Transport to activities is limited - activities need be localised.
- Radio 50+ is not well known.
- More info in a senior paper.
- Older people can be seen as 'not having a brain' - we need to feel valued.
- VCC not well known.
- Over 50's leisure centres provide an opportunity to connect people that are not being utilised.
- Should be more volunteer opportunities in 'op shops'.
- Parking should be reserved for volunteers - particularly Gosford Hospital.
- There is a cost for volunteering that deters many.
- Community need 'own' projects - not rely on government.
- Volunteers should not be 'paid' - detracts the purpose / intent.
- Volunteers in high schools has become an issue - has become onerous - defacto counsellors.
- Lack of opportunities for social dancing - lessons and general - also very expensive.
- Insurance (PL) is an issue that prevents many events and activities.
- Red tape and regulation prohibits people from taking ownership of events and activities.
- Family gatherings in Kibble Park should be encouraged.
- Gatherings should be in public places encouraged by Council.
- No sense of community - people don't feel connected and valued.
- Express has lots of info on what has happened- not what is coming up?
- Community directory is needed - similar to phone book (hard copy).
- Print in Councils section of papers need to be larger and darker - hard to read.
- Mentoring opportunities and information is limited - may be use libraries to promote/initiate could this info not be on Council website?
- Lack of information on opportunities prevents inclusion - some (many) won't seek it out.
- Men don't volunteer enough - plenty of spare time - increase could be related to lack of confident once they leave the workforce.
- Volunteering/activities need be practical (physical to some degree).
- Not everyone uses the internet or technology and is happy without it.
- Vision impaired people are not well catered for.
- Mobility constraints (scooters etc.) prevent people being involved in activities and events.

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- Lack of information on available community transport options - Not nice people on the phone! - Also lots of paperwork and regulations - hard to access (too much trouble).
- Terrigal is unsafe after 10.00pm.
- Connectivity precludes many options to participate.
- Plenty of information and opportunities - people need take advantage of opportunities- can be because of a lack of confidence.
- Shock jocks (like Alan Jones) promote a sense of fear for older people in the community (red necks) - media need to be encouraged to promote good news stories to inspire/educate.
- Plenty of forms and regulation deter volunteering - insurance needed for everyone /thing- no personal responsibility.
- Can't always rely on the internet - too much need for access.
- Hard for new settlers to meet people/get info.
- How do we get info? Community centres/papers - word of mouth - no central place
- More cycle ways.
- Need for more free activities and safe after dark activities.
- I'm like my parents - always complaining.
- No real connection with neighbours.
- I'm getting more scared as I get older.

4.3.1.12 Practical Ideas and actions

- Keep it simple so it can be understood.
- Face book - immediacy of information.
- Need Community Notice Boards in all suburban shopping precincts.
- Liked Lake Macquarie's rate notice and paper based activities.
- The newspaper is a significant source of information.
- Word of mouth.
- Community groups.
- Why don't Council have awards/stories celebrating older people?
- Resource booklet that lists all services and opportunities for seniors (community directory).
- Promote Volunteering Central Coast.
- Info kiosk for services available to seniors?

Help and Support

4.3.1.13 What is working well?

- Homecare package to community.
- Reviews of staff performance completed on regular basis.
- Department of Housing provided railing for resident - no charge.
- LEAP - Lifestyle Engagement.
- Gosford Hospital - cannot fault service and support, social worker arranged for to do housework.
- Happy with own GP (two comments).
- GP Super Clinic - good in theory (reliance).
- Time banking project - members exchange services within the group at no cost to member (1 hour = 1 hour i.e. person walks dog for 1 hour - gets 1 hour of gardening).
- Gosford Hospital - great service.
- Cancer clinic - great service.
- GPs - X-rays and MRI great services.

4.3.1.14 What could be improved?

- Level of care not good by Service Providers.
- Security an issue (workers not trusted by clients).
- Transport.
- Pathway to services when being discharged from Hospital.

Community Engagement Report

- Home Care Packages.
- Communication by providers to be clear - concise & caring.
- Encourage 'friends' network.
- Connect isolated people to senior's group/community group - 50+.
- GP knowledge to be increased of services to support ageing community i.e. Health Pathways.
- Awareness of CCAP Community Care Access Point.
- Not easy to get help in the home - waiting list/criteria.
- Continuity of worker in the home.
- Awareness of Advance Care Planning - including Guardianship i.e. planning what I want.
- Difficult to see a doctor at the clinic.
- Bulk billing the exception now.
- Waiting list to see new doctor up to two years (i.e. your normal doctor retires need to get another doctor).
- Bulk billing in general needs to be maintained.
- Lower co-payment for visits.
- More specialists on the Central Coast for public patients.
- Central point for Community Access information.
- BWP Hospital – understaffed.
- Private patients have easier access.
- Public patient not as good - waiting times gets altered.
- Pain Management Doctor on the Central Coast is not available – we need one!
- Home maintenance.
- Time lapse from discharge from hospital to when services commence.

4.3.1.15 Practical Ideas and actions

- Improve incentives for GPs to come to the Central Coast. Both Councils need to work together to provide incentives.
- Emphasis on prevention - activities that stimulate.
- Chess clubs.
- Internet.
- Debating.
- Singing.
- Tai chi.
- Dancing.
- Location and what activities are happening in Gosford.
- Affordability - \$5.00 visit.
- Advance Care Planning Sessions: need to run sessions for the community – practical.
- GP flexibility - working hours and larger number of GPs - female i.e. work part time?
- Better links with GP and Area Health Service.
- Raise GP awareness of Mental Health in the community and residential aged care facilities.
- A-Z directory of Services (Health) and Community.
- Increase package to community.
- Focus on prevention - how can people self-manage ageing.
- Directory to go out with rate notices/community housing providers.
- Volunteering Central Coast.
- Aged Care Page in phonebook.
- Directory in rates notice.

Where I live

4.3.1.16 What is working well?

- Familiarity with area in which you live keeps you going - many older people can be catastrophic.
- Retirement village on my own - moved into because more remote location/bushfire issue scared in house - very happy - Kincumber - good access to services.
- House one level - happy - want to stay there close to services.

Community Engagement Report

- Retirement village - still has gardens - move from Macs - still close to friends.
- Alternate view - dementia unit - great - could not fault.

4.3.1.17 What could be improved?

- People think outside the square – but prevented from things happening.
- Will Gosford relax 'granny flat' rules – state wide-policy?
- Like to see cheaper way for older people to have fixtures e.g. rails etc. into houses and Council services provided.
- Low rate loans from banks/Council - to assist elderly to adapt houses/building granny flat.
- Hopes to remain in house - level/close to shops.
- People live in big houses - only one person - with housing shortage - Different type of housing to what is available option for 'accommodation' for older people - for people not so active - services such as community bus - line independently - not retirement villages/hostels.
- The close by versus what is right - often don't realise they need it till it happens.
- Planning - lack of footpaths - dangerous for older people - people using road.
- Well planned community management - to provide services.
- Lots of people on peninsula complain about no footpaths - don't understand what asking people to do - too flat - side streets - needs to be appropriately located - main roads - to access transport/shops etc.
- People with certain requirements should understand that they may need to move to appropriate requirements.
- Existing services for adaptability run out too quick in the year - waiting list - need to be more 'available'.
- Better construction for adaptability.
- Cost of living in house needing adaptation/ services.
- Maintenance issue of housing - garden/yard/gutters.
- Need list of suitable tradespeople.
- Concern with retirement village - all old people.
- Need for separation if in 'granny flat' - then issues with money from a family perspective - if invested with one child- inheritance etc., if family want to sell.
- Loneliness of being on own.
- Has aunt in granny flat in yard of daughter - but no contact due to isolated location - has to wait till family come home.
- Footpaths to get around areas - especially main roads/intersections.
- Need line on bike track.
- Need to downsize eventually look for smaller house two beds (not four beds), and a smaller yard.
- Granny flats -privacy with neighbour issues.
- Villa is a good compromise to house still have small house and a small yard - small complexes good.
- Choice of housing important – variety.
- Availability of government services.
- Issue – gardens are harder to look after as you age.
- House is too big - can't manage house and yard - wants to move to villa - husband has activities in garage 'model boats' - needs big garage in villa and accommodate dogs.
- Residential care - nursing homes need to be updated - often short of standards. Not equip to make older persons life safe/secure not design - service provided and quality of life.
- Department of Housing - asked people to move from three bedroom house to small unit - to sell off housing - move long distance - public housing should look at needs of people - need garages - ageing in area - not forced to relocate.
- What is 'low cost' housing? Not all Department of Housing houses.
- Reduce garden area - more lawn -easier/cheaper to get someone to maintain.
- Want to live close to friends/relatives.
- Footpaths needed.
- Footpaths - bike riders need to share better - need dividing line.
- Important to be able to adapt house - but cost involved in this.
- Retirement villages more about profit than community.
- Retirement villages too expensive - need to be affordable.
- Need access to services to stay at home - too long to wait.

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- Have looked at retirement village - only 10% have facilities for dogs and cats – expensive.
- Need retirement villages near their doctor as well as activities.
- Retirement village activities should better target interests.
- Retirement villages - to accommodate grandchildren.
- Community garden/chooks - in retirement village.
- Would not cope on own in house if husband died.
- If have units for older people - need to take them to death - what is built needs to be aware of 'end of life'.

4.3.1.18 Practical Ideas and actions

- Plan houses - so can change into two flats as families age - (this is what they do in Germany - down size in existing house/ neighbourhood - flexible housing design.
- Easy access to community services - housing near services.
- Education about 'flexible housing design' and adaptability.
- Education granny flat regulations.
- Council consider - respite/palliative care within individual communities - near friends so people die within their own community – Indian's call it 'Dying House'.
- Need to teach kids in school - 'respect' for elders - make it easier.
- Granny flat with family - help each other - best of both world.
- What are Council issues with 'granny flats' - social/planning/development?
- Cost of adaptable housing - loan providers providing cheaper loans for adaptability purposes – 'affordable loans'.
- Council should lobby for better adaptability service/cheaper loans etc. - advantage government to keep people independent.
- Young people are not working in community service to help the elderly.
- Council to provide person to assist with design for adaptability – modify existing houses - architect/building designer etc. – 'advisory service'.

Access to Information and Technology

4.3.1.19 What is working well?

- Lives without technology very happily.
- Library is one of our best resources.
- Local newspaper.
- Information is currently provided in a range of forms and that's working well - concern is that future opportunities will be narrowed.

4.3.1.20 What could be improved?

- Access to information in alternate formats.
- Provision of low cost technology.
- Don't like the automated.
- Prefer to talk to a person - over the phone or commuter library is fantastic.
- Community radio and TV (local channel).
- Ability to talk with someone.
- Need to be aware of the people who don't access information electronically.
- Technology can be distancing.
- Make free or low cost courses.
- Opportunities for sharing knowledge/mentoring/info sharing.
- Access to information that is reliable & valid - concern about scams/incorrect info.
- Concerns about all information being only provided electronically.
- Affordability of technology and if it needs fixing or needs upgrading.
- Can be isolating.
- Concerns for future generations.
- Life time learning.
- Knowledge about how to use technology.

Community Engagement Report

- Access to low cost or free technology - but what access is there for the most vulnerable/ those confined to home.
- Scam awareness - need to know what info is available to learn about scams.
- Information available face - to - face - community, loss, social interaction needed.
- Issues though with venue hire U3A - Council should provide free.

4.3.1.21 Practical Ideas and actions

- Central person to contact for seniors information - Senior Adviser.
- Using the newspaper.
- Low cost.
- Access to an older person.
- Empathy.
- Don't overlook mature expertise.
- Participate in community groups & activities.
- Access to info via newspapers.
- Libraries and access to people in the library to help.
- Intergenerational program between school & retirees about how to use computers.
- Use the libraries more for access to info/technology.

Employment and Transition

4.3.1.22 What is working well?

- Gradual transition into FT - PT retirement.
- In community work part time as a choice.
- Volunteering for MH and re-engagement.
- Pace of transition.
- Living with family can help bare the cost.
- Compliments to Gosford Council who have sponsored a lot of wonderful classes.
- Partners and resources already there.
- Over 50's classes good - physical and social benefits.
- Kincumber - walk along the waterfront. Paved, used by lots of people could be with more seats in middle.
- Other walkways also good.
- Good facilities.
- Food markets are wonderful.
- Learnt lots of information from Council.
- Voluntary work.
- New name for Senior Citizens has been a good move.
- Red Cross offer a great range of services - assistance to people living alone.

4.3.1.23 What could be improved?

- Where can you access info you need to re-engage?
- Access info from Lifeline/Coastal Connect.
- Even volunteering requires training e.g. manual handling/OHS.
- Community info centre - community work, access to community support.
- Old labels of charity work.
- Injury may need transition of skills, no compensation, skills etc. but employment may not want to employ 'injury'.
- Low wages - 1% increase for ageing staff phased out by Abbott.
- Work injuries - employers discriminate against injuries.
- Shock of transition - 'Get over it'. Suddenly 'inactive' or unstimulated - depression.
- Financial assistance - funds for basic repairs, how to find trustworthy/reliable tradesmen? 50mp.com, cota.com
- As of 1/8/13 change to CDC (consumer directed care). 2014 Centrelink will take over monetary side of things out of the hands of B.Com Services for self-funded retirees (the provider David

Community Engagement Report

- Hughes from Baptist Community Services), was providing the money per person. In 2014 the money straight to the consumer at private rate costs.
- Voluntary positions - changing rules - too structured, legal/bureaucratic, restrictions e.g. can't just work at school excursions, you need to apply.
 - High profile job - employee - retirement, powerful - no meaning. Used to recognition in the workplace.
 - As a 'pen pusher in a job like government you feel like you lose everything as opposed to builder who can keep using the skills.
 - Losing motivation.
 - How do you pursue your passion?
 - Don't want to sit and be a vegetable. Where do you find the opportunity?
 - Strategy - anticipate policy changes and impact of it on people.
 - Family - boomerang children - financial aspects.
 - Care for grandchildren - awareness of government support?
 - Transition to get info for changing life into government support (how to 'protect' self from being penalised for assets).
 - DOH - limited about how much you can earn (\$100 a week = survival money).
 - If health needs (e.g. allergy) it is difficult to finance self (e.g. not PBS related).
 - Impact of assets.
 - Retirement Villages - are they being put in safe/healthy environments?
 - Care of environment - CDC, are people able to manage their funds, privatisation, employment into the area, development and population growth.
 - Some bosses devalue the community sector (if they come from high power positions into a new sector).
 - Empowered to make own choices by quitting in the face of bullying in the workplace.
 - Structure/pace of transition - entertainment/social - limited funds often not much to do.
 - Financial planning - Centrelink has programs to manage money, well-being and mental health.
 - Employment - transition into retirement is an easier option (it's too hard to find work); older workers have difficult issues in the workplace and need to be supported, no choice but to retire.
 - Future issue will be supporting older adults to continue working (more than supporting people into transition).
 - Little support by employer to upgrade skills to remain competitive in the workplace during transition.
 - Injury - change of dismissal at older age.
 - Volunteering - satisfaction from receiving remuneration, however in terms of practical cost it makes it difficult.
 - Social worker (currently employed) - encourage ageing to find their passion, retirement and healthy ageing forums/community education.
 - Gradual phasing out - full time to part time, part time voluntary and part time work
 - Lack of ability to use skills, can do full time volunteering but get no financial support (e.g. petrol)
 - If I had to pay for things like phone, petrol, train etc., I couldn't afford to volunteer.
 - Communes - people who share social isolation around a community shared experience.
 - Homecare Co-ordinator for 5th Cross (manager) retiring in less than two years - seen a financial planner recently, volunteer in same profession rather than sit around and do nothing.
 - Client - infirmity = losing, control - fear (when sense of self = around health etc.)
 - Holistic impact - control = health, relationship, sense of self.
 - Anticipate policy implications of CDC - vulnerable people dropping through the gap.
 - Impact - under new agreement, clients can demand certain hours.
 - Structural impact upon providers.
 - Diminishing mental capacity - client may find it all too much to manage.
 - Consumers may be unaware of hidden fees (old system may enable six hours care, but under CDC may only have 4 hours after fees).
 - Promote through local paper.
 - Only since I have retired that I have found out what is available - didn't have time when I was working.
 - Transport a big barrier, as is knowing about it.
 - How do we get to people without a positive attitude? - Something in shopping centre e.g. little band of older people.

Community Engagement Report

- Set in ways and some give up.
- In your local area - up to more ongoing people to network with others.
- Even a shift from one suburb to another can be isolating.
- So many things to do - so anyone who can't find something is not looking or doesn't know where to find them.
- Lots of things - but hard to find out about them.
- Hard to access if can't drive or can't afford them.
- Even though things are free - best need to get to them e.g. beach.
- Visited people in Woy Woy Hospital - long period of recovery - they said it would be great to have access to garden during recovery.
- Community gardens? Where are they? Community gardens are good to engage people, import/or people who no longer have a garden.
- Clients go to an exercise class with a physio – mobility.
- Lots of exercise activities - but motivating people to attend is a problem.
- Those providing care in homes need to encourage clients to be more active - staying at home can be a motivation.
- Insurance rules stopping people being involved e.g. running clubs, bushwalking, also affected Active Over 50's Classes.

4.3.1.24 Practical Ideas and actions

- Incentives to improve employment opportunities.
- Phasing out - financial incentives for employers to up-skill staff.
- Dementia - more research money, people to lobby Government for more dementia research - local, state, Commonwealth.
- Activities to promote physical wellness of people with dementia.
- Prevention rather than cure for dementia.
- Body, mind and spirit - clubs that address this - chess, debating, cards, majong.
- Things people can do - crosswords etc.
- Making Senior Centres more attractive - photos in centres always an older age group rather than a mix of ages.
- Cost - keeping prices relevant to pension.
- Council ambassadors - older people in community who are willing to do this, wander in coffee mornings.
- Include laughter in these events e.g. comedy movie.
- Be aware of those around.
- Council provide some training to volunteers. If Council could have a 'senior specialist' - could handle queries - has big picture.
- Recognise older people get more confused than younger people.
- Hold forum like this for people with disabilities.
- Children more aware of needs of older people - teach respect for elders. Children have less contact with older people.
- Challenge for people that aren't working outgoing - encourage these people back into the community e.g. buddy system.
- Turn back the clock - more speaking to neighbours - localised, community based.
- Neighbours Day - take this up.
- Taxi transport to replace when can't drive anymore - known taxi drivers are people, trust and communication.
- Education public - why insurance rules had such an impact - people not so afraid.
- Communication - how to be kind to people, more gentleness, instead of feeling sorry, give a smile.
- After a certain age - don't need to do preventative things anymore - saves money but attitude to ageing.
- Keeping brain active important.
- Having available all the information - a lot of people don't know the question to ask.
- Healthy eating.

Community Engagement Report

4.4 Session 4 Summary

Central Coast Positive Ageing Strategy
Community Forum – Erina Centre
October 29 2013

Health and Wellbeing

4.4.1.1 What is working well?

- A lot of activities are available (clubs, Senior Centres).
- If you are capable - access to the natural environment is positive - pathways have promoted that, parks with exercise equipment.
- Information in newspaper.
- Community garden.
- Seniors Week activities.
- A lot of services available, access to specialists in Gosford Hospital.
- Having a positive attitude (individual) is important to health and wellbeing.
- Environment (beach, walks, wildlife).
- Access to fresh food, markets.
- Important for older people to have pets, especially dogs - noted point raised about residential aged care - not allowing large dogs.

4.4.1.2 What could be improved?

- Coast needs access to more GPs.
- More access to Mental Health Services, especially support groups - where to go?
- More GPs - not necessarily a GP super clinic, more bulk billing.
- Access to more organic food - having that delivered and important.
- More communication on community gardens plus other local activities.
- Need for information, how do we find out what exists (if you can access).
- More affordable activities (Pilates etc.). Some physical activities for older people don't suit 'younger old people' - this also relates to time of the day activities are held. It is off-putting to walk into a space where everyone is on a walking frame.
- Not enough information - need to get it out there!
- Local paper is ok.
- Fear of being left - what happens when my friends pass on. Need to be connected to keep me motivated.
- Shared channel available at their retirement village which has events!

4.4.1.3 Practical Ideas and actions

- Incentives for doctors to come to the area.
- Low cost activities - given the cost of living expenses.
- Activities for young seniors.
- More partnership/linking between projects e.g. Men's Shed - assisting building garden beds.
- Ongoing community consultation/engagement.
- Broader community debate on care directives, euthanasia - difficult conversations. Lobby for changes in legislation.
- Use the headings from the strategy and include reminders on the rates notice about each area/topic.
- Exercise equipment appropriate for seniors in the local park.
- For people who are isolated - need to actually show people, take them out etc. To see what's around, go next door, create phone trees, passing on community news.
- Key partner: Council should play a key role (facilities) groups or connections within the community.

Community Engagement Report

Getting Around

4.4.1.4 What is working well?

- Announcements on trains of the next station stop.
- Great pathway around Saratoga/Davistown, but feel unsafe with the shared use of bikes.
- Pretty good train and bus service.
- Henry Kendal Village has great bus service.
- Ferry service in Etalong is good.
- Public transport drivers are very helpful, friendly & patient (wait for people).

4.4.1.5 What could be improved?

- No public transport at Spencer. No footpaths (even just cut grassed path) at Spencer. Especially difficult when vision impaired. Community transport.
- Wisemans Ferry Road - possible second worst road in the city. Very unsafe - edges gone. Speeding cars.
- Taxi's unreliable. Cancelling when booked. Means missed medical appointments. Community transport - Morning is busy, more reliable in the middle of day.
- Can't get hold of a train timetable. Internet - advertising this in paper that it is on website.
- Parking is not good around hospitals.
- The Ridgeway - flooding and getting cut off. Pothole heaven - never fixed properly. Now very busy road and not designed for amount of traffic. Why are trucks allowed to use the road?
- Need to focus on number of older people in the coming years and how to deal with future transport issues.
- Policing of disabled parking stickers. Report on RTA website.
- Fear of losing licence as public transport is not good. It takes 45 minutes to an hour from Long Jetty or Erina to Gosford. This keeps people at home.
- Needs more flexibility in service - e.g. express buses. Only pick up off track if customer rings.
- No connecting pathways from bus stop, beach etc. Terrigal - Hastings Road.
- Timetables on some bus stop or bus shelters but not all. Ultimate goal is to have these on all.
- Baker Street car park shuts at 8pm.
- Transport services not good after hours and Saturday and especially Sunday.
- Buses don't go from other areas of Gosford LGA, Terrigal / Erina to Etalong along Empire Bay Drive. Cannot get a bus from Terrigal to Kincumber.
- Gosford station Country Link window never open.
- Better education about helping someone who you know should not be driving.

4.4.1.6 Practical Ideas and actions

- NRMA Senior's driving school - encourage people to participate in this.
- Education crossing road & getting around safely.
- Flexible services.

Our Living Environment

4.4.1.7 What is working well?

- Community consultation improved.
- Moved to the Central Coast from Sydney for the village atmosphere.
- Natural environment is well looked after by Council - some areas are well supported.
- COSS needs/ must be retained - very important.
- Biodiversity that supports as well as its own beauty.
- Good groups because of the age - empower people and encourage people.
- Volunteering is very strong.
- People from Sydney are admiring our events - Australia Day.

Community Engagement Report

- Green Central Coast - fundraising, bushwalk. Five Lands Walk - introducing people to the environment.
- Local library can be a very important hub of/for exchange of information (Kariong - Kincumber).
- Gallery and gardens are very beautiful. Bushwalk has weeds - need to have it upgraded.
- Local media communicates stories of local environment and promoting activities regarding biodiversity.

4.4.1.8 What could be improved?

- Sub Station Power Station on the wildlife corridor in Empire Bay - only responded.
- Bureaucracy is overpowering - lip service 70%.
- Council contradictory - environmentally friendly / poison with bad sewers.
- Employment opportunities for 60+.
- Continual contact with one officer who is familiar with your problem - not a faceless bureaucrat.
- Be the guardians of the land.
- Gosford Waterfront - eventual plan not what community agreed on - did not agree on high rise - need to keep waterfront for community - but not against development - what was point of consultation e.g. developers have an agenda - sit on plans till they can do what they want.
- Gosford Waterfront - kept for the people - plan finalized and driven! Length of time has frustrated and confused people - lost faith and hope in Council.
- Grey water system for flushing toilets - for new developments.
- Chinese presence - better communication - not excluded from planning.
- Active overcoming the fears.
- Not enough advertising about events - market better.
- More active involvement of citizens to pass on.
- The news - The waterfront needs to be kept for the people.
- I use the Internet but don't visit the Council website.
- No local newspapers/no Central Coast communication.
- Footpath that is very steep and difficult to use.
- Public toilets are not enough - it is frustrating to find only a few toilets in Gosford too far and few in between.
- Exchange of information - local papers - space that is free is very competitive. You never know if your news is published.
- Development for Gosford and Wyong - only neighbour is north of Wyong - otherwise ocean, forest.
- Water catchment is sacrosanct.
- Develop carefully because our unique identity is closely linked to the natural environment - once gone the natural environment is gone forever.
- Better resourcing for management of National Park - for our children and grandchildren.
- I can remember 75 years ago it was much greener.

4.4.1.9 Practical Ideas and actions

- Council to fund a community space for advertising - in the local paper, internet. Very competitive.
- Advocate - community papers - smaller area of distribution.
- Fast train to Sydney.
- Airport in Peats Ridge - close to Sydney air path on ocean - not over suburbs - employment boost

Community Connections

4.4.1.10 What is working well?

- Seniors clubs are working well - good source of connection.

Community Engagement Report

- Over 50's - twice a year opportunity to be educated or informed - connected with the services available - forum of information.
- Belonging to groups/clubs - finding out through friends or other members.
- University of 3rd Age.
- Keep minds and bodies physically fit - need to keep connected to maintain these.
- WOW girls - connection.
- Community notice boards - both Council and community – good for information.
- Liked opportunity to come to consultation.
- Information via email or mail.
- Keep up process of communicating.
- Getting people together in a group.
- Avoca Theatre does a great job of connecting up.
- Network of communication - most powerful through friends.
- Computer see-saw of some with knowledge and others left behind.
- Inexpensive - Red Cross tele-calls, Vision Australia have good resources, Spencer Hall is great - hub of activities and interaction.
- Use of informal networks (friends and family).
- Isolated communities need to rely on friends and neighbours - plenty of help and attention.
- Mentoring is rewarding but you need support.
- Retirement villages can provide friends and companions.
- Wyong Council's 'new residents' booklet is good.
- Family and friends help you connect - word of mouth.
- Express Advocate has lots of information.
- Wyong Libraries have lots of sources and programs.
- Peninsula Libraries have talking books.
- Larger ageing population will lead to an increase in focus on issues.

4.4.1.11 What could be improved?

- Hard to get info with no internet/phone access.
- Need a system/program to ensure people don't die alone without anyone knowing.
- Not much neighbourhood connection in Saratoga.
- Petrol stations don't help elderly people who have issues filling their car.
- Need programs/projects/opportunities to help join old and young together.
- Advertise and promote the benefits of wisdom and experience.
- Newly located residents can feel isolated - don't know anyone.
- Caring for an elderly parent limits time to connect with others.
- How do we teach young people a sense of community?
- How do we capture the stories/experience of older people?
- Everyone needs take responsibility for community connections.

4.4.1.12 Practical Ideas and actions

- Send out information to everyone over age of 50 about all the services, programs and activities.
- Use email to list what activities are available.
- Share stories/experiences of older residents.
- Information to new residents.

Help and Support

4.4.1.13 What is working well?

- Advocacy/Information
- TARS – website
- ComPaks program through Hospital Discharge
- Home care package - D/ Assist, Personal care.
- Social networking group - i.e. Wow Girls – no age limit
- Community - sense of community (Spencer).

Community Engagement Report

- Men's Shed (Bateau Bay Men's Shed - Residents from Wamberal).
- Toolbox talks to Men's Sheds.

4.4.1.14 What could be improved?

- ACAT - waiting lists!
- Encourage/maintain network of friends.
- Strong communities.
- Hospice services i.e. palliative care.
- Hospital discharges - early hours of the morning, client lived alone.
- Access to services.
- Access to GPs - difficult to get on books.
- Incentives for GPs to come to the Coast.
- Advertising/ Education on advanced care planning.
- Utilise skills of our aged community to support community.
- Difficult to get GPs when new to the area.
- Central Coast needs more GPs.
- Make specific exercise classes (Spencer - i.e. isolated communities).
- More advertising about Medicare Local and Com. Care Access Point.
- More toilets in public areas.
- People living in Mangrove Mountain unable to get CC Express, local TV stations.
- The word 'aged' to be deleted from literature.

4.4.1.15 Practical Ideas and actions

- Communication - to community.
- Access information re: community/health services.
- Veteran affairs.
- Self-help groups.
- Employers to look at employing people in the second-half of their life.
- Neighbourhood networks to be promoted and encouraged.
- Social networking groups - need more!
- Events - twice a year for 50+ - Social Network Event.
- Focus on what you can do.
- 'new residents' packs for new home owners
- Department of Housing - to address information to new tenants
- Exercise equipment in parks for community to use
- Education Advanced Care Planning
- Education Community Care Access Point
- Education about Medicare Local.

Where I live

4.4.1.16 What is working well?

- Retirement village - couple - recently moved in. Renovated when moved in. Move for health reasons. Moved from villa. Services available - bus, activities - and people are good. Like a community but still independent. Happy.
- Small villa East Gosford - near shops - flat - doctors - moved from house - freed up. Does not feel like in retirement village.
- 10ha property with husband in Lower Mangrove - lifestyle choice - good community - but limited facilities - communities make up for it.
- Central Coast environment is important.
- House three bedrooms in Terrigal - good access to bus stop - Hastings Road.
- Live in house with husband near Erina. Important location/amenity/community.
- Live in flat on 1st floor - lives alone - Erina - Karalta Road.
- Important to keep physically and mentally healthy.
- Community support.

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4.4.1.17 What could be improved?

- Difficulty deciding to move into retirement village.
- Cost of retirement villages - prohibitive.
- Public housing - need to think about different types of housing in one area - can move as age but not loose community - but inappropriate areas.
- Purchasing a house is limiting - makes decision to move into appropriate housing difficult.
- Importance of not having to move to different community.
- Adaptable housing - needs to be planned for.
- Environment / COSS Management.
- Agency or group that you can contact - what is available to help me - services, design.
- Need for services at home - repairs - minor modifications - reference service.
- Improve access to information about housing - options, maintenance, services etc.
- All building needs to be designed for disability - don't know when we might become disabled - don't need to be old.
- High use in Gosford - people tend to live there forever.
- Corner lot - lawn mowing of verge - Council should assist where people are aged.
- Footpaths - needed in key areas - co-ordinated approach. All areas.
- Need to plan for adaptable housing.
- New estates should include a variety of housing.
- Interaction of learning between young and old.
- Glenworth Valley Road - shut/locked - gazetted road.
- Need for retirement village on mountain so older people can stay on the mountain, Problem that elderly can't stay on their own property - cannot subdivide off land or build two houses.
- Roads - between Ironbark and Bedlam Corner - bad - need to be improved.
- Infrastructure need to be appropriate for needs.
- Need for small houses to be provided for elderly. In London - 'Council houses' provided for people who can't afford retirement housing.
- Support existing community facilities (e.g. rate exemptions for halls - role of CWA in building/supporting community and building social capital).
- Townhouse with husband - stairs have been an issue recently, but when we bought we thought it was good exercise.
- Choice of houses within same area needed.
- Need to find where to share things.
- Need info on activities/services.
- Important to link with residents/services to allow people to live in own home.
- In England lived in new estate - older people in centre/houses around outside.
- Social networking is important - should be supported by Council.
- Duplicate network groups - in other areas.

4.4.1.18 Practical Ideas and actions

- Information on services for people to assist with maintenance of houses.
- Community to help own community.
- Adaptable housing.
- Housing choice – Council's planning controls.

Access to Information and Technology

4.4.1.19 What is working well?

- Use internet for news.
- Magazine subscriptions for specific information.
- Social clubs good for information.
- Computer clubs good to teach older residents.
- Computer clubs - Kincumber/ East Gosford.
- Mobile library services - Gosford Library.
- Need factor technology costs in line with 'entertainment'.

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- Lack of technology can have positive community benefits - better community connections - write letters when no emails.

4.4.1.20 What could be improved?

- In Spencer information is very localised, no newspapers - local shop has very few, no internet access, no free-to-air TV (only Foxtel) and no mobile phone access.
- Very reliant on friends and neighbours for information, no mobile library access.
- Eyesight issues make it difficult to access information.
- Need a wider range of audio CD's in libraries.
- Need a booklet on services available - Internet can be full of rubbish!
- Knowledge about U3A (University of 3rd Age).

4.4.1.21 Practical Ideas and actions

- What's on guide for events and activities.
- Information on U3A.
- More audio cd's in libraries.

Employment and Transition

4.4.1.22 What is working well?

- Motivation to work – "my mortgage drives me".
- Retirement - more time to discover opportunities (shows, U3A etc.) but are unable to afford them.
- Wow Girls - social networking for community participation.

4.4.1.23 What could be improved?

- Redundancy - inability to retain employment - "I can't get work!"
- Multiple retirements (retire - work - retire...).
- Females have had multiple transitions throughout life (school - family kids - work - retire etc., school - work - kiddies go). Some men have only had half. Females need to mobilise to help the male transition.
- "Who am I" when I don't work anymore - living all your life by a schedule and suddenly there is no schedule.
- 50+ don't need to be isolated on a computer; they need face to face interaction.
- Networking 50+ - 50+ skills as a barter-form of employment.
- It's not just the 70+ that may be invisible; it's the 'invisible structures' of the system.
- Public service is different today (Minister controls the public service).
- "How can you influence an agenda of Government that is so political?"
- What is the connection between business - politics - community/people?
- What strategies does Council have to model supportive retirement processes (e.g. phasing)?
- Changing times - changing attitudes/expectations/understanding of working life.

4.4.1.24 Practical Ideas and actions

- More information forums with organisations 1 - 2 x p/year to connect people.
- People crave conversation - get more forums like this.
- Street parties – "hello neighbourhood".
- Intergenerational programs.

Community Engagement Report

Have a Say –Wyong Forums

- More Consultation would be advantageous.
- Employ or establish an Access Committee – not just for Shopping Centres.
- Precinct Committees should be saved for integration with the community to discuss local issues on a non-political basis and NOT as a PR exercise.
- Need to fix mobility infrastructure like footpaths and kerbside ramps.
- Wyong Shire has no Disability Officer.
- Council needs to work with and audit with those who are actually disabled.
- Let me introduce you to a new phrase in your vocabulary of transport, road development and maintenance, footpaths, kerbside ramps, traffic congestion, and other mobility infrastructure (projects for the control of traffic and pedestrians. That phrase is Mobility Construction. It is a part of infrastructure planning and policy, has long been ignored, and does not exist as a strategy.

Showcase – Wyong Forums

- U3a Central Coast (inc) – 700 members.
- Conducts approx. 140 activities per annum – social, physical and educational.
- Open to all for a modest fee (\$40pa).
- Information at libraries or on internet – Google U3A Central Coast.
- Gorokan mixed Probus Club – meet at Toukley RSL Club on 2nd Tuesday of each month at 10.00am.
- Intergenerational activities show young people Positive Ageing Really WORKS.
- Norah Head Lighthouse – Volunteering and social get togethers, making a difference, small contributions to environmental protection and enhancement. 'Staying young' – exercise.

Have a Say – Gosford Forums

- What sort of ongoing funding will be available to continue to train staff for Aged Care Careers (including up skilling existing care staff).
- What incentives will be made available to Aged Care Services to employ skilled staff and have a commitment to continuing training? In the latest round, the Coast received very limited levels 1, 2, 3, 4 - why was this? What should we do to rectify same, given the ageing population here?
- The survey showed most people want to stay at home but as they age their need for services will increase.
- Chronic pain clinics on Medicare/Bulk Billing.
- To obtain better outcomes requires better strategies we need to think outside the square and focus on prevention rather than cure on all issues connected with the ageing process.
- Awareness that things change towards the end of life e.g. health issues, mobility, dementia issues, euthanasia - all requiring specialised nursing home care.
- Hospital allocating beds specifically for humane treatment of palliative care patients.
- Utilising older people's expertise in ageing issues. Employ older people to deal with an ageing population.
- Compulsory loud bells or horns on bicycles on walkways.
- Could an information centre be made available at central spots in the community, to collect written info on ageing services etc., e.g. libraries, community centres, Senior Citizen Centres, Government buildings etc. please.
- Helping MacMasters Beach Seniors and "not so Senior" with beach access, bus service, for disabled/low income.
- I would like to see an office where all the electricity, phone, insurance etc. 'offers' advertised etc. were looked at by the workers there and information about which are actually the best offers available to us all. Yes!
- The churches don't pay rates. Mangrove Mountain hall and Somersby hall have to pay rates. This is hard work for the community so make our halls rate free. If our halls close down so some of our old support structures will crumble i.e. Country Women's Association. This is what we are here for to encourage people to come together.

Community Engagement Report

Other Questions

- Chinese Theme Park - Wyong - is it going ahead?
- 90% respondents love the natural environment. Is it due to lack of cultural opportunities?

Community Engagement Report

5 SUMMARY OF ENGAGEMENT

This chapter identifies the key information gathered during the engagement phase under each of the theme areas. These priority areas will be reflected in the Central Coast Positive Ageing Strategy.

As the community engagement activities continued and particularly after the World Cafes community forums it became evident that there were some overlaps in some of the theme areas. To reflect the overlaps the original eight theme areas merged into six key areas as outlined below. It is believed that this more clearly prioritises the areas that the Positive Ageing Strategy needs to focus on.

Previous Theme Areas:

1. Health and Wellbeing
2. Getting Around
3. Our Living Environment
4. Community Connections
5. Where I live
6. Help and Support
7. Access to Information and Technology
8. Employment and Transition

New theme areas:

1. Staying Healthy
2. Being Involved
3. Getting Around
4. My Community
5. My Home
6. Transition and Support

Theme 1: Staying Healthy

Incorporates:

- Positive attitudes
- Physical activity
- Mental health
- Diet and lifestyle
- Leisure and recreation
- Prevention and health promotion
- Access to affordable and appropriate health care

Theme 2: Being Involved

Incorporates:

- Volunteering/mentoring
- Community activities
- Lifelong learning
- Information and networks
- Friends and family
- Affordability
- Culture and entertainment
- Libraries
- Access to technology

Theme 3: Getting Around

Incorporates:

- Reliance of car
- Road safety education
- Licence retention
- Public transport (including access to, affordability and alternative options)
- Community transport
- Parking
- Mobility and disability access

Community Engagement Report

- Shared pathways/ roads/footpaths

Theme 4: My Community

Incorporates:

- Access, enjoyment and protection of the natural environment
- Environmental amenity
- Sustainable development and population growth
- Built environment
- Proximity to Sydney and Newcastle
- Access to facilities and spaces for leisure, recreation, arts, culture, entertainment and retail
- Perceptions of safety

Theme 5: My Home

Incorporates:

- Ageing in place
- Housing affordability
- Housing choice
- Adaptable housing/home modification
- Maintaining home and garden

Theme 6: Transition and Support

Incorporates:

- Transition to retirement
- Financial support/financial planning
- Retraining /training opportunities/rebranding older employees
- Benefits of older employees
- Employment opportunities
- Aged care support services

Staying Healthy

The maintenance of health and fitness is paramount to achieving a positive attitude towards ageing. It allows for active participation in leisure, creative and sporting activities, social engagement and a sense of purpose within society.

Many involved within the development of the Strategy indicated a strong correlation between good physical and mental health - remaining physically active kept the mind engaged as well, and an interest or hobby that required mental input usually had a physical component.

Adequate and affordable access to services and leisure opportunities were also important to maintaining health and wellbeing. Our geographical location serves our ageing population well in the sense we are close to the major population centres, Sydney and Newcastle, allowing relatively easy access to a multitude of services, events, attractions and activities.

We also reside in an area of great natural diversity, our beaches, waterways and bush land are much valued by our ageing population (indeed many retire to the region attracted by our natural environment), and an appreciation of the great outdoors provides ideal opportunities for physical activity.

Lifestyle and diet play a large part in determining our level of health and wellbeing as we age. While our location and level of recreational opportunities assist in creating a positive environment in which to maintain an active lifestyle, diet is a more problematic issue which is somewhat dependent on the individual socio-economic circumstance. For many living alone or on a fixed or low income, the temptation to save on food costs, reluctance to prepare fresh meals or reliance on cheap take away meals can lead to health problems regardless of exercise levels.

Community Engagement Report

Being Involved

A sense of belonging, of feeling part of a community and maintaining links with friends and family, was another major feature of retaining a positive attitude to ageing. Consultations also indicated a strong connection between maintaining health and wellbeing and remaining engaged in life led people to feel more positive about ageing.

There were abundant opportunities for social interaction with a plethora of sporting, cultural, creative and social organisations to participate in. We also have a strong and growing culture of volunteering in the region with many wishing to assist others within their community as their quota of spare time increased in retirement.

Our region currently has a reasonable supply of 'senior specific' facilities, with strong membership and attendance numbers.

However consultation and research indicates these facilities will need adapt to the changing nature of retirees locally and broaden their activities, opening hours and services to meet a growth in demand and expectations of our ageing population.

Libraries were a valued resource for this demographic but will also need to broaden their scope and services if they are to keep pace with expected change. The whole concept and appreciation of 'life-long' learning was also evolving, and an increasing number of retirees were both looking to advance their skills and knowledge, and utilise their accumulated wisdom to assist others within the broader community.

Strong communities always have a myriad of strong internal networks – places people turn for help, support and general information which are often never formalised or structured. Our ageing community is no different, and access to general information was a consistent topic throughout the engagement phase.

To a large degree responses to the level of satisfaction with information options related to the level of connection one feels within community. For those engaged and active, information appeared available and accessible, for those somewhat disconnected and isolated, gathering information appeared more problematic. All respondents though would benefit from a more cohesive approach to accessing information and scope certainly exists to better educate the community on where to go to find what information is available.

To some degree a similar situation appears to exist within perceptions of community safety. While some respondents indicated they felt this area was of concern, there was little direct evidence or data collected to indicate any significant issue. In a sense it may be more of a perception of safety concerns in general, without any tangible impact on our resident's lifestyle. Again a conclusion could be drawn that those connected and engaged within the broader community did not feel it was a major issue, while for those isolated and living alone, a sense of vulnerability may manifest itself in a fear for one's safety.

The rapid pace of technological change was an issue to many, particularly retirees. Whether learning about new gizmos and gadgets or navigating the confused landscape of prices and plans – while many wish to embrace technology and the benefits it can bring, education and advice specifically designed for the ageing was highlighted as an issue that needed addressing.

Naturally – ongoing interaction with family and friends is a vital component for all society and its importance does not diminish as we age. Across a variety of themes those who felt supported and part of their family and community were more open and receptive to the positive aspects of ageing. An ongoing challenge will be to assist those who do feel isolated to re-engage with the rest of society.

Community Engagement Report

Getting Around

A large percentage of our local ageing population rely heavily on private motor vehicles to get around. To some degree our topography, which limits current public transport routes and will hamper any major expansion, will ensure this situation remains for the foreseeable future.

A heavy reliance on private vehicles ensures issues related to this form of conveyance are also of significant interest to our residents. Specifically retaining ones license once the mandatory retesting age approaches and ensuring the availability of reserved or suitable parking places meets demand. Information collected through the community consultation phase indicated there was a growing gap in this area in particular, and provision of dedicated parking spaces remained somewhat static while the demand grows.

There appeared to be a general acceptance that public transport services, while not available, suitable or relevant to all, were regarded as adequate and well utilised by those for whom it's a viable option.

Away from the roads and rails, the Central Coast area is reasonably well served with shared pathways, cycle ways and the like, and the growth and focus locally on this area in recent years has produced some quality outcomes. However as much of the more urbanised areas within the region have been settled for many years - significant access issues still remain, particularly for those with mobility constraints, and many will be complex and problematic to overcome.

My Community

Overwhelmingly those surveyed expressed a deep and abiding connection to their living environment. Many expressed satisfaction with their quality of life in the region and our natural geographic beauty would appear to assist in this area with many feeling deeply connected to their environment.

The level of respect for and ownership of the natural environment, perhaps unsurprisingly, manifests itself in a strong desire for future development to be sustainable and in keeping with the amenity of a village type lifestyle so valued by our over 50's.

Many regard the combination of a more laid-back, rural lifestyle; the easy access to world class natural spaces; a climate that is temperate and predictable, and the close proximity to the State's two largest cities as an ideal combination for a retirement location.

Our physical environment, while urbanised, still retains the benefits of "village" life whereby people feel connected and engaged with others around them. In addition the region has a strong network of facilities (both public and private) well suited to those of retirement age.

The continual provision of appropriate and accessible services to our ageing population though will certainly require adequate planning and resourcing to ensure we keep pace with growth, and new services are located in the areas that need them the most.

My Home

Perhaps surprisingly a large number of residents consulted (almost 75%) through the engagement phase indicated that they were confident they were well placed for their future years in their current housing configuration.

Many considered the Central Coast remained reasonably affordable and with adequate housing choices, although this may reflect a reasonably high percentile of retirees relocating from areas like Sydney with significantly higher comparative real estate values.

Retirement based housing options that were not specifically stand-alone dwellings were in demand, as were options for those on a very low income. The projected growth in our ageing population will fall across all socio-economic spectrums and some housing options currently in demand will remain difficult to source into the future. The Wyong LGA in particular with green field land suitable for development has scope to attract and house the ageing demographic but demand may well still outstrip supply in the immediate future.

Community Engagement Report

The demand for granny flats and shared accommodation options will likewise grow. Evidence, some direct, some anecdotal, was uncovered that indicates a degree of unregulated housing occupancy may exist. Specific regulations related to granny flats and multiple occupancy arrangements are complex and it appears some may avoid navigating this area by sourcing larger dwellings or dwellings with suitable "sheds" to serve their immediate purpose.

Given the growth of aged care housing options may not keep pace with demand, a universal acceptance of the value of ageing in place, and future changes in federal regulations to encourage more home-based care options - local planning regulations specific to secondary dwellings such as granny flats may need be amended to help offset demand and reduce unregulated or unapproved growth.

Various reforms over the last few years have also created a gap in housing options for those aged between 50 and 65 years suffering from poor mental health or addiction complications. The general move to house this demographic in a more community-based configuration, while perhaps well intentioned, has had an effect in certain areas of the over fifties housing market. Residential parks in particular have flagged a growing demand for accommodation in this area with little scope to successfully integrate within their current operational models.

Transition and Support

In general our region currently has a reasonably adequate level of support services. Information gained through consultation with the private ageing sector, most of who operate across the State and nationally, would indicate the Central Coast is better served than most other regions, although lagging behind the major cities.

Our close proximity to Sydney does increase our access to specialist services but access to those services for people with transport difficulties will remain a struggle.

There currently exist localised specialist services to assist with home and garden maintenance and further growth in this area will occur as demand increases.

While access to general information has been addressed in a section above, many respondents (particularly those working in the broader aged care sector) have expressed frustration with the lack of a holistic portal or system to advise on the myriad of help and support options available. The sheer complexity of services, options, payments and providers to some extent ensures this area is a vexed one with no immediate or easy fix, but countless direct examples provided throughout the engagement phase would indicate it is an area likely to get more complex as a shift to a more self-serve, user pays system unfolds for aged care services over the coming years. This topic has been a significant and constant area of concern throughout the engagement phase.

Nationally we face major hurdles to keep people in the workforce as they age. People over 50 who lose their job currently have a huge task ahead of them to re-join the workforce, and the Central Coast is no different. Some companies though see value in this demographic of employees – they are generally stable, punctual and reliable, have little time off and have an accumulated knowledge not always utilised.

An area not yet well explored locally is how we can match the growth in our age care sector with the employment ambitions of those in a similar demographic. Whilst it's acknowledged as an industry without particularly high wages, people over 50 may be well suited to caring for others and connecting those of pre-retirement age with the aged sector could have other social benefits apart from income generation.

The major structural changes ahead for aged and residential care operators will see a significant shake-up from the current situation. A move to fewer providers with larger operations will provide opportunities and hopefully stimulate innovative approaches to service delivery as operators will need provide a more holistic range of services to compete in the market.

Community Engagement Report

It is an obvious conclusion to propose that those who are financially secure as they approach retirement age are best placed to enjoy their ageing experience. While changes to superannuation structure should ensure most people in the future will have some nest-egg to rely on this will not be the case for all, and is not currently everyone's reality either.

Throughout the consultation process, across most of the themes, those who have planned for their retirement tend to have the best chance of ageing in a positive fashion. Whether prudent financial management, maintaining health and fitness throughout their life, having interests and hobbies to pursue when paid employment diminishes, or transitioning into retirement connected and engaged with society, it's important to convey the significance of maintain good life practices from an early age.

The challenge we face as a society, both ageing and in general, are how we assist those who need help with these areas.

To address many of the issues raised it is important that partnerships are established with older people themselves, and that communities and government support this approach to ageing. Our seniors play a vital role in our community and it is important to recognise and respect the significant contribution older people make and the need to work in partnership with other key stakeholders to best support people as they age.

Wyong and Gosford Councils will endeavour to make the Central Coast a place where older people feel valued, safe and fulfilled, are able to actively participate in community and public life, and where people have a sense of belonging and connection to friends and family. Council wants people living on the Central Coast to have a high level of well-being, and that our community is inclusive and age-friendly and promotes independence and dignity of people of all ages.

Community Engagement Report

6 APPENDICES

Appendix 1 Community Survey

About Your Involvement

18. How are you involved in the community and how often do you participate in these activities?

never *once in a while* *often* *very often*

Special interest/hobby group

Sporting group

Social club

Service club

Church group

Environmental groups

Education/studies

Help out as a volunteer

Friends and family

Visit or help a neighbour

Attend local community events

I don't feel connected

Other

I don't want to be involved

19. What would be the best way for you to get information about what's happening in the community on local services, facilities and activities? (tick all or none)

By Mail Senior citizens centre/50+ Email

Newspaper Senior & learning centre Internet

Radio Libraret Social Media eg Facebook

Television My local GP Other

20. Do you have any other comments or issues Council should consider in relation to positive ageing on the Central Coast?

Thank you for your time to complete this survey.

Please return your survey by 14 June 2013.
 In the reply paid envelope attached.
 On Hand in the survey at Gosford and Wyong Councils Customer Service Centres, Libraries or Senior Citizens Centres/50+ Leisure & Learning Centres.
 OR Complete on-line at <http://consultation.wyong.nsw.gov.au> or www.livewyong.gov.au/
 Positive Ageing Strategy

Optional to complete:

Yes I would like to be involved further in this project

Yes I would like to enter into the draw to win a prize up to the value of \$500

Name

Address

Phone

Email

With support from the NSW Government and the Central Coast Council

With support from the NSW Government and the Central Coast Council

1881 Street, Gosford NSW 2250 or 1881 Street, Wyong NSW 2259
 Printed by Gosford City Council 48 Mares Street Gosford NSW 2250 April 2013



Planning for an ageing community

If you are aged 50 years and over and live on the Central Coast, Gosford and Wyong Councils need your input



Community Engagement Report

Central Coast Positive Ageing Strategy

Community Survey

If you are aged 50 years and over and live on the Central Coast
Gorford and Wyong Councils need your input.

Please note all information will remain strictly confidential.

About You

1. Age
 50-54 55-64 65-74
 75-84 85 and over

2. Gender
 Male Female

3. Which country were you born in?

4. Are you Aboriginal or Torres Strait Islander?
 Yes No

5. In which suburb do you live?

6. How long have you lived on the Central Coast?

7. I live with (tick all that apply)
 my spouse/ partner my child/ren
 my parents I live alone
 my friends
 other

8. What is your current housing situation?
 I fully own my home
 I am still paying a mortgage
 I rent privately
 I rent from public housing
 I live in a nursing home
 I live in a retirement village
 I live in a residential park/mobile home village
 Other

9. Do you feel your home will be suitable for you in the next 10 years?
 Yes No
 (If no, can you tell us what your housing needs will be in the next 10 years?)

10. Do you use the internet?
 Yes No

11. What is your current employment status?
 Working full time Retired
 Working part time Student
 Volunteer
 other

12. Are you a carer for another person?
 Yes No

13. What transport do you use to get around?

About Positive Ageing

14. What are the five (5) most important factors for you to live a happy and healthy life? (tick 5)

<input type="checkbox"/> Good health	<input type="checkbox"/> Employment
<input type="checkbox"/> Being physically active	<input type="checkbox"/> Volunteering
<input type="checkbox"/> Interactions with friends and family	<input type="checkbox"/> A safe living environment
<input type="checkbox"/> Access to affordable transport options	<input type="checkbox"/> Financial security
<input type="checkbox"/> Access to health and support services	<input type="checkbox"/> Being valued and regarded
<input type="checkbox"/> Access to a range of community, leisure, recreation, arts and cultural opportunities	<input type="checkbox"/> Ability to contribute to the community
<input type="checkbox"/> Accessible outdoor spaces and buildings	<input type="checkbox"/> Suitable and affordable housing
<input type="checkbox"/> Education and lifelong learning opportunities	<input type="checkbox"/> Other <input type="text"/>

15. What are three (3) benefits of getting older?

16. What are three (3) things about the Central Coast that make it a great place to live?

17a. What challenges do you currently face? (tick all that apply)

<input type="checkbox"/> Maintaining health and fitness	<input type="checkbox"/> Lack of information/awareness of local facilities, services and activities
<input type="checkbox"/> Being able to live independently	<input type="checkbox"/> Transition from employment
<input type="checkbox"/> Lack of community events or activities	<input type="checkbox"/> Ability to maintain my home and garden
<input type="checkbox"/> Lack of transport	<input type="checkbox"/> I don't feel part of the community/I feel socially
<input type="checkbox"/> Mental/physical issues	<input type="checkbox"/> Financial pressures
<input type="checkbox"/> Access to health and support services	<input type="checkbox"/> Community attitudes about older people
<input type="checkbox"/> Housing affordability/appropriate housing	<input type="checkbox"/> Concerns about safety
<input type="checkbox"/> Access to community, leisure, recreation, art/culture facilities	<input type="checkbox"/> Other <input type="text"/>

17b. What would help you with these issues?

Community Engagement Report

Appendix 2 Sector Survey

This survey was distributed through the CCADA network via email using survey monkey. The survey was as follows.

Welcome to the Aged Services Sector Survey for the Central Coast Positive Ageing Strategy

Gosford and Wyong Council's invite Service Providers to complete the following survey to assist with the development of the Central Coast Positive Ageing Strategy. The Strategy will identify the opportunities and challenges of an ageing population on the Central Coast and provide direction for planning and service provision to better meet the needs and aspirations of those aged over 60 in our community.

The aim is to support older residents' lead healthy, active and independent lives, enhancing their participation in the community and quality of life.

All information in the survey will remain confidential. Information from the survey will be collated and analysed to identify key opportunities and issues in relation to ageing.

1. What is your organisation name?
2. What does your organisation offer to older people on the Central Coast?
3. What geographical area do you service?
4. What does positive ageing mean to your organisation?
5. As an organisation, what do you think contributes to a person's ability to age positively on the Central Coast?
6. As an organisation, what do you think challenges a person's ability to age positively on the Central Coast?
7. What are the main opportunities that will arise on the Central Coast from having an ageing population?
8. What are the three key challenges facing the aged services sector (service providers / government agencies etc.) on the Central Coast?
9. What are the three main strengths of the aged services sector on the Central Coast?
10. What programs / facilities / services, that you are aware of on the Central Coast, are well resourced?
11. Can you identify what and where the gaps in programs / facilities / services for older people on the Central Coast?
12. How will your organisation plan to meet the needs of our ageing population?
13. What key actions would you recommend be undertaken to better support older people living in our community now and in the future (including by community agencies, government agencies and the wider community)?
14. Do you have any other comments?

Thank you for completing this survey.

For further information regarding the Central Coast Positive Ageing Strategy please visit www.wyong.nsw.gov.au or www.haveyoursaygosford.com.au/positive-ageing-strategy

Community Engagement Report

Appendix 3 Fact Sheet



Central Coast Positive Ageing Strategy

Planning for an ageing community

FACT SHEET

What is the Central Coast Positive Ageing Strategy?

Gosford and Wyong Council's are developing a Strategy to identify the opportunities and challenges of an ageing population on the Central Coast. The Strategy will provide direction for planning and service provision to better meet the needs and aspirations of older people in our community.

Why are we developing this Strategy?

The Strategy is being developed in response to the ageing of the Central Coast's population. 25% of the Region's population is aged 60 years and over and it is projected that the number of people aged over 60 will increase by about 15,000 over the next 10 years.

The aim is to support older residents' lead healthy, active and independent lives, enhancing their participation in the community and quality of life.

Who is developing the Strategy?

The Strategy is being developed as a regional project by Gosford and Wyong Councils. We will be working in partnership with service providers, government organisations and the community.



With support of NSW Office for Ageing and Local Government NSW

Community Engagement Report

How can residents be involved?

Residents aged 50 years and over are invited to complete a survey either hard copy or on-line. Over the next 3 months Council staff will also be holding focus groups and conversations with older people, community groups and service providers.

How can people fill in a survey?

Residents can either pick up a survey at Gosford & Wyong Council's Customer Service Centres, Libraries or Senior Citizen Centres/50+ Leisure and Learning Centres

OR

Complete on-line at

<http://consultation.wyong.nsw.gov.au>

OR

www.haveyoursaygosford.com.au/positive-ageing-strategy

When does the survey close?

The survey will close on Friday 14 June 2013

How will the information be used?

All information will remain confidential. Information from the survey will be collated and analysed to identify key opportunities and issues in relation to ageing. This information will assist in planning and setting priorities for an Action Plan.

Further information:

Please contact Kerrie Forrest at WSC 4350 5194 or email forrestk@wyong.nsw.gov.au or Fiona Morrison at GCC 4323 8814 or email fiona.morrison@gosford.nsw.gov.au



Community Engagement Report

Appendix 4 Posters

Central Coast Positive Ageing Strategy



Planning for an ageing community

If you are aged 50 years and over and live on the Central Coast, Gosford and Wyong Council's need your input.

Pick up a survey at:
Gosford and Wyong Council's Customer Service Centres, Libraries or Senior Citizen Centres/50+ Leisure & Learning Centres.
OR

Complete on-line at:
<http://consultation.wyong.nsw.gov.au>
www.haveyoursaygosford.com.au/positive-ageing-strategy



For further information visit www.wyong.nsw.gov.au or phone 4350 5555 or visit www.gosford.nsw.gov.au or phone 4325 8222

With support of NSW Office for Ageing and Local Government NSW

Community Engagement Report



Central Coast Positive Ageing Strategy

Planning for an ageing community

If you are aged 50 years and over and live on the Central Coast, Gosford and Wyong Council's need your input.

Complete on-line at:
<http://consultation.wyong.nsw.gov.au>
www.haveyoursaygosford.com.au/positive-ageing-strategy

Pick up a survey at:
Gosford and Wyong Council's Customer Service Centres, Libraries or Senior Citizen Centres/50+ Leisure & Learning Centres.
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For further information visit www.wyong.nsw.gov.au or phone 4350 5555 or visit www.gosford.nsw.gov.au or phone 4325 8222

With support of NSW Office for Ageing and Local Government NSW

Community Engagement Report

Central Coast Positive Ageing Strategy



Planning for an ageing community

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For further information visit www.wyong.nsw.gov.au or phone 4350 5555 or visit www.gosford.nsw.gov.au or phone 4325 8222

With support of NSW Office for Ageing and Local Government NSW

Community Engagement Report

Appendix 5 Media Release World Cafes

Joint Media Release



xx October 2013

Central Coast Positive Ageing Strategy

Community Forum

Wyong Shire and Gosford City Councils have been working hard to develop a Positive Ageing Strategy in response to the ageing population of the Central Coast region and are once again asking for input from residents.

The aim of the strategy is to help older residents' lead healthy, active and independent lives as they age, enhancing participation and quality of life.

"More than a quarter of Central Coast residents are aged over 60 years and going by the trends shown in census statistics this number is only going to increase," Wyong Mayor Doug Eaton said.

"We have to plan now for this shift in demographics, which will bring with it a range of challenges and opportunities for our community.

"By developing this Strategy we are providing direction not only to both Councils but other levels of Government and peak groups to guide effective planning and service provision."

As part of this strategy, residents over 50 were asked earlier in the year to provide their ideas on how both councils can collectively work to support older residents.

Mayor of Gosford City, Councillor Lawrie McKinna said that the next step in this process was creating a community forum to workshop these ideas and discuss how they can be implemented moving forward.

"We have received over 2500 submissions in recent months regarding our *Positive Ageing Strategy*, providing a great insight into issues effecting our ageing population.

1

Community Engagement Report

"Now we are looking for residents aged 50 and over to participate in our *World Café* - a community forum that will identify the key needs of our ageing population and determine who within our community can assist in making these outcomes a reality," said Cllr McKinna.

Councillor McKinna added that he was looking forward to seeing the working group share ideas in an open and honest forum.

"This is a fantastic initiative that sees both councils working together for the benefit of our region and I look forward to seeing the positive results that come from these forums," said Cllr McKinna

The World Café Community Forums will be held on:

Tuesday October 29th

10am - 1pm and 6pm - 9pm

Wyong Council Civic Centre, Hely St Wyong

Contact: Jane Jacobs, Wyong Shire Council,
jacobsj@wyong.nsw.gov.au or 4350 5449

Thursday October 31st

10am - 1pm and 6pm - 9pm

The Erina Centre, Erina Fair, Eastern Road Erina

Contact: Integrated Planning, Gosford City Council
worldcafes@gosford.nsw.gov.au or 4325 8337

Spaces on the World Café Community Forums are limited so please RSVP by Friday 25 October 2013.

For further information on the Strategy or receive email updates on the project, contact Gosford Council on 4325 8222 or Wyong Council on 4350 5555.

-Ends-

For media enquiries contact;

Gosford City Council's Communications Unit – 4325 8262.

Wyong Shire Council's Communications Unit – 4350 1667.

Gosford City Council
Leading to the future

Communications Unit
Telephone: 4325 8262

Central Coast Positive Ageing Strategy

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Community Engagement Report

Appendix 6 Add World Cafe Forums

Central Coast Positive Ageing Strategy

If you are aged 50 years and over and live on the Central Coast you're invited to a

Community Forum

to plan for an ageing community

More than 2500 residents have told us what is important to them to be able to age well.

We are now seeking your help to:

- share these ideas
- identify what we can do and plan for
- determine who can assist to make things happen

Tuesday October 29th
 10.00am - 1.00 pm and 6.00pm - 9.00pm
 Wyong Council Civic Centre, Hely St Wyong
 Contact: Jane Jacobs, Wyong Shire Council,
jacobsj@wyong.nsw.gov.au or 4350 5449

Thursday October 31st
 10.00am - 1.00 pm and 6.00pm - 9.00pm
 The Erina Centre, Erina Fair, Eastern Road Erina
 Contact: Integrated Planning, Gosford City Council
worldcafes@gosford.nsw.gov.au or 4325 8337

Spaces are limited. **RSVP by October 25 2013.**

With support of NSW Office for Ageing and Local Government NSW






Community Engagement Report

Appendix 7 Posters World Cafe

Central Coast Positive Ageing Strategy

If you are aged 50 years and over and live on the Central Coast you're invited to a

Community Forum

to plan for an ageing community

More than 2500 residents have told us what is important to them to be able to age well.

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 The Erina Centre, Erina Fair, Eastern Road Erina
 Contact: Integrated Planning, Gosford City Council
worldcafes@gosford.nsw.gov.au or 4325 8337

Spaces are limited. **RSVP by October 25 2013.**

With support of NSW Office for Ageing and Local Government NSW





Community Engagement Report

Central Coast Positive Ageing Strategy

If you are aged 50 years and over and live on the Central Coast you're invited to a *Community Forum* to plan for an ageing community

During the last few months over 2500 Central Coast residents have had told us what is important to them to be able to age well.

We are now seeking your participation in a forum to:

- share these ideas
- help identify what we can do and plan for
- determine who can assist us to make things happen

Session Times:

Tuesday October 29th 10.00am - 1.00 pm and 6.00pm - 9.00pm

Wyong Council Civic Centre, Hely St Wyong

Thursday October 31st 10.00am - 1.00 pm and 6.00pm - 9.00pm

The Erina Centre, Erina Fair, Eastern Road Erina

Places are limited so be sure to **RSVP by October 25** for your preferred session-

Wyong Sessions - Jane Jacobs, Wyong Shire Council,

jacobsj@wyong.nsw.gov.au or 4350 5449

Gosford Sessions - Integrated Planning, Gosford City Council

worldcafes@gosford.nsw.gov.au or 4325 8377

With support of NSW Office for Ageing and Local Government NSW

Printed by Gosford City Council, 49 Mann Street, Gosford NSW 2250 October 2013










Central Coast

Healthy Ageing Resource





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	Explore some of the Coast's amazing spots...	
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	Staying in your own home or "ageing-in-place" is a priority for the majority of older people.	
	Transition and Support	45
	There are lots of benefits to staying in the workforce longer.	

This resource has been developed by Gosford City and Wyong Shire Councils as part of the Central Coast Positive Ageing Strategy. It provides useful and practical information, including tips and hints to assist residents to maintain well being as you get older. It has been designed to encourage and enable older residents to be active and involved in the community as well as providing useful links to support services.

The resource focuses on six priority areas that local residents told us were important to support them as they age; Staying Healthy, Being Involved, Getting Around, My Community, My Home, Transition and Support.

The Central Coast Positive Ageing Strategy was adopted by both Councils in 2014 and the overall aim is to support older residents to lead healthy, active and independent lives as they age, enhancing participation and quality of life.

This project has been undertaken with support from NSW Office of Ageing and Local Government NSW as part of the Age-Friendly Community Local Government Grants Scheme.

To find out more about the Central Coast Positive Ageing Strategy: **www.gosford.nsw.gov.au** or **www.wyong.nsw.gov.au**

Gosford City and Wyong Shire Councils would like to acknowledge the traditional owners of the land and pay our respects to the elders past and present.

Positive Ageing is:

Maximising the quality of life and well being of older people.





Staying Healthy

STAYING HEALTHY

When you live in a place as beautiful as we do it's easy to get outside and enjoy it. So get moving, enjoy life and have fun!



STAYING HEALTHY



5

Great reasons to be active at any age!

It is never too late to be active. Regular physical activity provides a range of benefits, regardless of age, ability, or health.

Tips for keeping you active:

- Try to get **30 minutes** of moderate exercise on most days. Just start with 10 minutes and **build up slowly**.
- You can try walking, cycling, walking the dog, tennis, dancing, water aerobics, golf, **exercise classes** or swimming.
- **Strength exercises** for strong muscles and strong bones. Weight training (you can buy some dumbbells and use them at home), lifting and carrying groceries, taking the stairs instead of the lift, moderate yard work (digging, pruning), calisthenics (e.g. push ups and sit ups).
- Try to **maintain movement** like reaching, bending and stretching.
- **Balance activities** to keep you steady on your feet and prevent falls

Source: www.health.gov.au

i Handy numbers and websites:

- **Active Over 50 Exercise Programs** are run by Central Coast Local Health District. Phone: 4320 9700 or visit: www.healthpromotion.com.au
- **Heartmoves** is a low intensity exercise program, designed for people who are living with health conditions. Phone: 1300 362 787 or to locate a program go to: www.heartmoves.heartfoundation.org.au
- **NSW Health's** website for some ideas and resources: www.activeageingaustralia.com.au
- **Walking for Pleasure:** To find out what's on locally contact Sport and Recreation on 13 13 02 or visit www.dsr.nsw.gov.au
- **Health Coaching Service:** Run by NSW Health Phone: 1300 806 258 or www.gethealthynsw.com.au
- **Active & Healthy Website:** www.activeandhealthy.nsw.gov.au

Important things to remember **about your diet**

- Eat **three meals a day** to provide all the nutrients your body needs.
- **Snacks** are important for people who have a poor appetite.
- Eat plenty of **wholegrain cereal** like bread and pasta. They satisfy hunger for longer and help people with diabetes maintain blood glucose levels.
- Get enough **vitamin D** (about 10 to 15 minutes sunlight each day).
- Eat a diet **low in saturated fat and trans fatty acids** as these fats increase the risk of heart disease, a heart attack and stroke.
- **Omega 3** fatty acids are anti-inflammatory and cholesterol lowering. Find them in oily fish, walnuts and canola oil. Eating oily fish twice a week would be good.
- Drink **plenty of fluid** throughout the day.
- Use **less salt** as it will help to control blood pressure.
- Use added **sugar in moderation**.

Information condensed from the "Eat Well for Life" resource: kindly printed with permission from Central Coast Local Health District

Handy numbers and websites:

- **Central Coast Local Health District Nutrition Department**
Phone: **4320 3691**
- **Cooking for You and Me**
www.centralcoasthacc.com.au/resources.php?c=72
Easy meals and cooking ideas for nutrition and enjoyment.
- **Diabetes Centre Gosford Hospital**
102 Faunce Street West, Gosford.
Phone: **4320 3321**



Health
Central Coast
Local Health District

Other helpful health Information

- **eHealth records: *Helping older Australians better manage their health***
Until now, health records have been mostly stored in different locations with little connection to each other. An eHealth record system will have all your important health information in one place.
Phone: 1800 723 471 or visit www.ehealth.gov.au
- **Medicine Line – 1300 633 424 (cost of a local call)**
Find out: how particular medicines work, how to take medicines, side effects, interactions with other medicines and storage of medicines.
- **Australian Hearing**
Australian hearing provides hearing services to client's eligible under the Australian Government Hearing Services Program.
Phone: 1300 412 512 or visit www.hearing.com.au
- **Eleanor Duncan Aboriginal Health Service**
Providing culturally appropriate Aboriginal Health Services on the Central Coast
Phone: 4397 7700 or visit www.yerin.org.au/healthservices.htm
- **Better Health Self Management**
Learn how to manage your chronic condition.
Phone: 4344 8496
- **Try to have a regular General Practitioner (G.P.)**
That you visit or at least a regular practice



Brain Health

There is a strong relationship between good physical health and mental health - remaining physically active keeps the mind engaged as well, and an interest or hobby that requires mental input usually has a physical component.

Leading a brain healthy life may reduce a person's risk of developing dementia later in life.

- **Look after your heart** – there is an increased risk of dementia as a result of conditions that affect the heart or blood vessels. This includes: blood pressure, cholesterol, type II diabetes and obesity.
- **Physical activity** – exercise gives our brain a health boost.
- **Mentally challenge your brain** – learn something new. Challenging the brain with new activities helps to build new brain cells and strengthen connections between them.
- **Follow a healthy diet** – your brain needs a range of nutrients to function properly. What you eat can affect your brain.
- **Enjoy social activity** – being social is mentally stimulating and may contribute to building brain reserves which then contributes to a lower dementia risk.

Information condensed from Alzheimer's Australia website: www.yourbrainmatters.org.au



Handy numbers and websites:

- Download the FREE Brain App from **Alzheimer's Australia**
www.yourbrainmatters.org.au/download-brainyapp-today-free
- **National Dementia Helpline**
Ph 1800 100 500

Outdoor Fitness

If you're active and looking for something different why not try the outdoor fitness equipment located in the following parks:

Wyong Shire:

- Picnic Point Reserve south of the hotel car park, The Entrance
- Chittaway Point Reserve North (designed with older people in mind)
- EDSACC Park Bateau Bay, Central Coast Highway
- Colongra Bay Reserve, Lake Munmorah
- The Cottage at Debra Anne Drive, Bateau Bay

Gosford City:

- Wamberal Park, Wairakei Road, Wamberal
- Broadwater Park, Seabreeze Avenue, Kincumber
- Umina Recreation Area, Sydney Avenue, Umina Beach
- Ettalong Beach Waterfront Reserve, The Esplanade Ettalong.
- Bushland Avenue Playground, Bushlands Ave Springfield
- Davis Reserve, Kallaroo Road, Bensville



For information see handy website;

www.gosford.nsw.gov.au/cyclingguide



Local Volunteers, Norah Head



Being Involved

BEING INVOLVED

“...extra time is a wonderful thing, you can challenge your brain, travel, engage in interests and volunteer...”

Betty Brown



BEING INVOLVED



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Landcare Volunteers, Berkeley Vale

Being Involved

“Retirement is a wonderful time in anyone’s life!

Having extra time is a wonderful thing, you can challenge your brain, travel, engage in interests and volunteer, which also provides an avenue for meeting new friends, a sense of satisfaction, gain new skills and can make everyday a day to look forward to. Go with an open mind and you’ll be pleasantly surprised at the variety of activities.”

Betty Brown, Long Jetty Senior Citizens Centre.



There is a strong association between the importance of remaining connected with community, friends and family and the maintenance of good health and well being. There are a range of ways to find out what is happening in the local community.

i A few places to start are listed below:

- **Local newspaper and seniors newspaper.**
- **Council websites:** www.gosford.nsw.gov.au or www.wyong.nsw.gov.au
- **Central Coast Tourism:** The What's On page covers; events, festivals, Pelican feeding times, sport, Norah Head Lighthouse tours, theatre, exhibitions, school holiday activities.
Website: www.visitcentralcoast.com.au/events
- Radio Station **ABC 92.5** and Radio **Five-O-Plus 93.3 FM** are the Local Seniors Community Radio.
- **Senior Citizens Centres & 50+ Leisure and Learning Centres.**
The aim of the Centres is to improve the quality of life for people of 50 years and over by providing opportunities to engage in social, educational, cultural and physical activities.
- **Men's Sheds.** Shared company, build something for home or the community, have a cuppa. Website: centralcoastmenssheds.com



Bateau Bay Men's Shed

Senior Citizens Centres in Wyong Shire	Phone
Long Jetty	4332 5522
Toukley	4396 5075
Wyong	4352 1553
Lake Munmorah	4358 8390

50+ Leisure & Learning Centres In Gosford City	
Gosford	4324 4749
Ettalong	4341 3222
Terrigal	4384 5152

Men's Sheds Locations	PHONE
Alison Homestead	4352 1886
Bateau Bay	0435 807 633
Gosford	0466 266 083
Kincumber	4369 7222
Mannering Park	0450 265 451
Peninsula (Ettalong)	4340 2748
San Remo	4390 0070
Terrigal	4385 1248
The Entrance	4332 1023
Umina Beach	4342 9606
Wyong	4353 1750



Spinners, knitters, quilters, crafts, pottery, painting, University of third Age (U3A), wood turners, Probus, Rotary, Lions Club, Scouts, Guides, Sporting Clubs, Community College, TAFE, University, Libraries, Recreation Centres, Pools, Gentle Exercise Classes, Dragon Boat Clubs, Sailing Clubs, local events, visit the beach, bushwalk, movies, theatre, drama group, festivals,

*“...or get involved
in your
community.”*

markets, Men’s Shed, gym, book clubs, yoga, library talks, photography, weaving, needlework, social group, lace making, Wrap with Love, embroidery, join the Knit-in, self-help groups, Active Over 50s, Radio 50 Plus, VIEW club, CWA club, Legacy, Church, National Seniors Association, cycling, walking for pleasure group, randparent Support Group, Bowling.



Volunteering

It is generally acknowledged that volunteering not only benefits the community by the work being done but also the individual doing the volunteer work. Many services and important community issues would not be addressed without the manpower provided by our volunteering community.

Knowing where to get started volunteering or to find an activity that suits you can be a challenge.



Here are some places to start:

- **Volunteering Central Coast.** People wishing to volunteer can contact us and be referred to one of the many volunteer positions available.
Phone: 4329 7122
- Don't forget your local **Neighbourhood Centres, Community Centres & Library**, as they run a wide range of activities and programs with something to suit everyone.
Website: www.wyong.nsw.gov.au/library or www.gosford.nsw.gov.au/library.
- **Community Directory:** This is a directory of community organisations and facilities within the Gosford City and Wyong Shire Council areas. You can type the name of an organisation or a subject and search for it.
Website: www.gosford.nsw.gov.au/library/community.html
- **Timebanking** is a community program that allows the voluntary exchange of services between members.
Phone: 1300 786 176 or 8762 9823 to join or discuss time banking in your community. Website: Timebanking.com.au

Opportunities for **Volunteering** are everywhere!

Landcare, Bushcare, Community Garden, Neighbourhood Centre, Community Centre, The Salvation Army, St Vincent de Paul Society, Community Hub, Senior Citizen Centre, local Schools, Homework Help, Community Transport, Wyong Hospital, Gosford Hospital, Clean Up Australia Day, Lifeline, Aunties and Uncles Program, Volunteering Central Coast, Youth mentoring, Surf Life Saving, Coast Shelter, become a Justice of the Peace, RSPCA, visit Aged Care Facilities,

“

*To me volunteering is a way of giving something
to your community*

*at the same time you receive
back far more than you give.*

”

Barbara Roach, local resident.

Red Cross, Smith Family, Samaritans, Breakfast Club, Marine Rescue, Camp Breakaway, Wires Wildlife Rescue, Meals on Wheels, Court Support, Emergency Services, teach someone computer skills, Libraries, volunteer carers, cooks, drivers, interpreters, 50+ Leisure & Learning Centre, P&C, Animal Care Facilities, Wildlife ARC, Tidy Towns, SES, Rural Fire Brigade, Emergency Relief, Red Cross, help your neighbour.



BEING INVOLVED

Volunteers at Gosford Bushcare





Getting Around

“We are very
reliant on our
car here”

local resident

GETTING AROUND



GETTING AROUND



Handy Information for Older Drivers

When you turn 75, the Roads and Maritime Services (RMS) formerly RTA, requires you to have a medical examination each year. From 85, you are required to either undertake a practical driving assessment with RMS or with an accredited driving assessor OR switch to a modified licence. A list of driving instructors accredited by RMS can be obtained by contacting 13 22 13 or www.myRTA.com

i **NRMA offer the following programs for Older Drivers that can be delivered to your community group or organisation.**

- **Years Ahead driver program:** safe driving tips, road rules, vehicle safety, and pedestrian safety.
- **The Motorised Scooter program:** legal rights & responsibilities.
Website: www.mynrma.com.au/olderdrivers Phone: 8741 6642

Mobility Parking Scheme (MPS) and Australian Disability Parking Scheme (ADPS) provide parking concessions to people with mobility disabilities.

To apply for a permit you need to:

- Download and complete an MPS application form (or pick one up from a motor registry)
- Have the medical certificate on the application form signed by your doctor
Website: www.rms.nsw.gov.au/usingroads/mobilityparking/mobilityhowtoapply/index.html
Phone: 13 22 13



Safe Driving

Your driving can be affected by your health. You must be able to see well enough to detect hazards in different types of lighting, judge distances, adjust to traffic speed, and read road signs.

Tips:

- ▶ **Stiff joints can make turning your head to see behind you difficult** - use your mirrors and turn your body to look behind you when reversing or changing lanes.
- ▶ **As muscles lose strength, turning the steering wheel gets harder** - don't swing wide on turns to compensate. If you still have trouble, try using a turning knob.
- ▶ **Give yourself time to react** – stay at least three seconds behind the car in front of you. Anticipate danger. Watch out for other drivers.
- ▶ **Set your car up before driving** - to ensure you protect yourself from injury in a crash.
- ▶ **The good news is** that people who keep track of changes in their eyesight, physical fitness and reflexes may be able to adjust their driving habits so they stay safe on the road.

- **Ask your G.P.** about the impact of your medications on your driving capacity.
- If you decide not to drive anymore, and **opt for a motorised scooter** remember that you are classed as a pedestrian and must follow all rules as a pedestrian would. Always use the footpath and stay to the left if you have to move onto the roadway. Source: www.mynrma.com.au

Handy Numbers and Websites:

- **Wyong Shire Council Road Safety**
website: www.wyong.nsw.gov.au/my-community/road-safety
- **Wyong - Road Safety Officer: 4350 5232**
- **Gosford City Council Road Safety**
website: www.gosford.nsw.gov.au/road_safety
- **Gosford - Road Safety Officer: 4325 8222**
- **For fares and timetables visit www.transportnsw.info**



Do you need help with Transport?

Travel concessions for Seniors Card holders

A half fare concession and \$2.50 excursion fares are available on most public transport services for eligible NSW and interstate Seniors Card holders.

Community Transport Central Coast

Community Transport helps transport disadvantaged people living on the Central Coast. The service can be accessed by people with; financial disadvantage, health issues, lack of mobility or people living in remote locations. You may be finding it hard to walk from home to the bus stop, or find it difficult to manage the steps on a normal bus.

All you need to do is to first phone The Community Care Access Point on **1300 731 556** to see if you are eligible. Fees are kept as low as possible. Wyalong: 4355 4588 Gosford: 4328 3108

Aboriginal Community Transport – Bungree Aboriginal Association

This service is available for people with mobility disability, frail aged, younger people with a disability and their carers, people who are socially isolated due to mental illness, behavioural difficulties or delayed development. If eligible you can receive assistance with transport to and from medical appointments, organised social functions and shopping.

Phone: **4350 0100**

Taxi Transport Subsidy Scheme (TTSS)

The Taxi Transport Subsidy Scheme (TTSS), provides subsidised travel, allowing approved participants to travel by Taxi at half fare, up to a maximum subsidy of \$30 per trip.

visit www.transport.nsw.gov.au/ttss or Phone: **1800 623 724**



Woy Woy Neighbourhood Services Inc

You can catch a shopping Bus on Tuesdays and Thursdays for a small fee.

Phone: **4341 8837**

What is the Opal card?

Instead of buying a paper ticket to catch a train you will be able to use an Opal Card (looks a bit like a credit card) which will have money stored on it. When you tap on at an Opal card reader to start your journey, and tap off* at the end of your journey, the system will automatically calculate your fare and deduct it from the value stored on your Opal card. A Senior/Pensioner card will soon be available.

Website: **www.opal.com.au**



Terrigal Beach



My Community

People love living on
the Central Coast
because of the
natural environment,
beautiful beaches,
waterways and
bushland.

MY COMMUNITY



MY COMMUNITY



Somersby Falls:

A great place to have a picnic, there are barbecues and picnic tables and plenty of space to set up your own rug and chairs.

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My Community

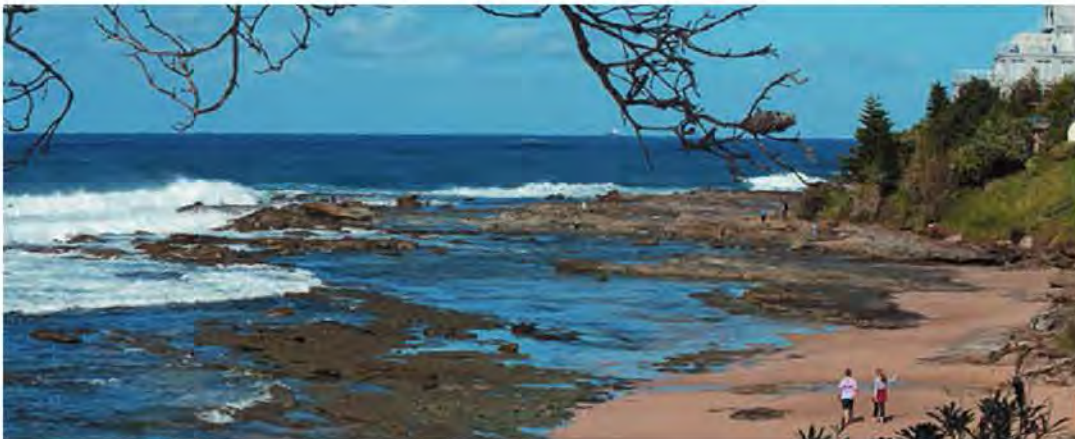
People love living on the Central Coast because of the natural environment, beautiful beaches, waterways and bushland.

The Central Coast has a diverse range of man-made and natural spaces and places for the community to enjoy. As our suburbs and cities change community spaces and places remain important to contribute to our quality of life and wellbeing.

[Explore some of the Coasts amazing spots...](#)

Here are just a few you might like to visit!

Shelly Beach: One of the Central Coast's diverse surfing beaches.



Yarramalong Valley: The Central Coast has many diverse landscapes, take some time to explore our beautiful hinterland.



Long Jetty: Take a walk out over Tuggerah Lake along the jetties. You can also bike ride, picnic or simply sit and watch the world go by.



Avoca Beach: Swim, fish, surf, walk. Enjoy lunch at one of the many Cafés and don't forget the Markets held every 4th Sunday!



Pearl Beach: Explore this wonderful village, Swim, fish, kayak, bushwalk or simply sit and enjoy the peace and quiet.



Bouddi National Park: For more of a challenge take the walk way between Putty Beach and Macmasters Beach. Stop for lunch and a swim along the way.



Website: www.nationalparks.nsw.gov.au/bouddi-national-park

The Skillion: At Terrigal Haven, a hill walk leading up to viewing platform.



Norah Head Lighthouse: 270° view of the coastline.



There are lots of interesting places on the Central Coast to walk, ride or picnic. Here are just two that you might like to try!

Broadwater Walk - Kincumber to Davistown: Try this easy shared cycle and walking path with seats, public toilets and picnic tables along the route.



Handy Websites:

- **Open Space, leisure and community facilities information:** www.gosford.nsw.gov.au/recreation
- **National Parks Website:** www.environment.nsw.gov.au/nationalparks
- **National Toilet Maps:** www.toiletmap.gov.au
- **Discover Wyong Website:** www.wyong.nsw.gov.au/discover-wyong-shire

Coast to Lake Walk – The Entrance:

There are toilets and drinking fountains along the route so grab your hat, sunscreen and a drink bottle and you're on your way.





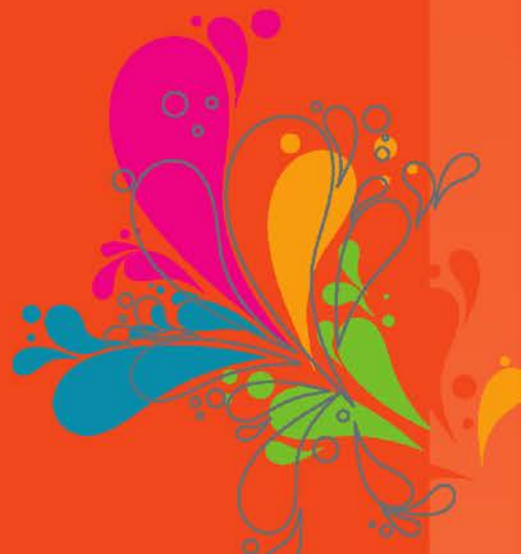


My Home

MY HOME

Positive ageing means:
"Living in your own home"

local resident



MY HOME



Ageing-in-Place

Staying in your own home or “ageing-in-place” is a priority for the majority of older people.

Ageing-in-place is generally understood to mean that people remain in their home of choice as they age for as long as they choose.

What can you do to improve ageing-in-place?

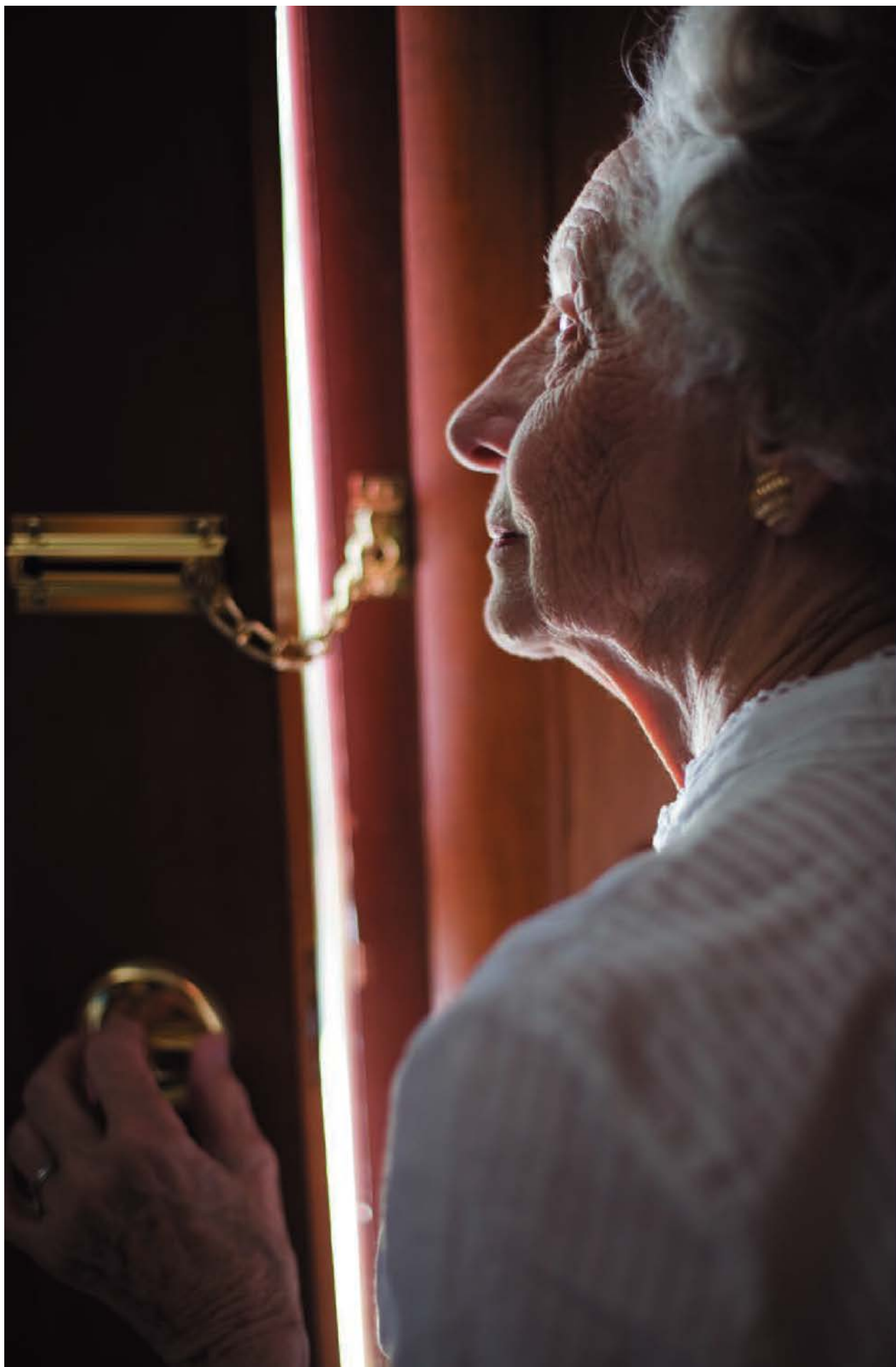
- Plan well in advance for your housing needs.
- Consider a location that is close to; shops, doctors, services, facilities, friends and family.
- Consider downsizing.
- Research options and discuss with your family.
- Seek financial and legal advice before making a decision.
- If you can no longer drive, think about your options.
 - Can you use public transport and what other transport is available?
 - Can you safely walk to the bus stop?
 - Are footpaths and pedestrian crossing in the area?
 - What is the street lighting like?
- Does your local supermarket do home deliveries?

Tips

- **Stairs.** Be sure they are covered in a slip-resistant material and, if possible, install a second banister on the opposite wall.
- **Up your Lighting.** Eyesight deteriorates as you age, so it's important to improve lighting wherever possible.
- **Plan for a low maintenance garden.** Select plants that are hardy and water wise such as; native trees, shrubs and succulents. Consider paving (requires less maintenance than a deck), pebbled areas or tiles with less lawn mowing required.
- Sometimes your current home simply isn't practical for ageing-in-place. So keep an open mind about your living arrangements.

If you are renovating, building or moving to a new home consider your future needs. Here are some tips:

- Can you create at least **one step free** entrance into your home?
- Create the ability to **live on one floor**. If you have a two story house plan to have the master suite on the main floor, so 'upstairs' becomes a guest room.
- **In the kitchen** have fewer wall cabinets and utilise draw space more, placing appliances at comfortable heights.
- Make **small adaptations** to your home.
You might consider:
 - adding a detachable handheld showerhead,
 - grab rails in bathrooms and toilets, and entry ramps,
 - wide interior doors and hallways,
 - lever handles for opening doors rather than twisting knobs,
 - creating a bathroom that contains a hobless (step-free) shower recess.
- **Ditch the Rugs.** Avoid small rugs, as they are big tripping hazards. Or look for those with a slip-resistant backing.
- **Crime Prevention.** Check Brisbane Water Local Area Command or Tuggerah Lakes Local Area Command. Crime prevention officers can give you advice about safety and security measures for your home



MY HOME

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Handy Numbers and Websites:

- **Liveable Housing Australia**
website: www.livablehousingaustralia.org.au
- **The Australian Network for Universal Housing Design**
website: www.anuhd.org
- **NSCCH Stepping On**
Phone: 9808 9685
- **Meals on Wheels**
Phone: 4357 8444

Get some help if you need it! “Most people at our age don’t want to ask for help, we are used to being independent, but we have to learn that we must ask for help when we need it. It’s not easy! I’d rather be here in my own home than anywhere else! Asking for help allows you to stay in your home.”

local resident



Do you need more help at home?

The Community Care Access Point (CCAP) is a confidential telephone intake, assessment and referral service. It can help you to find out about community care services in the Hunter and Central Coast areas. If you cannot be assessed over the phone, CCAP will make arrangements with Community Options Services who will visit your home and assess your needs in person.

Call Community Care Access Point on 1300 731 556 go to the website www.adhc.nsw.gov.au/individuals/help_at_home/community_care_access_point

FOR THE FOLLOWING SUPPORT:

<ul style="list-style-type: none"> • Personal Care • Domestic Assistance Food/Meals • Nursing Care • Counselling 	<ul style="list-style-type: none"> • Community Transport Advocacy • Home maintenance • Modifications • Case Management 	<ul style="list-style-type: none"> • Respite Care at home or community • Social Support e.g. shopping 	<ul style="list-style-type: none"> • Referral for ACAT assessment if required
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Aged Care Assessment Team (ACAT): When an older person is no longer able to manage at home without a range of assistance, the ACAT helps them, and their carers, determine what kind of care will best meet their needs. This may be residential care or a Home Care Package provided to them in their own home. Within a home based assessment your ACAT assessor will ask a series of questions to determine the best care option for your situation. These questions are designed to work out how much and what sort of help you require with daily and personal activities. There is no charge for the ACAT assessment as it is government funded.

You can make a self-referral or you can contact the Community Care Access Point or you can ask your doctor to make a referral to ACAT on your behalf. To contact ACAT on the Central Coast, please ring 4304 0700.





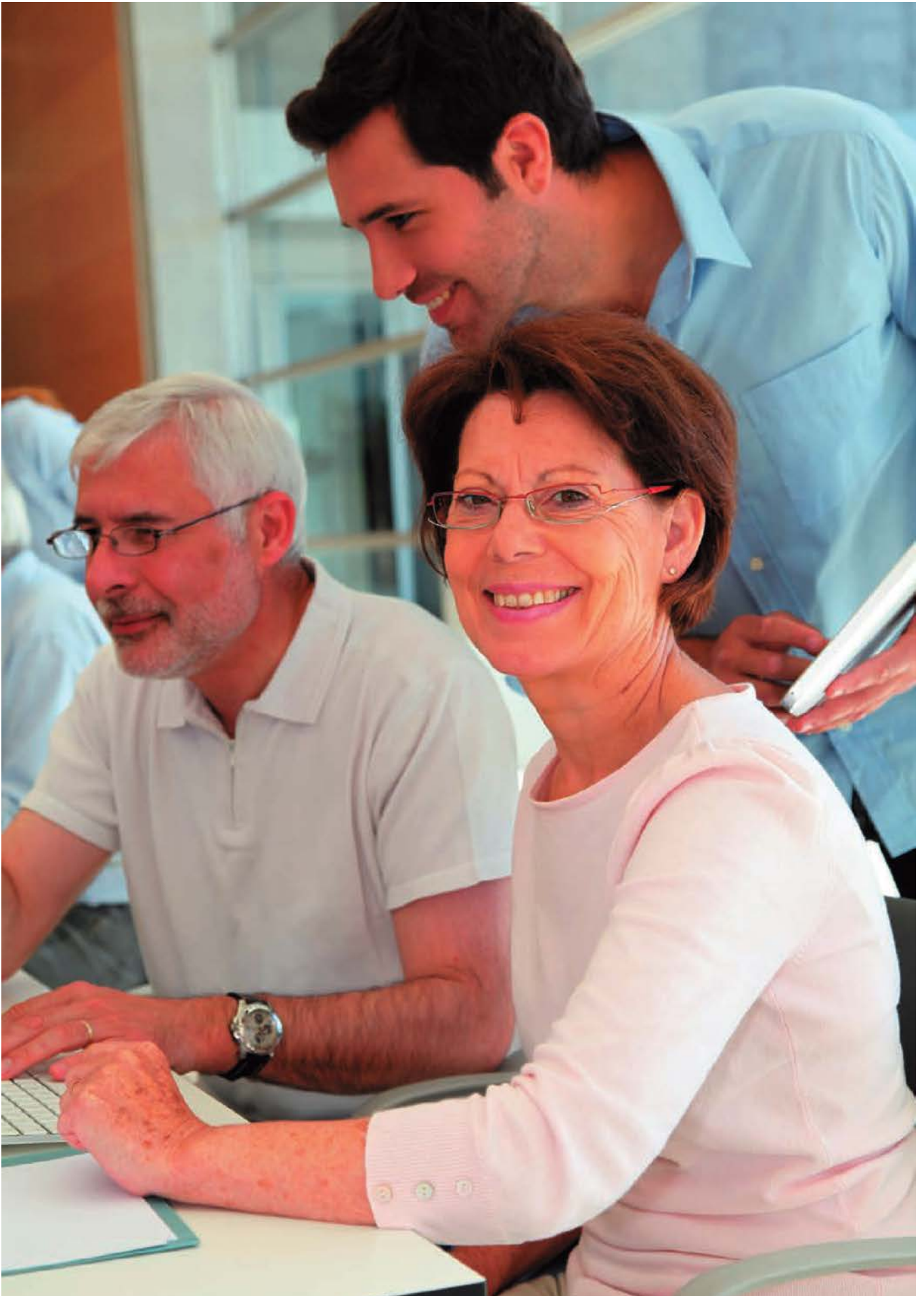
Transition and Support

TRANSITION AND SUPPORT

“There is no doubt that taking enough pre-retirement time to complete the necessary preparations was a critical factor in the success of our transition into retirement. It is not to be taken lightly, that is for sure.”

*Bruce and Jan Cummins,
local residents.*





Older People in the Workforce

There are lots of benefits to staying in the workforce longer!

- Older workers have many years of skills, wisdom and knowledge.
- Older workers can mentor younger staff.
- You will help meet the skill demands of the workforce.
- Working keeps your brain active.

Things to consider:

- You may be able to negotiate more flexible work arrangements.
- If you have reached your preservation age, you can draw on your super without having to retire permanently from the workforce. For example, you could continue working part-time and use part of your super to supplement your income.
Source: www.moneysmart.gov.au
- Remember you cannot be discriminated against in your workplace because of your age.

Handy Numbers and Websites:

- **Centrelink:** (Free) Financial Information Service
132 300 or www.humanservices.gov.au
- **Australian Securities & Investments Commission ASIC**
[money smart.gov.au](http://money.smart.gov.au)
(Includes: tips & tools to help you make the most of your money)
or phone **1300 300 630**
- **Anti Discrimination Board**
www.antidiscrimination.lawlink.nsw.gov.au
or phone: **1800 670 812**

Transition to Retirement

Hints and tips:

- Those that have planned for their retirement tend to have an easier transition and a more positive experience.
- Ask your employer about flexible work hours, part time or phased retirement.
- Think of ways you can connect to your community as these connections are vital when you retire.
- Get financial planning advice. Spend some time researching a number of advisers. Try the **www.money smart.gov.au** website to get you started in the right direction.
- Keep a lookout at your local library for relevant workshops on retirement: **www.wyong.nsw.gov.au/library** or **www.gosford.nsw.gov.au/library**
- If you move, you will need to re-establish your contacts in relation to tradesmen and medical services. Try these two websites as a starting point or talk to your friends, family or neighbours for recommendations.

Handy Numbers and Websites:

- Fair Trading Seniors Guide: (consumer info on housing, building, shopping, money, funerals, planning ahead, scams)
website: **www.fairtrading.nsw.gov.au** or 13 32 20
- Central Coast Health Directory (Need to find a GP or a specialist)
website: **www.ccswml.com.au/ServiceDirectory.aspx**



Transition to Residential Aged Care

The decision to move into aged care can be a stressful and confronting time. There are resources and services around to help with this transition. Below are links to some services and information to assist with this transition.

The Australian Government, Department of Social Services provides information to assist with this decision. Call 1800 200 422 or visit www.myagedcare.gov.au/aged-care-homes/considering-aged-care-home

The Australian Government, Department of Health have a booklet to assist with the move to Residential Aged Care called '5 steps to entry into Residential Aged care' available at www.health.gov.au/internet/publications/publishing.nsf/Content/ageing-rescare-5-step



Other helpful Information

How to apply for your FREE NSW Seniors Card

NSW Seniors Card Cards are issued free by the Department of Family and Community Services. It is not assets-tested and you are not required to disclose your income. You must be a permanent resident, aged 60 or over and work no more than 20 hours a week.

An application form can be downloaded from:

www.seniorcard.nsw.gov.au or call 1300 364 758.

Have you downloaded your new Seniors Card app?

www.seniorcard.nsw.gov.au

Centrelink: (Free) Financial Information Service:

www.humanservices.gov.au or 132 300

- **Northern Settlement Services:** Provides assistance to migrants and refugees in the Central Coast, Newcastle, Hunter and New England. For the Central Coast contact www.nsservices.com.au/central-coast-2 or 1800 813 205.
- **Combined Pensioners and Superannuants Association of NSW Inc (CPSA)** has a broad mission to improve the living standards, community services and lifestyle choices of pensioners of all ages, superannuates and low income retirees, as well as promoting their rights and dignity. CPSA info line 1800 451 488 or www.cpsa.org.au
- **Advance Care Planning.** Most people would like to have control over what health care they receive but may not always be able to speak for themselves. Advance Care Planning allows you to write down what is and is not acceptable to you and is a guide for future health care decision making, if you are unable to speak for yourself. Contact Central Coast Local Health District to obtain a free copy of the Advance Care Planning Community Workbook on 4320 5556 or download at: www.cclhd.health.nsw.gov.au/Services/Carer-Support/AdvPlan.html

- **Enduring Guardian.** An Enduring Guardian can make decisions for you in areas such as accommodation, health and services, if you lose the capacity to make your own decisions at some time in the future. An Enduring Guardian cannot make decisions about your money or assets. You can make an Enduring Power of Attorney to appoint someone to manage your financial affairs.

NSW Government Website: www.planningaheadtools.com.au/appoint-an-enduring-guardian/for-individuals-families-and-carers
or Phone: **1300 887 529**

- **Home and Community Care Services.** Home and Community Care aims to provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability and their carers. We also provide support for these people to be more independent at home and in the community. This helps to enhance quality of life, and can prevent inappropriate admission to long term residential care. Contact us on **4304 7072** or for further information go to www.centralcoasthacc.com.au





Healthy Ageing Resource, Central Coast Positive Aging Strategy

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With the support of the NSW Office for Ageing and

