

Age Friendly Consultation Project Report

City of Fremantle

Acknowledgements

The City of Fremantle would like to acknowledge the people who gave their time to attend the focus groups and share their thoughts, reflections and suggestions on the age friendly features of Fremantle. The information received will help the City build upon what it already has in place and enhance Fremantle as an age friendly city that recognises diversity, promotes inclusion and responds flexibly to ageing-related needs and preferences.

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Executive Summary

From late September to early October 2010, the City of Fremantle ran a series of focus group discussions with community members over the age of 60 years and aged care service providers to look at the City's age-friendly features, age-friendly barriers and suggestions for improvement. The consultation project was partially funded by the Department of Communities and the aim of the consultations was to provide information that could help inform the development of an age friendly plan for the City of Fremantle. In addition to holding focus groups, the City compiled a community profile of residents aged 55 years and over.

A consultant was engaged as an independent facilitator for the focus groups, whilst the City managed the recruitment process. In total 65 people attended one of eight discussion groups - 22 service providers and 43 community members. The average age of community members was 75 years.

Discussion focused around eight topic areas:

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

In general, people said that they loved living in the Fremantle region and considered the City to be vibrant, diverse, inclusive and friendly - with wonderful physical assets. Many of the participants had lived in Fremantle for a number of years and most people said that they didn't want to live anywhere else.

The most common themes across all groups for improving the age friendliness of Fremantle were the need for a replacement for the Stan Reilly Centre, the importance of good public transport, the need for affordable housing options and the need for good in-home services. Safety, especially at night and improved footpaths, public toilets and public seating were also common themes.

Below is a brief summary of key findings against the eight research areas.

Outdoor spaces and buildings

All focus groups commented on the high quality of public spaces that the City of Fremantle has. Everyone agreed that it is a beautiful city. Particular assets that were noted included the beaches, the fishing boat harbour, the port, parks, foreshore, the street scene, cafes, greenery and preservation of older buildings. On the whole, the city was seen as a vibrant, pedestrian-friendly and welcoming place to live in and around.

Areas that were most commonly suggested as requiring improvement were seating and shade, footpaths, public toilets, traffic, safety and noise.

Transport

Transport was an important issue for focus group participants. The ability to access transport options was strongly linked to other areas of discussion, such as housing, social participation, civic participation and respect and inclusion.

The most positive transport features of Fremantle were seen to be the CAT bus and trains. There was strong support for the extension of the CAT system to other areas. The frequency of Transperth buses to outer suburbs was commented on as needing improvement, as was the quality of the bus ride and behaviour of some bus drivers.

Housing

Housing was a topic of major concern expressed in the focus groups. The key themes of discussion included: assistance to stay at home, diversity in affordable housing options, designs that allow ageing-in-place and accessibility of housing to services, participation opportunities and transport.

Many people were quite concerned about how they will be able to age within their community and not have to leave their local area. People said that they want housing choices that are affordable, cater for their amenity needs as they age and allow them to easily access transport, shops, services and friends.

Respect and inclusion

People expressed mixed opinions on the extent to which they felt respected as an older person. Most people felt respected by people who know them, but less so by strangers. A common suggestion across all groups was to increase the number of multigenerational opportunities for interaction, so as to foster respect and inclusion.

A number of people spoke about changes in the sense of community inclusion that they have felt in Fremantle over the years. It was often expressed that Fremantle is less connected as a community than it once was.

As a whole, the City of Fremantle was seen as listening to people and respecting diversity. However, it was felt by a number of people that the process and action of closing the Stan Reilly Centre, without a replacement, was not a sign of respect or inclusion for older people in Fremantle.

Social participation

Fremantle was viewed by focus group participants as offering a range of social participation activities for people. Community events, the Library, the Arts Centre, shopping and local community centres, groups, churches and clubs were seen to provide diverse and affordable options.

Barriers to social participation included transport options, cost, lack of information on what is available and lack of confidence to attend. The majority of people saw transport and safety concerns as the particular barriers to socialising at night time.

By far the most common suggestion is that Fremantle provide a dedicated centre for over 55s, to replace the service previously provided by the Stan Reilly Centre and in keeping with similar centres provided by other councils. Many participants spoke of the importance of community groups, clubs and societies, but expressed concern about the ongoing viability of these groups.

Communication and information

Community newspapers and word of mouth appeared to be the most common ways in which people received information. There was general agreement that communication of information about services could be improved. Suggestions included collated booklets, newsletters, community radio, large print editions, multilingual information, the local paper in audio format and better access to computers and computer classes.

Service providers noted that more needs to be done to improve communication between service providers and suggested the formation of a Fremantle Aged Care Network.

Civic participation and employment

Most people expressed the view that the City of Fremantle provides a number of opportunities for people to be consulted, especially on major proposals. The precinct system in particular was seen as a valuable initiative. Barriers to civic participation included attending meetings in the evening, transport, mobility and lack of information.

Volunteering was viewed highly as an opportunity to get involved in the local community, meet others and contribute. It was noted that opportunities for older people to engage in paid work was limited and often an area of age discrimination.

Community support and health services

Focus groups identified a range of community and health services that are available in the Fremantle area. In particular, services coordinated through the hospital were highly spoken of, as was the work of the Volunteer Task Force, Silver Chain, Citizens Advice Bureau and Dial-a-ride. Home and Community Care (HACC) services were seen by both service providers and community members as providing essential support to people in their homes. Barriers to accessing services included not knowing about them, eligibility criteria and not having English as a first language.

People felt that more services were required to assist with gardening and home maintenance. Services that can help with little notice in times of temporary illness or returning to home from hospital, and volunteer transport services were also seen as being hard to find.

Both service providers and community members spoke of their concerns about what would happen to Fremantle Hospital when the Fiona Stanley Hospital opens. There was strong agreement that change arising from the new hospital should be used to create opportunities for increased services for older people in Fremantle.

1. Background

In July 2010, the City of Fremantle received funding from the Department for Communities to conduct consultations with community members and service providers about the experiences of older people in the municipality. The purpose of the consultation was to assist the City develop an age friendly city plan. The development of such a plan has been identified as one of the strategic imperatives for the City.

An age friendly community is one which:

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

A reference group was established with membership from across different business units of the City to oversee the consultation and planning process. Membership to the reference group was comprised of representatives from the following City business units:

Facilities and Assets

Community Safety and Parking Services

Corporate Services

Environmental Health and Building Services

Library Services

Parks and Landscapes

Development Services

Community Development

A consultant was engaged to facilitate eight focus groups and provide the City with a summary of consultation findings. The City of Fremantle developed a basic community profile as part of the project (Appendix 1).

This report provides a summary of the consultation process undertaken and its key findings against the eight research areas. A list of all suggestions that came from focus groups is provided in Appendix 2.

2. Methodology

Focus groups

Eight focus groups were held from 24 September to 5 October 2010. The focus groups were designed to obtain feedback from older people, carers and service providers in regard to the City's age-friendly features, age-friendly barriers and suggestions for improvement in relation to eight topics:

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

Each focus group was scheduled to run for three hours. In recruiting for the focus groups, the City aimed to ensure a diversity of representation from the following groups:

- Older people 60 to 74 years, from a low socio-economic status area background.
- Older people 75 years and older, from a low socio-economic status background.
- Older people 60 to 74 years, from a middle socio-economic status background.
- Older people 75 years and older, from a middle socio-economic status background.
- Carers (unpaid) of older people who are too disabled or frail to participate in a focus group.

- A mix of people with no disabilities, mild disabilities and moderate disabilities, representative of the wide range of ability levels within the older adult population.
- Balanced gender representation.
- Service providers from the public, private and voluntary (not for profit) sectors.

In order to analyse the composition of the focus groups, participants completed a participant information form. Participants were also provided with a summary of the key questions for discussion prior to attending the focus groups.

Of the eight focus groups that were held:

- One was held for service providers. This took the form of a workshop more than a single focus group, with 22 participants from 17 agencies working in small groups, based upon the sector they represented.
- One was held to specifically encourage participation from members of culturally and linguistically diverse communities (CALD).
- Half were held at the Town Hall Reception Room and half at community locations around Fremantle.
- One specifically targeted carers.
- Two focus groups targeted people over the age of 75 years and two targeted people under the age of 75 years.
- One was held on a Saturday morning to provide participation opportunities for people who work during the week.

Recruitment to the focus groups involved advertisements in local newspapers, information on the Fremantle website and a mail out to a sample of the over 60's population in the Fremantle LGA.

To reduce barriers to participation, taxi vouchers were provided to participants requiring transport assistance.

All focus group discussions were recorded and a note taker engaged to ensure that the key outcomes from the discussions were properly noted. In addition, community participants were invited to fill in a form that identified the top five issues that they wanted to say about age friendly communities. This was designed to ensure that people who didn't say as much in the group discussion still had an opportunity to provide input.

Community Profile

A community profile using data from Australian Bureau of Statistics (ABS) 2006 Census was compiled and is provided in Appendix 1.

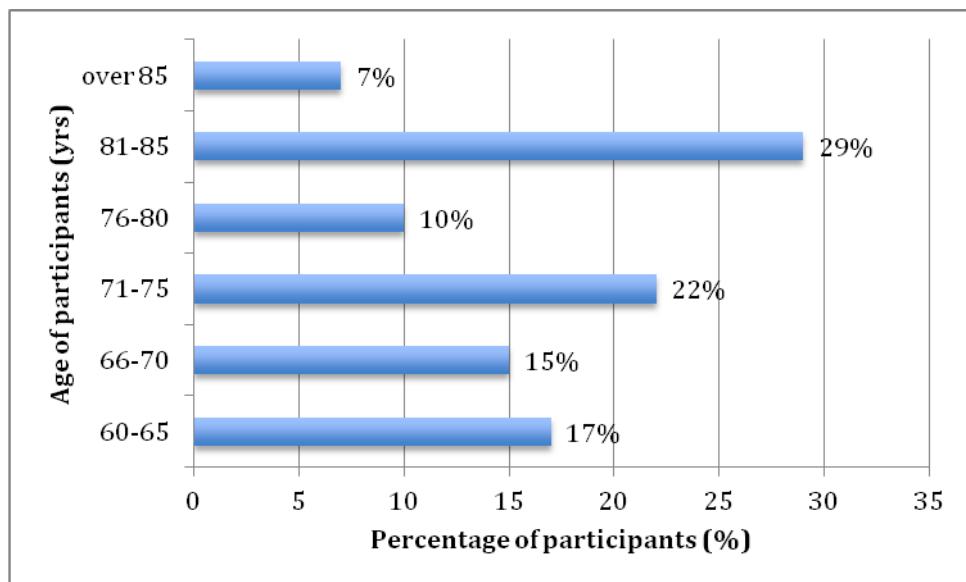
3. Focus group participants

In total 65 people attended the eight focus groups, with 43 attending community focus groups and 22 attending the service provider workshop. Participant information sheets were provided by 62 participants. A profile of those who participated is provided in this section, with percentages rounded to the nearest whole number.

Community members

The age of participants ranged from 60 to 92 years, with an average age of 75 years. Figure 1 shows that 36 percent of participants were aged over 80 years, 32 percent were aged between 71 and 80 years and 32 percent were aged between 60 and 70 years old.

Figure 1: Age of participants



Of the 41 community members who submitted a participant information sheet:

- 76 percent were female.
- 85 percent were retired, 10 percent worked part-time, one person worked fulltime and one person was looking for work.
- 66 percent described their health as good, 22 percent as fair, 10 percent as excellent and 2 percent as poor. Almost one in three (30 percent) said that they had a health problem that currently limits daily activities.
- Secondary schooling was the highest level of schooling for 61 percent of participants, with 34 percent having attained post-secondary education and 5 percent completing education to a primary school level.
- 63 percent were home owners and 37 percent rented.
- 60 percent lived alone, 37 percent lived with a spouse, partner or children and one person lived with people other than relatives.

Table 1 shows that 46 percent of participants lived in Fremantle, 10 percent in Beaconsfield and North Fremantle and 7 percent from Hilton, South Fremantle and White Gum Valley. One participant lived in Mount Lawley but attended a community focus group in the capacity as a service provider. One

participant lived in Myaree but said that they had chosen to attend a focus group because they socialise, volunteer and participate within the Fremantle community.

Table 1: Where community participants lived

Suburb	Number	Percent (%)
Fremantle	19	46.3
Beaconsfield	4	9.8
Nth Fremantle	4	9.8
Hilton	3	7.3
Sth Fremantle	3	7.3
White Gum Valley	3	7.3
Hamilton Hill	1	2.4
Mosman Park	1	2.4
Myaree	1	2.4
Coogee	1	2.4
Mount Lawley	1	2.4
TOTAL	41	100

Service providers

Seventeen agencies were represented by the 22 participants of the service provider workshop. Four of the participating agencies were from the public sector, three were from the private sector and ten from the not-for-profit and volunteer sector. The following groups were represented:

- Bridge Club
- Department of Housing
- Disability Service Commission
- First Fremantle Housing Collective
- Fremantle Older Adult Mental Health Service
- Fremantle Police Station
- Glyde-In Community Learning Centre

- Hilton Bowling Club
- Home Instead Senior Care WA
- Lions Club
- National Seniors, Fremantle Branch
- Neighbourhood Link
- Silver Chain
- St Ives Care
- Villa Dalmacia Social Centre
- Volunteer Task Force
- Western Hearing

Of the 21 service providers who submitted a participation information form, 81 percent described themselves as having a lot of experience with older people in their work and 19 percent as having a moderate amount of experience. Almost two thirds (65 percent) had been in their current occupation for over five years, 15 percent for two to five years and 20 percent for less than two years. Just under half (45 percent) of participants said that they worked for the not-for-profit and volunteer sector, 25 percent for the public sector and 30 percent for the private sector. The majority of service provider participants were female (85 percent).

4. What people love about Fremantle

I like it here. It's wonderful.

All focus groups began with asking people to share features of the Fremantle area that they love and appreciate. Everyone had something positive to say about Fremantle as a community. Many people spoke with great passion about their love of the area and their longstanding association with the City.

The most common social features that people mentioned were the friendliness of the community, its openness to diversity and that 'anyone can feel welcome' in Fremantle. The mix of people, culturally and socio-economically, was seen as a valuable asset.

I love being around people in Fremantle, feel like you belong.

Fremantle is so varied and interesting. It is always changing.

Can be who you are in Fremantle.

Feel comfortable being single and an older woman here.

Very friendly place. I feel as if I fit in.

Everyone's included.

Fremantle is diverse and interesting. Cosmopolitan.

Nice feeling seeing all sorts of people here, all ages.

Good mix of people from different social groups.

Sense of community, belonging, acceptance.

Easy to make friends.

The most common physical features that people mentioned were the beaches, port, old buildings and open spaces. It was also noted that Fremantle had good public transport and a lot of historical significance.

I love the port and history and historic buildings.

I like the heritage and sense of community.

Really love that it's a port city.

I love the water and ocean.

Easy access to transport, don't need a car because of where we live.

Good public transport, opportunities to be involved in community and neighbourhood.

I can walk everywhere.

Small, everything around.

I love coming over the bridge and knowing that I'm home.

5. Outdoor spaces and buildings

Fremantle has great outdoor spaces, river, parks, beaches, foreshore, and art centre.

Fremantle needs to be cleaner. Council doesn't seem to see that Fremantle is getting dirtier.

Great that old buildings are preserved and well kept and this should be encouraged.

Lots of empty shops look depressing.

Overview

All focus groups commented on the high quality of public spaces that the City of Fremantle has. Most agreed that it is a beautiful city. Particular assets that were noted included the beaches (particularly South and Port beaches), the fishing boat harbour, the port, parks, foreshore, the street scene, cafes, greenery and preservation of older buildings. On the whole, the city was seen as a vibrant, pedestrian-friendly and welcoming place to live in and around.

Areas that were most commonly suggested as requiring improvement were seating and shade, footpaths, public toilets, traffic, safety and noise.

Most of the discussion in focus groups centred around the outdoor spaces and buildings of the CBD, with 46 percent of community member participants living in the suburb of Fremantle. In terms of other suburbs, comments tended to focus on transport issues, footpaths, seating, local shops and services and ensuring that suburbs are walker friendly.

Seats, shade and streetscape

Most people noted that it is evident that the City of Fremantle has tried to provide a reasonable amount of public seating in the CBD. Whilst the seating

is well appreciated, a common theme was that there needed to be more seating and that many of the current seats are not shaded in hot weather. Areas highlighted as needing more seats and/or shade were bus stops, beaches (South Beach was particularly noted as needing more casual seating) and near services and shops, where people have to wait, such as chemists. A few people complained that seats had been removed from in front of the Post Office and Fremantle Markets.

Whilst many people said that there were a reasonable number of seats in the CBD, a number of people noted that more seats were required in the suburbs. As one participant explained, she tried to go for a walk in her neighbourhood on a regular basis, but she needed to be able to stop and rest during the walk and there are few public seats to rest on.

Footpaths were seen by many as needing urgent attention. Specific comments were that a large number of the footpaths in the CBD and suburbs are narrow, uneven, cracked, broken and dirty - making walking and using a wheel chair, gopher or walking aid difficult. A number of people said that people who used gophers were sometimes forced to ride on the roads because of the quality of the footpaths. Glass on footpaths and cycle paths was also an area of concern.

Many people said that they felt that the city was looking dirty and needed a general clean-up. Flower boxes and more plantings and public art were suggested. The impact of an increasing number of empty shops with posters on the windows was given as an example of how the city is looking more run down.

Most people spoke positively of the scale of the CBD and the presence of street cafes, shopping and attractions. Outdoor events such as markets were viewed as positive initiatives.

Many people spoke about the need for Fremantle to protect its green spaces and ensure that there is no further loss of parks, trees and open spaces. One

focus group suggested that the Hilton Park passive recreation area needed improvement, with a walking path put through the area.

Facilities

The most frequent comments about public toilets was that there were not enough of them and those that are available are usually dirty, without soap and unsafe. Many people said that they used toilets in shopping centres or Myers over public toilets. The automated toilets were not seen to be a facility that most older people would wish to use.

A number of people requested that the City of Fremantle install outdoor gym equipment in parks such as South Beach, to encourage physical activity.

Whilst noting that there was a good distribution of public telephones in the CBD, a few people said that there was a need for more public telephones in the suburbs.

It was also suggested by some people that more shops and services needed ramps to allow for wheelchair access. Another suggestion was to encourage the loan of wheelchairs either by the City or shopping centres.

Traffic

A common concern was that there has been a marked increase in car traffic in the CBD. South Terrace was particularly noted as being a difficult street to negotiate on foot, due to the amount of traffic. Pedestrian crossings were appreciated as one method used by the City to assist walkers manage traffic. There was a general level of agreement that more needs to be done to ensure that the CBD remains a place that is pleasant and safe to walk around. A number of people suggested restricting cars in certain streets (such as South Terrace), lower speed limits, more pedestrian malls, more pedestrian crossings and better public transport.

Safety

On the whole, people said that they felt comfortable walking around Fremantle during the day. A number of people said that they did not feel comfortable walking through some areas of the city during the day, because of concerns about anti-social behaviour and people asking for money or cigarettes. King's Square was an area that many people spoke of avoiding, with a couple of people also noting the park opposite Woolworths.

A common point of discussion was that participants on the whole did not feel safe and comfortable walking around the city at night. A minority of people said that they were comfortable in the city at night time, and these tended to be younger participants. Suggestions for improving safety at night included more police presence, encouraging more people to be on the streets, night markets, improved lighting, staff at the train station and better transport into and out of the CBD. The link between safety and better lighting and improved transport was noted by many - the better the lighting and transport options, the more people will come to the CBD for things like late night shopping and events; the more people who come to the CBD at night time, the safer people feel on the streets. One suggestion, the increased use of security cameras, precipitated strong debate in one particular focus group and was not agreed to by all. Within this group, some people liked the idea of more security cameras and some saw it as an infringement on privacy.

Noise

Many people said that they liked the fact that Fremantle has a working port and see the port as a special and welcome feature about the City. However, a number of people noted that noise from the port (e.g. air conditioning on ships) and trains going to and from the port can cause noise problems in the evening.

Noise as a result of increased car traffic was also a concern to some people, especially those living on/or close to busy streets.

6. Transport

Transport is a life line for older people.

Better public transport leads to more connected communities.

CAT drivers are very friendly and helpful. The service is reliable and regular.

The free parking is fantastic.

Public bus travel can be harrowing. I have been injured twice recently, so now am nervous about going on buses.

Overview

Transport was an important issue for focus group participants. The ability to access transport options was linked to other areas of discussion, such as housing, social participation, civic participation and respect and inclusion. Improving public transport was the fourth most frequent theme of comments in written responses received and also a key focus of discussion amongst service providers.

The most positive transport feature of Fremantle was seen to be the CAT buses and trains. Free parking in the morning and afternoon was also frequently mentioned as a positive feature, as was ACROD parking and Dial-a-ride. The ability to live in inner city Fremantle and not need a car was highlighted as a big plus by a number of people.

There was strong support for the extension of the CAT system. The frequency of public buses to outer suburbs was commented on as needing improvement, as was the quality of the bus ride and behaviour of some bus drivers. Many people said that they would participate more in community activities and social and civic opportunities if there were better transport options - particularly at night and on Sundays.

Volunteer transport schemes provide a valuable service and many people said that they would like such options extended. Dial-a-ride was highly praised

by those who knew of the scheme, but many people did not know of the service.

A number of people thought that the possibility of trams or light rail should be explored further.

Public transport

The CAT buses appeared to be highly used by focus group participants. The service was seen to be reliable and regular, and the drivers friendly and helpful. The main suggestion for improvement in regards to CAT buses was extending their routes to better suit the needs of older residents, as opposed to the needs of tourists. Areas particularly mentioned for extending the service included North Fremantle, Hilton, Hampton Road, Port and South beaches, White Gum Valley and Woolworths. Service providers also suggested that CAT services be extended and that buses are coloured to show different routes.

Transperth buses were not as highly regarded as the CAT buses. Many people commented on drivers who did not wait for older people to take a seat before driving off and that some drivers were more helpful than others. A lack of respect for the elderly on buses was a common point of discussion, as was difficulties with steps, lack of priority seating and a generally rough travel experience. Some people spoke about being injured whilst travelling on Transperth buses.

A frequent comment was that the outer suburbs are not as well serviced by buses as the inner suburbs. The lack of frequent services, particularly at night time and on weekends, was highlighted by a number of people as a significant barrier to participation. One person attending a focus group submitted a petition from 55 residents in the Coogee area for Sunday bus services and extended Saturday bus services to and from Fremantle, so that people could utilise the social activities that Fremantle provides on a weekend.

Bus stops were often mentioned as needing better seating and shade. Some people felt uncomfortable at bus stops that become overly crowded. A number of people said that moving the bus stop from South Terrace, to in front of the markets, had caused them difficulties, as the distance between stops is now longer and the bus stop further away to walk to.

The trains to Perth and Mandurah were viewed as good services. Some people said that they would like a train service from Fremantle to Rockingham. Many participants had heard of proposals to look at tram or light rail options and thought that further investigation of these ideas was worthwhile.

Driving

Most people said that, as they got older, their preference was to drive less. Increased traffic, roundabouts, a lack of drop off areas and one way streets were all given as examples of things that make driving in Fremantle difficult at times.

Many people commented positively on the free parking that is provided to residents in the morning and afternoon, although not everyone was aware of this service. There was a general sense that there were not enough disabled parking bays and a number of people expressed uncertainty about whether or not they could park in general bays with ACROD stickers. One suggestion from a service provider is that the time allowance for ACROD sticker users be half an hour longer than non-ACROD sticker users, to allow for the extra time it takes people with decreased mobility to get around and attend to business.

As discussed in the section on outdoor areas and buildings, many people said that they thought there was too much car traffic in Fremantle, making walking about the CBD more difficult. Car free zones were favoured by a number of participants.

Cycling and walking

Shared pedestrian and cycle paths were viewed by many as a source of complaint, with cyclists often seen as not respecting walkers. Having more cycle only paths was suggested by a number of people. Some people said that they tried to cycle to improve health and reduce car use, and increased cycle paths would assist their confidence in riding. A bicycle hire scheme, similar to that offered in Melbourne and Paris, was suggested by some people as worth investigating further.

As discussed in the section on outdoor areas and buildings, people generally thought that Fremantle was a very pedestrian friendly City, but noted that the quality of footpaths impede walking and the use of wheel chairs, gophers and walking aids.

Taxis

Taxis were viewed as an important service, especially when someone has lots of appointments spread out over a large area, or when travelling at night time. Taxi voucher schemes for eligible people were seen as very beneficial and much appreciated.

The feedback on the quality of taxi services was largely negative. People said that taxis were often hard to find, especially at night. Other comments included complaints that some taxi drivers were taking more vouchers than they were meant to for a ride (this actually happened to one participant on her way to a focus group) and that taxis often did not like going to retirement villages or picking up elderly people because they were viewed as usually wanting shorter rides with lower fares.

Transport services

Transport services, such as those offered by Fremantle Hospital and the City of Fremantle (Dial-a-Ride), were highly valued by participants who had used them and seen by most participants generally as an important service for older people that should be expanded.

There was strong support for services that can assist people with shopping and getting to appointments. Knowledge amongst participants about such existing services in Fremantle was mixed. For example, a number of people used or had heard of Dial-a-Ride, whilst many others had not.

One barrier discussed to accessing transport services is the requirement of an ACAT assessment to determine eligibility, where the service is funded through HACC. The manner, by which eligibility criteria and HACC assessments act as a barrier to access, is discussed further in the section on community support and health services.

7. Housing

People want choices. Some people who have lived in Fremantle for a long time don't really want to stay in their current houses but don't want to leave the area.

Lower income people have a harder time with housing.

The Cold Stores Homeswest development is a wonderful asset. Great location. Affordable. Units particularly set up for people with accessibility issues.

I don't want to live separated in a retirement village, but want somewhere safe and secure.

Overview

Housing was a topic of major concern expressed in the focus groups - both those run for community members and those run for service providers. It was also the third most common theme in written submissions, with six of the fourteen responses received putting housing as a 'top five' issue.

The key themes in discussions about housing were staying at home, diversity in housing options, affordability, design, and accessibility to services, participation opportunities and transport.

A prevailing theme discussed by participants was that staying in the local community as one ages can be a challenge. There was concern expressed that Fremantle as a whole was not providing the necessary in-home support; or the types of affordable, diverse options that older people require to remain in their local communities. Many people were quite concerned about how they will be able to age within their community and not have to leave their local area.

People said that they want housing choices that are affordable, cater for their amenity needs as they age and allow them to easily access transport, shops, services and friends.

One focus group suggested that the City of Fremantle set up a housing working group that includes community members of various ages and City of Fremantle staff to address housing development and sustainability issues.

Staying at home

Most of the people participating in the focus groups expressed a desire to live within their current homes (be them houses, units, caravan parks or retirement villages) for as long as possible before needing to consider down sizing or a level of residential care.

In order to remain at home, many participants spoke of the difficulties they have in finding and affording the services that they require, either on an ongoing or ad hoc basis. Gardening and home maintenance were the two areas of assistance most frequently mentioned. This was followed by extra assistance with cleaning, shopping and transport at times of illness or when coming out of hospital.

A number of people suggested that the City of Fremantle should provide more help for older residents trying to live at home, either by assisting with referrals, providing subsidised gardening assistance, or providing home care services. Services such as those provided by the Volunteer Task Force were highly regarded, but needed to be more widely known about. There was common

agreement that whilst Fremantle did have services to assist people stay at home, there was not enough. The need for such assistance is discussed further in the section on community support and health services.

A number of participants spoke of the challenges of living in homes that have a heritage listing, with one person sharing that their house had been listed without them knowing about it. These challenges include not knowing what can be done to the property, what should be done and what help is provided by the City of Fremantle.

Staying at home was also linked to transport availability, as many people spoke of a desire not to have to drive as much as they used to. As driving is replaced with dependence on public transport, a number of people expressed a feeling of increased isolation and reduced accessibility.

In the service provider focus group, it was noted that many older people did not know about the types of modifications that can be made to a home to assist ageing in place or did not know how to seek help to get the modifications.

The particular needs of older people in lodging houses was noted by service providers. For example, it can be difficult to access in-home services when living in a lodging house, particularly for personal care and where there are not private bathrooms.

In wishing to stay at home, people also spoke of the need to have livable and safe local communities and streets. Encouraging multi-aged streets, reducing traffic, street events, streetscape and neighbourhood sensitive development approvals, were all seen to be important initiatives in helping people feel good about where they live.

Diverse, affordable, accessible options

If people choose or need to leave the place where they are currently living, they want the change to be a positive one, with good options to choose from.

Many people spoke passionately of a need for improved diversity in affordable housing options.

A number of people spoke with informed knowledge about development proposals in the Fremantle area. There was strong support that new housing developments in Fremantle should:

- Include affordable housing.
- Ensure quality.
- Provide for a mix of resident ages e.g. families and over 55's.
- Include communal green spaces and facilities.
- Be close to services and transport.
- Be designed to incorporate ageing in place principles.
- Consider sustainability and ongoing costs to residents.

The Cold Stores development was seen as a positive example of affordable housing close to the City, although one participant living there expressed concerns about ongoing maintenance.

Diversity in housing tenure was also noted. One focus group said that affordable options should include renting, home ownership, co-operative housing, lodging houses and shared equity.

Over a third of participants live in rental properties and the cost and security of renting was an area of concern for these people. It was noted by service providers that there are long wait lists for public and community housing, with many renters having to move out of their local area, due to increased rents.

Having to leave the local area was also a concern for a number of home owners, many of whom said that they could not afford to 'down size' and stay in their community, even if they wanted to. Stamp duty, real estate agent fees, the high cost of newer unit complexes, mortgage considerations and non age friendly designs were seen as barriers to selling and purchasing.

For many people, there was a general sense that new aged care accommodation and retirement villages were being built in areas that are not well serviced and where public transport is not easy to use. A number of people commented on the City of Fremantle and developers wanting to 'move the old people out of the City' to outer suburbs. As expressed by one participant, "they don't see the need for elderly people to be near shops and amenities - people get less visitors if they are moved further out".

There were mixed opinions about age specific or mixed age housing. A lot of people were clear about not wanting to live only with older people and others want only to live with older people. For those who had moved to retirement villages, the experience was generally spoken of as positive. Some people said that they would like to find out more about retirement villages but did not know how to get independent information and legal advice.

8. Respect and inclusion

We need to see older people as strengths and assets, not problems.

I want to live in the real world, not an artificial world. Respect is about being part of the world. Want my experience valued. I want to be listened to and listen to other people.

The Council has to come and listen to aged people.

Many people are prisoners in their own homes.

I feel respected. It's up to us. No different from anyone else. If you sit at home you lose respect. Where there is positive contact between generations there is respect. I have to be active and keep going.

Overview

People expressed mixed opinions on the extent to which they felt respected as an older person. Many people said that they felt well respected, especially by neighbours and members of church communities and local groups. A number of people spoke about the experience of feeling less visible as they have aged. This can take the form of not being served in shops, not seeing

older people in fashion parades, not being given priority seating on buses and not being respected by cyclists.

As a whole, the City of Fremantle was seen by many as trying to listen to people and promote inclusion. However, it was felt by a number of people attending the focus groups that the process and action of closing the Stan Reilly Centre without a planned replacement, was not a sign of respect or inclusion for older people in Fremantle.

Both community members and service providers noted that a strength about Fremantle was its multicultural mix and respect of cultural diversity.

Multicultural events were seen to be a positive way to build community and mutual respect. Whilst acknowledging the richness of Fremantle's multiculturalism, a number of people noted that more needs to happen to connect Aboriginal and non-Aboriginal communities.

People spoke about changes to the sense of community inclusion that they have felt in Fremantle over the years. It was often expressed that Fremantle is less connected as a community than it once was.

Respect for older people

People often said that they felt respected by those who knew and interacted with them, but less respected by strangers. As expressed by one participant 'getting to know people increases respect'.

A common suggestion across all focus groups was to encourage and increase the number of multigenerational opportunities for interaction, so that there is more mixing of younger and older people. Examples were given of school children teaching computer skills, adopt-a-grandparent programs and mentoring schemes.

Some people came to the focus groups upset or angry about the City of Fremantle's closure of the Stan Reilly Centre and saw the closure, without a planned replacement, as a sign of disrespect for older people in Fremantle.

People said that not only did the closure of the Centre mean that there was no longer a dedicated place for older people to go to, but that in closing the centre, residential services were moved further out, thereby increasing isolation and the sense felt by many that the City wanted to move older people out of the CBD.

Adding to people's feelings of exclusion over the closure of the Stan Reilly Centre and the movement of residential care out of the CBD, are concerns that the Citizen's Advice Bureau (CAB) is being moved to provide a place for cyclists. Some people thought the CAB was closing. Many people said that this decision, along with the closure of Stan Reilly, gives a message that older people in Fremantle are not provided the respect that they deserve.

Some people expressed concern that young people do not have respect for older people and that more needs to be done to teach respect. Others suggested that peer pressure often acted as a barrier to young people engaging more respectfully with older people.

Service providers noted that many agencies and businesses are providing training to staff on working with older people but it is not yet across the board and needs to be increased.

Respect for diversity

Both community members and service providers noted that a key strength about Fremantle was its multicultural mix and recognition of cultural diversity. Multicultural events were seen to be a positive way to build community and mutual respect. One suggestion for building upon multiculturalism was for the City to publicise and celebrate different national days.

Whilst acknowledging the richness of Fremantle's multiculturalism, a number of people noted that more needs to happen to connect the Aboriginal and non-Aboriginal communities. Some people spoke with concern about the presence of groups of Aboriginal people in certain public places, saying that it made them feel uncomfortable because the group might be loud or drinking or

they get asked for money. Many people said that they hesitated to share this reflection because they didn't want to sound racist. In expressing these concerns, people said that this showed a need for the City to work more with Aboriginal Elders and the Aboriginal community to address social issues and to find ways to bring people together positively.

A number of people spoke about the particular challenges of people of non-English speaking backgrounds as they age. There was concern expressed that many older people who cannot speak English well, can experience increased social exclusion.

Inclusion

A number of people spoke about changes to the sense of community inclusion that they have felt in Fremantle over the years. It was often expressed that Fremantle is less connected as a community than it once was. Reasons for this were seen to do with the increase in the number of people who live in Fremantle but work elsewhere and a decrease in the number of women who stay at home and participate in community activities/voluntary work. Long hours of work, driving everywhere and living indoors when home, were also seen to contribute to decreased community activity and, as a result, decreased respect and inclusion.

Many people said that festivals, street parties and free concerts were a great way to get everyone in a community together, thereby increasing respect and inclusion. The theme of supporting the development and maintenance of an array of community groups, clubs and societies was put forward as a key strategy to enhancing respect and inclusion, as it was in the areas of community services, social participation and civic participation.

There was a common sense that there was a strong, positive presence of older people in the streets of Fremantle during the day, but that many older people did not feel safe to go out at night. In this regard, older people felt included in the day life of the City, but less so in the nightlife. Some people said that they had no desire to go out in the evening anymore, but others said

that concerns about transport and safety did create a barrier of exclusion for them in participating in social and civic opportunities.

Many people across all focus groups expressed concern about older people who are socially isolated. As expressed by a number of people, these people are the ones who would not go to focus groups such as these, or attend the social activities that are available. Commonly, participants shared stories of people they know who are living very isolated lives. For such people, barriers such as transport, cost and knowledge of services become compounded by depression, social anxiety and a lack of confidence. It was often expressed that these people need proactive services that go to them and provide a link between their homes and the wider community. Volunteer visiting schemes were seen to be an important initiative in trying to connect with highly isolated people. The group held at the Multicultural Centre noted that a lack of English further impedes inclusion, with the example given of the high number of Italian women whose only contact with people is through the local church.

9. Social participation

We need a community centre. All the other councils have them and they're great places. People now need to go out of the area for social space.

Festivals and events are good. Always something going on.

Can be an issue getting to things on a Sunday. People from outer areas have to catch more than one bus to go anywhere.

Clubs are great for mixing with people - we need more of them but membership seems to be declining.

Overview

Fremantle was viewed by focus group participants as offering a range of social participation activities for people. Community events, the Library, the

Arts Centre, shopping and local community centres, groups, churches and clubs were seen to provide diverse and affordable options.

Identified barriers to social participation included limited transport options, cost, lack of information on what is available and lack of confidence to attend. Transport and safety concerns was seen by the majority of people as the key barriers to socialising at night time. Suggestions for improving participation included addressing transport and information barriers, ensuring that costs are kept low and providing people who are socially isolated with encouragement to participate.

Many participants spoke of the importance of a rich diversity in community groups and clubs as being essential to ongoing participation and the creation of networks (as opposed to one off events), but expressed concern about the ongoing viability of these groups. A number of people felt the City could do more to support clubs, societies and community groups.

By far the most popular suggestion from focus group participants is that Fremantle provide a dedicated centre for over 55s, to replace the service previously run from the Stan Reilly Centre and in keeping with similar centres provided by other Councils.

A dedicated centre

The need for a dedicated centre in Fremantle for older people was widely expressed in focus groups. There was concern and some anger that the Stan Reilly Centre had been closed, the process by which it was closed, and the absence of a replacement facility. This theme ran across all focus groups and was the most frequently noted theme in the written submissions received (79 percent of written responses said that Fremantle needs a dedicated centre for older people).

People saw a centre as playing a vital role in not only enhancing social participation, but also in communication and information, respect and social inclusion, support services and civic participation.

Melville, Cockburn and Rockingham were mentioned by many as providing good examples of dedicated centres that provide a wide range of activities, courses and services. A significant number of participants said that they regularly attend these centres. Citiplace Community Centre in Perth was also widely praised. The types of things that people think a dedicated centre could provide included:

- Ability to drop-in informally and have refreshments.
- Low cost meals.
- Low cost services, such as hairdressing and podiatry.
- Information about services, events and activities.
- Bus trips.
- Courses and talks.
- Physical activity groups.
- Meeting rooms for clubs and groups.
- Volunteer opportunities.
- Social events.

People shared that they thought a dedicated centre needed to be central and easily accessible by transport.

In a number of focus groups, preferences for an age specific facility or a mixed age facility was explored. In general, people said that they welcomed opportunities to mix with a wide range of ages, but that older people also needed to have a centre that specifically focused on them. There was some concern that in age generic centres, older people can become invisible. Suggestions were made about initiatives that bring younger people into dedicated over 55 centres. Younger participants tended to favour mixed aged facilities more, whilst older participants tended to favour an age specific centre. A couple of older participants said that when the under 65's reached their age, they will prefer an age specific centre too.

Community centres

Participants spoke of the Glyde-In Community Learning Centre, Meeting Place, Hilton Bowling Club and Men's Shed as providing positive opportunities for social participation. There was some feedback given that the Meeting Place has become less accessible for older people in recent times, from both a cost and program perspective. Some people said that they can no longer afford to participate in the activities run by the Meeting Place as much as they would wish to and a number of people said that they thought the centre no longer focused on activities that older people would be interested in, becoming more 'environment' focused.

Transport to and from community centres was a common concern, with some places being better serviced than others. For example, participants in the Hilton focus groups spoke positively of the potential for the new Paget Street Centre to provide opportunities for enhanced social participation, but said that it was not always easy to get there by public transport.

A number of people said that they would appreciate more bus excursions. Whilst some people said that the City provided trips, it appears that the areas selected for excursions were limited to 30 kilometers. Longer, extended trips that included a low cost meal was seen as an option that is not available in the Fremantle area, but one that is offered by neighbouring Councils.

A number of people spoke about the difficulties that they are experiencing in finding affordable and accessible exercise classes for older people. Prime movers and Living Longer Living Stronger were examples given of groups that appear to fizzle out because people can't get to the classes, there is not a suitable space to meet or there is a lack of interest, due to a lack of knowledge.

Events

Many people said that they thought Fremantle had a diverse mix of events, concerts and festivals throughout the year that were largely well advertised

and accessible. The Arts Centre concerts and markets at Kings Square were particularly mentioned.

More intergenerational events was seen as a good way of increasing social inclusion and mutual respect.

While the rich array of events in Fremantle was seen as very positive, it was also noted in the focus groups that these activities tend to be suited to more active people and those without mobility issues. Transport to and from events was also seen as an issue, especially for those coming from outer suburbs where, buses are less frequent.

Groups and clubs

Many participants spoke of the value of groups, clubs, churches and societies in providing positive social and civic participation opportunities. People spoke of importance in their lives of the groups that they were involved in. A number of other people said that they would like to become more involved with groups. Barriers to involvement included not knowing what is available, transportation and confidence to turn up for the first time on one's own.

Fremantle was seen by many as having a reasonable diversity of groups, clubs and societies that people can be involved in. However, there was concern that:

- The viability of many groups and clubs was at risk.
- Information about these groups is not centrally organised and promoted.
- A number of groups struggle to find suitable meeting spaces.
- A number of groups are struggling with lower membership and increased organisational requirements.
- Groups need assistance and support to thrive.

Many participants said that they thought the City of Fremantle should do more to support and encourage community groups and clubs. A not uncommon comment was that the City should be as concerned about declining groups

and clubs as they are about big events and tourism. Suggested support for community groups included promotion, advice, training, meeting spaces, in-kind and financial assistance.

Accessibility

Transport, cost and lack of information were frequently noted as the key barriers to accessing social participation opportunities. As reinforced in the areas of outdoor spaces, transport and civic participation, an opportunity to be involved requires an ability to get there.

Many participants said that they would like to go to more events in the evening, but a lack of frequent buses at night, the cost and availability of taxis and concerns about safety prevent them from doing so. Some people said that they felt comfortable going out in Fremantle in the evening, but most said that they did not.

Another theme discussed by many focus groups was that some older people need particular encouragement and support to access social participation opportunities. In addition to the barriers of transport and cost, the social isolation experienced by many people adds to and compounds further isolation. Transport services and home visitor schemes were viewed as positive ways to 'reach in' to isolated people and encourage participation.

Shopping and cafes

For many people, shopping and going out for a coffee or tea was noted as a significant component of social interactions. People said that Fremantle provides a large variety of clothes and leisure shopping opportunities but that there has been a decline in shopping options for basic things such as haberdashery and hardware (the closure of Spotlight was particularly mentioned). Many people said that shopping in Fremantle caters more for tourists than residents. Some people said that as an older shopper, they did not feel welcomed by the new, fancier shops that did not view older people as a target market. Late night shopping was seen as a positive idea in theory, but

in practice many older people did not feel comfortable going out at night, due to limited transport options and safety concerns.

Younger participants in the focus groups spoke positively of the cafes, small bars and eating places that Fremantle offers. For older participants, the loss of the Stan Reilly Centre meant that there was not a place in Fremantle that they felt they could comfortably just pop in to for a chat and cheap refreshment.

10. Communication and information

There is stuff available but people don't know about it or how to find out about what is out there.

*The One Stop Shop is a good service but is not well known.
Needs to be promoted more.*

Older people have a lack of experience, knowledge of and interest in present day communication such as mobiles, internet and computers.

Overview

There were many different levels of information amongst community members about the types of services and participation options that are available. Some people seemed well informed and others said that they often struggle to find out about services. Sharing of information about services and facilities was a common feature of focus group discussions, with many people saying that by attending the focus group, they had learnt about options that they had not known existed.

Community newspapers, word of mouth and Freinfo appeared to be the most common ways in which people received information. There were mixed views on the extent to which the One Stop Shop and websites were a good source of communication and information.

There was general agreement that communication of information about services, community groups and civic matters could be improved.

Suggestions included newsletters, community radio, large print editions, multilingual information, the local paper in audio format and better access to computers and computer classes.

As with other areas (social participation, respect and inclusion, community support and health services), a dedicated centre for over 55's was seen as an important strategy for communication and information. People suggested that the centre could act as point of information and referral, talks could be held there and people could meet to chat and exchange information.

Service providers noted that improved communication and information was also important to them. Apart from a network convened by the Multicultural Centre, there was not a broad, aged care service network in Fremantle. Many service providers said that they came to the workshop wanting to meet other providers and exchange information, as these opportunities are rare. It was suggested that the City of Fremantle facilitate an aged care services network, to improve inter-agency communication.

Ways of communicating information

Community newspapers and word of mouth were most frequently cited as effective ways of finding information. The Herald in particular was mentioned as a valuable resource because it is home delivered. A number of people said that now that the City places Council news in the Gazette, they are less likely to see it, as the Gazette must be obtained from the local IGA or library.

Word of mouth communication is viewed as very effective, which is also one of the reasons so many community members said that they wanted a centre to go to and more opportunities to meet with other older people.

A number of people said that they found the One Stop Shop a valuable source of information and referral. However, a roughly equal number said that they did not know about the shop, or found the service not very useful.

Suggestions for improving the effectiveness of the One Stop Shop included more training of volunteers; a more welcoming shop front and space; not so many pamphlets (can be overwhelming); more condensed information e.g. local services all on one fact sheet; and better promotion of the service. The Citizen Advice Bureau was also considered by many to be a good source of information and a number of people were concerned that the service was being moved from its current location or may be closing down.

Whilst some participants said that they found websites and computers a useful source of information and communication, most said that they were not comfortable with computers. Issues around the use of computers included not knowing how to use them, limited access to computers and not liking the technology. A number of people complained about the dominance of computer communication, saying that they don't get notices in the mail anymore as renewals and even bills become increasingly email based.

Many people spoke about the importance of local computer courses for older people, but said that there can be long waitlists, it can be hard to understand what is being taught and cost can be a barrier. A number of people suggested that the City could assist older people with computer literacy by providing classes. A centre for over 55's was seen as a good place to put computers for people to use. A couple of people had heard of a program in another area, whereby young people went into the over 55's centre to teach older people how to use computers. This was seen by those who heard of the idea as a great initiative, as it also provided for intergenerational interaction.

Service providers and a number of community members spoke of the particular communication difficulties faced by people from Culturally and Linguistically Diverse (CALD) communities. The Multicultural Centre has some information for CALD older people available, but it was generally considered that there was not enough information available in community languages.

A number of people suggested a single directory that outlines all the types of assistance available to seniors in Fremantle and who to contact. Many people spoke of the frustration and confusion they experience when they are just given a lot of pamphlets or told to look on a website. Other ideas included newsletters, community radios, large print editions of council documents, and audio formatted information.

In terms of communicating with the City of Fremantle, some people said that it was often hard to get the right person to talk to on the telephone. A 'duty officer' position that could assess what the query was about and ensure that the correct area handles the matter was suggested by a couple of people.

Some people complained about the use automated telephone services, which are increasingly being used by services and businesses. In particular, these services were seen to be difficult for older people with hearing impairments or those from a non-English speaking background.

It was noted in the focus group held at the Multicultural Centre that many service providers are not using telephone interpreter services as often as they should, either because the service is not being budgeted for or people are not trained and encouraged to use interpreting services.

11. Civic participation and employment

Volunteering is great for meeting people. It's a good learning experience.

Paid employment is great too but there is discrimination. Age is a barrier.

Precinct meetings are good idea but run at nighttime, so can be hard to get to.

When there are functions or meetings seniors don't attend because of limited transport options. If Council wants seniors to attend and participate in meetings, transport needs to be considered.

Older people have a voice - loud and clear, but it isn't being heard.

Overview

Most people expressed the view that the City of Fremantle provides a number of opportunities for people to be consulted, especially on major proposals. The precinct system in particular was seen as a valuable way to be involved in civic affairs. The age friendly consultation and focus groups were praised as a positive initiative.

Barriers to civic participation for community members included attending meetings in the evening, transport, mobility and lack of information. Some people said that it can be hard to believe that they have much influence in civic decision making and sometimes wonder if consultation processes are 'rubber stamps'.

Volunteering was viewed highly as an opportunity to get involved in the local community, meet others and contribute. Ways in which people described the volunteer work they did included being involved in local groups, clubs and societies; participation on boards and committees; and providing volunteer time to help others.

It was noted that opportunities for older people to engage in paid work was limited and often an area of age discrimination.

Participation in civic decision making

Many people spoke of their interest in knowing more about City of Fremantle decisions and being able to contribute to consultation processes, committees and working groups. It was felt that the City did a reasonable job of trying to consult with residents, although some questioned how genuine and effective the consultation processes were. The precinct system was noted as a great opportunity to participate by a number of people.

Two significant and related barriers that were identified to participation in civic decision making were the difficulties people experience in getting to meetings (transport) and that most meeting are held at night time. A number of people said that they no longer wanted to go out at night and others said that they don't mind evening meetings, but found getting there and back a problem. A common theme was that, if the City wishes to include older people, they need to offer transport options to assist with participation. A number of people said that they appreciated the transport assistance that had been provided to attend the focus groups.

One focus group discussed the benefits of older people participating on boards and committees, but suggested that more needed to be done to encourage such involvement and link people with groups requiring committee members. This group also discussed the way in which gender can affect civic participation, with examples given where boards, committees and Council membership can have an under representation of women. Participants suggested that the City support affirmative action policies, mentoring and training to encourage women (including older women) to participate in boards and committees.

Participation in employment

Most community members participating in the focus groups were retired (85 percent), 10 percent worked part-time, one person worked fulltime and one was seeking work. A number of people said that they would like more opportunities to work in a paid capacity, but found such opportunities to be very limited in Fremantle.

Barriers identified to obtaining paid employment included discrimination on the basis of age and a lack of casual, part-time and flexible work options, suited to older people.

Participation in volunteering

People spoke highly of the volunteer work that they are or have been involved in. Volunteer work was agreed to be beneficial to people - providing social and

civic participation, building self confidence and increasing connection to the community. Many people spoke about genuinely wanting to contribute to their local area.

The type of volunteering work undertaken varied considerably. Some people assisted in services such as the One Stop Shop or volunteer driving; some were involved in social or civic groups, clubs and societies; and some were involved in their church or local cultural groups.

Barriers to volunteering were discussed as including:

- Concerns about time commitments.
- Need to get clearances.
- Not knowing where to go to find a position.
- Transport.
- Mobility.
- Language.

Most people who volunteer said that they felt respected and well supported in their role. Some people suggested that the City of Fremantle could do more to show their appreciation of volunteers, such as providing a discount card or Christmas lunch.

Service providers also spoke of the value of volunteers. Some of the difficulties agencies experience in using volunteers include matters of recruitment, insurance, training and clearances. For example, one agency noted that it can be harder to get insurance coverage for volunteers over the age of 75 years. One suggestion to come from the service provider group was that the City of Fremantle considers coordinating the training and recruitment of volunteers in the local area.

It was generally agreed that there are lots of ways to volunteer in the Fremantle area, but there needs to be better coordination and communication about volunteering.

Opinion was mixed about how easy it was to find information on volunteering opportunities. The Meeting Place and Men's Shed were noted as trying to link people with volunteer positions, but not everyone knew about these services. Opportunities to mix with diverse ages through volunteering and mentoring were seen by many to be very valuable, but hard to find.

12. Community support and health services

There's lots out there, but how do you find out about what's available? Who does what?

No one central place you can enquire about getting help. Get sent from one service to another. Council could do better at referring to the right service.

Need a service just when you're ill or out of hospital. Not all the time.

Bouquet to Fremantle hospital. No one can complain, they are nice and help you straight away.

Overview

Many people spoke highly of the quality of community and health services that are available in the Fremantle area. In particular, services coordinated through the hospital were praised, as was the work of the Volunteer Task Force, Silver Chain, Citizens Advice Bureau and Dial-a-ride. Home and Community Care (HACC) services were seen by both service providers and community members as providing essential support to people in their homes.

Whilst people were generally happy with the quality of services provided, there was agreement that there were not enough services to meet demand. People felt that more services were required to assist with gardening and home maintenance. Services that can help with little notice in times of temporary illness or returning to home from hospital, and volunteer transport services were also seen as being hard to find but much needed. Increasing

the range of support services available was the second most noted area of suggestion in the written responses received from participants.

A number of people talked about the barriers to accessing services, including not knowing about them, eligibility criteria and not having English as a first language. A decrease in bulk billing, waiting times for appointments and closed patient lists were identified as barriers to accessing general practitioners.

A common concern expressed was the difficulty in not only finding out about services, but also organising and following up on referrals. Many people spoke of the merry-go-round of telephone calls they find themselves doing trying to access assistance.

Service providers noted the absence of an aged care network in Fremantle and thought the creation of such a network would be highly beneficial. It was generally agreed that communication between service providers needed to be improved.

Both service providers and community members spoke of their concerns about what would happen to Fremantle Hospital when the Fiona Stanley Hospital opens. There was strong agreement that change arising from the new hospital should be used to create opportunities for increased services for older people in Fremantle.

Accessing services

A lack of information was the most commonly discussed barrier to accessing assistance. Issues around information in general are discussed further in the section on communication and information.

A common theme was the need of help to find help. For many people, this help means more than being given a list of numbers to ring. In addition to knowing about what is available, many people spoke of the lack of assistance in determining eligibility, managing referrals and linking people with

assistance. A number of people shared their frustration in not having a central place that can not only provide information, but also assist with the referral and follow-up processes. A number of people spoke about the situation whereby a referral is made but there is no follow up - no one rings to say 'Did you receive the service? Has the referral gone through?' It was noted by many that it can be difficult and frustrating to ring up agencies and try to arrange assistance or follow up on requests, especially if you are sick or cannot speak English well.

Both service providers and community members spoke about issues around eligibility criteria for services. Many of the services discussed were only available to ACAT/HACC accessed people on low incomes. A number of people spoke about trying to 'hold off' getting an ACAT/HACC assessment because they didn't see themselves as needing high levels of assistance yet or they found the questions required to prove eligibility intrusive. Service providers also spoke about some people choosing not to access services because of the assessment questions were considered too personal. The lack of flexibility in HACC eligibility was noted by a number of service providers, who said that age thresholds did not provide for complex cases where there are co-morbidity issues.

A number of people spoke about the need for services for older people who were not in the HACC assessed system. One self-retired couple spoke of the difficulties they had experienced trying to find home assistance during a period of illness. They said that, without a pension card, everyone they spoke to said that they couldn't help them. They were happy to pay for services, but didn't know how to arrange help and when they tried, felt discriminated against because they were not on a pension.

Transport to services was viewed by many as a key access issue. Whilst eligible patients of health services have patient transport assistance available, there was little transport assistance for attending non-health related services and appointments.

Services provided in Fremantle

There were a number of services provided by the City that people said were very good. These included Dial-a-Ride, the library, the Justice of the Peace service, podiatry, the legal centre and the One-stop-shop.

There was some concern expressed that the City might be trying to close down or outsource services. Some people thought that the priorities of the City had changed to focus more on events and tourists than services and residents. Whilst most people thought that the City should provide more rather than less services, a couple of people argued that the City should just focus on what it does best, and not necessarily see itself as a service provider.

The Volunteer Task Force, Silver Chain and the Fremantle Hospital were all praised as being valuable services in Fremantle. Many people said that they hoped new services for older people would be run from the hospital after the Fiona Stanley Hospital opens and current hospital services are moved to Murdoch. Another valuable service mentioned by some people was run by the Red Cross and involves people who are sick or recovering receiving a daily phone call to check if they are ok.

For people who do or have received HACC home help services, a common point of discussion was the limitations of home cleaning services, due to occupational health and safety policies. People gave examples of workers not being allowed to vacuum upstairs or move furniture.

St Patrick's Community Support Centre was noted by a number of people as a good place for affordable meals. The evening soup kitchen was noted by service providers as being an important service for marginalised older people.

It was acknowledged by a number of people that local churches and cultural associations provide valuable services to their communities.

On the whole, general practitioners (GPs) were seen to provide a good level of service, with most of them being proactive in letting people know about what assistance is available and initiating referrals. For people wishing to change GPs, reduced bulk billing, waitlists and closed patient books were viewed as barriers.

A mix of government, not-for-profit and private providers were represented in the service provider workshop. A key point of discussion from the perspective of providers is the need for greater communication and collaboration. Service providers suggested the formation of a Fremantle Aged Care network, similar to the one run by Melville. Currently the only agency network is run by the Multicultural Centre for service in relation to CALD communities. Evidently, Silver Chain tried to organise a service provider network, but it didn't take off.

Service providers reflected the general view of community members that there were a number of services available in Fremantle, but not enough to meet demand. Waiting lists, the reliance on volunteers and a lack of flexibility in assessment guidelines were all listed as barriers to service delivery. A number of people spoke about the need for improved age-in-place options and the particular needs of older people living in lodging houses and hostels were noted.

It was acknowledged that volunteers provide a large number of the services offered to older people in Fremantle, especially in the delivery of informal support. However, there were challenges around finding, using and keeping volunteers. A number of service providers suggested that the City could play a role in coordinating and supporting volunteering in the region.

Required services

Gardening, home maintenance and transport services were the most commonly mentioned areas where more services were required. Cleaning and assistance in checking that the homes of older people were safe and secure was also noted as being needed.

Some people linked the expanded services that they would like to see in Fremantle with the need for a dedicated centre for over 55's. It was suggested that a centre could include services such as health talks, self care courses, podiatry, hairdressing and low cost meals.

The issue of social isolation was often discussed in the focus groups. Many people shared stories of older people feeling isolated and lonely. Again, a dedicated centre that was central and provided transport assistance was seen as a critical strategy to deal with isolation. Many people also suggested more volunteer visiting schemes in Fremantle and examples of such services in other localities were mentioned.

Increased nursing home care, semi-supported residential services and a quality hospice in the local area were also mentioned by different people as required services.

Whilst there were many comments praising the Fremantle Hospital, a common reflection was that discharge planning in general (across all hospitals) was not done as well in reality as it was espoused in theory. Many people spoke about leaving hospital as a vulnerable time, where extra help was often needed straight away, without having to deal with complex assessment processes or long waiting lists. Some people said that their experience of discharge planning was positive and some said that they were sent home with little or no assistance.

13. Comparisons between groups

There were more commonalities than differences between the focus groups in the feedback that was provided and issues discussed.

The most common theme across all focus groups was concern about the closure of the Stan Reilly Centre and the absence of any replacement.

Also common across all groups was:

- The central importance of transport and its link to all aspects of wellbeing.
- The importance of in-home services.
- The need for affordable housing options.
- Concerns about safety and anti-social behaviour, especially at night.
- Concerns about the condition of footpaths and public toilets and the need for more shaded seating.
- The need for improved information and communication.
- The need to support clubs, societies and community groups.
- Suggestions for more multigenerational events and initiatives.
- The value of festivals, streets parties and community events.
- The value of volunteers and the need to encourage and support volunteering.
- The value of integrated and connected communities that link across age groups and cultures.
- Concerns about people who are highly socially isolated.
- The desire of people to stay in their local community as they age.

Differences between groups tended to be a function of people's different experiences. For example:

- The group held at the Multicultural Centre focused discussion on the difficulties experienced by people from CALD backgrounds.
- Groups held at Hilton tended to focus on outdoor spaces and facilities in and around Hilton.
- Age discrimination in paid employment was a theme mainly discussed by the group made up of people under the age of 75 years.
- Older participants were more likely to talk about attending centres for older people in other areas (e.g. Cockburn), whilst younger participants tended to talk about the value of cafes, restaurants and concerts.
- The group made up entirely of younger participants had the most to say about affordable housing options, well designed new developments and civic participation.

- Older participants often spoke from direct experience about issues around accessing in-home services and the absence of assistance in gardening and home maintenance, whereas many younger participants had not yet experienced the need for such services.

Within service providers, small group feedback was obtained separately from agencies in the government sector, private sector and volunteer/not-for-profit sector. No major distinctions between the three groups appeared in the feedback discussion, although the volunteer/not-for-profit were more likely to express concerns about highly marginalised older people and the importance of supporting clubs, societies and community groups.

14. Limitations

In analysing the profile of focus group participants and comparing this with the community profile, the following methodological limitations in regards to diverse representation of consultation participants are noted:

1. Women were over represented in focus group participation - accounting for 76 percent of community participants.
2. Whilst a specific group designed for CALD people was held, attendance at this group was small and mixed, with a total of five community members from CALD backgrounds attending across the seven community focus groups (11.6 percent of focus group attendees). This compares to 14.6 percent of the total Fremantle population that speak a language other than English.
3. There was no representation from older Aboriginal and Torres Strait Islander people in the focus groups.
4. Residents living in the suburb of Fremantle were over represented in focus groups, with 46 percent living in Fremantle, compared to 28.8

percent of the total population aged 55 years and over living in Fremantle.

5. Only 2.3 percent of the total focus group participants worked fulltime (one person), compared to 28 percent of the total Fremantle LGA population aged over 55 years. The under representation of older working people in focus groups can be partially but not fully explained by the over representation of focus group participants aged over retirement age.

In addition to the research limitations that are seen when comparing focus group participant profiles with the profile of the older population as a whole, the following observations also show some limitations in the research outcomes:

6. Whilst a specific group was held to target carers, no one attending this focus group identified himself or herself as a carer.
7. There did not appear to be representation from highly marginalised older people, that is, people living in lodging houses or short-term accommodation. This group was not specifically targeted in the consultations, but was identified as a group of older people with special needs by the service provider workshop participants.
8. Whilst it was intended to have specific focus groups for people aged over and under 75 years, so as to compare differences between the two age cohorts, people tended to self select the focus group time and venue that most suited their preferences. In analysing participant profiles, two focus groups had participants all aged over 75 years, one had participants all aged under 75 years and four focus groups had participants of mixed ages (over and under 75 years). This meant that the ability to analyse findings in terms of age differences was limited.

9. Group attendances averaged six and ranged from four to ten. Group attendances were lowest in the focus groups held outside the CBD.
10. The methodology tended to favour people who were already fairly connected and involved in their community, with a level of confidence in participation. This limitation was noted by a number of community member participants in the focus group discussions. For example, it requires a certain level of confidence to respond to an advertisement in a newspaper and turn up to a discussion group. As a 'talking' methodology, focus groups also favour people who are reasonably articulate.
11. The commitment of three hours may have contributed to lower participation amongst some groups, particularly carers.

The City of Fremantle plans to address gaps in community representation noted in these limitations by developing stage two community engagement strategies to seek additional input into the planning process.

Appendix 1: Age Friendly City Community Profile

The City of Fremantle is a regional centre located by the coast and the Swan River. It has a population of approximately 28,000 people with a significant proportion of people over the age of 55 years. It is a key regional hub for services, tourism and recreational activities with an active and vibrant CBD and working port.

The city covers 19 square kilometres and is divided into 8 suburbs:

- Beaconsfield
- Fremantle
- Hilton
- North Fremantle
- O'Connor
- Samson
- South Fremantle
- White Gum Valley

The Australian Bureau of Statistics Census of Population and Housing provides detailed information on a range of data for local communities. The 2006 community profile on the Fremantle Local Government Area has been used to gather information on the social, ethnic and economic status of people over the age of 55 years in Fremantle.

This profile has included people between the ages of 55 and 59 years as the City of Fremantle defines seniors as people over the age of 55 years. Information is also provided by the Australian Bureau of Statistics in age categories of 10 years (55 – 64, 65 – 74, 75 – 84 and 85 plus).

Key issues identified in this profile are:

- There is a greater proportion of over 55's in Fremantle (28.8%) in comparison to Perth (22.7%) and Western Australia (22.9%).
- People in Fremantle are older than those in the Perth metropolitan area. The average age is 41 compared to 37.

- Over one third of the over 55 population earn under \$250 per week.
- The suburbs of North Fremantle (33.11%) and Beaconsfield (31.59%) have the greatest proportion of people over the age of 55 years.

This profile compliments a community engagement project funded by the Department for Communities. Eight focus groups were held with people over the age of 60 years to explore the age friendly features, barriers and areas for improvement in Fremantle.

1. Number of residents

The estimated resident population of Fremantle as of 30 June 2009 was 28,105.

The average age of people in Fremantle is 41 years. 49.62% of the population are male and 50.38% is female.

2. Numbers and proportion of older people

Age group	#	%
55 - 64	3158	12.66%
65 - 74	2026	8.12%
75 plus	2002	8.02%
TOTAL	7186	28.8%

NB Percentage is based on total population

The table above shows that people over the age of 55 years make up 28.8% of the total population of Fremantle. This is above the proportion of over 55s in the Perth Statistical Division (22.7%) and Western Australia (22.9%).

Suburb	Over 55		Over 65		Over 75	
	#	%	#	%	#	%
Beaconsfield	479	11.63%	435	10.56%	387	9.40%
Fremantle	1029	13.79%	575	7.71%	519	6.96%
Hilton	256	8.11%	205	6.49%	237	7.50%
North Fremantle	461	17.83%	213	8.24%	182	7.04%
O'Connor	22	8.00%	31	11.27%	29	10.55%
Samson	250	12.65%	167	8.45%	133	6.73%
South Fremantle	402	14.40%	216	7.74%	164	5.87%
White Gum Valley	236	9.59%	175	7.11%	234	9.51%

NB Percentage is based on total population

The suburbs of North Fremantle (33.11%) and Beaconsfield (31.59%) have the greatest proportion of people over the age of 55 years. Hilton has the least at 22.10%.

3. Social, Ethnic and Economic backgrounds

Education levels

Age group	Year 12	Year 11	Year 10	Year 9	Year 8 or below
55-64	1,334	176	670	181	284
65-74	495	82	323	158	491
75-84	234	28	178	140	443
85 plus	46	6	60	53	138
TOTAL	2,109	292	1,231	532	1,356
%	29.35%	4.06%	17.13%	7.40%	18.87%

NB Percentage is based on total age group population

Just under 30% of the over 55s population in Fremantle completed school to year 12 or equivalent. 17.13% completed year 10 and 18.87% completed year 8 or below.

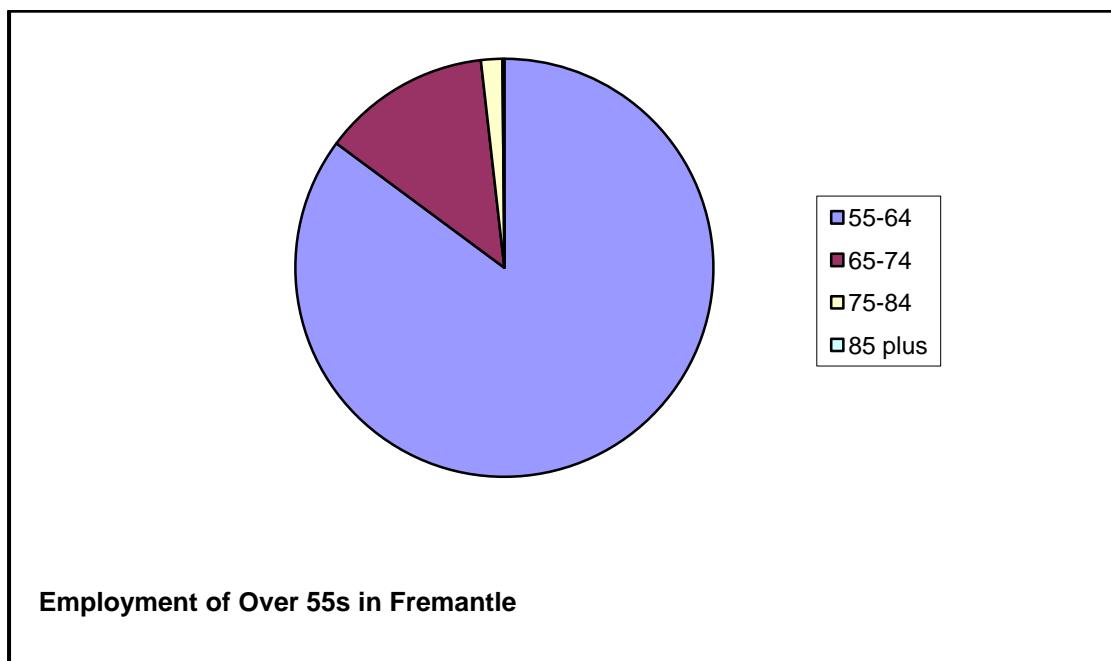
Post school education	#	%
Tertiary	987	13.74%
Diploma	474	6.60%
Certificate	754	10.49%
TOTAL	2,215	30.82%

NB Percentage is based on total age group population

Just over 30% of the over 55s population reported having some form of post school education. This includes tertiary education (Bachelor or Post graduate), diplomas and certificates.

Education levels

27.83% of over 55s in Fremantle are employed in some capacity in either part time or full time work. As expected, this declines significantly as people age. 15.18% of this age group also completes voluntary work.



The top 5 industries of employment for this age group are healthcare and education (15.29%), arts and recreation (12.79%), science and technology (9.71%), manufacturing (7.31%) and retail (6.84%).

Ethnicity

Fremantle is a culturally diverse population known for its European influences. This is confirmed by the top five places of birth outside Australia which include:

Place of birth	Population	%
United Kingdom	1044	14.5%
Italy	919	12.7%
Croatia	162	2.25%
Portugal	149	2.07%
New Zealand	84	1.17%

NB Percentage is based on total age group population

The top five languages spoken at home outside of English are all European. They are:

- Italian (6.40%)
- Croatian (1.17%)
- Portuguese (1.11%)
- Spanish (0.75%)
- French (0.55%)

Overall 14.6% of the Fremantle population speaks a language other than English at home. The suburbs of Beaconsfield (15.5%) and White Gum Valley (14.1%) have the biggest population of residents speaking a second language.

Aboriginal

Age Group	Aboriginal		Total
	Males	Females	
45 - 54	14	34	48
55 - 64	13	9	22
65 plus	3	11	14
Total	30	54	84
%	0.27%	0.49%	0.76%

NB Percentage is based on total population for age group

There is a 17 year life expectancy gap between Aboriginal and non-Aboriginal people across Australia. For this reason, the table above shows the number of people over the age of 45 yrs who identified as Aboriginal.

In general though, Aboriginal people comprise approximately 3% of the West Australian population. Factors such as literacy problems, homelessness and transience may mean that Aboriginal people are under represented in Census data.

Economic

The table on page 60 shows that almost 36.9% of people over the age of 55 earn less than \$250 per week.

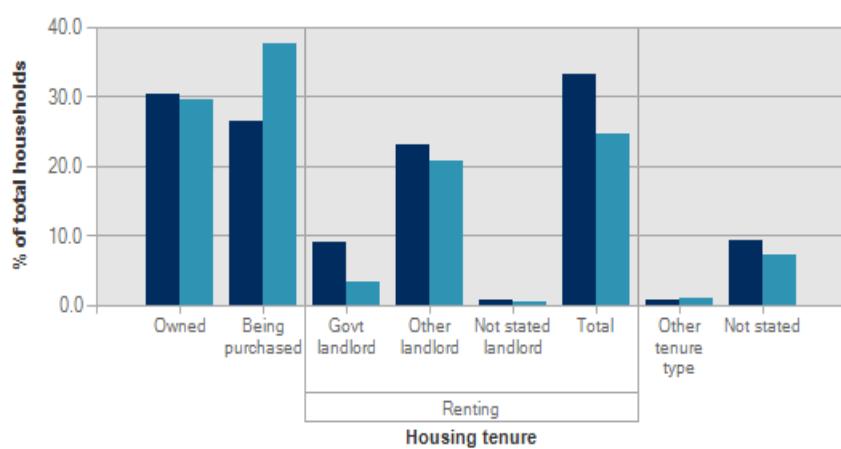
Age group	\$0-\$250	\$250-\$399	\$400-\$599	\$600-\$799	\$800-\$1300	\$1300+
55-64	766	401	385	265	536	511
65-74	805	474	216	87	105	93
75-84	576	421	137	48	31	10
85 plus	143	144	41	4	5	4
Total 55+	2290	1440	779	404	677	618
%	36.9%	23.2%	12.5%	6.5%	10.9%	10.0%

NB: Percentage is calculated on total responses to the question

4. Housing tenure

Housing tenure, City of Fremantle and Perth Statistical Division, 2006 (Enumerated data)

█ City of Fremantle
█ Perth Statistical Division



Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

The graph above shows:

- The majority of homes in the Fremantle local government area are fully owned (30.2%) or being purchased (26.5%).
- 33.2% of the Fremantle population rent their home. This is above the Perth Statistical Division of 24.7%.
- Almost one third (9.2%) of the renting population (33.2%) rent their home from the State Government. This is three times the rate of the Perth Statistical Division (3.4%).

5. Services for Over 55's

Distribution of public, private and voluntary services

There are a number of public, private and voluntary services in the Fremantle LGA that provide services for seniors in the Fremantle LGA including:

Public

- Department of Housing
- Disability Service Commission
- Centrelink
- Fremantle Hospital
- Fremantle Older Adult Mental Health Service
- Fremantle Police Station

Private

- Western Hearing
- Italian Village, White Gum Valley
- St Francis Aged Care, Fremantle
- Regis Hillcrest, North Fremantle
- Garden Parklands, Samson
- Beacon Hill Retirement Village, Beaconsfield

Voluntary / Not for Profit

- Lions Club
- National Seniors, Fremantle Branch
- Neighbourhood Link
- Volunteer Task Force
- Bridge Club
- Hilton Park Bowling Club
- Citizen's Advice Bureau
- Fremantle District Diabetes Support Group
- North Fremantle Bowling Club
- Fremantle Bowling Club

- St Patrick's Community Support Centre
- Access Housing Fremantle
- Fremantle Women's Health Centre
- Fremantle Community Day Centre

Services provided by the City of Fremantle

The City of Fremantle provides a number of services that target or are well used by the over 55's community including:

- Independent living units - Frederick Wright Memorial Homes
- Retirement Village - Tapper St Mews
- One Stop Shop (information for seniors)
- Fremantle Community Care – transport and social support services
- Fremantle Arts Centre
- The Meeting Place
- Fremantle Volunteer Service
- Fremantle Community Legal Centre
- Samson Recreation Centre
- Fremantle Leisure Centre
- Fremantle Library Service

References

Australian Bureau of Statistics (2007), Extended Community Profile (Fremantle),
2006 Census of Population and Housing, Commonwealth of Australia

Department of Indigenous Affairs (2010), Indigenous Demographics, **Facts at a Glance**, <http://www.dia.wa.gov.au/Documents/Information/demographics120710.pdf> (accessed 17/01/2011)

Informed Decisions (2011), **City of Fremantle Community Profile**,
<http://profile.id.com.au/Default.aspx?id=372> (accessed 17/01/2011)

Appendix 2: Suggestions

This section lists all the suggestions that were put forward across the focus groups.

Outdoor spaces and buildings

- Locate toilets in more central locations. Have maps of toilets.
- Have better lighting.
- Have more shelters and seating in public places.
- More crosswalks in other areas.
- Adequacy of toilets - modernise, increase, brighten.
- Improve safety in the community, particularly at night.
- Provide more effective security and seating.
- Improve paving.
- More shelter and seating for buses and in public spaces.
- Difficult to cross Marine Terrace to Esplanade - needs a crossing and lights.
- Replace paving, away from paving stones in the CBD.
- There needs to be land works around the edges of the Hilton Park Passive Recreation area as it is uneven, and a walking spine put through there.
- Need to be more Indigenous patrols.
- Should be more seating in shops and places where you have to wait like chemists, shops etc.
- Need a senior citizen's centre to bring people together. Central senior citizen's centre would bring people in from outlying areas.
- Change King's Square back to St John's Park and close street in front of church. Make whole area car free from St John's Square to café strip. Make it easier for older people to shop and walk around.
- People want the city cleaned up. Should make pavements like Mandurah foreshore or Rockingham. Not grey flagstones, dreary dirty and dangerous.
- Should work with elders of Aboriginal community.

- Pedestrian education for cyclists. Need more separate bike paths.
- Would like to see outdoor gym equipment for seniors, at South Beach, on grassed area between dog beach and cafe. Encourage fitness.
- Should have squares or piazzas in all suburbs, to gather, sit and connect.
- Limit times for freight trains. Not allow them to run at 4 in the morning.
- Need more seats to rest whilst walking in my suburb.
- More seats in suburbs to rest.
- Aboriginal taskforce about antisocial behaviour.
- Improve toilets.
- Mustn't sell off any parks or open green spaces. Not much green open space in Fremantle and what we have should be protected and enhanced.
- Should encourage walking, the more walkers, the safer it is.
- Should be more police on the beat, not in cars. Police on bikes and foot.
- Need more activities at King's Square. King's Square markets being stopped because of cost but don't see why cost is an issue.
- More buskers. Feel buskers too regimented. No spontaneity. Visitors love buskers.
- Want greater safety at night. Want more Noongar patrol. More police.
- More casual seating at South Beach along beachfront. Can't take own seat if using public transport.
- Would like plants in planter boxes to make the city more attractive.
- Needs more greening.
- Access to shops needs more ramps for wheelchair and frame access. Maybe have mobile ramps.
- Suggest that Woolstores or other larger centres in Fremantle have loan wheelchairs to give easier access.

Transport

- Better training around the needs of older people with Transperth drivers/staff.

- Bus transport around Fremantle needs to be improved to increase access to activities.
- People here are stuck in their own homes. Should be feeder buses into the city centre.
- Transport – buses from outer areas not frequent enough.
- Volunteer transport taskforce needs to be better publicised.
- Increase volunteer transport options.
- Extend CAT bus.
- CAT bus between shops - extend area, colour code - bus actually coloured, not just labeled.
- CAT buses need to be smaller, colour coded, better routes.
- Cat buses need hoists, better disability access.
- More shelter and seating for buses and in public spaces.
- Need affordable, easy access transport options.
- Shopping bus service.
- Home delivery food options.
- Extend and publicise one hour free parking (through library).
- Lower parking fee for seniors, disabled.
- Increase frequency of buses.
- Shopping – drop at shopping centre by community bus. Hard to shop and catch public transport.
- The recent tram suggestions should be endorsed.
- The previous in place Fremantle free transit zone for residents be re-introduced.
- Designated senior parking areas.
- Should be carparks outside and feeder buses to take people into city.
- CAT buses only go one way and can lead to a long ride.
- Light rail would be great. Run smaller buses.
- Transport for shopping and doctors appointments.
- CAT needs to be expanded. Hours longer and wider area. Route to North Fremantle and Port Beach. Route to Hilton.
- Would like to see larger public transport free area.

- More public transport being used reduces car traffic. Makes streets safer.
- Investigate car sharing.
- Lower speed limits on quieter streets and enforce more.
- Discourage people from using local streets as rat runs - treat local streets so they look local, cobbled entrances, narrow entrances.
- Have more and free parking for scooters and bicycles. Make cycling safer. Bike lockers. Short hire bikes. Share bikes. Debate helmet prescription at least in CBD for share bikes. Borrow a bike scheme.
- Have a congestion charge, reduce car access to CBD.
- Light rail.
- More parking for scooters and bikes.
- Need better transport to Paget Street from Whit Gum Valley
- Use community buses more.
- Extend train line/light train from Fremantle to Rockingham.
- Outer suburbs lack good public transport - need smaller bus more often.
- Less cars on South Terrace.
- Another bus stop on South Terrace.
- Advertise Dial-a-Ride.
- Would like a couple of buses on a Sunday to Fremantle area from caravan parks along Cockburn road.
- Not enough parking in Fremantle, especially central.
- Should make South Terrace a pedestrian mall. More pleasant for alfresco.
- Should be more multistorey parking like Queensgate.
- Need extended times for ACROD parking. Sticker should give you an extra half hour on time limit because it takes longer to get in and out of cars and around where you want to go.

Housing

- More mixed aged accommodation.
- Better education for GPs on the needs of the elderly living alone.

- Better information on options available.
- Ensure that all new constructions are made with wider doors.
- Woolstores development subsidised and developed for seniors.
- Easily accessible seniors centre.
- Affordable housing. Especially in the east end of Fremantle
- Aging is hard in lodging houses. Need lodging houses with more modern facilities to support elderly.
- More assistance to families looking after aged parents - with funds or in-kind.
- More hi-rise affordable apartments for the aged, which include community centres in the building i.e. medical rooms, etc.
- Fremantle Port Authority (FPA) land needs to be turned into affordable housing.
- Any high density in East End needs a high level of community housing.
- More resources going into ageing in place.
- Better access to help in retirement villages.
- Need gardening assistance.
- Want more of Cold Store type developments for over 55's in East end of Fremantle.
- Fort Knox example. Want more affordable housing. There aren't choices right now.
- Need mix between rental and equity.
- Community housing and coops would be great.
- Council could support co-op housing more.
- Invite Charles Durett, author on coop housing, would be great to have as a speaker.
- Do need some nursing homes. Need another Hillcrest.
- Need a hospice. Need somewhere to die in peace without being plugged into machines.
- Set up a housing working group that includes community members, and focuses on sustainability, accessibility, and needs of older people.
- Need better transport to housing.

- Advertise Volunteer Task Force assistance in the home more - many didn't know about it.
- Need assistance with gutters, gardens and maintenance.
- Need good aged care rental properties.
- Need help for cost of tree lopping.
- Need assistance with security doors.
- New higher density housing should be mixed ages and designed so that there are spaces where people can mix, children can play.
- Height restrictions should stay.
- Want more housing developments that are small but still have some garden. Like to be able to walk to shops, services.
- Might be good to have independent living arrangements for over 55s but small complex not big villages. Big retirement villages can become isolated ghettos.
- Stop Port housing developments.

Respect and Social Inclusion

- Education of younger generations around respect and understanding.
- Make it so people have real choices and are well supported in those choices.
- Age specific training available for all businesses.
- Increase multigenerational activities in schools, guides etc. Young people going into residential and seniors community centre.
- Adopt a grandparent scheme.
- Community centre – use Stan Reilly centre for groups instead of standing empty until another centre is available.
- Increase feeling of safety on streets at night.
- See people as strengths not problems.
- More multicultural events.
- Use Town Hall or Victoria Hall more.
- Bring back the sardine festival.
- Small village type atmosphere could be developed more.

- Shops should clean up windows when they leave. No posters e.g. Spotlight.
- Support clubs.
- Encourage 'street communities'.
- Encourage people to be on the streets e.g. reduce speed limits, more festivals.
- Encourage intergenerational activities.
- City should make the effort to support clubs - they focus on events but clubs are good to have.
- Positive Ageing Officer needs continuity.
- Want more integrated community, not segregated into clubs. More cross cultural centres.
- Should be making more positive steps to involve new migrants, especially older people.
- More morning teas for volunteers.
- Respect is taught in the home. Educate parents.
- Council should publicise and celebrate different national days.

Social Participation

- Need own place to go and meet socially.
- Improve transport to increase participation.
- Physical access audit of facilities, businesses etc.
- Build on current events e.g. craft markets/open air activities etc.
- Community centre need. Very important to have somewhere to go out to. Need a hub that can be used to share information and offer services.
- CAT bus access to Glyde-In.
- More family intergenerational events.
- Re-establish seniors centre, which bring in other generational activities, low cost meals, social interaction.
- Be more mindful of multicultural issues - more culture specific awareness and participation.
- Desperately need a community centre.

- Need a community centre and have hubs in the areas surrounding Fremantle.
- More marketing of services in Fremantle.
- Stan Reilly centre should be developed.
- Trips and entertainment. Concerts, art exhibitions, trips. Put them on, tell us about them and help us get to them.
- Need a community centre like Stan Reilly.
- We need a 'club house-room' that we can use on a casual basis.
- We need activities that help us survive this age - mental and physical.
- Have speakers on health and caring for yourself.
- Fashion parades with 'real women'.
- Help for people who can't/will not attend things e.g. encouragement, transport etc.
- Have a centre with services specifically targeting seniors or people who are isolated, disabled. Affordable. Something to reduce isolation.
- Proposed redevelopment of tennis club. Could become recreation and community centre.
- Redo Bowling Club. Include Italian club and ethnic clubs and recreation. Have clubs like Toastmasters. Make sure there are big rooms for a variety of activities, or rooms that can be partitioned or opened up.
- Support groups, societies and clubs. People need more training as support for groups e.g. IT, lifeskills, governance.
- Have a ticket office central for Fremantle events. Alternative to web ticketing. Perhaps through tourism bureau.
- Small bars should be kept and encouraged. Have live music. Better than nightclubs and beer barns.
- More outreach.
- More physical activity/exercise options for older people.
- One stop shop is too small
- Need a drop in centre.
- Don't know about local clubs - advertise them more.
- Put bikes at train station and leave CAB there.

- Drive people to classes, if needed.
- Need a centre like Stan Reilly used to be. Had meals, dances, exercise, hairdressing, social events.
- People go to cafés for coffee mornings because there is no alternative. This is not as affordable as it could be. Community centre would be good for this.

Communication and information

- Talks for elderly people how they can access services.
- Large font print editions.
- Local paper in audio format.
- Greater availability of computer/internet training.
- Information distributed more broadly about what seniors can access free, discounted etc.
- More use of community radio.
- Council could investigate the government funding for providing free computer resources and support.
- Have a monthly or bimonthly newsletter for senior citizens. Have contributions from citizens.
- One Stop Shop needs better signage. Needs to be updated and more relevant.
- Wireless internet service for Fremantle.
- Harder for people to get involved in community groups if group has to pay for interpreters e.g. signer for deaf. Council could fund.
- Council could expand and disseminate information about clubs and groups.
- Better training for volunteers with the One Stop Shop.
- Need someone to help you get information.
- A centre would be great way of getting word of mouth information sharing.
- Comes back to Stan Reilly again and how useful it would be to learn things.

- Use multilingual newspapers, newsletters or ethnic radio. Non English speaking are not stupid or lazy. Love Australia and English but Italy is my country.
- Train volunteers at the One Stop Shop on how to use telephone interpreting.

Civic Participation

- Legislative change around workers compensation and insurance that discriminate against older people.
- Website listing organisations seeking volunteers.
- Free press advertising for senior volunteers.
- Training of volunteers could be coordinated by the Council.
- Some coordination of information about boards and committees would be great. Training would be useful.
- Mentoring service for younger people. No opportunity to pass experience onto younger people.
- Barriers to representation by women on council. Affirmative action by council.
- City should be more community focused - all focus is on tourists and footballers.
- Establish an active ageing taskforce that is ongoing and includes community reps.
- Issue of rates exemption for churches has a big effect on Fremantle because of the number of buildings owned by the University.

Community support and health services

- More age in place services.
- More flexibility in ACAT - sometimes need age limit less than 60 or 45 (Indigenous) due to complexity e.g. co-morbidity, disability.
- Councils should share more together.
- Problem solve issues around moving in and out of residential programs and hospitalisation.
- Establish service provider network.

- More information is needed on services available.
- Need not just a lot of leaflets but something gathered together in a directory.
- Community room notice board.
- Need more services going into home e.g. podiatry, hairdressing. Help people who cannot leave their home.
- Need a service that helps check people's homes are safe. Home safety visit.
- Gaps regarding elder abuse and crisis assistance in general.
- Maybe develop the Fremantle Hospital more as Fiona Stanley comes on board - perhaps supported accommodation.
- Need more affordable exercise classes.
- Not much when you need is ad hoc - all HACC geared.
- Need a place to go for shampoo that doesn't cost too much - hard to wash own hair because of arthritis.
- Need help to find the help.
- Local library would be appreciated.
- Subsidised meals for seniors.
- People need social contact, someone to talk to. Need volunteers as home visitors.
- Need home maintenance and gardening assistance.