



Draft Positive Ageing Policy

# Engagement Summary Report

May 2023



# Introduction

## Project background

The development of a Positive Ageing Policy aligns to Strategic Direction 1 Inclusive Port Phillip in the Council Plan 2021 - 2031. This direction seeks to ensure that Port Phillip is accessible and welcoming for people of all ages, backgrounds and abilities, and that they can access the services and facilities necessary to support their health and wellbeing. A specific initiative under this direction is to prepare a Positive Ageing Policy.

The draft policy was informed by an extensive range of inputs and is reflective of:

- The WHO Age Friendly Communities and Cities Framework.
- Inputs from a broad range of service providers, service users and community members, and used the expertise and experience of the Older Persons Advisory Committee.
- Workshops with a sub-committee of the Older Persons' Advisory Committee (OPAC), called the Positive Ageing Policy Subcommittee.
- The application of an intersectional gendered lens to each goal to articulate any gendered issues.
- Consideration of the Victorian Ageing Well Action Plan which was released in June 2022.
- Internal engagement and a review to ensure consistency and relevance of the policy commitments across other related Council documents.

Drawing on the analysis of what was learnt through the community engagement, the WHO Age-Friendly Domains and the first two workshops with the Positive Ageing Policy Subcommittee, proposed policy goals were presented to Council on 4 May 2022 to guide the next stage of policy development.

The draft policy outlined Council's aspirations for ageing well and what Council can do to position Port Phillip as an age-friendly city for everyone. The draft policy applies to the wide range of services and programs that contribute to positive ageing for people aged 60 years and older (and First Nations people aged 50 years and older), and their families and carers in the City of Port Phillip. It reflects that Council has a broad role in creating an age-friendly city that ranges from age-specific services through to designing public spaces that are accessible for all.



The draft policy sets out six goals to promote positive ageing in the City of Port Phillip. These goals have been refined since they were considered by Council in May 2022 to ensure clarity and ensure alignment with the Victorian Ageing Well Action Plan.

The six goals are supported by twenty commitments of what Council will do. These commitments are designed to guide future Council decisions about programs and services it will provide to promote positive ageing in our community. A summary of the goals and commitments are provided in Table 1 below.

<b>Our aspiration for positive ageing</b>	<b>What Council will do</b>
1. All people have access to opportunities for social and intergenerational connections as they age	1. Provide community spaces and support a diversity of community activities and events that promote intergenerational connections, respect for all ages, identities, and backgrounds, and enable older people to remain active in community life  2. Use libraries and community centres to support life-long learning (including digital literacy), and provide opportunities for social connection  3. Support local community groups and agencies to provide programs that enable older people to remain connected, active and participate in community life  4. Connect older people to volunteering opportunities in the local community  5. Facilitate diverse local events and activities including as part of the annual Victorian Seniors Festival.
2. Effective communication and education ensure people are aware of and can access services to maintain their health and wellbeing	6. Support older people and their families and carers to identify and access services they need through easy access to information, effective communication and enhancing digital capability  7. Provide alternatives to online access to Council services  8. Provide targeted communications that promote activities and services of interest  9. Support older people through education and targeted information to mitigate and adapt to the impacts of climate change
3. The contribution of older people from all genders, backgrounds, identities, and	10. Provide opportunities for older people to participate in civic decision-making and ensure their diverse lived experiences



<b>Our aspiration for positive ageing</b>	<b>What Council will do</b>
abilities is respected and valued across our community	<p>are considered in the development of Council policies, programs, and services</p> <p>11. Increase awareness in our community and our organisation of ageism, including participating in the Every Age Counts national campaign.</p>
4. Accessible, affordable, and quality services are available to meet changing needs to support health and independence as people age	<p>12. Determine Council's future role in aged care services in the context of Commonwealth Aged Care Reforms to ensure:</p> <ul style="list-style-type: none"> <li>• Residents have equitable access to affordable, inclusive, and quality in-home and community support services that support their independence</li> <li>• Council's role is financially viable and compliant with relevant policies and legislation</li> </ul> <p>13. Enhance the capacity in our local community sector to support older people that experience vulnerability or disadvantage</p>
5. Secure, affordable, and accessible housing enables people to 'age in place'	<p>14. Partner with community agencies to help prevent homelessness, or reduce time spent without a secure home, for older people facing housing stress or loss</p> <p>15. Encourage the development of accessible and adaptable housing in the City of Port Phillip to enable people to age in place</p> <p>16. Work with other levels of government, the private sector and community housing organisations to facilitate the delivery of new social and affordable housing, and pilot new housing models, that are designed to meet people's needs as they age.</p>
6. Well-designed neighbourhoods enable easy access to services, and connection to friends, family, and community life	<p>17. Ensure that public spaces and community buildings are safe and accessible for older people, through application of universal design and crime prevention principles</p> <p>18. Create safe, high amenity walking and bike riding routes, and reduce barriers to crossing streets</p> <p>19. Provide well-designed neighbourhoods that are safe and easy to navigate, and offer accessible parking, public toilets, seating, shade, and quality lighting</p>



Our aspiration for positive ageing	What Council will do
	20. Support and promote transport options which connect older people to social activities, shops, and services.

The community was invited to provide their feedback on the draft Positive Ageing Policy and specifically on the proposed goals and commitments, between 7 February and 20 March 2023.

## What we set out to achieve

The purpose of the engagement project was to:

- Inform the community of the development of the draft Positive Ageing Policy.
- Gather feedback from the community on the overall draft policy, specifically on the proposed goals and commitments, to ensure it meets the needs of people as they age and nothing is missing in the policy.

## Engagement questions

Prior to providing feedback, participants were advised:

*“In providing feedback on the draft policy, you might wish to consider the following:*

- *Do the goals reflect the outcomes needed to make Port Phillip an age-friendly city for everyone?*
- *Do the commitments represent the right actions that Council should take to ensure people can age well in Port Phillip?*
- *Is there anything missing from our goals or commitments?”*

Participants were then asked the following questions in relation to each of the six goals:

*What feedback do you have about Goal 1 and the commitments?*

They were then asked:

*Thinking about the Draft Positive Ageing Policy overall, to what extent do you agree or disagree that the Policy helps to support the needs of people as they age in the City of Port Phillip?*

And:

*Describe why you gave that rating*

They were also asked to respond to a range of demographic questions, including:



- Suburb
- Gender
- Age bracket
- Connection to the City of Port Phillip

They were also asked to indicate whether any of the following applied to them:

- I am from a non-English speaking background
- I am from an Aboriginal or Torres Strait Islander background
- I consider myself financially disadvantaged
- I feel socially isolated
- I am a carer
- I identify as LGBTI (Lesbian, Gay, Bisexual, Transgender, gender diverse and/or Intersex)
- I am a person with disability
- I live on my own

Analysis of responses by each intersectional group has been undertaken to determine impressions and opinions of the draft policy when applying an intersectional lens. Differences between intersectional responses and the broader group of participants have been highlighted within the report where relevant.

# What we did

## Engagement activities

A short feedback survey was hosted on Have Your Say, asking participants to provide their feedback on the draft Positive Ageing Policy. A copy of the draft policy was provided, as well as an outline of the policy goals and commitments. The Have Your Say page was promoted via an e-mail to stakeholders on the Have Your Say database, as well as via Council staff contacts and Council's advisory groups.

A mail-out of hard copy surveys, including reply-paid envelopes, was sent to Council's Linking Neighbours database and Community Home Support Program clients. The Draft Positive Ageing Policy was also promoted at Council's Neighbourhood Engagement Session pop-ups at Veg-Out, South Melbourne Market and Gasworks Farmers' Market.

The opportunity to provide feedback was promoted via a Divercity article, as well as via posters, the fact sheet and hard-copy surveys in libraries and community centres. Additionally, hard-copy surveys and fact sheets were distributed to a number of clubs and community organisations.

Participation from diverse and intersectional groups was also sought by using Council's networks (including Community Sector News) and offering and promoting translated versions of key information (in Russian, Greek and Polish) to multicultural seniors' groups.

The community engagement was also promoted among Council's advisory committees including the LGBTQIA+ Advisory committee, Multicultural Advisory Committee and the Multifaith Advisory Committee.

A social media campaign on Council's social media sites promoted the development of the Policy and also invited feedback:





## Participation

This project was promoted via the HYS e-newsletter over 2 months (the newsletter has around 2,350 subscribers) and people came to the HYS directly, using the URL or via social media.

HYS page received 345 visitors, and 4 followers to the page. In total 211 survey feedback forms were received including 21 translated versions (12 in Polish and 9 in Russian).

A post on the City of Port Phillip's Facebook account, which is followed by 12,063 people, achieved the following:

- Post impressions (# of times that your post was on screen): 351
- Post reach (# of people who saw any of your posts at least once): 331
- Post engagement (# of times that people engaged with your post through reactions, comments, shares, views and clicks): 5

Similarly, a post on Council's Instagram account attracted:

- Post impressions (# of times that your post was on screen): 489
- Accounts reached (# of people who saw any of your posts at least once): 466
- Accounts engaged (# of times that people engaged with your post through reactions, comments, shares, views and clicks): 12

A formal submission was also received from the LGBTIQ+ Advisory committee. Appendix B outlines our analysis of the submission.

## Who we heard from

### Participants by suburb

Participants were asked which suburb they lived in. 18% (38 participants) lived in Port Melbourne, 15% (32 participants) in St Kilda and 14% (29 participants) resided in Albert Park. South Melbourne, Middle Park and Elwood had around 10% each (23, 22 and 17 participants respectively). The chart below shows a breakdown of participants by the suburb they lived in.



9. What is your residential suburb? Required  
 Select Box | Skipped: 0 | Answered: 211 (100%)

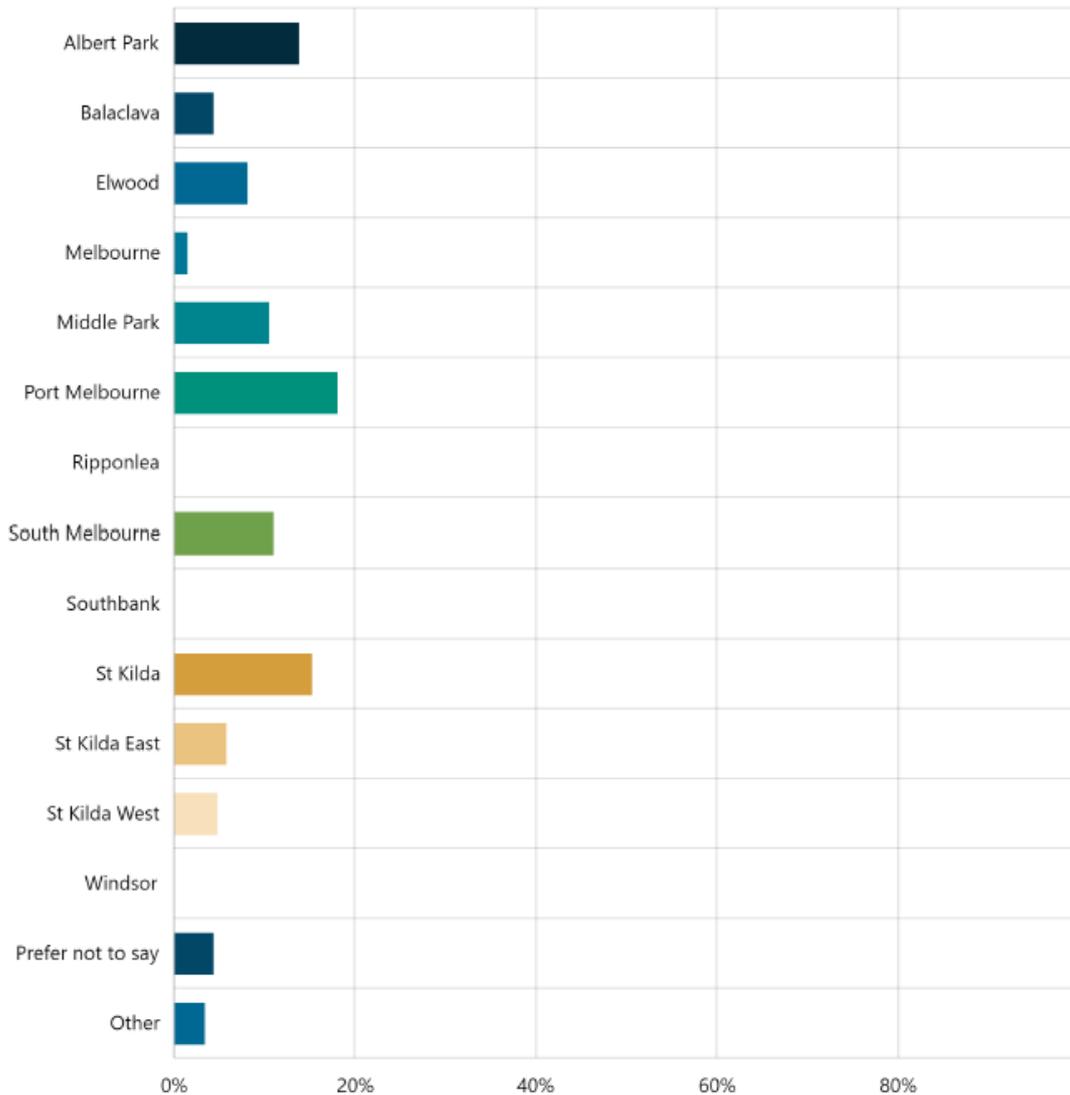


Figure 1: Which suburb do you live in?

## Gender of participants

200 participants identified their gender, with eleven participants saying they preferred not to say. 67%, or 141 participants, identified as a woman or female, 27% (58 participants) identified as a man or male, and less than 1% (1 participant) identified their gender as non-binary. A breakdown of participants' gender can be seen in the chart below.



10. Which gender do you identify with? Required  
 Select Box | Skipped: 0 | Answered: 211 (100%)

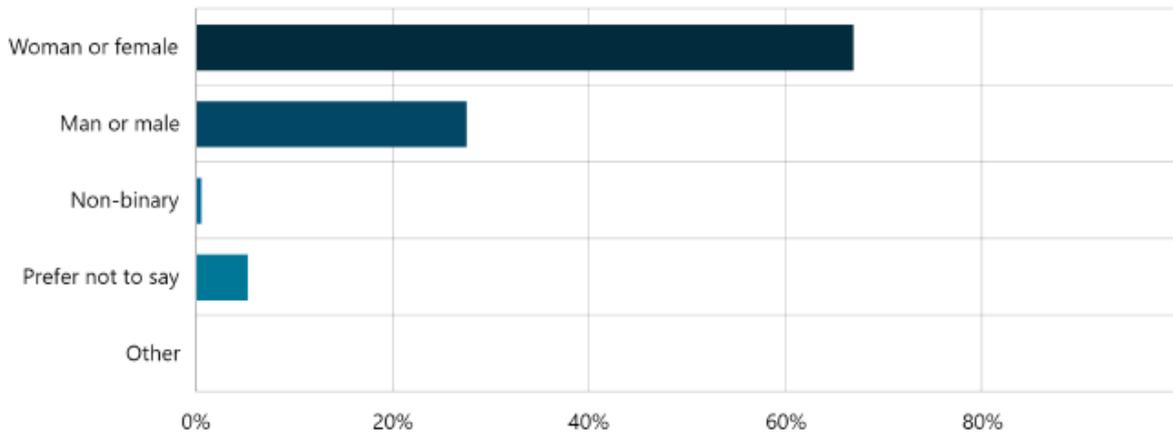


Figure 2: Participants' gender.

This contrasts to the demographics of the overall municipality with 51% females and 49% males, and specifically within our population aged 60 years and over of 52% females and 48% males (Australian Bureau of Statistics, Census of Population and Housing 2021 – note that comparison of this data is limited as ABS data does not provide other gender options):

	Survey results	PP Population	PP over 60 population
Woman or female	67%	51%	52%
Man or male	27%	49%	48%

## Age of participants

Participants' ages ranged from 25 to over 85 years, with the highest represented age group being 70 to 84 years (58% or 121 participants), followed by those aged over 85 years (20% or 41 participants) and those aged 60 to 69 years (18% or 38 participants). A breakdown of participants' age groups can be seen in the chart below.



11. Please indicate your age group.  
 Select Box | Skipped: 2 | Answered: 209 (99.1%)

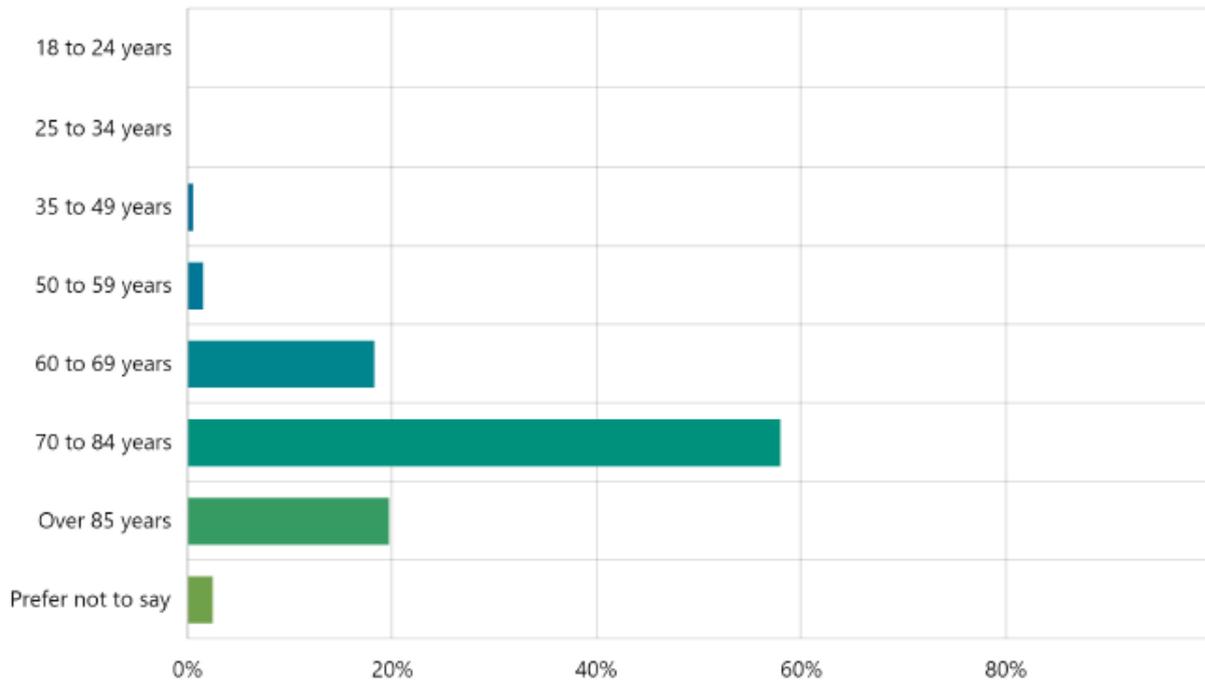


Figure 3: Participants' age groups.

The profile of the survey respondents was overrepresented by those aged 70 years and over with 78% of respondents aged 70 and over compared with 50% in the Port Phillip community (Australian Bureau of Statistics, Census of Population and Housing 2021):

	Survey results	PP Population	PP over 60 population
0 to 59 years	2%	81%	NA
60 to 69 years	18%	10%	50%
70 to 84 years	58%	8%	42%
Over 85 years	20%	1%	8%

## Connection with the City of Port Phillip

Participants were asked to nominate their connection with the City of Port Phillip, with participants able to select more than one response. 87% of participants identified as a resident (183 participants), with 34% (or 71 participants) identifying as ratepayers. The chart below shows a breakdown of the ways in which participants identified their connection to the City of Port Phillip.

12. Which of the following describes your connection to the City of Port Phillip? Required  
Multi Choice | Skipped: 0 | Answered: 211 (100%)

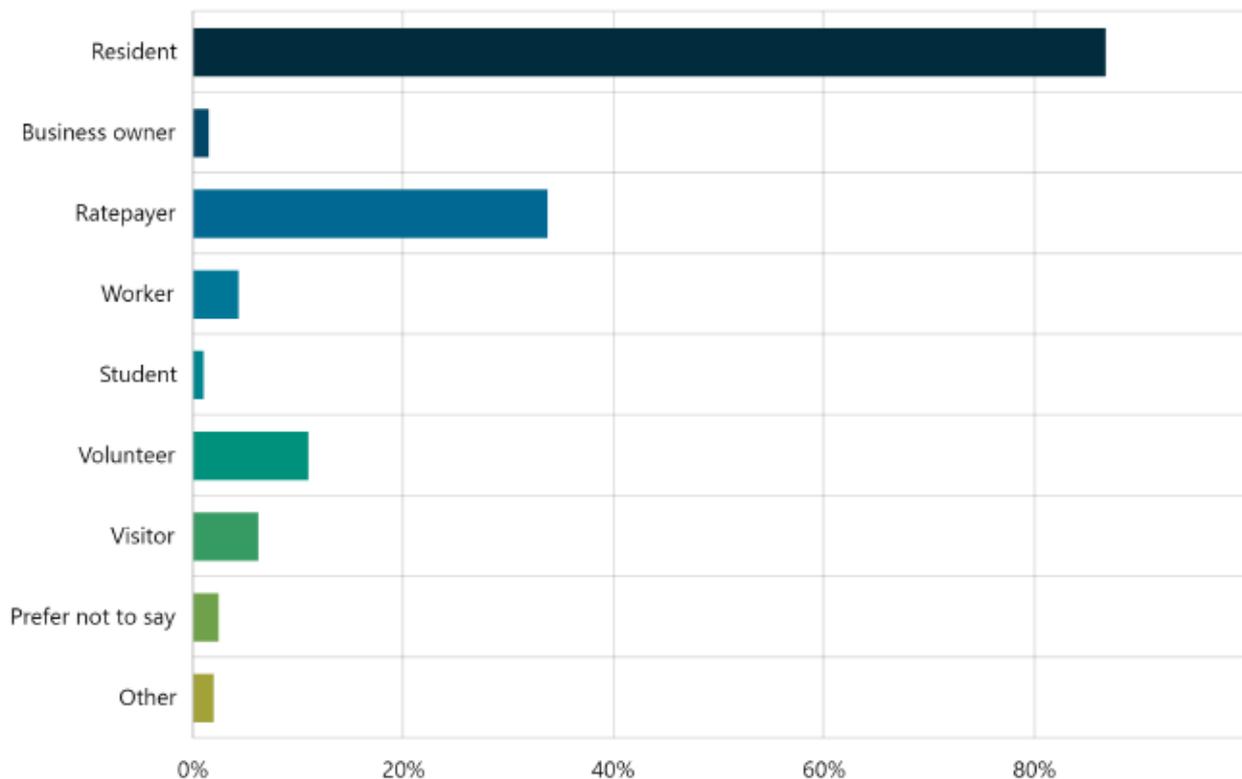


Figure 4: Participants' connection to the City of Port Phillip.

## Intersectionality

Participants were asked to indicate whether a range of intersectional statements applied to them. The purpose of this questions was to allow the data to be explored by intersectional groups and ensure the voice of all cohorts was represented within the feedback.

61% (or 106 participants) indicated that they live alone, 22% (38) were from a non-English speaking background, 21% (36) identified as a person with a disability and 11% (20) considered themselves financially disadvantaged:

**13. Please tick any of statements that apply to you**

Multi Choice | Skipped: 37 | Answered: 174 (82.5%)

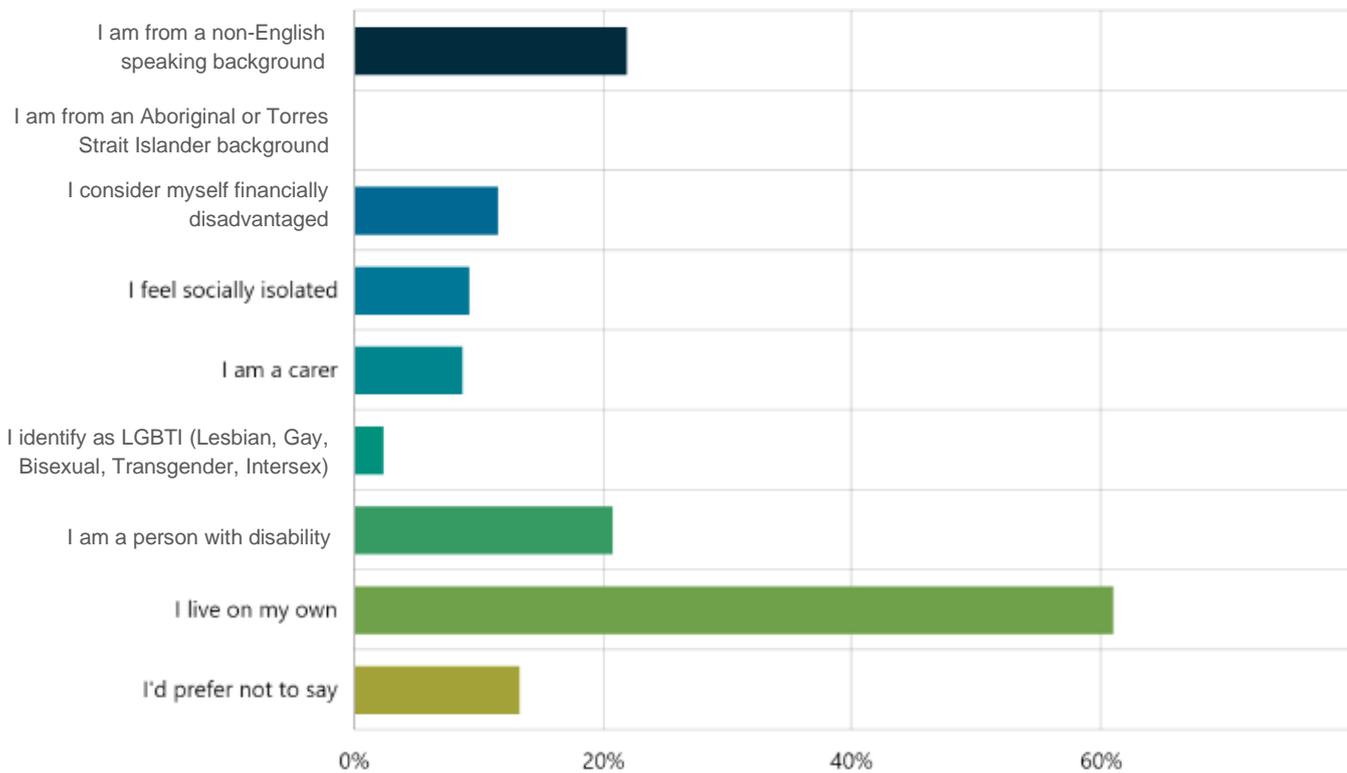


Figure 5: Participants intersectionality profile.

Answer choices	Percent	Count
I am from a non-English speaking background	21.84%	38
I am from an Aboriginal or Torres Strait Islander background	0%	0
I consider myself financially disadvantaged	11.49%	20
I feel socially isolated	9.20%	16
I am a carer	8.62%	15
I identify as LGBTI (Lesbian, Gay, Bisexual, Transgender, Intersex))	2.30%	4
I am a person with disability	20.69%	36
I live on my own	60.92%	106
I'd prefer not to say	13.22%	23



# What we heard

The following outlines the results of the feedback form of which there were 211 participants. Additionally, insights from the LGBTIQ+ Advisory Committee’s formal submission are reflected within the qualitative results.

## Support for the Draft Positive Ageing Policy

### Overall support

When participants were asked whether they agreed or disagreed that the Policy helps to support the needs of people as they age:

- 75% of participants agreed,
- 10% of participants disagreed,
- 12% neither agreed nor disagreed, and
- 3% were not sure.

7. Thinking about the Draft Positive Ageing Policy overall, to what extent do you agree or disagree that the Policy helps to support the needs of people as they age in the City of Port Phillip?  
 Select Box | Skipped: 15 | Answered: 127 (89.4%)

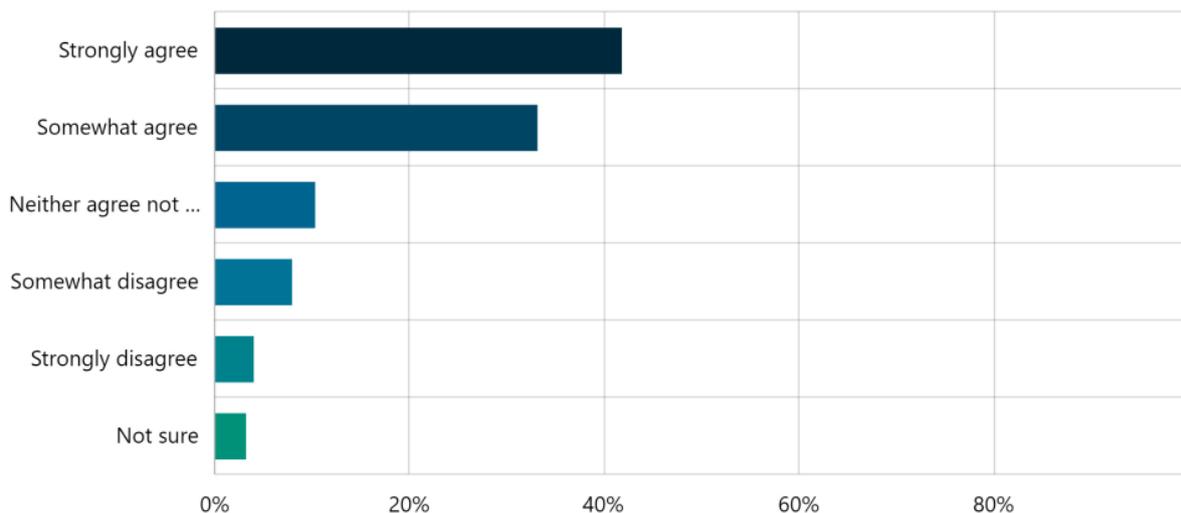


Figure 6: Participants ratings of overall support.

Participants were asked to provide reasons for these ratings. While many of these reasons were specific to the individuals’ own situations and experiences with Council services, the

main reoccurring theme was regarding policy implementation and specific actions Council would take to realise the policy commitments. The policy was seen as a positive start and offered many residents hope and reassurance that Council would assist them to age positively:

*I think the policy is shaping up well. But policies in their own right don't achieve outcomes, that requires action. Until the 'how' is classified further as to how the policy will be socialised and goals put into action it'll be difficult to say whether or not the policy itself has any value. But definitely a good start! Thank you.*

**Those who agreed** that the Policy supports people as they age were happy with the services provided to them by Council and satisfied with the content of the policy.

Many also took the opportunity to acknowledge the high level of service provided to them through Council's Home Care Support Program:

- *I've worked in many council areas, Port Phillip is very very good. Please continue to employ good staff and not outsource - this alone is one of Port Phillip's strengths.*
- *Comparing the last 30 years to now, Councils have made significant improvements in every aspect.*
- *I'm impressed by your staff and their efforts on my behalf.*
- *The services we have for the past many decades by a very progressive council give confidence that the goals presented will eventually be implemented.*
- *I feel that PP is a very supportive and innovative council which continues to meet and sometimes exceeds the needs of the elderly. The services are excellent.*
- *I think CoPP is doing its best over a geographically spread out area and the current staffing difficulties.*

Some were hopeful that the policy would assist them to age positively but also acknowledged that there was more to do particularly regarding policy implementation:

- *The sentiments expressed are excellent. I will be keen to see proper budget and staff allocation. A regular, outside evaluation of the outcomes of the policy is also essential.*
- *The Goals cover a broad approach to positive ageing. The strategy and timelines for prioritising actions will be key to achieving anything.*
- *The policy addresses many essential issues for the elderly.*
- *A lot of hurdles to overcome but live in hope. How long will all this take?*
- *Implementing these goals would make the City of Port Phillip an excellent place for elderly people to live.*
- *The aims are commendable but will they be implemented?*
- *Not sure how well these kinds of policies have worked and therefore will work. I'll believe it when I see it (no offence intended).*

Others focussed on their individual circumstances and specific resolutions they require (verbatim outlined in Appendix A).

**Those who neither agreed nor disagreed** suggested that while the planning and policy in general was satisfactory, it would only support people as they age if it were implemented in the appropriate way:

- *The planning so good. Will see, what can be realise in reality. Thank you for asking me. I'm ready to help*
- *Too wishy washy re: concrete actions - mostly motherhood statements.*

**Those who disagreed** that the policy helps support people as they age in the City of Port Phillip focussed on the Council services they have observed in the past and were uncertain as to whether it would guide actions:

- *I don't think the council is doing enough for the ageing population. There is a need to do more and think outside the box. The rating is heavily influenced as a result of what I have seen so far. Having goals is a good idea but the proof is in the pudding.*
- *As an older person living with increasing needs I do not feel confident that these needs will be met.*
- *Words are cheap. Actions speak louder than words.*

## Overall support for the goals

Each goal and the supporting commitments were presented to the participants within the survey feedback form, and they were asked to provide their feedback in an open-ended response. Each verbatim response has been coded to understand whether the sentiment within their feedback was positive, negative, mixed or neutral or none (where they did not provide any comments for that specific goals and commitments).

The highest proportion of positive sentiment was around goal 1 (40%) and the lowest around goal 4 (29%):

Sentiment	Goal					
	1	2	3	4	5	6
Positive	40%	32%	37%	29%	38%	31%
Negative	12%	18%	15%	24%	18%	24%
Mixed/neutral	28%	30%	22%	26%	20%	27%
None	19%	21%	26%	21%	24%	17%



The following sections outlined the specific feedback from each of the individual goals.

## Support for Goal 1

**Goal 1: All people have access to opportunities for social and intergenerational connections as they age**

### What Council will do

1. Provide community spaces and support a diversity of community activities and events that promote intergenerational connections, respect for all ages, identities, and backgrounds, and enable older people to remain active in community life.
2. Use libraries and community centres to support life-long learning (including digital literacy) and provide opportunities for social connection.
3. Support local community groups and agencies to provide programs that enable older people to remain connected, active and participate in community life.
4. Connect older people to volunteering opportunities in the local community
5. Facilitate diverse local events and activities including as part of the annual Victorian Seniors Festival.

**Those who agreed** with Goal 1 and its actions provided positive feedback and emphasised how important it is for older people to stay engaged and interact with their local community. In particular, many mentioned their desire to make intergenerational friendships.

- *These goals look wonderful. As I live in a retirement living complex, I am keen to keep in touch with the younger generations either at activities or volunteering.*
- *I agree with these goals. Especially opportunities for social connection.*
- *I agree with targets the council have suggested. I enjoy being a member of choir Vossanova at Sol Green Reserve. Staff are good and attendance at aged care facilities do enjoy the activities.*
- *It looks good, giving examples of what the activities, especially the intergenerational ones would be, would offer further enhancement.*
- *I think access to opportunities is essential - losing a partner, moving to a new community and changing work are very real adjustments. Providing community activities is so important.*

**Those who neither agreed nor disagreed** provided a range of suggestions for what they would like to see change in the Council area. A few mentioned that it is important to follow through with the actions proposed and for Council to remain accountable.

- *It is great to have policies and ideas but it is important to act on them.*

- *That all sounds fantastic and positive and to be supported. However, unless there is a reasonable budget allocation for this, the community houses and other facilities cannot be maintained, nor can other services be provided.*

**Those who disagreed** frequently mentioned that they wanted more realistic and tangible information about how exactly this goal will be achieved.

- *Lots of jargon. What about realistic things?*
- *Tell me how you will achieve these inspirational goals. It's all very well saying this is what we aim to do - please give me examples of how.*
- *The goal makes sense however these are just goals and what this then mean in terms of real things is another thing. Currently I do not believe the council is doing enough for the ageing population. The council need to try harder in finding innovative solution that better meets the ageing populations needs.*

## Support for Goal 2

**Goal 2: Effective communication and education ensure people are aware of and can access services to maintain their health and wellbeing**

### What Council will do

1. Support older people and their families and carers to identify and access services they need through easy access to information, effective communication and enhancing digital capability
2. Provide alternatives to online access to Council services and information in civic hubs, community centres and libraries
3. Provide targeted communications that promote activities and services of interest and support the health and wellbeing of older people
4. Support older people through education and targeted information to mitigate and adapt to the impacts of climate change

**Those who agreed** with Goal 2 emphasised the importance of using paper-based methods for communication to older residents. They also talked about how older people tend to have lower levels of digital literacy and may not have access to computers or the internet.

- *Agree strongly and point 2 is particularly relevant as many older residents are not computer literate.*
- *Effective communication is very important and for older people paper communication is very necessary.*
- *Good aims. I especially like the provision of alternatives to online access. I myself do have and use a computer but I know many who don't.*

- *Good but to read Goal 1 comments I would like to have access to knowledge of digital capability - mobile phone/internet classes with transport facility.*

**Those who neither agreed nor disagreed** made further mention of the importance of alternatives to online access – this is clearly an important value throughout the community.

- *Personally I am reasonably computer literate but options for online access is vital for many and should be widely advertised.*
- *Many older people are uneasy about being forced to go online for nearly all queries/information.*
- *Don't forget about those older folk who do not have access to online facilities or the ability to use them.*

**Those who disagreed** discussed the negative experiences they have had in trying to communicate with Council, particularly with phone calls. Again paper-based methods were reiterated as crucial.

- *Most older people have shrinking worlds. You need more staff to bridge the digital world from the paper world. Until we all die off this need will continue.*
- *Find online very difficult. Ringing is very frustrating due to being on hold until answered - 20 minutes.*
- *Hard to get in touch with COPP by telephone - 9209 6777. I.T. for Seniors is only available at St. Kilda. Nothing at Port Melb.*

## Support for Goal 3

**Goal 3: The contribution of older people from all genders, backgrounds, identities, and abilities is respected and valued across our community**

**What Council will do**

1. Provide opportunities for older people to participate in civic decision-making and ensure their diverse lived experiences are considered in the development of Council policies, programs, and services
2. Increase awareness in our community and our organisation of ageism, including participating in the Every Age Counts national campaign.

**Those who agreed** with Goal 3 reiterated the importance of respecting everyone and embracing diversity, as well as recognising the problem of ageism.

- *Acknowledging diversity and providing ways to respect and communicate with diversity is very important.*
- *Being diverse and including all genders, nationalities is a definite win for all.*

- *Definitely respect of all people from all background - with diff levels of work experience and cultural lives.*
- *Respect and acceptance is of utmost importance of all aged people.*
- *This sounds a good goal. As a recently retired person I am experiencing ageism in some area*

**Those who neither agreed nor disagreed** often praised the aspirations of the goal but expressed concerns about how they were to be put into practice and implemented. Ageism was mentioned as an issue again.

- *Good intentions. Put it into practice.*
- *Great goal but again it's all down to the communication or lack thereof.*
- *Again nice words. I would like to see a list of promised programs and some accountability via surveys with real people.*
- *Increased awareness that older sometimes means wiser. Ageism is alive in the community.*
- *Sounds good....how to prevent this being more than just platitudes?*
- *Fine words but can they be achieved? Involving older persons in civic matters is a difficult prospect.*

**Those who disagreed** again expressed concerns about putting these objectives into practice and how exactly they will be actioned. Some also questioned what exactly the avenues to civic participation would be for older people.

- *Examples of opportunities for older people participating in civic decision making could have been provided.*
- *Not sure I understand this. Most events/decisions/projects are completed without local input i.e. crossings/yellow street lines/signage etc.*
- *How is that going to be put into live action?*
- *This is great on paper but are they put into action?*
- *Means nothing if the older person can't access information because of focus on digital communication.*

## Support for Goal 4

**Goal 4: Accessible, affordable, and quality services are available to meet changing needs to support health and independence as people age**

### What Council will do

1. Determine Council's future role in aged care services in the context of Commonwealth Aged Care Reforms to ensure:
  - Residents have equitable access to affordable, inclusive, and quality in-home and community support services that support their independence

- Council's role is financially viable and compliant with relevant policies and legislation
2. Enhance the capacity in our local community sector to support older people that experience vulnerability or disadvantage.

**Those who agreed** with Goal 4 praised Council for its role in providing community services, noting that they are very appreciated and play an important role in residents' lives.

- *The services offered by council have been excellent and highly valued, long may it continue.*
- *Great idea to support older people that are disadvantaged.*
- *Thanks to the Council for their help of residents at home or in the community. Because of this support they are healthy and independent. Care and attention from the Council is always appreciated.*
- *Support services are key and very much needed.*
- *I look forward to receiving some in home support services.*

**Those who neither agreed nor disagreed** had a common theme of expressing that they highly valued Council's aged care services, but were very concerned about the potential of them being outsourced or privatised.

- *I think that it is vital that Council is deeply involved in this area and not leaving it to manipulation and exploitation by private services.*
- *Please please please don't outsource your excellent support services. The quality of staff is outstanding + integral to your image and reputation. I can't thank you enough - it has helped me through a very difficult time.*
- *It is VITAL that the Council continued to provide its excellent service provision to elderly people. Reading of what has happened when other councils have handed those services over to private, profit making, enterprises is very scary to most of us.*
- *Wholeheartedly approve of the goal, qualified by the hope that services will be council and not too much impersonal outsourcing - or indeed abandonment of some programs to other providers.*

**Those who disagreed** expressed a few common themes – the previously mentioned fears surrounding privatisation of aged care services, the current staff shortages being experienced, and again asking for tangible methods for how the aims will be achieved.

- *I think Council should provide home assistance in many circumstances and not contract these services out. There would be better oversight and less price escalation on services.*
- *I would like the CoPP to inform residents of their future plans for in home care as rumours of them being privatised are rife and many are frightened as we see it has happened in*

*Shire of Mornington and also City of Hobsons Bay. Neither has shown to be what older residents feel as adequate in all areas.*

- *These goals are impossible to meet when i can't get access to increased time as my needs increase with time. "Sorry no staff" and the red tape involved with MyAge Care is beyond accessible.*
- *Council must remain the service provider. Services must not be outsourced.*
- *I'd like to see the follow through adhered to. Too often programs are put in place only for funding to be rescinded.*
- *Again - what will the 'how' component of stated ideals look like in practice?*

## Support for Goal 5

### **Goal 5: Secure, affordable, and accessible housing enables people to 'age in place'**

#### **What Council will do**

1. Partner with community agencies to help prevent homelessness, or reduce time spent without a secure home, for older people facing housing stress or loss
2. Encourage the development of accessible and adaptable housing in the City of Port Phillip to enable people to age in place
3. Work with other levels of government, the private sector and community housing organisations to facilitate the delivery of new social and affordable housing, and pilot new housing models, that are designed to meet people's needs as they age.

**Those who agreed** with Goal 5 reiterated the importance of housing for older people, particularly in making it more accessible and affordable for people.

- *This is a particularly noble goal as everything good starts with having a roof over your head.*
- *It is essential that there are more suitable and affordable homes for older people.*
- *Secure housing is the basis of everything.*
- *They sound like good ideas on housing. We need more suitable housing of elders.*
- *Agree we need more social housing for older people particularly women.*

**Those who neither agreed nor disagreed** discussed the difficulty in securing homes for the population, particularly with the current state of the housing market. Nonetheless, they largely supported improving housing for the older population, but few suggestions were made for how to do so.

- *This goal address very important points but will be most difficult to achieve both short term and long term.*
- *Keep exploring how housing can be available for members of the community who need it.*
- *The commitments are good, but will require concerted effort to achieve! Single mothers and those who have suffered violence and abuse need special attention, as do older women.*

- *Housing and rental markets are so scarce and expensive. Many people will need support in this very basic need.*
- *Indeed! There needs to be a greater and direct role in the provision of affordable housing. Hence there is a need for more clarity in identifying individual's needs. There should be a local municipal housing plan.*

**Those who disagreed** felt there is insufficient public housing and private developers need to be curtailed on projects that don't provide affordable housing. Additionally, problems with the existing system such as long waiting lists, insufficient supports and poorly resourced charity organisations were mentioned. Needing more tangible methods and actions for addressing the problems were mentioned again.

- *You need to put a brake on developers only catering for the rich. Many local pieces of real estate have been lost due to the current policy. You could easily have housed all our homeless here where they can access all services so am unsure how you can cure this.*
- *Make the provision of affordable housing a condition of new developments eg the Port Melbourne waterfront developments, and the Barack estate*
- *More and more houses for the disadvantaged, please.*
- *Look unto different housing models, more community/public aged care, such long waits and sub optimal care. So many residents want to stay in their homes with supports as a better alternative. Better use of noise and connecting into supports.*
- *I volunteer and know that there is no support for homeless. All services running on empty.*
- *More useless fuzzy words. Public housing is in crisis and CoPP has all manner of problems. What are you actually going to do to get more beds in the 'hood for older folks in danger and those actually homeless.*

## Support for Goal 6

**Goal 6: Well-designed neighbourhoods enable easy access to services, and connection to friends, family, and community life**

### What Council will do

1. Ensure that public spaces and community buildings are safe and accessible for older people, through application of universal design and crime prevention principles
2. Create safe, high amenity walking and bike riding routes, and reduce barriers to crossing streets
3. Provide well-designed neighbourhoods that are safe and easy to navigate, and offer accessible parking, public toilets, seating, shade, and quality lighting
4. Support and promote transport options which connect older people to social activities, shops, and services.

**Those who agreed** with Goal 6 expressed support for Council's action in this area:

- *This is the essential work of council.*
- *Seating for me sounds good. I get short of breath and need to sit down when I am out.*
- *All proposals will address sorely needed safety issues.*
- *Generally City of Port Phillip does provide good access to public space.*
- *I see much work being done around this, I encourage the Council to continue their work in this area.*

**Those who neither agreed nor disagreed** discussed ensuring transport and public areas are accessible to everyone, including people with disability and/or mobility limitations. They also reported concerns regarding the introduction of electric scooters and their impact on older people's confidence in using footpaths.

- *Yes keep the area safe for everyone and get ebikes and scooters off footpaths. Also bikes which don't use bike paths.*
- *Transport options are very important. The community bus service is great and should be promoted much more. Many people don't know about it. Trams are a problem for some people with access problems.*
- *Accessible, clear safe walk ways hard rails and more seat for rest. Public toilets maintained and cleaned often*
- *A very worthy goal, footpaths are becoming increasingly unsafe since the introduction of electric scooters and bicycles.*

**Those who disagreed** again frequently expressed concerns about bicycles and electric scooters in the municipality, causing safety concerns for older people walking on footpaths.

- *One of the risks facing elderly people is the prevalence of bikes and scooters whizzing about ... somehow regulations need to be enforced.*
- *Too many bikes and e-scooters. Not safe walking - why no registration?*
- *The residents in this area are very concerned about cyclists, electric bikes and scooters etc riding on footpaths in a fast and dangerous manner and you should do something about this before we get injured.*
- *E-scooters, bicycles and scooters are most dangerous in every footpath for me to walk because I can't hear behind my back. I am very paranoid about walking along footpaths.*



# How to find out more

## Next steps

The next steps in this project will be:

- Finalisation of the proposed Positive Ageing Policy 2023-27
- Presentation of the proposed Positive Ageing Policy 2023-27 to Council and request for endorsement, in June 2023.

You can stay in the loop about this project via the Have Your Say project page, at

<https://haveyoursay.portphillip.vic.gov.au/positive-ageing>

## Appendix A

### Specific

*As stated, when my mother was alive in 2001/2002 I needed respite care for an hour or so and I was told by council that it was not feasible for them. My mother had a fall while I was getting groceries and within a month died so I have not forgiven the council for this. As I said i was and am alone with no family here.*

*It's the physical things where council fails us. Footpaths in terrible state. Dangerous drains. Less emphasis on bike lanes and more on roads (potholes everywhere). Resurfacing etc. Make cyclists ride in lanes where provided.*

*Focussed on safety of older people in public spaces e.g. dogs off-leash, scooters. Also focussed on connectivity and continuing education of older people. Focussed on services for older people to be able to stay living in their homes with some support services when necessary in older age.*

*As an elderly resident living alone and comfortable with my situation I am very aware of those not so fortunate and I am pleased that PP Council is doing something positive about the problems.*

## Appendix B

The formal submission from the LGBTIQ+ Advisory committee regarding the Positive Ageing Policy suggests the following tweaks to the Policy:

- the policy specifically recognise and refer to “intersectionality” and intersectional data collection to reflect that various groups can intersect.
- the specific inclusion of, and commitment to the Rainbow Tick program within the body of the Draft Positive Ageing Policy.
- specific inclusion and reference to those older persons who are living with HIV in the Draft Positive Ageing Policy.

Additionally, the submission asks that in implementing the policy, Council should:

- take into account the form of intersectional trauma and lived experience, as well as the intersectional stigma and discrimination felt and experienced by LGBTIQ+ older persons because of their sexuality, sex, gender identity, intersex status and their age.
- Consider that if these populations continue to remain invisible, afraid, and hidden – then their access to health services is inadequate, and their participation in community life is sub-standard compared to other populations of a similar age.
- Advocate with partners for inclusive health services in the City of Port Phillip that demonstrate commitment to diversity and inclusion, such as the application of Rainbow Tick Standards.
- develop and implement a schedule to apply the lens of Rainbow Tick Standards across Council services and identify services where formal accreditation would deliver additional value (Delivery 2023-2026).