



Empowering our elders

A strategy for living and
ageing well in Port Lincoln



*Aboriginal and Torres Strait Islander
peoples should be aware this publication
contains images of deceased persons.*

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INTRODUCTION TO EMPOWERING OUR ELDERERS

In many cultures, including First Nations, elders are revered as vital; their life experience and wisdom support the scaffolding for a healthy, vibrant community. Increasing the Council and the community's focus on supporting ageing is also timely as we recognise population ageing as one of the significant forces shaping Australia's future. With over 14,000 residents from diverse cultural backgrounds and over 40% aged over 50, there is an excellent opportunity to enhance the City of Port Lincoln's mission through the Empowering Our Elders approach and genuinely support older residents and the community around them.

In this context, the City of Port Lincoln seeks to empower our elders through community engagement and targeted planning that aligns with the relevant Australian and South Australian ageing well plans and strategies. This process is also built into the City of Port Lincoln's vision to be an inclusive and connected community committed to excellence in lifestyle, culture, industry, and innovation with a critical mission focus on engaging and empowering the community. The importance of the Council encouraging healthy ageing of residents is also found in various strategic actions such as within its Strategic Directions Plan, Disability Access and Inclusion Plan, and the Southern Eyre Peninsula Regional Public Health Plan.

The Empowering Our Elders strategy development has been undertaken in collaboration with strategic partners, those with lived experience, and the broader community. This Learnings Report summarises the strategy engagement and research outcomes and will be used to distil the Empowering Our Elders Strategy and its 5-year plan of specific actions supporting elders to live their best lives in our city.

Empowering Our Elders is a unique concept for everybody – throughout this Key Learnings Report, we share quotations from City of Port Lincoln residents and stakeholder representatives on what Empowering Our Elders means to them.

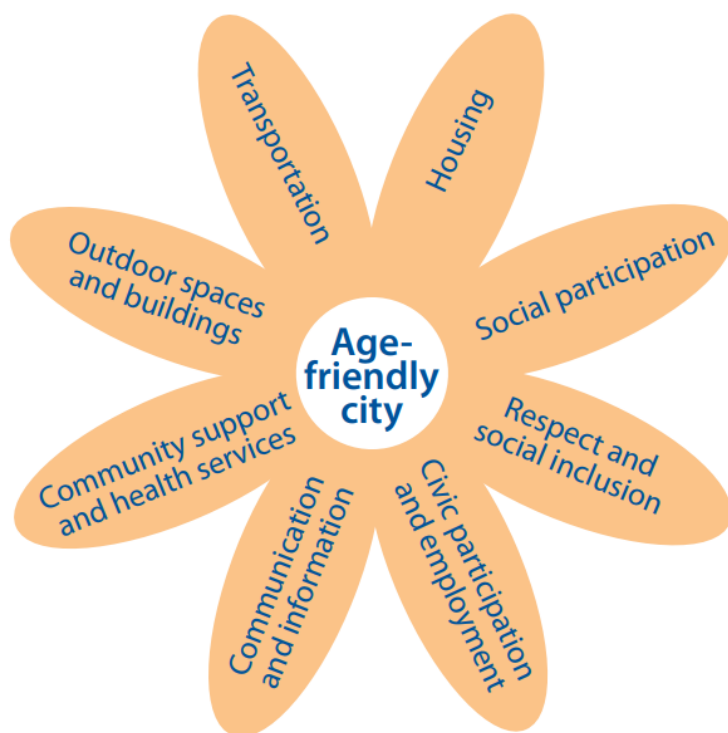


STRATEGY CONTEXT FOR EMPOWERING OUR ELDERS

Global context

The World Health Organisation (WHO) defines aged-friendly cities as 'inclusive and accessible environments that promote active ageing by optimising opportunities for health, participation, security and life-long learning to enhance the quality of life as people age'. The determinants of active ageing include economic, social, behavioural, and personal determinants along with physical environment and health and social services¹. These factors impact the functional capacity of elders, and the speed of decline can be influenced and may be reversible at any age through appropriate individual or public policy measures such as promoting an age-friendly living environment. Figure 1 summarises the WHO age-friendly city topics areas.

Figure 1: Age-friendly city topic areas (Source WHO)



National and State context

In Australia, the health and ageing sector involves collaboration between various government levels, health agencies, the private sector, and community organisations. Together they provide comprehensive services and support for elders. A snapshot of example roles of entities in the space of ageing is provided in Figure 2.

¹ World Health Organization. (2007). Global age-friendly cities: a guide. World Health Organization

Figure 2: Health and ageing care sector– example roles

Note: The roles described below are examples only. This is not an exhaustive list of roles and responsibilities.

Federal Government

- Department of Health: The Australian Government, through the Department of Health, plays a central role in formulating national aged care policies, regulations, and funding allocation.
- Aged Care Quality and Safety Commission: Monitors, assesses, and promotes improvements in the quality and safety of aged care services.

State and Territory

- SA Health manages and oversees the implementation of federal policies at the state level, ensuring services are tailored to local needs. Aged Care Assessment Teams (ACAT/ACAS): Conduct assessments to determine the level of care needed for elders.
- SA Health's Office for Ageing Well works specifically on a number of projects and programs, including South Australia's Plan for Ageing Well 2020-2025, to support South Australians to age well, and to remain active and engaged.

Local Government

- Community Services: Local councils often provide community programs, social activities, and transport services for the elders.
- Facility Planning and Zoning: Involved in planning and zoning regulations for aged care facilities.
- Infrastructure: Involved in the design, installation and maintenance of accessible infrastructure.

Health Agencies

- Public Hospitals: Provide medical care and emergency services for older patients.
- Primary Health Networks (PHNs): Coordinate health services, including aged care, at the regional level, bridging the gap between primary care providers and communities.
- Mental Health Services: Offer specialised services for older individuals dealing with mental health issues.

Private Sector

- Aged Care Providers: Private companies and non-profit organisations operate residential aged care facilities, retirement villages, and in-home care services.
- Health Insurance Funds: Offer private health insurance plans that can cover certain aspects of aged care services.

Community and Non-Profit Organisations

- Community Centers: Organise social activities, support groups, and workshops for elders.
- Non-Profit Aged Care Providers: Organisations like Churches of Christ Care, Uniting, and Anglicare provide various aged care services, often working closely with government agencies.

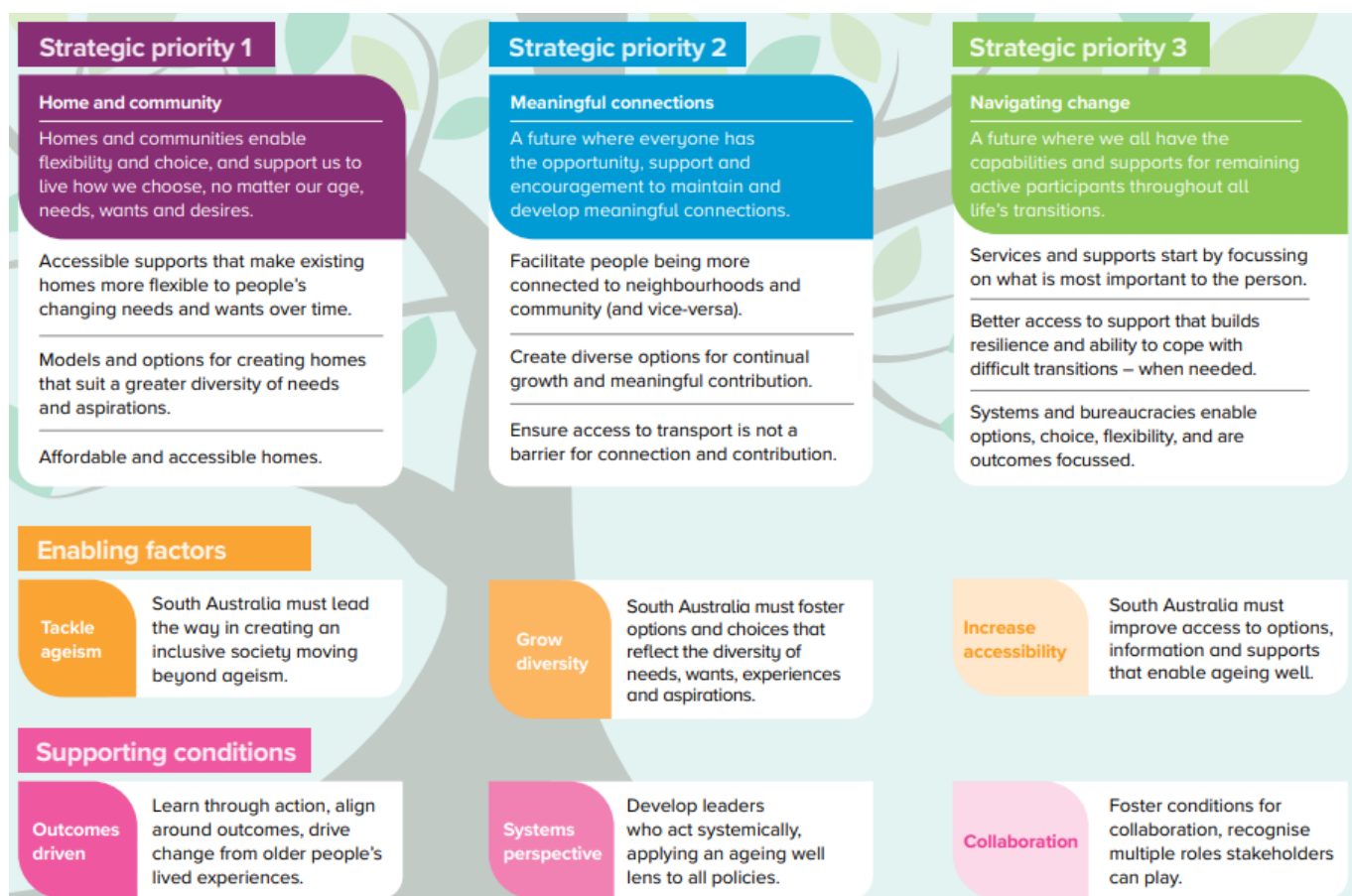
Research and Advocacy Groups

- Councils on the Aging (COTA): Advocate for the rights and well-being of older Australians, influencing policy development.
- Research Institutions: Conduct studies to improve the understanding of aging-related issues, leading to better policies and services.

Entities involved in the health, ageing and community well-being space work together through collaborative mechanisms that ensure consultation and data sharing to inform decision-making processes. Policies are developed collaboratively, considering inputs from all stakeholders to create comprehensive and inclusive strategies. Governments allocate funding to different sectors based on the needs of the ageing population, ensuring resources are distributed effectively. Through these collaborative efforts, the Australian health and ageing sector aims to provide high-quality, person-centred care and support for the elders, promoting their well-being and quality of life.

The South Australian Government and the Office for Ageing Well have developed State strategies and plans. They work in consultation with a diverse range of older South Australians and partner with government, non-government, and community organisations to support older people in remaining active and engaged. The Age-Friendly SA Strategy is supported by an implementation plan: South Australia’s Plan for Ageing Well 2020–2025. This plan outlines the State government and community’s vision and priorities for ageing well for all South Australians. It provides three strategic priorities: home and community, meaningful connections, and navigating change. The plan also outlines three enabling factors and three supporting conditions to support these strategic priorities. **Figure 3** details the State’s strategic priorities, enabling factors, and supporting conditions. A measuring tool, the Ageing Well Measuring Success Framework, has been developed to help understand the impact of this plan and how state and local governments are supporting older South Australians to live well.

Figure 3: South Australia’s Plan for Ageing Well 2020–2025 strategic priorities, enabling factors and supporting conditions



Relevant local strategies

The Empowering Our Elders approach is designed to align with the City of Port Lincoln Strategic Directions Plan 2021-2030, fostering a community that promotes healthy ageing. The vision, objectives, and comprehensive actions outlined in this strategy are integral to realising the City's overarching vision: 'An inclusive and connected community committed to excellence in lifestyle, culture, industry, and innovation. This initiative contributes directly to three of the City's missions in its Strategic Directions Plan:

- Engaging and empowering the community
- Providing best value and timely services and infrastructure
- Creating a safe and inclusive place to live, work, and visit

As depicted in **Figure 4**, Empowering Our Elders will be part of the City's strategic management framework, ensuring alignment with existing relevant strategies and plans. This alignment extends notably to the Regional Public Health Plan, the Reconciliation Action Plan, the Disability Access and Inclusion Plan, the Open Space Strategy and the Sport and Recreation Strategy. The approach guarantees consistency with these vital initiatives, reinforcing a holistic and interconnected vision for the community's well-being.

Figure 4: Council's strategic management framework



As part of its existing plans and strategies, the City of Port Lincoln has already initiated actions and programs that impact positively our community elders. Table 1 provides examples of some of these actions.

Table 1: Programs and actions already actioned or planned by the City of Port Lincoln existing plans

What are we doing	Alignment
<u>Home and Community</u>	
Advocate for/support projects, investments and initiatives which expand health and ageing services in Port Lincoln.	Strategic Directions Plan
Consider universal design principles in the development and review of Open Space, Footpath Strategy, Trails and Wayfinding Strategies and other relevant strategies and documents.	Disability Access and Inclusion Plan
Consider universal design principles in future Council building and facility developments.	Disability Access and Inclusion Plan
Consider the provision of visual and audio aids and equipment to support participation in council meetings where possible.	Disability Access and Inclusion Plan
Advocate for access to respite care for local residents.	Disability Access and Inclusion Plan
<u>Meaningful Connections</u>	
Incorporate consideration of accessibility measures into the planning of all Council run events	Disability Access and Inclusion Plan
Advocate to the State and Federal Government for the provision of accessible, connected public transport services.	Disability Access and Inclusion Plan Southern Eyre Peninsula Regional Public Health Plan
Cross promote health and wellbeing initiatives, events, and health promotion activities across local government areas to give residents more opportunities to engage	Southern Eyre Peninsula Regional Public Health Plan
Support and advocate for programs and initiatives that encourage social connection for 50+ residents via Community Grant Funding Program.	Southern Eyre Peninsula Regional Public Health Plan
<u>Navigating Change</u>	
Review Council's websites against relevant accessibility guidelines	Disability Access and Inclusion Plan
Promote well-being, inclusion, and digital literacy through programs, activities and services at Council facilities such as PL Library, Nautilus and ArtEyre	Southern Eyre Peninsula Regional Public Health Plan



““ LETTING ELDERS MAKE THEIR OWN
DECISIONS AND CHOICES

““ WORKING TOGETHER TO
SOLVE URGENT MATTERS

““ HOLISTIC APPROACH TO ELDERS' ISSUES

““ TACKLING AGEISM

SHAPING THE EMPOWERING OUR ELDERERS STRATEGY

Engagement and strategy development approach

The Empowering Our Elders strategy development approach involved relevant community members throughout the process. The engagement approach aimed to gauge different perspectives of elders, especially elders with lived experience and the people who support them: the health and ageing industry, local businesses, services, and Council.

The method of delivery and facilitation was designed based on learnings from previous consultations and the stated ways that stakeholders have said they want to be consulted, including linguistic requirements and access and inclusion requirements.

While Empowering Our Elders focuses on the local community needs, population data, evidence-based practice, as well as international, National, and State strategies, have also been considered. Engagement utilised the framework provided by the Age Friendly SA Strategy, South Australia's Plan for Ageing Well 2020 – 2025, and the Ageing Well Measuring Success Framework. It is aligned to the 3 State strategic priorities:

- Home and community
- Meaningful connections
- Navigating change

This Learnings Report consolidates the outcomes of the research and community consultation, and the Empowering Our Elders Strategy will draw upon this report to develop a 5-year plan for the City of Port Lincoln. Figure 5 provides a snapshot of the EOE engagement and strategy development approach.

Figure 5: Empowering Our Elders engagement and strategy approach



Methodology

This engagement and strategy development approach has been implemented through a methodology comprising 5 overall stages (Cf. Figure 6).

1. Project initiation and scoping:

The approach to stakeholder communications and involvement for the consultation sessions were agreed upon along with a suitable timeframe. A mapping of key stakeholder groups and community representation was developed. It was determined that consultation would include residents 50 years and over and those that support them, including the health and ageing industry, local businesses and services, as well as Council representatives.

2. Assessment of community assets, programs and capacity

Prior to community engagement, Healthy Environs consulted with Council staff to review relevant plans and strategies and undertake a high-level assessment of the facilities and services available relative to age-friendly accessibility and inclusion. An internal Council workshop was run with relevant sections to brainstorm the existing assets and programs for the 50+ community and the strengths as well as gaps in the Council and stakeholders' capacity. This service mapping and population data was reviewed and used to inform our approach and engage with stakeholders. The section 'Living in Port Lincoln – about our city' of the Learnings Report summarises the findings and Appendix A details the current capacity.

To build context around the local assets, programs and capacity, the City's population data and trends were also analysed.

3. Undertake consultation with the Council, stakeholders, lived experience representatives, and community

From the information gathered at the initial scoping and stakeholder mapping, a plan was built for connecting with identified members of the local community, using each consultation to inform and build on future consultations.

The consultation session methods used were in line with the IAP2 Spectrum of Public Participation, and the program for community sessions was designed in consultation with the Council with the aim to:

- Be inclusive and interactive.
- Adopt a strengths-based approach (i.e. they are the experts, and their thoughts and ideas are the reason we come together).

The consultation sessions were held over two 1 week periods in September and November 2023. The first period focused on collecting feedback from community members, local stakeholders, and Council staff. During the second period, the first consultation round outcomes were presented to participants and refined with stakeholders. During these consultation periods, 15 sessions were held with a total of 52 participants. Table 2 summarises the consultation sessions facilitated by Healthy Environs in collaboration with Council staff. Appendix B provides the profile of the community members with lived experience who attended the community consultation sessions. In addition to these consultation sessions, consultants attended a local First Nations aged care forum.

Feedback from the consultation sessions of both periods is detailed in Appendix C, and a summary is provided in the 'What we heard from our community' section of the report.

Table 2: Consultation sessions

Stakeholder category	Number of participants	Organisation/Department
Health and Ageing	8	<ul style="list-style-type: none"> • Boosting the Local Care Workforce Program • West Coast Home Care • Pioneer Village Eyre Peninsula Old Folks Home • Matthew Flinders Home Inc • My Aged Care • Bedford Group
Housing and Strategic	6	<ul style="list-style-type: none"> • Regional Development Australia Eyre Peninsula • West Coast Youth and Community Support • Port Lincoln Chamber of Commerce and Tourism • SA Housing Authority • Department for Human Services
Aboriginal Organisations and community members	4	<ul style="list-style-type: none"> • Port Lincoln Aboriginal Health Service representatives • Service SA Port Lincoln Indigenous Service Officer • Elder representative
Community Services	13	<ul style="list-style-type: none"> • Rotary Club of Port Lincoln • Senior Citizens Club • Red Cross Eyre Peninsula • YMCA Port Lincoln Leisure Centre • Port Lincoln Multicultural Council • Country Arts SA • Returned and Services League SA Port Lincoln Sub Branch Inc • Port Lincoln Library
Community members with lived experience	15	Community members (elder residents)
City of Port Lincoln staff workshop	6	<ul style="list-style-type: none"> • Community Culture and Recreation • Sport and Recreation • Open Spaces • Corporate and Community • Environment and Infrastructure • Economic Development

4. Learnings Report

International, National and South Australian guiding principles, combined with learning from evidence-based approaches for improving and promoting the health and well-being of people throughout their lifetime and as they age, have provided a

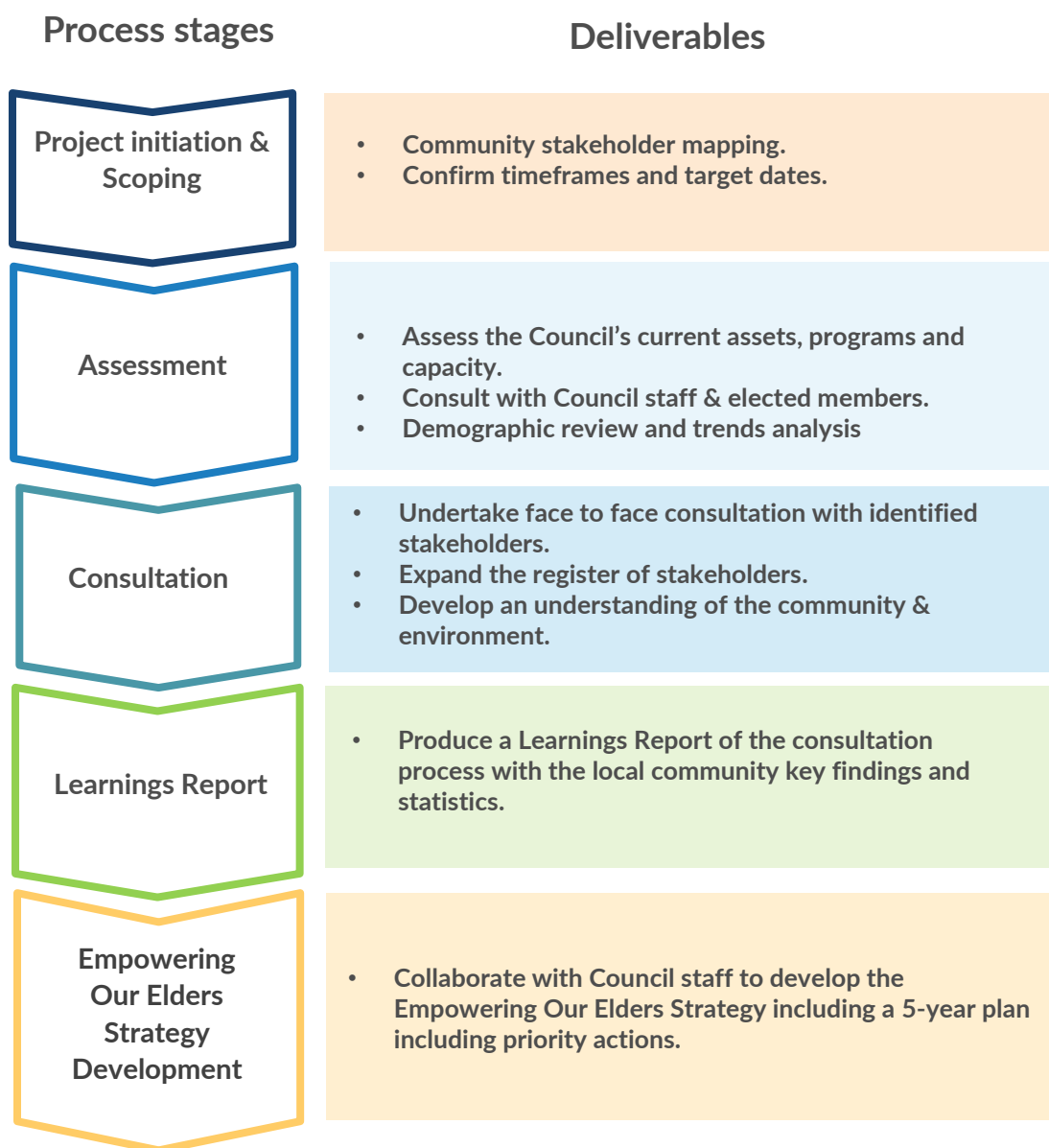
thorough base to develop the Learnings Report^{2,3}. The community consultation feedback was analysed and structured into the 3 State strategic priorities, according to identified issues and opportunities for the Port Lincoln City Council Empowering Our Elders Strategy.

The Learnings Report includes key statistical information, local facilities and services, and the outcome of the community consultation. As per the Empowering Our Elders overall approach, this report is structured to align with the 3 State strategy priorities: home and community, meaningful connections, and navigating change.

5. Empowering Our Elders Strategy development

Following a review of the Learnings Report, the five-year Empowering Our Elders Strategy will be developed with a focus on supporting elders to live their best lives. The strategy aligns with key priorities within South Australia's Plan for Ageing Well 2020 - 2025.

Figure 6: Engagement and EOE Strategy development methodology



² Wellbeing SA – Open Data Portal

³ Office for Ageing Well

“SAFE SPACES TO COME TO

“A HOME FIT FOR PURPOSE

“LARGE HOME FOR INDIGENOUS FAMILY MEMBERS

“HOARDING AND SQUALOR SUPPORT

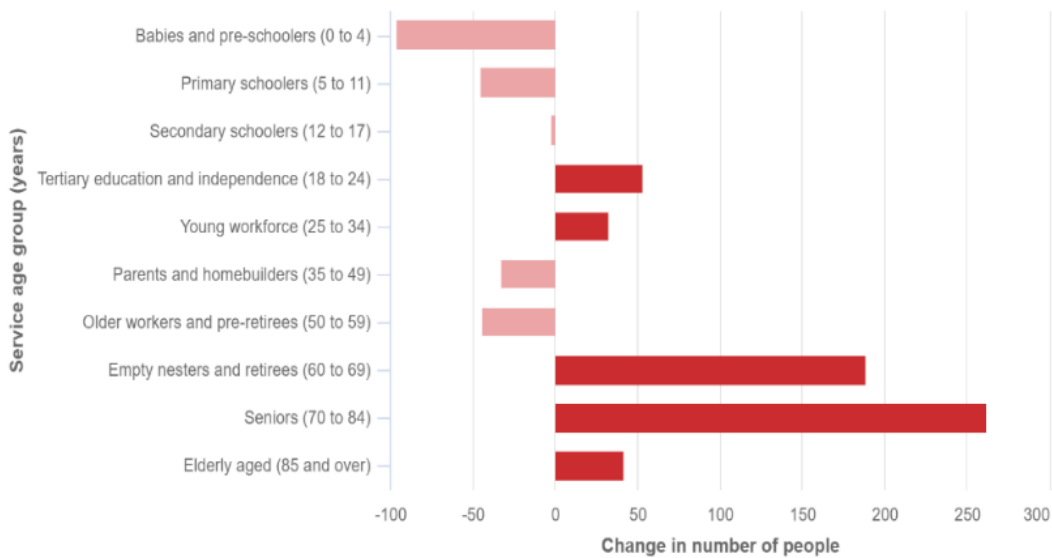
LIVING IN PORT LINCOLN – ABOUT OUR CITY

South Australia is experiencing an ageing population and Port Lincoln is no exception. The 2021 Census reported that the City of Port Lincoln had a population of 14,404 people with a median age of 41. This is compared to a population of 14,064 and a median age of 40 according to the 2016 Census and the 2011 Census reported a population of 14,086 with a median age of 38. Although the City of Port Lincoln’s population is comparable to other Councils in the region, it is older than that of other metropolitan Councils. This feature has increased these last few years as 40.6% of residents were aged over 50, compared to 38.7% in 2016, based on the 2021 Census. Figure 7 shows the change in age structure between Census data 2016 and 2021.

Figure 7: Census data per service age groups

Change in age structure - service age groups, 2016 to 2021

City of Port Lincoln - Total persons



Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 and 2021 (Usual residence data). Compiled and presented in profile.id by .id (informed decisions).



The 2021 Census data reveals that the population of the City of Port Lincoln is culturally and linguistically diverse; with 15.7% of the City’s population born outside of Australia and 6.5% speaking a language other than English at home. The top countries of birth include England, the Philippines, New Zealand, India, and Germany. Around 6.6% of the population identifies as Aboriginal and/or Torres Strait Islander peoples⁴. In 2021, the average household size for the City of Port Lincoln was 2.3, and 32.4% of occupied dwellings were made up of single or lone households. This is higher than the state average of 28.5% but also an increase since 2016 (31.1%)⁵ and 2011 (29.4%)⁶ for the City. In the City of Port Lincoln, 18.1% of people 65 years and over have a profound or severe disability, with 13.8% living at home. Of those aged 65 years and over, 64.5% receive the aged pension and 9.1% are Seniors Health Care card holders⁷. It is predicted the number of residents aged 50 years and over will continue to increase by approximately 15% by 2036^{8,9}.

⁴ Australian Bureau of Statistics 2021

⁵ Australian Bureau of Statistics 2016

⁶ Australian Bureau of Statistics 2011

⁷ Public Health Information Development Unit 2022

⁸ Population Projections for South Australian Statistical Local Areas, 2016-36, December 2019 release, Department of Planning, Transport and Infrastructure, Government of South Australia

⁹ .idcommunity RDA Eyre Peninsula Region community profile



Our people

40.6% of People are aged over 50 in Port Lincoln compared to 38.7% in 2016 and 34.5% in 2011

Life expectancy in Port Lincoln is 83

41 is the median age of residents in Port Lincoln, with 23 median age for First Nations

50-59	60-69	70-79	80+
• 2011 - 1,866	• 2011 - 1,442	• 2011 - 864	• 2011 - 708
• 2016 - 1,912	• 2016 - 1,671	• 2016 - 1,131	• 2016 - 743
• 2021 - 1,848	• 2021 - 1,843	• 2021 - 1,354	• 2021 - 813



Culture and diversity

946 First Nations people live in Port Lincoln

15.7% of people born overseas (England, Philippines, New Zealand, India, Germany)

6.5% of Port Lincoln residents speak a language other than English. Top Language: Croatian, Tagalog, Greek, Punjabi, Italian

27 % of Home and Community Care recipients are non-English speaking clients

25 religions exist across the City



Living situation

32.4% of occupied dwellings are made up of single or lone households. The average household size is 2.3 people

31.5% of Commonwealth Home Support Programme clients in the City are living alone

Port Lincoln housing is composed of 3% 1 bedroom, 17% 2 bedrooms, 78% 3 bedrooms

Port Lincoln residents: 7% with no vehicle, 37% with 1 vehicle, 54% with more than 1 vehicle

10% of households are social housing



Participation

11.4% of Port Lincoln residents provide unpaid assistance to others

18.9% of Port Lincoln residents do some volunteer work with more than 100 volunteers who assist Port Lincoln Council with its community and programs

2.8% of Port Lincoln residents have previously served in the Australian Defense Force service

4.5% are unemployed

76.1% of Port Lincoln households have access to the internet



Income and service

72.4% age pension recipients of residents are aged 65 years and over

26.9% of residents are Pensioner Concession cardholders

7.1% Disability Support Pension recipients



Health condition

18.1% of residents 65 years and over have a profound or severe disability, with 13.8 % living at home

32.9% of residents have at least one long-term health condition

Most common long-term condition: asthma 9%, arthritis 8.9% and mental health condition 8.3%, diabetes 5.5%, heart disease 4.3%, cancer 3%, lung condition 2.2%, dementia 1%

6.2% of residents are needing care assistance, 62.1% being people aged 60 years and above

Facilities and services available at Port Lincoln

The age-friendly capacity of the City of Port Lincoln has been mapped based on the outcomes from consultation with Council staff and an assessment of the current community assets, services and programs available. Appendix A details the existing capacity available for the elders in the Port Lincoln community. Findings have been aligned with the 3 State strategic priorities.

Home and community

"Homes and communities enable flexibility and choice and support us to live how we choose, no matter our age, needs, wants and desires."

The housing conditions of older people are often linked to their quality of life. Housing conditions are a significant factor in whether people can age independently and actively in their local community. With an ever-increasing number of people living alone, appropriate housing close to the community, and social and health services, enable older residents to live comfortably and safely at home for as long as their health permits. Proper housing and support services provide a critical foundation for older people to live well and age in place.

Figure 8 shows the trend of house owners with mortgages among elders in South Australia.

Figure 8: ABS Census data for South Australia



(Source: South Australia's Plan for Ageing Well 2020-2025)

The lack of affordable and suitable housing is an issue for many older people in the community. Housing challenges mainly affect people who are homeless or at risk of losing their homes, people under rental stress and people who have assets yet a low income.

Port Lincoln has many facilities and services to enable older residents to live comfortably and safely at home and stay in their community. The national My Aged Care program provides many at-home care and assistance services. For those who cannot remain or choose not to stay within their own home, Port Lincoln has multiple care facilities that help residents stay within their community while receiving the care and assistance they need. Council also owns and maintains the Kirton Court Retirement Village for those 55 years of age or over, retired from work, and able to live independently. The Council has a role to influence and advocate for developing age-friendly housing and community options.

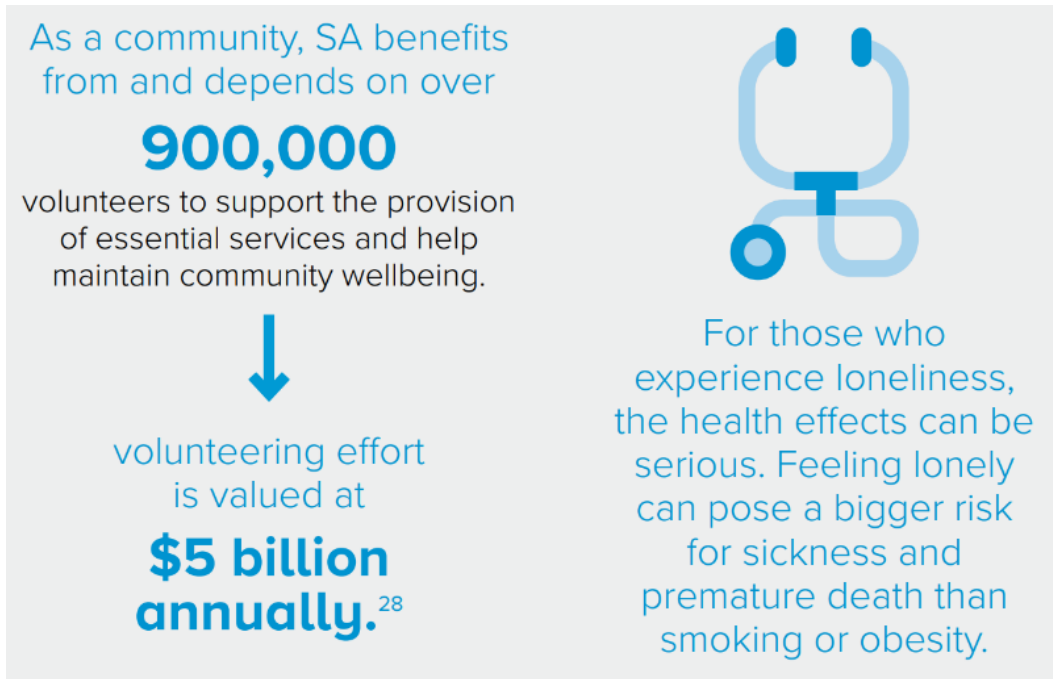


Meaningful connections

"A future where everyone has the opportunity, support and encouragement to maintain and develop meaningful connections."

Social participation is critical to good health and well-being throughout all stages of life. Involvement in the community's leisure, social, cultural and spiritual activities enables people to exercise their competence, create and maintain meaningful relationships, enjoy respect and esteem and reduce the risk of social isolation, particularly for those living alone.

Figure 9: Effect of loneliness and impact of volunteering in South Australia



(Source: South Australia's Plan for Ageing Well 2020-2025)

However, senior participation in such activities is affected by access to transport, affordability and suitability of the activities, as well as their awareness of what is on offer within their local community.

In the City of Port Lincoln, there are many options for people to participate in activities promoting connections. The City has 185 h of open space, including 30 parks, gardens, reserves, and almost 70 km of footpaths. Residents have the opportunity to participate in various sporting and community clubs, including soccer, football, tennis, Senior Citizen's Club, Community House, RSL Club, Port Lincoln Leisure Centre and its programs such as Fit For Life, the Port Lincoln Men's Shed, Rotary Club, Probus Club, Lions Club, Zonta International, and many more

The Council has a role in providing accessible facilities, activities, events and initiatives to social and cultural groups.

City of Port Lincoln services and facilities

Nautilus Arts Centre and ArtEyrea community workshop facility

Port Lincoln Leisure Centre

185h of open space including 30 parks, gardens and reserves

Sports and recreation facilities



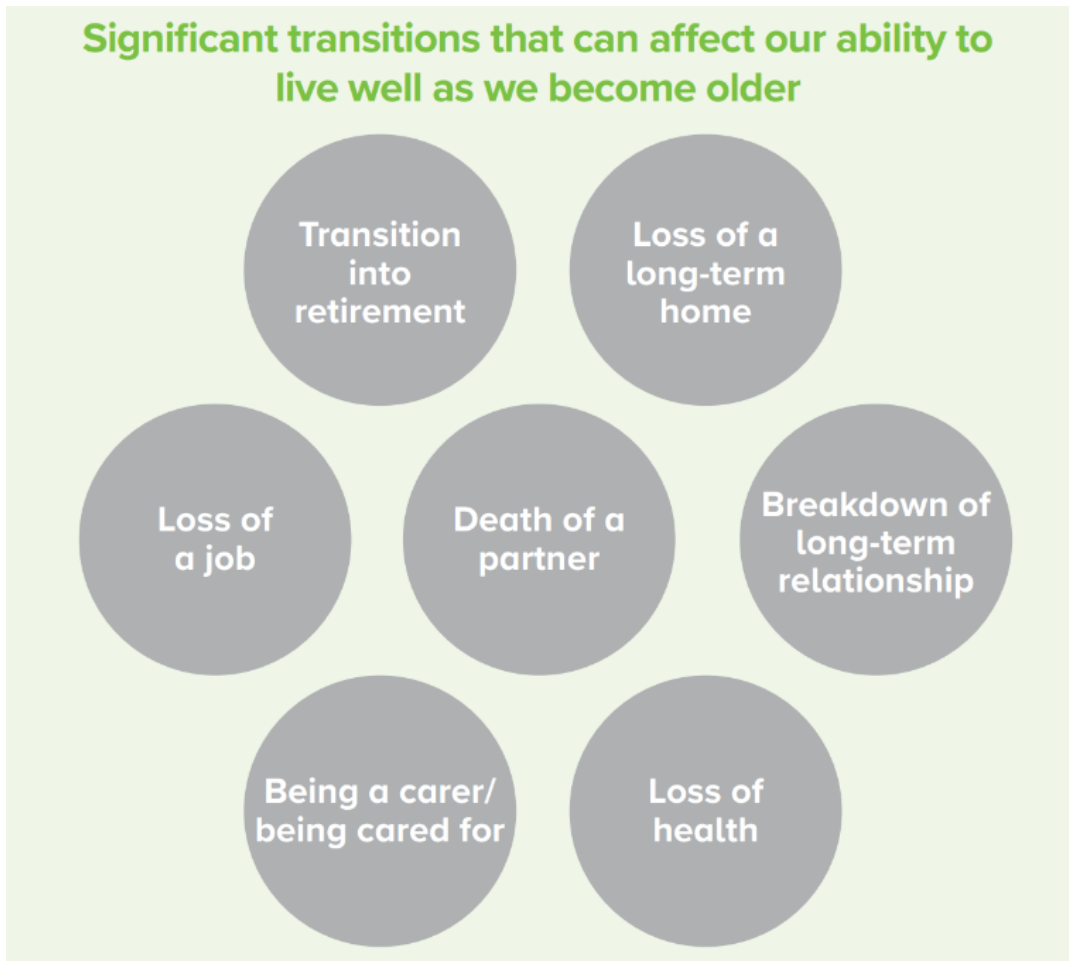
Navigating change

"A future where we all have the capacities and supports for remaining active participants throughout all life's transitions."

As people get older, their needs change over time. Most people in their 50s, 60s to early 70s are active and often continue to be involved in their community and workforce. As people move into the senior and elder stages of older adulthood, their needs and interests alter as physical and mental capacities change.

A person's age alone is not an indicator of patterns of living, as people have different skills, expectations and aspirations for growing older. The experience of ageing is also affected by gender, health status, education, work life, culture, income, housing, the physical and built environment, as well as family and social connections. What can be agreed upon is the changes that occur in ageing can be difficult for some to navigate. Figure 10 shows some of the changes that can have a significant impact on the health and well-being of our elders.

Figure 10: Transitions that can affect our community navigating through life



(Source: South Australia's Plan for Ageing Well 2020-2025)

Changes in retirement patterns mean that more older adults will work longer. At the same time, older adults need opportunities to develop new skills, learn and be provided with opportunities and access to contribute to the local community after retirement.

The Port Lincoln Library offers many services, including digital literacy support, partnerships with community organisations, and other online services, such as ebooks, audiobooks, tutorials, and links to health and education support.

Various networking groups and facilities exist to assist those undergoing multiple lifestyle changes, such as the Dementia Friends Cuppa and Catch up, Matthew Flinders Day Centre, Bedford Port Lincoln, and Young At Heart Intergenerational Playgroup.

Volunteering provides an excellent opportunity for people to learn new skills and share their knowledge. Older adults have many skills they have acquired throughout their life. They should be valued for this experience and provided with opportunities to share their knowledge and skills with younger generations.

The City of Port Lincoln recognises the importance and value of volunteering within the Port Lincoln community. The Council's volunteer programs span across five different program areas, with many active volunteers assisting the Council with its community programs and services.

City of Port Lincoln services and facilities

Volunteer programs

Port Lincoln Library

My Local Services app

Community Grant Funding Program



““ LIFTING UP EACH OTHER

**““ SUPPORT ELDERS
GRACEFULLY AND WITH KINDNESS**

““ FEELING INCLUDED AND RESPECTED

““ INCLUSION IS EMPOWERMENT

““ SAFE FROM ELDER ABUSE

WHAT WE HEARD FROM OUR COMMUNITY

The engagement phase involved 11 consultation meetings with 50 participants from the community or relevant organisations (Cf. Table 2). Discussion was held around the 3 State Priorities and participants were asked 'what Empowering Our Elders means to them' as well as their vision for Port Lincoln. Participants were enthusiastic and the feedback collected during the engagement process was meaningful and diverse. Consultation outcomes are summarised in the following sections against the 3 State strategy priorities. Appendix C details the participant feedback in more detail.

What Empowering Our Elders Means to you?



What do you value about Port Lincoln?

"Climate, environment – the water, facilities – so many fantastic facilities such as the swimming centre, netball and basketball, games, theatre, wonderful eating areas and cuisines."

"I just love the place. Enjoying the redevelopment here on the main street. Beautiful people and there are so many retirees that we can form friendships and groups and enjoy life together with."

"I am so pleased that in the last 5 years, Port Lincoln has been run under a multicultural theme"

"What isn't there here? Port Lincoln offers anything anyone can ever want."

"This is an area that is terribly important – so I joined Probus, and we meet every week."

"You've got to find your happy place."

"It is such a relaxed but mature environment"

What is your vision for Empowering Our Elders?

"Increased knowledge of the available pathways for elders so that they can plan for and have a choice to live a better life"

"A space to talk and share our stories including Aboriginal elders talking groups"

"Engaging vulnerable and lonely people, and bring elders out from their home"

"Seeing people active and passionate about participating "what they love"

"Provide our elders to grow old in their body, soul, and spirit, gracefully and have a lifestyle that promotes their dignity"

"Keeping our elders engaged and active with fitness opportunities tailored for them"

Strategic Priority 1 - Home and Community

“Homes and communities enable flexibility and choice and support us to live how we choose, no matter our age, needs, wants and desires¹⁰.”

Context

Evidence and data show a growing number of us want to remain in our own homes and community as we age. We like the sense of familiarity and security, maintaining independence, and accessing support systems such as in-home care.¹¹

Government recognises the importance of individuals choosing to age in place, and that it is a cost-effective alternative to institutionalised aged care.¹²

Challenges for people ageing in place include ensuring their home is safe and fit for purpose; accessing in-home care services, and navigating government support systems.

People ageing in place can be impacted by market trends such as the housing shortages seen in recent years and can also impact housing stocks within a community.

5 percent of older Australians over 65 live in residential aged care and there is commitment at a State level to innovation and quality and focus on dignity, compassion and community in the health and ageing sector¹.

What we heard from our community

The community members and stakeholders involved in consultation confirmed the above trends and challenges as evident in Port Lincoln.

Discussions highlighted Port Lincoln as a desirable community to live in, with enviable natural environments and public amenities.

“Port Lincoln is the best place to retire with the climate, the people, water, facilities, swimming centre, netball and basketball activities, gyms, local theatre and eating areas.”

“I just love the place”.

(Local community participant).

With several programs providing support for people ageing in place, people enjoy retiring in Port Lincoln. However, focus groups highlighted system gaps, for example, they reported cases of federal programs that support people to live longer in their homes being locally undersubscribed. Housing and Care industry stakeholders highlighted that some older people (and especially some cultures) “don’t want to be a burden”. This can be a barrier to accessing the support services available.

Community members noted organisations, government departments and networks work to address homelessness, poverty, overcrowding, hoarding and squalor, but there was still a further need to better support those on lower incomes, and First Nations people needing access to housing.

It was discussed that while the Port Lincoln community has a strong base of organisations and services, it faces challenges regarding home and community that affect elder community members, such as housing shortages and increased homelessness.

Other points raised included that older residents faced challenges such as stamp duty barriers or high building costs when transitioning to suitable housing, for example, downsizing from a family home. Creative solutions were required to tackle housing shortage issues. Public housing has long waitlists, and some residents must leave the community for housing or services. The condition of public housing homes was also raised.

¹⁰ South Australia’s Plan for Ageing Well 2020–2025

¹¹ (Ageing in place: here’s why and how you can do it, 2022)

¹² (Royal Commission Into Aged Care Quality and Safety, 2021)

“The main root of the problem is a shortage of accommodation for long-term rent”.

“We need homes that are fit for purpose”

“It’s about choice. We are all unique and individual”

(participants – Housing and Strategic Stakeholders Focus Group)

Health and ageing industry stakeholders highlighted the importance of assisted living services to enable ageing in place, alongside respite accommodation and residential aged care. They noted opportunities for improvement including local workforce development and housing to support service sustainability. Opportunity to support local student placement in Port Lincoln was noted and a partnership with the government for a Nursing and Allied Health Training Centre in Port Lincoln was highlighted as a positive step forward¹³. Tackling ageism was also raised as critical to promoting the sector as an attractive and positive work environment. Through local workforce development, there is an increased opportunity for Aboriginal people working in the sector.

“We need to improve the relationship between the sector and schools for a workforce pipeline”.

“The sector is a huge economic development opportunity”.

(Participants – Health and Ageing Industry Focus Group).

¹³ [https://www.unisa.edu.au/media-centre/Releases/2022/\\$3.7m-boost-to-unisas-aged-care-training-in-port-lincoln/#:~:text=The%20Federal%20Government%20will%20provide,simulation%20site%20will%20be%20built.](https://www.unisa.edu.au/media-centre/Releases/2022/$3.7m-boost-to-unisas-aged-care-training-in-port-lincoln/#:~:text=The%20Federal%20Government%20will%20provide,simulation%20site%20will%20be%20built.)

Strategic Priority 2 - Meaningful Connections

“A future where everyone has the opportunity, support and encouragement to maintain and develop meaningful connections¹⁴.”

Context

Social connections are a key enabler to ageing well. Government and community organisations in South Australia are leading broad initiatives to reduce loneliness⁴. Promoting opportunities for positive contribution, economic engagement, volunteering and lifelong learning are all fundamental to promoting meaningful connections for older people⁴. Ageing well promotes a positive sense of well-being. The South Australian Population Health Survey in 2022 reports on the self-assessed well-being of South Australian adults¹⁵. Overall well-being tended to improve with increasing age and socioeconomic status, and respondents living in rural areas were more likely to report good overall well-being. Evidence and data show that being socially connected can reduce the risk of early death by 50 per cent. Social isolation and dependence on others are key risk factors for elder abuse and with 1 in 20 older Australians experiencing elder abuse, prevention is a National priority⁴. Barriers to people maintaining meaningful connections, may include limited access to transport and/or the suitability of community participation options. Ensuring access to transport is a theme for action at a State level⁵. While older people are increasingly tech-savvy, the majority of people over 75 years of age experience digital exclusion¹⁶. Promoting digital inclusion is considered essential to living and participating in today's society¹⁷.

What we heard from our community

The community members and stakeholders involved in consultation shared that Port Lincoln is rich in local facilities and services such as libraries, and leisure centres and has a range of social activities available. The natural environment is also easily accessible.

“What I love about Port Lincoln – It’s laid back, knowing everybody, small but comfortable place to live, the environment, sailing opportunities”. “Why would you want to live anywhere else?”.

(Local community participants).

Consultation participants reported their thoughts on barriers to effective connection and participation. Common themes highlighted included gaps in transport and accessibility of infrastructure with pavement safety raised as a concern. The loss of confidence in making new connections as people age was also highlighted as a potential barrier by those with lived experience.

“People lose confidence.”

“It’s important to start connections early”

“it’s never too late to connect”.

“I worry about people being alone or becoming isolated as they lose people close to them”

(Local community participants).

Consistent with State-level priorities, ensuring access to transportation was a common theme raised amongst stakeholder groups. Barriers to access transport were mentioned, such as flight costs, lack of car parks for elders and the absence of community buses or a local Uber service. Opportunities to reduce transportation gaps were shared such as increasing the

¹⁴ South Australia’s Plan for Ageing Well. 2020-2025

¹⁵ Wellbeing SA, South Australian Population Health Survey (SAPHS). 2022: Adelaide

¹⁶ Thomas, J., McCosker, A., Parkinson, S., Hegarty, K., Featherstone, D., Kennedy, J., Holcombe-James, I., Ormond-Parker, L., & Ganley, L. (2023). Measuring Australia’s Digital Divide: Australian Digital Inclusion Index: 2023. Melbourne: ARC Centre of Excellence for Automated Decision-Making and Society, RMIT University, Swinburne University of Technology, and Telstra.

¹⁷ Age Friendly SA Strategy. Government of South Australia. 2019.

reach of local private transportation services, supporting local community service groups, promoting the local services available and establishing a business case for service improvements.

The community benefits from diverse organisations and support including leadership and volunteerism programs, arts groups as well as multicultural support. However, participants mentioned the lack of awareness of the existing options available as well as the need for language and digital literacy courses. They expressed a desire for fitness programs focussed specifically for elders. They also asked for “spaces to talk” in infrastructure planning or social activities where they can be empowered and contribute, especially in rural and remote areas. Increasing First Nations participation and better support for carers and families were all raised as priorities.

“Culturally we can all learn from each other”

“There is a connection through language”

(Local community participants).

Promoting respect for elders and tackling ageism, especially among the younger generation was considered crucial.

Opportunities to facilitate people being more connected to their community were raised including organising more activities to promote local, intercultural and intergenerational connections. Participants also expressed the need to raise awareness about the existing activities available and for an easier and simplified way to access relevant information.

It was also noted that digital exclusion is a very real challenge for some elders who have low digital literacy or are not able to access the technology required to stay connected with family, friends and other community members, and to stay informed about service delivery and available activities and programs.

“There’s a challenge in getting information out”

“Being empowered is physical and technical accessibility to things”

“Empowerment is knowing what’s out there”

(Local community participants).

Strategic Priority 3 - Navigating Change

“A future where we all have the capacities and supports for remaining active participants throughout all life’s transitions”.

Context

All individuals have specific needs based on their age, their culture, and experiences. Improving access to support for resilience and coping during challenging life transitions is crucial. To facilitate people in navigating change a ‘person-centred’ approach to support and care is a key focus in the health and ageing sector. Culturally tailored support is crucial for Aboriginal and Torres Strait Islander people.

At a statewide level, older South Australians ‘want systems, services, responses and supports that are flexible to enable ease of access, affordability, cultural safety and acceptance’. As we age, navigating change and systems such as the health system, driver licensing, banking, deaths and marriages, and financial planning, can become more challenging. User-friendly systems and community support are important to support people through life’s transitions¹⁸.

End-of-life planning is encouraged to support people to have a death in line with their wishes. Research highlights that 70% of Australians want to die at home supported by family and friends, yet this only occurs in 14% of cases. For Aboriginal and Torres Strait Islander people the importance of country, and being on country, is especially important near the end of one’s life¹⁹.

A supportive and compassionate community is fundamental to providing wrap-around services and support to someone nearing the end of life, their family and those who care for them.

What we heard from our community

In Port Lincoln, local community services and organisations play a vital role in enhancing options, choices, flexibility, and outcome-oriented solutions for residents. Community and organisational stakeholders highlighted that centralising and simplifying access to relevant information is essential. Support to navigate through aged care service options was highlighted as an opportunity (i.e., raising awareness of My Aged Care support and how to access Home Care Provider (HCP) and/or Community Health Service Provider (CHSP) services through improved community awareness and digital support).

Health and ageing industry stakeholders highlighted that collaboration and coordination among independent working groups, involving hospitals, home and community care and healthcare providers, is needed to ensure a ‘wrap-around’ support and care approach for people as they age. Workforce shortages, such as a shortage of Registered Nurses are limiting the bed capacity of local facilities. Informed government policy in the sector was raised as essential. A multidisciplinary workforce is needed for a comprehensive support approach. Industry stakeholders also reported gaps in funding, particularly in the final days of life.

“A multi-disciplinary team is needed to support elderly people”

“Lift the profile of the sector in our community – share good news stories”

(participants – Health and Ageing Industry Focus Group).

Community stakeholders raised the importance of addressing elder abuse, providing training for dementia care and combatting ageism. Giving a voice to both the young and elders was regarded as important.

“Both the young and the elderly need a voice. Without this they seclude”

(participant – Health and Ageing Industry Focus Group)

Community representatives acknowledged the range of community services and support in the City. However, participants noted that addressing specific needs of inherently vulnerable people can be challenging. Accessing target vulnerable groups to provide them with relevant information and support, was highlighted as a significant opportunity for community

¹⁸ South Australia’s Plan for Ageing Well. 2020-2025.

¹⁹ <https://palliativecare.org.au/final-footprints-my-culture-my-kinship-my-country/> (accessed 02/01/24)

groups. It was highlighted that there are opportunities to refocus services and support on what matters most to elders. An inclusive and coordinated implementation of services and activities was raised as an opportunity for improvement including potential partnerships across community and social groups. It was raised that the Council could potentially have a greater role in advocacy and information dissemination.

Opportunities for improvement:

“Coordination of who’s offering what”

“Groups talking to each other”

“Strategy campaign and marketing collateral”

“Communication of support and groups in a succinct and effective way”

(participants – Disability, Aged and Community Support Focus Group).

Community support, friendships and connections were highlighted as essential for resilience as people age.

“I worry about people being alone or becoming isolated as they lose people close to them”

“There are so many retirees that we can form groups and do things together”

(Local community participants).

““ WE ARE ALL UNIQUE AND INDIVIDUAL

**““ 50 IS THE NEW 30! WE HAVE
SO MUCH EXPERIENCE AND SKILLS THAT WE
CAN USE FOR OUR COMMUNITY!**

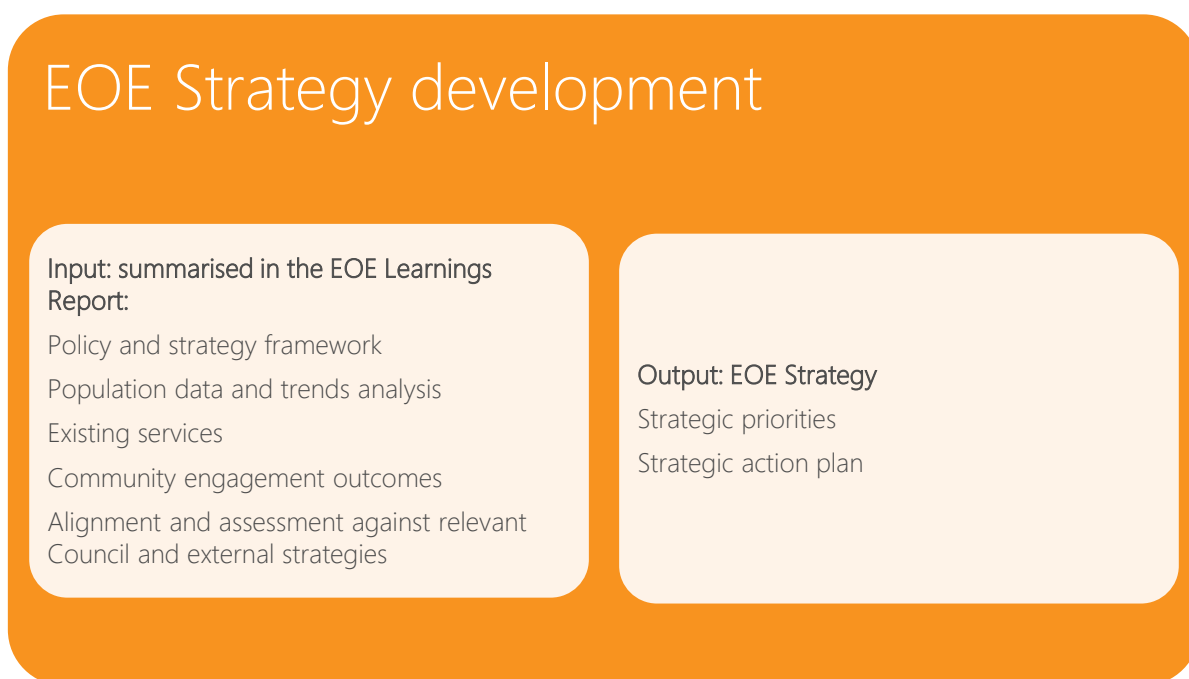
““ WE MIX IN TOGETHER

**““ THERE ARE SO MANY RETIREES THAT WE CAN
FORM GROUPS AND DO THINGS TOGETHER**

STRATEGIC DIRECTIONS FOR EMPOWERING OUR ELDERS

Global World Health Organisation through to Commonwealth and State government policies and strategies, emphasise that fundamental shifts are required not only in the actions we take but also in how we think about age and ageing²⁰. In response to this, the City of Port Lincoln in collaboration with communities, partners and stakeholders, will develop the Empowering Our Elders Strategy 2025 – 30 based on the community engagement outcomes. The Empowering Our Elders Strategy will be developed following the structure shown in Figure 11.

Figure 11: Empowering Our Elders Strategy development



Strategic directions

We recommend the Empowering Our Elders Strategy aligns with the 3 Strategic Priorities of South Australia's Plan for Ageing Well:

- Home and Community
- Meaningful connection
- Navigating changes

The EOE Strategy document will detail why each strategic direction is important and what we want to achieve.

²⁰ Global strategy and action plan on ageing and health. Geneva: World Health Organization; 2017. Licence: CC BY-NC-SA 3.0 IGO

Strategic action plan

To achieve the EOE Strategy's vision and strategic directions, a strategic action plan will be established. The actions in this plan will draw on outcomes from consultation with community and stakeholders, evidence-based approaches for improving and promoting the health and wellbeing of people as they age, as well as State and Local policy frameworks to align with the directions of the healthy ageing agenda.

For each action, the role of the City of Port Lincoln will be specified. The City's roles can be summarised as below:

- Provider: Core business, statutory responsibilities, involves Council services and assets under Council control.
- Facilitator: Areas of partial or shared responsibility or influence. Involves funding from different sources and joint decision-making.
- Advocate: Council has peripheral responsibility but will represent, and advocate for issues of community concern.

Actions in the plan will be specified as ongoing, short (within 1-2 years), medium (within 2-5 years) and long (beyond 5 years).

It is intended that actions identified in the action plan will be developed and implemented over the next five years, with some long-term strategies that will be implemented beyond five years. The EOE Strategy will be reviewed annually to inform annual planning and updated to reflect changes in need, priority, and opportunity. An EOE Strategy 'On a page' will summarise the strategic directions and strategic actions.

APPENDIX A – COUNCIL ASSETS

Council's assets and services

- **Customer service at the City of Port Lincoln's offices at the Civic Centre**
- **Meeting rooms**
 - Nautilus Arts Centre
 - Port Lincoln Library
- **Public toilets in at least 15 locations**
- **Community facilities**
 - Nautilus Arts Centre
 - Port Lincoln Library
 - ArtEyrea workshop facility
 - Visitor Information Centre
- **Footpaths**
 - 69km footpaths
- **Public car parks**
 - 3119 publicly available car parks in CBD (1425 On-street spaces plus Council-Controlled off-street, 1695 Off-street, privately owned but accessible)
- **Swimming centres**
 - Port Lincoln Leisure Centre - YMCA
- **Sport facilities**
 - Ravendale Sporting Complex
 - Centenary Oval
 - Kirton Oval
 - Poole Oval
 - Calisthenics Club
 - Croatian Sporting Club
 - Croquet Club
 - Kirton Bowling Club
 - Table Tennis
 - Tennis Courts
 - Port Lincoln Senior Citizens Club Inc.
 - Lower Eyre Baseball League – Clubrooms at Ravendale
- **Playgrounds**
 - 13 areas containing play equipment

- **Parks and other open spaces**
 - Approximately 185h of open space including 30 parks, gardens and reserves
- **Trails**
 - Approximately 8 areas with walking trails including Parnkalla Trail and Heritage Trail

Existing services for elders

(This list is indicative of services identified through consultation groups but is not exhaustive.)

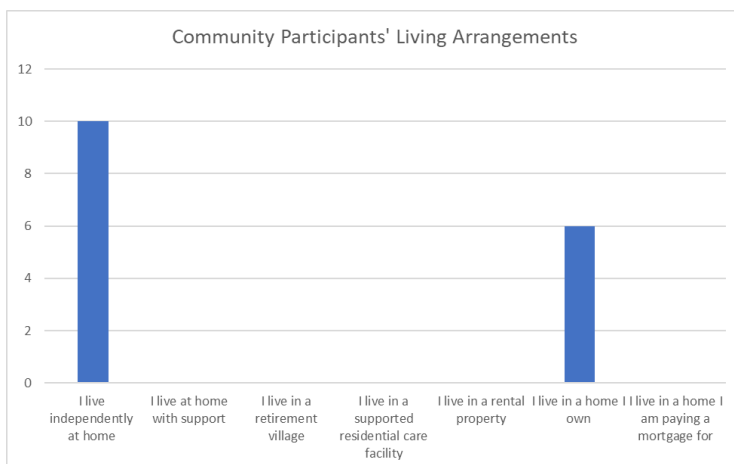
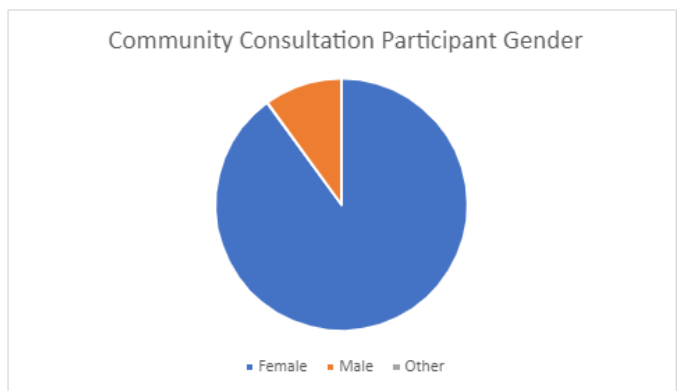
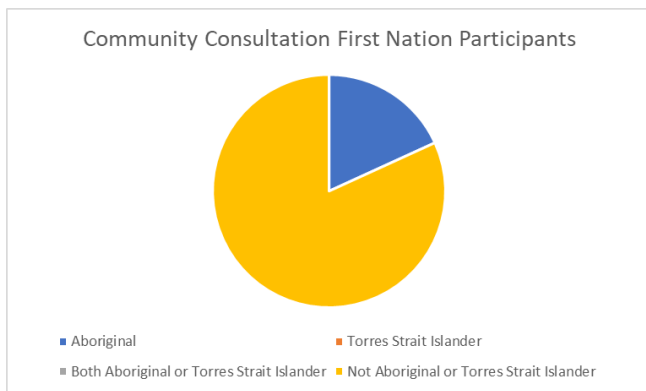
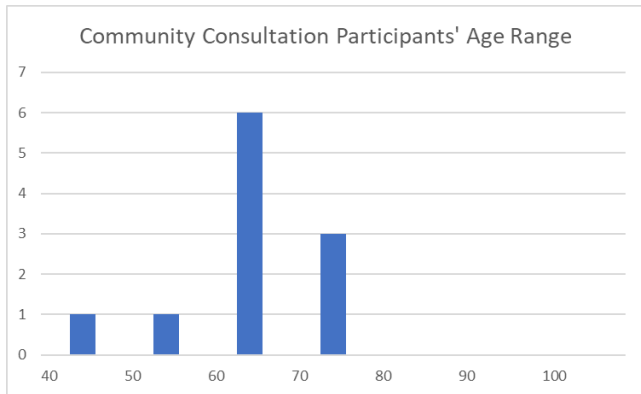
Category	Organisation	Service provided	Support for elders
Health and Ageing (including carers)	Eyre and Far North Lower Health Network	Accident and emergency, Aboriginal health, day and inpatient surgery, obstetrics, community health and aged care services.	Aged care services
	Cara	Services for adults with severe and multiple disabilities – supported independent living, short-term accommodation, home and community support, specialist services	Support for elders with disabilities
	Bedford	Services and support to adults with disability including supported independent living, employment opportunities and work experience, and activities.	Support for elders with disabilities
	Matthew Flinders Home	69-bed high care residential facility, with a 13-bed secure dementia unit. Services include podiatry, speech pathology, transport, orthotic services, physiotherapists, occupational therapy, doctors, palliative care	High care residential aged care facility
	West Coast Home Care	Aged care support including Commonwealth Home Support Program (CHSP) Services, Home Care Package (HCP) Services, andn-home and community care disability support services.	Aged care support services
	Boosting the Local Care Workforce Program	Develop the capacity of disability and aged care service providers. Provide regional coordinators who work with services. Provide subject matter specialists and provide access to findings. The program reduces barriers that impact providers' ability to provide their service offer, improves the operation and efficiency of labour markets and provides local knowledge of disability and aged care. Supports implementation of NDIS.	Supports aged care providers
	Pioneer Village	Modern facility with both high and low levels of care for elder people: secure dementia ward, physio, speech pathology, podiatrist, laundry, library	Aged care support facility including dementia
	Dementia Australia	National peak body for people living with dementia, their families and carers and provides leadership in policy and services. Provide information, education, counselling and support to people living with dementia and families and carers of people with dementia.	

Category	Organisation	Service provided	Support for elders
First Nations-specific Community & Services	Port Lincoln Aboriginal Health Service	Aboriginal Community Controlled Health Service provides primary health care to clients in Port Lincoln and surrounding areas – Health checks, Aged care, birthing program, antenatal care, midwifery, ASQ developmental checks, home visiting program,	Provides in-home Aged Care services in conjunction with Country Connect
Community Support Services & Organisation	Port Lincoln RSL		
	Country Arts SA	Engaging with and elevating regional Aboriginal elders, artists and communities. Increases access to the arts for regional South Australian communities	
	Port Lincoln Senior Citizens Club	Social and recreational activities Cards and games Guest speakers	
	United We Made It	The organisation provides a space for adults living with a disability to learn creative skills including macrame, sewing, weaving, woodwork, restoring old furniture, painting and much more. The items made by participants are sold in the United We Made It shop which is open to the community.	
	Rotary Club of Port Lincoln	Raises funds for local and other charities and provides physical and financial assistance to many projects.	
	YMCA/Port Lincoln Leisure Centre	Public aquatic and recreation centre: <ul style="list-style-type: none"> Pool and pool activities Gym facilities Sports centre including Basketball, netball, soccer, squash Hireable venues 	Strength for Life - accredited strength and cardio training program designed for the over 50s.
	Red Cross Lower Eyre Peninsula	Provides assistance in emergencies and disasters, migration support and services, aged care services for older people, homelessness services, people of the justice system, and work with First Nations people.	Aged care services – companion and social support, meals, transport. Australian Red Cross Assistance with Care & Housing Lower Eyre Peninsula
Housing and strategic planning	West Coast Youth and Community Support	Homelessness support, youth programs, drug and alcohol support, mental health, community connections	
	Housing SA	Develops, implements and provides housing services for people who are at risk or in high need, and works with government and non-government organisations to improve the standard of - and access to - housing across the state. Services include:	

Category	Organisation	Service provided	Support for elders
		<ul style="list-style-type: none"> • housing options • homelessness services • social housing • housing for Aboriginal people • home modifications • problems and disputes • substandard properties, and • types of home help 	
	Community House	<p>Aims to make a difference to people by responding to the needs of the community and fostering a sense of belonging through participation:</p> <ul style="list-style-type: none"> • Community Centre • Community Garden • Computer classes • Craft group • Life coaching classes • Op shop • Meals - low-cost lunches, free Tuesday night meal • Men's group • Needlecraft • Resume assistance • Social interaction • Tai chi classes • Lifestyle • iPad classes • Android & Apple phone classes 	
	Regional Development Australia Eyre Peninsula	Encourage partnership between all levels of government and industry to enhance the growth and development of Australia's regional communities – EP Leadership development, tourism development economic and indigenous economic development, regional workforce programs	
	Department Human Services	Develop and implement modern, innovative and relevant services across SA including services in – disability, family and child support, Aboriginal people, women's services, youth, LGBTIQI+, grant assistance	Support older South Australians with a disability, who are funded through My Aged Care and Disability Support for Older Australians (DSOA).

APPENDIX B – COMMUNITY MEMBERS’ PROFILE

The following graphics provide a profile of the 14 community members with lived experience who participated in the consultation sessions.



APPENDIX C – CONSULTATION FEEDBACK FROM VISIT 1 AND VISIT 2

Feedback from Visit 1 sessions

Consultation sessions summary

The first week of consultation sessions focused on collecting feedback from community members with lived experience, local stakeholders (health and ageing, housing and strategy, and community services), and Council staff. During these sessions, 48 participants were able to share their views on the Port Lincoln community's strengths, gaps, and opportunities for improvement against the 3 State Ageing-Well Strategic priorities.

Outcomes of the discussion on the 3 Strategic priorities

Strategic priority 1: Home and community

Community and stakeholder feedback highlights the pressing need for accessible support that can adapt existing homes and communities to people's evolving needs. They also emphasised the need to create models and options that cater to a greater diversity of needs and aspirations while ensuring affordability and accessibility.

Existing services and facilities are highly regarded, including varied community organisations, the Leisure Centre, and natural assets and reserves. The ongoing development of a Housing Strategy is seen as a positive step. Celebratory aspects include the effectiveness of services like My Aged Care, contributions to health and mental well-being through various programs, and the provision of transport. Port Lincoln is considered to offer a desirable lifestyle, with positive opportunities for employment and social activities.

Weaknesses and gaps were identified during the consultations. Homelessness is worsening, exacerbated by high rents and a rental crisis. The surge in demand for Airbnb and Holiday Homes contributes to a shortage of accommodation and the significant waiting list for public housing remains a concern. In addition, rising prices in the private rental market and a shortage of long-term rent options further compound the housing crisis. It was felt that there is a need for more diverse housing options, and aged care services, including assisted living services to allow people to stay in their homes.

Opportunities for improvement were identified including the development of more homes and properties, as well as innovative solutions like tiny homes and pod housing. Addressing the negative perceptions and barriers associated with aged care work, improving referrals for aged care packages, and providing incentives for the younger workforce to move to the region was suggested. Stamp duty is identified as a barrier, discouraging transitions to more suitable housing. Interim housing solutions between large homes and aged care were proposed, emphasising the need for cost-effective building measures.

In summary, community feedback underscores the urgent need for flexible, affordable, and accessible housing solutions. The strengths of existing services were acknowledged, yet weaknesses and gaps in the housing landscape were highlighted along with creative solutions to foster a more inclusive and supportive community.

Strategic priority 2: Meaningful Connections

Community feedback highlighted a desire to enhance connections within Port Lincoln, emphasising the importance of social engagement and inclusion. Current community services and facilities, such as libraries, events like local markets, and activities at the Port Lincoln Leisure Centre, showcase a diverse range of offerings. Design changes of Port Lincoln Aboriginal Health Service (PLAHS), restructuring in Red Cross, programs at Matthew Flinders Homes, and partnerships with the South Australian Government for a Nursing and Allied Health Training Centre were specifically noted. However, weaknesses and gaps identified included concerns about homelessness, particularly among women aged over 55, housing demand outpacing population growth, and a decline in participation and volunteering. Consultation participants acknowledged the need to adapt to the ageing population and address issues like infrastructure safety and health service access for regional residents. Opportunities for improvement were proposed, such as a Welcome to Port Lincoln

campaign, better infrastructure, activation of open spaces fostering informal interactions, organising regular events, and addressing barriers to volunteering. The community also had ideas for local initiatives like the University for the Third Age, a new visitor scheme, and student-led programs for falls and balance. Collaborative efforts, and coordination between agencies, and the organisation of an ageing and disability expo were suggested to foster a more connected and sustainable community. The feedback underlined the importance of addressing these issues to ensure the well-being and retention of residents in Port Lincoln.

The community feedback for Port Lincoln reflected that a diversity of groups and organisations exist, showcasing a rich tapestry of services and facilities. Intergenerational playgroups, sporting clubs, local transport programs, and a Youth Development Hub were noted. The community's vibrancy and enthusiasm to celebrate its multicultural diversity was noted in reference to a series of sell-out food and culture events held in recent years by the Port Lincoln Multicultural Council. The feedback emphasised leadership and volunteering, English conversation corners, and multicultural welcome packs. Also noteworthy were initiatives like a feasibility study on a bus from Ceduna to Port Lincoln and First Nations housing initiatives. However, gaps were identified, such as aged care homes being at capacity, and limited language and literacy courses.

Opportunities for improvement were raised including enhancing workforce development programs and fostering better relationships between sectors and schools. The need for a strategy to promote equal opportunity and respect in employment for older people, digital literacy initiatives, and addressing issues related to ageing and healthcare were highlighted. The community wants to promote health and aged care, advocating for a multidisciplinary support approach, support for carers, and nuanced government policy. The aim is to provide the best possible services, respect for elders, and a community-driven commitment to listening and improvement.

Community feedback highlighted transportation challenges. Weaknesses include the absence of services such as Uber, some gaps in public transport, and flight cost and reliability issues. Opportunities for improvement include widening the reach of the Dial a Ride service, collaboration with community service groups, and encouraging more volunteer drivers.

Strategic priority 3: Navigating change

The community feedback highlighted the importance of shaping services and supports based on individual needs, with a focus on what matters most to each person. Emphasising the need for better access to support, especially during challenging transitions, the feedback underscored the necessity for systems and bureaucracies that provide options, choices, and flexibility.

In examining existing services and facilities, the provision of land and accommodation emerged as a key driver with health and ageing becoming a significant industry in South Australia (SA) and Eyre Peninsula (EP).

Identified weaknesses and gaps in the current system included challenges in navigating aged care packages, lack of funding for palliative care, and workforce shortage. Furthermore, the feedback highlighted issues such as decreasing confidence with age, elder abuse, and underutilised Home Care Packages (HCP) and Commonwealth Home Support Programme (CHSP) services, which could be addressed by collaboration and independent working groups, especially involving hospitals, Health Advisory Council (HAC), and health providers.

Opportunities for improvement were outlined, emphasising the need for coordinated aged care support and the council's role in planning, approval, and advocacy for healthy ageing in the community. Suggestions included information sessions on utilising aged care packages, a holistic government approach to health, empowerment of elders through access to information, and training to support people with dementia. The need for a voice for both the young and elders to combat ageism was highlighted.

The feedback suggested continuing to recognise Port Lincoln as a regional centre for retirement and ageing in place, and developing a database of local programs and organisations, to leverage grants and other income into the area. Tailored housing solutions, consistent advocacy by the council, and strategic advocacy for grants and income in the health and ageing sector were also recommended. Additionally, the importance of partnerships, integrated care commissioning, and collaboration with health-related departments were emphasised, including initiatives like a Commonwealth grant for a training centre and collaborations with educational institutions such as Universities, the Department of Education and the Departments of Health and Ageing. Participants outlined the need for increased knowledge of aged care systems and support for Indigenous elders through information sessions. The feedback ultimately calls for a comprehensive and collaborative approach to address the identified issues and enhance the overall aged care system.

Feedback from Visit 2 sessions

Consultation sessions summary

Meetings with First Nations organisations and representatives: Port Lincoln Aboriginal Health Service (PLAHS), Service SA Port Lincoln Indigenous Service Officer, First Nations community representative and participation in a PLAHS Aged Care forum event with National Disability Insurance Scheme (NDIS), Integrated Team Care (ITC) Country SA.

Meeting with additional stakeholders: Service SA - My Aged Care and Port Lincoln Library

Three open feedback sessions with 14 community members and representatives from Senior Citizen Club, Port Lincoln History Group, Probus – Ladies, Rotary Club, Regional Development Australia Eyre Peninsula (RDAEP), Port Lincoln Leisure Centre/YMCA, Department of Human Services - Safer Families, Royal Flying Doctor Service, Red Cross, Unity Hill Uniting Church, Young at Heart - Intergenerational Playgroup, Dementia Australia, EP Old Folks Home (Pioneer Village).

The purpose of the second visit was to refine the findings of the first visit consultation sessions.

Overall feedback

Participants were generally satisfied with the EOE approach and the summary feedback that was presented.

The main needs highlighted include access to information, support to access and ability to navigate through existing services, better coordination among professionals, and improved connection within the community.

The primary needs expressed and suggestions:

Housing challenges for First Nations communities:

- Limited access to rental housing.
- Intergenerational homes can pose challenges, such as issues related to privacy, but often serve as a means to provide family support for elders.
- Ensuring the ability to maintain homes and meet SA Housing Trust inspection standards is a priority.
- There is a need to enhance services for residential aged care while ensuring cultural safety and acknowledging the importance of being buried at the place of birth.
- Availability of accommodation when travelling for health treatment, such as securing lodging in Adelaide during medical appointments.

Whilst services are available people are not aware of them. Existing barriers: people don't come to events or information sessions. Barriers to dissemination and sharing of information included information overload (or information fatigue), and poor digital technology skills. It was identified that people start to look for information only when they need it, which is sometimes when it is less manageable for them (i.e., power of attorney, advance aged care plan). A significant issue is the complexity of the aged care system, which is always changing (even professionals have some issues keeping up to date).

There was a need to identify relevant information for elders in the community, gather it, keep it up to date and provide it in an accessible format for elders, and options to investigate included:

- Identify and build on existing platforms that gather relevant information (e.g., SA community directory <https://sacommunity.org/>, Far West Services directory <https://farwest.servicesdirectory.org.au/>, My Aged Care website)
- Investigate options to build upon/develop an information platform relevant to Port Lincoln elders
- Investigate options to make this information easily accessible for elders and especially vulnerable groups (e.g., one central point of information, flyers, newsletter, support to navigate on digital platform/portal)

The importance of sharing relevant information with those who need it, in effective ways, was emphasised, as elders can be unfamiliar with, and not skilled in, using digital technology to access information. There is a need to choose the right medium for each person or offer information in multiple ways, eg. via hard copy as well as digitally.

Participants highlighted the need to investigate options to:

- Identify different elder groups and have an inclusive approach, especially for vulnerable groups (note that an inclusive approach has been adopted over the recent years)
- Develop strategies to reach elder groups i.e.,
 - Identify successful approaches and build on them (e.g., PLAHS events with yarnning sessions, lunches, bingo and haircuts, where information is provided on relevant services available)
 - Identify target groups (age group from post-retirement to end of life, cultural groups) with a specific focus on capturing vulnerable elder groups.
 - Enhance engagement using appropriate support and incentives (provide transport, lunch, prizes, games)
 - Identify different ways to share information, i.e.,
 - Formal sessions (e.g., library sessions, Council consultation sessions)
 - Informal sessions during existing casual events (e.g., men shed, women groups, walking groups)
 - Promote via word-of-mouth
- Identify information systems suitable for different elder groups (newsletter, flyers, website, Facebook, online platform)

Even with some improvements in communication, there is still a need for better awareness of existing services among stakeholders and better coordination to support them in a more efficient way in the community. Investigate the best approach to improve coordination among relevant stakeholders, i.e.:

- Identify existing best practices that can improve coordination among stakeholders, e.g.:
 - Annual expo organised at Port Augusta by Country & Outback Health & Uniting Community
 - Leadership task force led by Far West SA and community partners (<https://platformc.org/case-studies/far-west-sa-possibilities-change-through-collective-impact-approach>)
 - PLAHS community expo where stakeholders that support First Nations people's health and well-being meet to inform the community
 - Health advisory committee or multidisciplinary health team for patients
 - Other organisations such as the Chamber of Commerce or Women in Business
- Investigate options to coordinate actions between stakeholders of relevant organisations to improve further outcomes for the Port Lincoln elder community, including navigating increasing layers of governmental organisation.
- Investigate options to simplify access to information (i.e., identification of 1 single point of contact & entry access for information such as a platform that centralised information and/or 1 person/organisation that directs to the right information/organisation)
- Investigate options to improve coordination and support to help those above 50 years old to access and navigate through aged care services. Encourage people to start the process as soon as possible to ensure that they access the relevant support when they need it (i.e., consider the delay to the waiting list for services available, need to start the process for advance care plan or power of attorneys before the deterioration in people's condition).

Intergenerational issues were raised, and opportunities for addressing some challenges inherent to the younger generation in Port Lincoln include:

- Recognising the potential of young people as positive contributors to the community
- Addressing the need for enhanced support and supervision of young people (i.e., extended family and community)
- Cultivating a renewed appreciation for elders and their valuable contributions
- Encouraging the younger generation to actively engage in supporting elders through work or volunteering
- Encouraging and creating opportunities for the younger generation to find roles in the aged-care workforce
- Overcoming challenges posed by new government policies (e.g., the requirement to engage registered nurses in aged care facilities).

- Promoting mental health awareness and support for the younger generation
- Implementing solutions to combat drug, alcohol, and gambling issues
- Preventing elder abuse, including financial abuse
- Focusing on school-to-work transitions and addressing unemployment to engage and uplift the younger First Nations younger generation

Need to improve meaningful connections within the community between culture, age group, and neighbourhood.

Investigate options to improve connections:

- Within the neighbourhood by promoting actions such as checking on your neighbour, promoting neighbourhood events, building shelters along walkways where people can stop and talk to others (e.g., shelter along the seashore) and ensuring pavement safety (i.e., need to improve access for people with physical disability and scooters as the pavement upgrades. Issue with curb height mentioned)
- Between age groups and especially between elders and younger generation (e.g., volunteering of elder people to mentor/support vulnerable children, Men's Shed program where young people can help elders to increase their digital technology skills, opportunities to share life stories with young people, high-tech or community garden where knowledge sharing is promoted), and build on existing programs (e.g., Church and Matthew Flinders intergenerational connection programs)
- Between cultural groups (i.e., promote intercultural events, direct contact and listening including interaction between stakeholders and community)

Value elder people (their experience, knowledge, and wisdom) while promoting intergenerational connections:

- Promote initiative where young vulnerable people can be mentored/supported by an older person
- Organise events where elders and young people connect (school events, gardening events, IT/digital literacy awareness sessions at the library)

Other aspects discussed:

- Safety of older single women and the opportunity to develop shared housing to increase safety and support (i.e., NSW cottage unit initiative for single women)
- Increase safety against financial abuse (scam or family member). Raise awareness and organise information sessions on this topic.
- Promote leadership/community champion within elders' groups and organise training on leadership and community engagement)

Additional visions suggested:

Increased knowledge of the available pathways for elders so that they can plan for and have a choice to live a better life.

Make our elders feel safe.

Provide our elders to grow old in their body, soul, and spirit, gracefully and have a lifestyle that promotes their dignity.

Empowerment is inclusion.



Healthy
Environs