

12.1 EMPOWERING OUR ELDERS STRATEGY FOR CONSULTATION

REPORT INFORMATION							
Report Title	Empowering our elders strategy for consultation						
Document ID	13660						
Organisational Unit	Corporate & Community						
Responsible Officer	Manager Community, Culture & Recreation - Helena Jones						
Report Attachment/s	Yes Attachment 4 16765 Draft Empowering our elders: A Strategy for Living and Ageing Well in Port Lincoln 16766 Empowering our elders: A Strategy for Living and Ageing Well in Port Lincoln – Full Content Action Table 16764 Empowering our elders Key Learnings Report						
REPORT PURPOSE							
The purpose of this report is to present the draft <i>Empowering our elders: A Strategy for Living and Ageing Well in Port Lincoln</i> and seek Council approval for public consultation.							
REPORT DECISION MAKING CONSIDERATIONS							
Council Role	Lead - Lead on behalf of the community; support community initiatives						
Strategic Alignment	SDP GOAL: Goal 2: Liveable and Active Communities SDP ACTION: 2.1 Advocate for continued investment and expansion of Health and Aged Care Services including regional offerings						
Annual Business Plan 2023/24	ABP INITIATIVE: Not Applicable ABP PROJECT: Not Applicable						
Legislation	Not Applicable						
Policy	Public Consultation & Community Engagement 2.63.1						
Budget Implications	As per approved budget <table border="1" data-bbox="613 1430 1326 1501"> <thead> <tr> <th>DESCRIPTION</th> <th>BUDGET AMOUNT \$</th> <th>YTD \$</th> </tr> </thead> <tbody> <tr> <td>DAIP – Eoe Strategy</td> <td>\$45,000</td> <td>\$17,568</td> </tr> </tbody> </table> Budget assessment comments: Current project funded by a grant from the Office for Ageing Well. Potential actions arising from the strategy will need to be considered as part of future budgets and Long-Term financial planning.	DESCRIPTION	BUDGET AMOUNT \$	YTD \$	DAIP – Eoe Strategy	\$45,000	\$17,568
DESCRIPTION	BUDGET AMOUNT \$	YTD \$					
DAIP – Eoe Strategy	\$45,000	\$17,568					
Risk Implications	Low Risk						
Resource Implications	This is a planned resource allocation						
Public Consultation	Yes - Recommended						
IAP2 Commitment	CONSULT - We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public feedback input has influenced the decision.						

OFFICER'S RECOMMENDATION

That Council:

1. Receive and note the *Empowering our elders: A Strategy for Living and Ageing Well in Port Lincoln Key Learnings Report and Draft Strategy*; and
2. Endorse the draft *Empowering our elders: A Strategy for Living and Ageing Well in Port Lincoln* for public consultation via "Your Say" for a period of three weeks, with a view to the final strategy being presented to the May 2024 Council meeting for adoption.

REPORT DETAIL

BACKGROUND

The Australian Government's Intergenerational Report 2023 considered increased ageing and rising demand for care and support services as two of five major forces that will shape Australia and its economy over the next 40 years to 2063. The report predicted the number of people aged 65 and over would more than double, and the number aged 85+ would more than triple in that time. The landscape for ageing well has also been changing significantly, as the nation shifts from institutionalised aged care to supporting elders to live longer in their homes and community.

In addition, during development and delivery of other council plans and strategies such as the Strategic Directions Plan, Southern Eyre Peninsula Regional Public Health Plan, Disability Access and Inclusion Plan, Reconciliation Action Plan and the Sport and Recreation Strategy, the following findings and impacts relevant to our local ageing population have been identified:

- Housing supply issues, with local organisations and charities reporting widespread impacts across all ages and demographics
- Poor digital literacy and digital poverty impacts
- Transport, access and inclusion challenges and barriers being experienced.

The City of Port Lincoln recognises the importance of planning for an ageing population and was successful in an application for an Age Friendly SA Grant of \$40,000 from the Office for Ageing Well to deliver a project called *Empowering Our elders Empowers Our Community (EOe)*, over the period 1 June 2023 to 31 May 2024.

The outcome of the project includes a comprehensive Learnings Report as well as a succinct and easy to ready strategy and correlating five-year action plan to begin defining and mapping Council's role in empowering its residents to live and age well within Council's scope and resourcing capacity.

In mid-2023, Council engaged consultants Healthy Environs to assist deliver the EOe project.

PROJECT METHODOLOGY

The EOe project has been aligned with the three strategic priorities of South Australia's Plan for Ageing Well 2020-2025:

- Home and community
- Meaningful connections
- Navigating change

In developing the EOe Learnings Report, Healthy Environs undertook research and analysis into data and population demographics and trends relevant to ageing well. Healthy Environs also facilitated a comprehensive targeted initial consultation process with local stakeholders such as aged care and health providers, housing and strategic organisations, and individual residents with lived experience.

ANALYSIS AND RESEARCH

The full population and data review can be found in the EOe Learnings Report and is also summarised in the draft EOe Strategy. Briefly, this review confirms Port Lincoln, like South Australia, and indeed the nation, has an ageing population. Our ageing population is comparable to the Eyre Peninsula region but is older than metropolitan councils and is increasing over time. Port Lincoln is culturally diverse, has a much higher percentage of First Nations residents than the State average, and there is a higher proportion of people living alone.

Analysis of trends reveals people are choosing to “age in place” over moving into residential care, advancement of information technology requires people to have better digital literacy to stay informed and social connection and active lifestyles are essential to health and wellbeing. These and other trends are analysed in more detail in the Key Learnings Report and are summarised along with localised challenges, strengths and opportunities in the draft EOe strategy.

A comprehensive review and analysis of current Council plans and strategies, assets, programs and initiatives that empower our community to live and age well was also undertaken in the development of the Key Learnings Report and draft strategy. Examples include our volunteer programs, library digital literacy and outreach programs and supporting community led initiatives via the community grant funding program. More detail on what we already do in this space can be found in the Key Learnings Report and draft Strategy.

CONSULTATION

Aligned with the IAP2 Spectrum of Public Participation, a robust initial targeted consultation process was undertaken during the development of the EOe Learnings Report and draft Strategy which included:

- 8 health and ageing sector stakeholders;
- community and service organisation stakeholders;
- 6 housing and strategic sector stakeholders;
- 4 First Nations owned organisations and community members;
- 6 City of Port Lincoln staff; and
- 15 community members with lived experience.

The consultation process was underpinned by a strengths-based approach where community members and stakeholders are the experts, and their thoughts and ideas the reason for the consultation process.

Key messages emerging from this consultation process included:

- challenges are experienced relative to public transport accessibility and coverage;
- residents aged 50 and over are affected by housing shortages and related issues;
- elders are experiencing challenges staying connected and informed because of digital literacy issues; and
- sharing and receiving information locally is increasingly difficult with the decline of traditional media and the rise of countless online platforms.

As mentioned earlier in this report, the research, analysis and consultation findings are presented in the attached comprehensive *EOe Key Learnings Report* which was then used to inform the draft EOe Strategy. The strategy is as succinct as possible, designed to be accessible and easily understood by the wider community.

ACTION PLAN

A five-year action plan has been developed that has been aligned to the three priority areas within the State Ageing Well plan. These actions respond to, and address gaps, challenges and opportunities highlighted throughout development of the EOe project that are within Council's scope and resourcing capacity.

It is noted that some barriers and challenges highlighted throughout this process are beyond the scope of this project and Council's role more broadly. For example, direct service provision such as the delivery of specific health and aged care programs as well as the promotion of comprehensive and regular communications relative to broader community-based programs and initiatives that support our community to live and age well.

The full action list may be found in the attached draft EOe strategy.

BUDGET IMPACT

Council's role for the most part in delivery of this strategy is in liaison, relationship building and advocacy to state and federal governments, and other relevant stakeholders. Budget impacts for these actions are expected to be absorbed into current operations.

A specific action that has a budgetary impact is to undertake an accessibility audit of Council owned facilities to identify existing barriers that impact on access and participation for consideration in future capital works programs and projects.

Additionally, it is anticipated that whilst external grant funding will be sought to increase current digital literacy programming, there may be a small budget impact per year over the life of this strategy. Arranging events to promote current programs and services that support living and ageing well will also have a small budget impact.

CONSULTATION

Following Council endorsement of the Draft EOe Strategy, the Draft EOe Strategy will be released for public consultation via the 'YourSay' platform for 21 days with the associated public promotion of the opportunity to comment.

Organisations and individuals that participated in the consultation associated with drafting the strategy will also receive a direct invitation to provide their comments on the draft strategy.

Hardcopies of the draft strategy will be available at key Council sites such as the administration office, Nautilus Arts Centre and Port Lincoln library. Staff will be available to assist community members access the YourSay portal or hardcopy feedback forms.

Feedback received during the consultation process will be collated into a consultation report to be presented to Council with the final version of the draft strategy at the May 2024 Council meeting for adoption.

NOTE: An updated 'what we will' do action table to match what has been provided in table attached to this report and minor formatting changes will be made to the draft Empowering our elders: A Strategy for Living and Ageing Well in Port Lincoln prior to being released for consultation. These changes were unfortunately unable to be made prior to the Ordinary Council Meeting and will not alter strategy content or intent.

PROMOTION

Complementing the strategy, a short series of “micro documentaries” has also been developed locally as part of the project, comprising interviews with individuals about their lived experience of living and ageing well in Port Lincoln, and highlights of the lifestyle, activities, and programs available within the city. These will be shared with the Office for Ageing Well for their promotional purposes and will also be used to promote the EOe Strategy.

DRAFT STRATEGY

16765 Att4




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.



We acknowledge the Barngarla people, the Traditional Owners of the lands on which the City of Port Lincoln rests and their continuing connection to land, sea, culture and community. We pay our respects to Elders past, present and emerging, and we extend that respect to all other Aboriginal and Torres Strait Islander peoples in our community.

Prepared by City of Port Lincoln in consultation with Healthy Environs Pty Ltd

Draft approved for consultation by Council

_ March 2024

*RM: ID *****

Photography by: Missing Link Media, Rob Lang Photography, Doddlife Photography

Empowering our elders

A strategy for living and
ageing well in Port Lincoln

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Mayor's Message

Diana Mislov, City of Port Lincoln Mayor

None of us think of ourselves as ageing, yet we all are. Life is a process, a journey, and a privilege.

We are living longer than previous generations. This means that beyond retirement, there can be a whole lot of living yet to be done, and people can continue to live and to age well, and in the ways that suit them best.

As a country our population is ageing, and as a Council we realise the importance of supporting our residents to live well throughout the ages and stages of life.

This strategy is the first of its kind for the City of Port Lincoln, placing importance on supporting Port Lincoln residents and making first steps to empower them to live and age well here.

Along with our community, we also want to celebrate our residents, their contributions, personalities and stories. One of our local Barngarla Elders, Lavinia Richards, says “elders are a library” of stories, history and culture that should be enjoyed and learned from.

Our hope for empowering our elders, is that they are valued by other generations, who are able to learn from and share with them – as in many traditional cultures, this strengthens the community as a whole.



Introduction

Why is this strategy needed?

The Australian Government's Intergenerational Report 2023¹ considered increased ageing and rising demand for care and support services as two of five major forces that will shape Australia and its economy over the next 40 years to 2063. The report predicted the number of people aged 65 and over would more than double, and the number aged 85+ would more than triple in that time.

On this basis, the City of Port Lincoln recognises the importance of planning for an ageing population. This strategy has been developed to begin defining and mapping Council's role in empowering its residents to live and age well within Council's scope and resourcing capacity.

The Office For Ageing Well, SA Health funded the Empowering our elders project 2023/24, which has included establishment of this strategy.

Why "empowering our elders"?

In many cultures, including First Nations cultures, elders are revered as vital. Their life experience and wisdom support the scaffolding for a healthy, vibrant community.

elder *noun* (PERSON)
an older person, especially one who deserves respect
[Cambridge Dictionary]

Who are our elders?²

People aged over 50 make up more than a third of our City's diverse population³ and everyone has a unique life story. It is therefore vital to acknowledge these individual characteristics when we engage with each other.

There is no universally agreed definition of older people, however, generally this group is defined as 50 years or older.

Demographers tend to split this cohort into three categories, described below. However, where someone may fit in terms of age does not necessarily reflect typical characteristics of a group, and there is always diversity in background, interests, and experiences.

50-70

Those aged 50-70: may be preparing for their third age, sharing the experience of their working lives, still working, retraining, semi-retiring and retiring, caring, and often the 'sandwich generation', looking after parents and grandchildren. This group may be more familiar with social media and other technologies.

70-85

Those 70-85: may be facing new independence or mobility and health challenges, caring for long-term partners and friends, starting to experience new opportunities in travel or economic disadvantage.

85+

Those over 85: may be beginning a golden era of wisdom and gratitude, while also facing deeper challenges such as meaning, health, and economic disadvantage.

1. *Intergenerational Report 2023 Australia's future to 2063, Commonwealth of Australia 2023.*
2. *Descriptions and age group categories taken from the South Australian Government's BetterTogether: Principles of Engagement second edition.*
3. *Census 2021 AUS*

The City of Port Lincoln seeks to advocate and empower elders, throughout these ages and stages, to:

- handle their affairs with dignity and independence, navigate their community and environment with comfort, safety, and confidence
- feel valued in engagement with other generations, and
- be heard, understood, and appreciated.

This strategy provides a blueprint for Council's role in supporting elders to live their best lives in Port Lincoln, including specific actions to be taken over the next 5 years.

Further background and detail on how this strategy was informed can be read in the Empowering our elders Key Learnings Report, available on Council's website.

Scope

This strategy identifies and maps Council's role in empowering residents to live and age well in Port Lincoln and assists delivery of Council's Strategic Directions Plan – Goal 2: Liveable and Active Communities – we will be a healthy, safe, inclusive, and empowered community.

It is a framework to guide decision-making and action relative to living and ageing well, balancing the needs and expectations of our community within Council resourcing.

The role of Council in delivery of the Empowering our elders strategy includes:

- strategic alignment with other actions and priorities within Council's strategic management framework;
- collaboration with key stakeholders ensuring that priorities are aligned towards similar goals for the benefit of the community;
- advocacy to other organisations and government agencies for funding and other relevant support for program/service delivery and action; and
- working collaboratively with relevant

stakeholders to cross promote health and wellbeing messaging, initiatives, and events to assist capacity of community to drive health and wellbeing outcomes.

Assets managed by Council to provide services to the community include:

- Buildings and other community assets e.g., sport and recreation facilities, administration offices, community facilities such as the Port Lincoln Leisure Centre, Nautilus Arts Centre and ArtEyrea workshop, amenities, and more;
- Parks and reserves and open spaces;
- Recycled water scheme and stormwater network; and
- Roads (sealed and unsealed), kerbing, bridges, and footpaths.

Council also provides a range of programs and services, for example library programs such as digital literacy sessions, healthy brain hub and the home delivery program, as well as volunteering programs, which support residents to live and age well. These programs and services are summarised in more detail in the table What We Already Do on page 10.

Direct service provision, such as the delivery of specific health and aged care services and programs, are beyond the scope of this strategy and Council's core business. It is noted that local government is not the answer to "all things" and it may also not be possible to meet all community expectations within current financial and staffing resources. However local government can (and should) play a role in advocating and supporting the community facilitate positive outcomes relative to ageing and living well.





Strategic priorities



This strategy has been aligned to South Australia’s Plan for Ageing Well 2020-2025 and its key themes:

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 desires.

Strategic priority 2 – Meaningful connections

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

Strategic priority 3 – Navigating change

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

Our plan – What we did, what we heard



Strategic review and alignment with relevant Council and external plans and strategies



Review of demographic and population data



Analysis of trends relevant to living and ageing well



Stakeholder and community consultation



Development of a comprehensive Key Learnings Report and the Empowering our elders strategy

Review in detail

1. Strategic alignment with relevant plans and strategies

Federal, state, and local government levels all have strategic planning documents and strategies which relate to provision and management of community infrastructure and services, and support of residents to live and age well.

This strategy aligns to and is underpinned by South Australia's Plan for Ageing Well 2020-2025.

In addition, the following strategies were considered as part of development of this strategy.

State

- South Australian Plan for Ageing Well 2020-2025
- Age Friendly SA Strategy
- Ageing Well Measuring Success Framework 2020-2025

Local

To identify and assess services already delivered by Council that support our community to live and age well, a strategic review and alignment with the following Council plans and strategies was undertaken:

- Strategic Directions Plan 2021-2030
- Disability Access and Inclusion Plan 2021-2025
- Reconciliation Action Plan July 2021 – December 2022
- Sport and Recreation Strategy 2023 – 2027
- Open Space Strategy 2021 – 2026
- Southern Eyre Peninsula Regional Public Health Plan 2023 – 2028

The Empowering our elders strategy identifies and provides context and scope to Council's roles in empowering living and ageing well as detailed on the following pages.



3. Review of demographic and population data

A review of demographic and population data reveals Port Lincoln, like South Australia and indeed the nation, has an ageing population. Its ageing population is comparable to the Eyre Peninsula region but older than other metropolitan councils and is increasing over time. The City is culturally diverse, with a much higher percentage of First Nations residents than the State average, and a higher proportion of people living alone.

Our People	<ul style="list-style-type: none"> 41% of people in Port Lincoln were 50+ in 2021, compared with 39% in 2016, 35% in 2011 Life expectancy is 83 Median age is 41, and 22 for First Nations residents
Living Situation	<ul style="list-style-type: none"> 32% occupied dwellings made up of single person households Average household size is 2.3 people 32% of Commonwealth Home Support Programme (independent living, low level support) clients in Port Lincoln live alone Port Lincoln housing: 3% 1 bedroom, 17% 2 bedrooms, 78% 3+ bedrooms Port Lincoln drivers: 7% no vehicle, 37% 1 vehicle, 54% 2+ vehicles 10% of households are social housing
Participation	<ul style="list-style-type: none"> 11% Port Lincoln residents provide unpaid help to others 19% volunteer 3% residents have served in Australian defence force services 5% are unemployed 76% have access to internet
Culture & Diversity	<ul style="list-style-type: none"> 7% of Port Lincoln residents identify as Aboriginal or Torres Strait Islander 16% of Port Lincoln residents were born overseas (England, Philippines, New Zealand, India, Germany) 7% residents speak a language other than English (Croatian, Tagalog, Greek, Punjabi, Italian) 27% of Home and Community Care (services for people ageing in place) recipients are non-English speaking Port Lincoln residents are affiliated with at least 25 religions
Income & Service	<ul style="list-style-type: none"> 28% of residents hold a Pensioner Concession Card 7% of residents receive the Disability Support Pension 72% of residents aged 65 years and over receive the aged pension
Health Condition	<ul style="list-style-type: none"> 18% of residents 65 years and older have a profound or severe disability, with 14% living at home 29% of all residents have at least one long-term health condition 6% of residents need care assistance, 62% of these are 60 years or older Most common long-term conditions: asthma 9%, arthritis 9%, mental health co

5. Analysis of trends relevant to living and ageing well

The landscape for ageing well in Australia has been changing significantly in recent decades, with people increasingly choosing to live longer in their own homes and access in-home care and services when they need it, rather than entering residential aged care.

Rapid advancement of technology means information sharing and accessing services is increasingly online.

Broader trends such as these, and more specific developments, have been analysed alongside local feedback to paint an accurate picture of living and ageing well in Port Lincoln. A summary of this analysis can be found on page 9.

4. Stakeholder and community consultation

The engagement phase was aligned with the IAP2 Spectrum of Public Participation and was inclusive and interactive, using a strengths-based approach (community members and stakeholders are the experts, and their thoughts and ideas are the reason we come together). In developing the draft strategy, 11 consultation

meetings with 50 participants were held and, discussion was structured around the 3 strategic priorities from South Australia's Plan for Ageing Well. Participants were asked about what 'empowering our elders' meant to them, and their visions for living and ageing well in Port Lincoln.

Key messages emerging from this initial consultation included:

- challenges are experienced relative to public transport accessibility and coverage;
- residents aged 50 and over are significantly affected by housing shortages and related issues;
- elders are experiencing challenges staying connected and informed because of digital literacy issues; and
- sharing and receiving information locally is increasingly difficult with the decline of traditional media and the rise of countless online platforms.

8 health and ageing sector stakeholders

15 community members with lived experience

6 housing and strategic sector stakeholders

13 community and service organisation representatives

4 Aboriginal owned organisations and community members

6 City of Port Lincoln staff





6. Development of Key Learnings Report and Empowering our elders strategy

Bringing together learnings from previous steps, a Key Learnings Report was compiled, then distilled into the Empowering our elders strategy, including tables of actions Council already takes and will endeavour to undertake, to empower our elders to live and age well in Port Lincoln – page 10 and 11. Throughout research and consultation, the following key trends, challenges, strengths, and opportunities emerged:

Home and community

Trends:

- National housing shortages and affordability challenges
- An ageing population and more people ageing in- place and navigating community independently
- Accessing in-home aged care services and government support is increasingly online
- Programs supporting people to live longer at home are anecdotally reported to be undersubscribed locally

Challenges:

- Ensuring homes are safe and fit for the purpose of ageing in place
- Ageing in place can be impacted by trends like housing shortages and can also impact a community's housing stocks
- Securing places in residential aged care and public housing can be difficult

- Poor digital literacy impacts on ability to access support and services
- Local workforce development and housing is needed to support service sustainability

Strengths:

- Port Lincoln has good service volume and is a regional health and aged care hub
- Port Lincoln has great variety and volume of facilities, activities, hobbies and lifestyle options available for individuals

Opportunities:

- Through local workforce development, there is increased opportunity for First Nations people to gain employment in the sector
- The City's aged care sector (and related health industries) presents significant ongoing economic development opportunity

Meaningful connections

Trends:

- Social engagement and good activity levels are linked to living a longer, healthier life
- Government and community organisations are leading broad initiatives to reduce loneliness
- Information sharing and many services are now predominantly online
- Public transport in regional centres such as Port Lincoln is limited in terms of service area and timeframes

Challenges:

- Accessing information is harder for those with digital literacy challenges. Digital poverty is also a challenge experienced
- Limitations with the local public transport service can impact on participation and engagement
- Some elders are tech-savvy but the majority of people over 75 experience digital exclusion
- Accessibility of infrastructure for example, pavement safety, affects individuals' confidence and participation

Strengths:

- The community benefits from diverse organisations and support including leadership and volunteering programs, arts groups and some multicultural support

Opportunities:

- Expanded development and delivery of digital literacy programs and skill sharing across the community
- The community has shown enthusiasm to celebrate its diversity and increase engagement across different cultural groups and demographics, such as the First Nations community and other Culturally and Linguistically Diverse groups

Navigating change

Trends:

- People are working longer before retiring
- Many people like to volunteer or take up other hobbies after retiring
- Majority of Australians want to die at home supported by family and friends, yet this only occurs in 14% of cases

Challenges:

- Navigating change and systems such as the health system, driver licensing, banking, deaths and marriages, and financial planning, becomes harder as we age
- Significant transitions affect ability to live well, (retiring, losing partner, health, job or home)
- Increasing administrative requirements on volunteering is making it less attractive;
- Workforce shortages such as nurses affect individuals for example through limiting bed capacity at local facilities

Strengths:

- Council and wider community provide many services and supports
- Individuals support each other, friendships and other connections increase resilience

Opportunities:

- Raising awareness of My Aged Care and similar programs via advocacy
- Navigating change, connection and participation could be increased by addressing issues around digital literacy/ poverty



Empowering our elders to live and age well

What are we doing?

Home and Community			
WHAT ARE WE DOING?	Alignment	Linked Action	Team
Advocate for/support projects, investment and initiatives which expand health and aged care services in Port Lincoln.	SDP	2.1	CCR
Consider universal design principles in development and review of Open Space, Footpath Strategy, Trails and Wayfinding Strategies and other relevant strategies and documents.	DAIP	7.1	MP, I&A
Consider universal design principles in future Council building and facility developments.	DAIP	7.2	MP, I&A
Consider the provision of visual and audio aids and equipment to support participation in council meetings where possible.	DAIP	1.5	P&F
Advocate for access to respite care for local residents.	DAIP	9.6	CCR
Meaningful Connections			
WHAT ARE WE DOING?	Alignment	Linked Action	Team
Incorporate consideration of accessibility measures into the planning of all Council run events	Linked action	1.1	CCR
Advocate to the State and Federal Government for the provision of accessible, connected public transport services.	Team	9.5	CCR
Cross promote health and wellbeing initiatives, events, and health promotion activities across local government areas to give residents more opportunities to engage	DAIP	Promote - COPL 7	CCR, G&C
Support and advocate for programs and initiatives that encourage social connection for 50+ residents via Community Grant Funding Program.	1.1	Prevent - Regional 2	CCR
Navigating Change			
WHAT ARE WE DOING?	Alignment	Linked Action	Team
Review Council's websites against relevant accessibility guidelines.	DAIP	8.2	G&C
Promote wellbeing, inclusion, digital literacy through programs, activities and services at Council facilities such as PL Library, Nautilus and ArtEyrea	SEPRPHP	Promote - COPL 5	
Prevent ageism and support older workers in Council staff, celebrate experience, and consider flexible arrangements eg. to support retirement transitions	already do this - have a chat to Jody		

What will we do?

Home and Community			
WHAT WILL WE DO?	Alignment	Linked Action	Team
Advocate for and support lifelong learning initiatives and programs to be made available in Port Lincoln (eg. University of the Third Age).	SDP	1.1	ED&T, CCR
Consider needs of and challenges for older residents in implementing and reviewing the DAIP.	SDP	2.4	CCR
Consider needs of and challenges for mature age groups in implementation of the Housing Strategy.	SDP	2.6	ED&T
Consider needs of mature age groups in development and maintenance of community assets and placemaking.	SDP	5.6	P&F, MP, I&A
Meaningful Connections			
WHAT WILL WE DO?	Alignment	Linked Action	Team
Support and advocate for opportunities for Stolen Generations to be recognised within the local community.	SDP	1.1	CCR
Review Council volunteering programs to ensure they are inclusive, and as accessible as possible for elder residents.	DAIP SEPRPHP	11.1 Promote - COPL 6	CCR
Establish and maintain connections with multicultural organisations to boost understanding of experiences, trends and gaps for older residents of CALD community.	SEPRPHP	2.3	CCR
Navigating Change			
WHAT WILL WE DO?	Alignment	Linked Action	Team
Action on preventing ageism and supporting older workers in Council staff, celebrate experience, consider flexible arrangements eg. to support retirement transitions.	SDP DAIP	3.1 12.1	P&C, CCR
Continue to support and, where possible, participate in, programs which encourage community awareness and understanding of ageing and conditions which are increasingly prevalent with ageing, such as dementia.	DAIP	12.2	P&C, CCR
Regular contact with aged care and health organisations to ensure understanding and awareness of current trends and gaps for community members aged 50+.	DAIP	12.1	CCR







Empowering our elders

A strategy for living and
ageing well in Port Lincoln

For further information on Council's Empowering our elders: Strategy for living and ageing well in Port Lincoln, contact the Council administration office:

Council Administration

Level One, Civic Centre

60 Tasman Terrace, Port Lincoln SA 5606

PO Box 1787, Port Lincoln SA 5606

Telephone: 08 8621 2300

Email: plcc@plcc.sa.gov.au

Website: portlincoln.sa.gov.au

Facebook: facebook.com/cityofportlincoln



What we will do

	<u>Home and community</u>	Alignment	Team	Role	Timeframe	Budget consideration				
						2024/25	2025/26	2026/27	2027/28	2028/29
Advocate for opportunities to support lifelong learning initiatives and programs being made available, for example through UniHub or Port Lincoln Library or through Council's Community Grant Funding Program	SDP 2.3	CCR	Advocate	Ongoing						Ongoing/ Internal
Consider needs of and challenges for our elders in implementing and reviewing Council's Disability Access and Inclusion Plan	DAIP	CCR	Provider	2025/26		Internal				
Maintain relationships with relevant stakeholders such as Housing SA, local aged care residential facilities and others to understand current trends and gaps, and where possible, advocate for housing, accommodation and associated services for elders.	SDP G 5	ED&T	Advocate	2023-26		Internal				
Undertake an accessibility audit of Council owned facilities and assets to identify existing barriers that reduce access and participation for consideration in Council's ongoing capital works programs.	SDP 2.5	B&P	Provider	2024/25	External \$25,000					
Initiate communication with relevant stakeholders in aged care and health, sport and recreation and community services, to discuss challenges, barriers and successes in use of Council owned facilities on an annual basis.	S&R	CCR	Provider	Ongoing						Ongoing/ Internal
Advocate to the State Government for continuous improvement of accessible and connected public transport services	DAIP 1.1., 9.5	CCR	Advocate	Ongoing						Ongoing/ Internal

Meaningful connections	Alignment	Team	Role	Timeframe	Budget consideration				
					2025/26	2026/27	2027/28	2028/29	2029/30
Continue to build and maintain relationships with local First Nations stakeholder organisations to boost understanding of experiences, trends and gaps for our elders	SDP 2.9	CCR	Advocate	Ongoing	Internal \$2,000				
Advocate for accessibility and inclusion considerations in the development of Council's Volunteering Strategy	SDP 2.1	CCR	Advocate	2025/26	Internal				
Continue to build and maintain relationships with multicultural organisations to boost understanding of experiences, trends and gaps for our elders within the culturally and linguistically diverse (CALD) community	SDP 2.1	CCR	Advocate	Ongoing	Ongoing/ Internal				
Continue to build and maintain relationships with aged care and health stakeholders to understand current trends and gaps and to advocate for continued investment and expansion of services including regional offerings and addressing staffing challenges	SDP 2.1	CCR	Advocate	Ongoing	Ongoing/ Internal				
Review Council's internal procedures for planning of Council events to include accessibility and inclusion considerations	DAIP	CCR	Provider	2025/26	Internal				

Navigating change	Alignment	Team	Role	Timeframe	Budget consideration				
					2025/26	2026/27	2027/28	2028/29	2029/30
Promote internal and external programs, events and initiatives which support residents aged 50 and over, via Council's website and e-newsletters	SDP 2.3	CCR	Advocate	Ongoing			Ongoing/ Internal		
Continue to empower elders to be more connected and informed with expanded digital literacy and training programs at the Port Lincoln Library and supporting community-driven digital literacy training initiatives including those which encourage peer-to-peer/skill exchange approaches.	SDP 2.3	CCR	Advocate	2026/27		Internal + External \$5,000			
Increase Council's e-newsletter subscription base to assist in the dissemination of relevant information.		CCR	Provider	Ongoing			Ongoing/ Internal		
Collaborate with the Office for Ageing Well on upcoming programs, new initiatives and cross promotion of information to support the Port Lincoln community	SDP 2.3	CCR	Advocate	Ongoing			Ongoing/ Internal		
Advocate for the needs and support of elder residents in externally provided and/or community led disaster resilience programs	SDP 2.5	D&R	Advocate	Ongoing			Ongoing/ Internal		
Promote currently available community transport options to the community via Council's website and e-newsletters	SDP 2.3	CCR	Advocate	Ongoing			Ongoing/ Internal		
Facilitate planning for a community driven expo style event to promote programs and services that support living and ageing well.	SDP 2.1	CCR	Facilitator	Ongoing			Internal/ External \$2,000		
Engage in initiatives promoting awareness of ageing-related matters and conditions. This includes partnering with organisations like Dementia Australia, and pursuing accreditation for our Council as a Dementia Friendly Organisation.	SDP 3.1	P&C	Facilitator	Ongoing			Ongoing/ Internal		
Foster an age-inclusive workplace culture, for example, including assistance with retirement transitions.	SDP 3.1	P&C	Provider	Ongoing			Ongoing/ Internal		
Build relationships with local organisations to better understand the needs of priority and diversity groups such as CALD, First Nations, individuals at risk or in crisis (e.g. homeless) to assist determination of Council's role relative to such	SDP 2.3	CCR	Advocate	Ongoing			Ongoing/ Internal		

KEY
Alignment
SDP - Strategic Directions Plan
DAIP - Disability Access and Inclusion Plan
S&R - Sport and Recreation Strategy
Team
CCR - Community, Culture and Recreation
ED&T - Economic Development and Tourism
B&P - Building and Property
P&C - People and Culture
D&R - Development and Regulatory

KEY LEARNINGS REPORT



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.*

Disclaimer

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Document Control

Report Title:	Empowering Our Elders: a strategy for living and ageing well in Port Lincoln - Learnings Report			
Client:	City of Port Lincoln			
Version	Date	Status	Prepared by	Reviewed by
Preliminary Draft 1	24/11/23	Internal review	Caroline Fuentes (Senior Consultant)	Sally Modystach (Principal Consultant)
V1.0 – Client Draft	08/12/23	Client review	Caroline Fuentes (Senior Consultant)	Sally Modystach (Principal Consultant)
V2.0 – Client Final	12/01/24	Client final	Caroline Fuentes (Senior Consultant)	Sally Modystach (Principal Consultant)

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INTRODUCTION TO EMPOWERING OUR ELDERS

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.

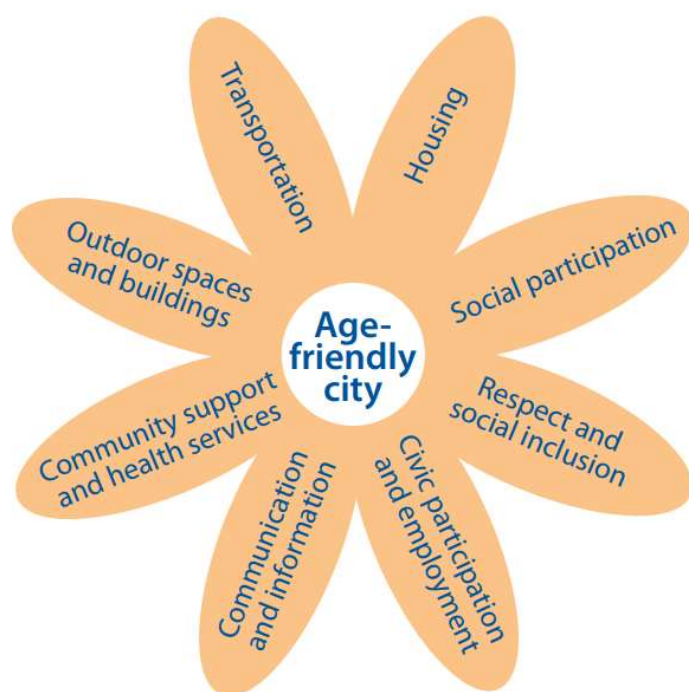


STRATEGY CONTEXT FOR EMPOWERING OUR ELDERERS

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 ELDER'S 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

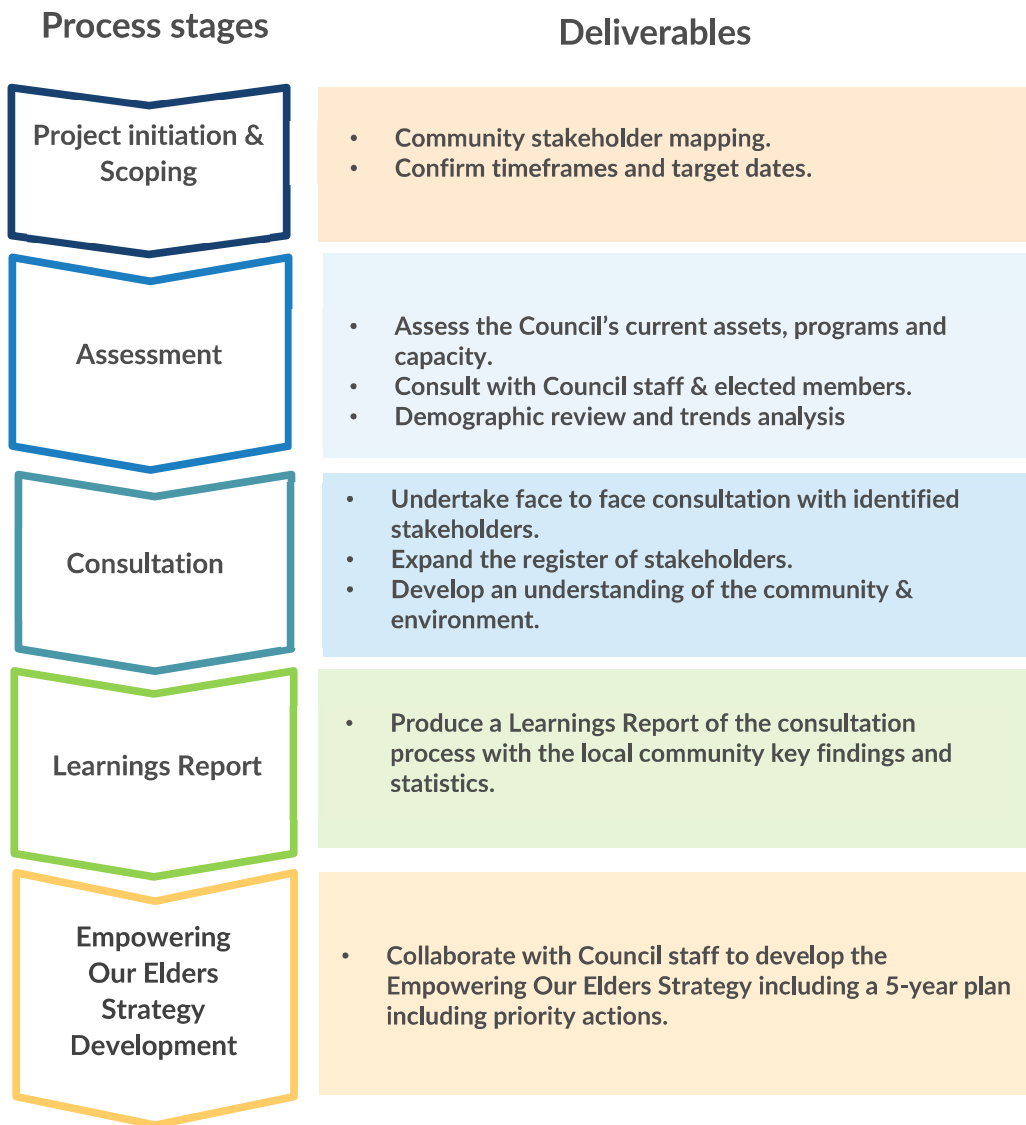
thorough base to develop the Learnings Report^{2,3}. The community consultation feedback was analysed and structured into the 3 State strategic priorities, according to identified issues and opportunities for the Port Lincoln City Council Empowering Our Elders Strategy.

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

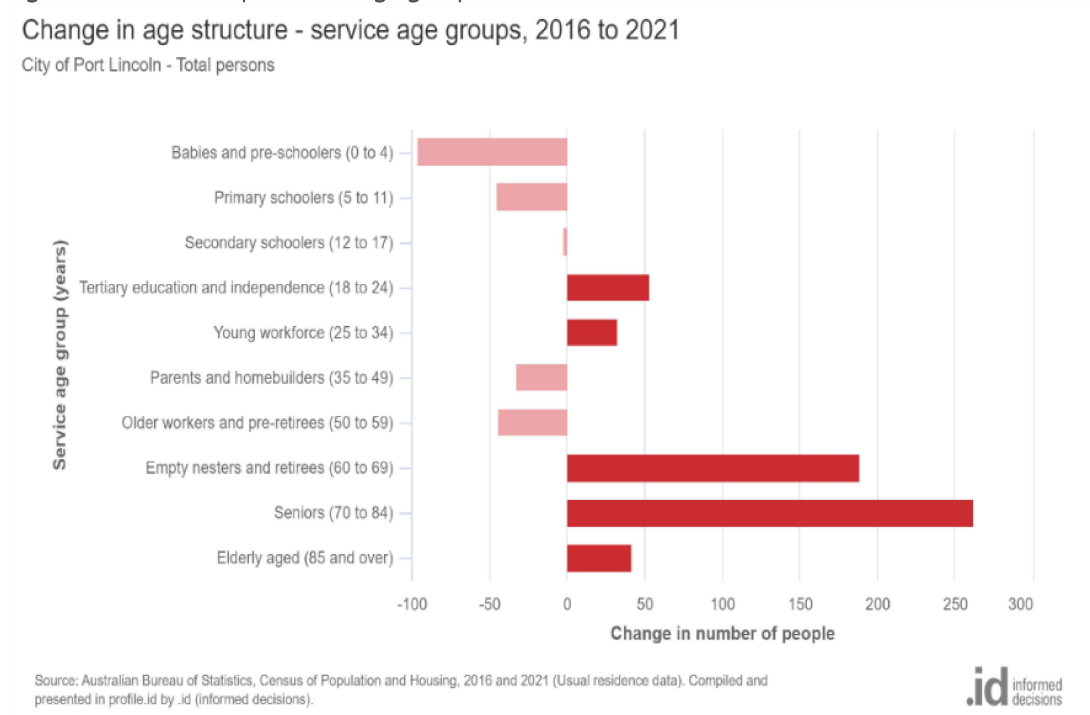
“LARGE HOME FOR INDIGENOUS FAMILY MEMBERS

“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



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.

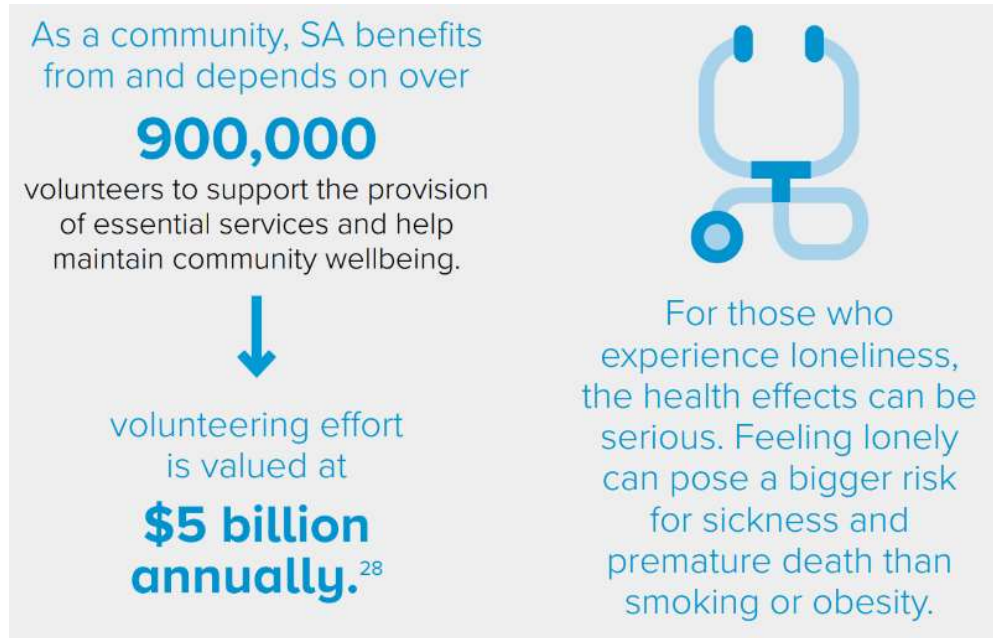


Meaningful connections

"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?



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

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

"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!**

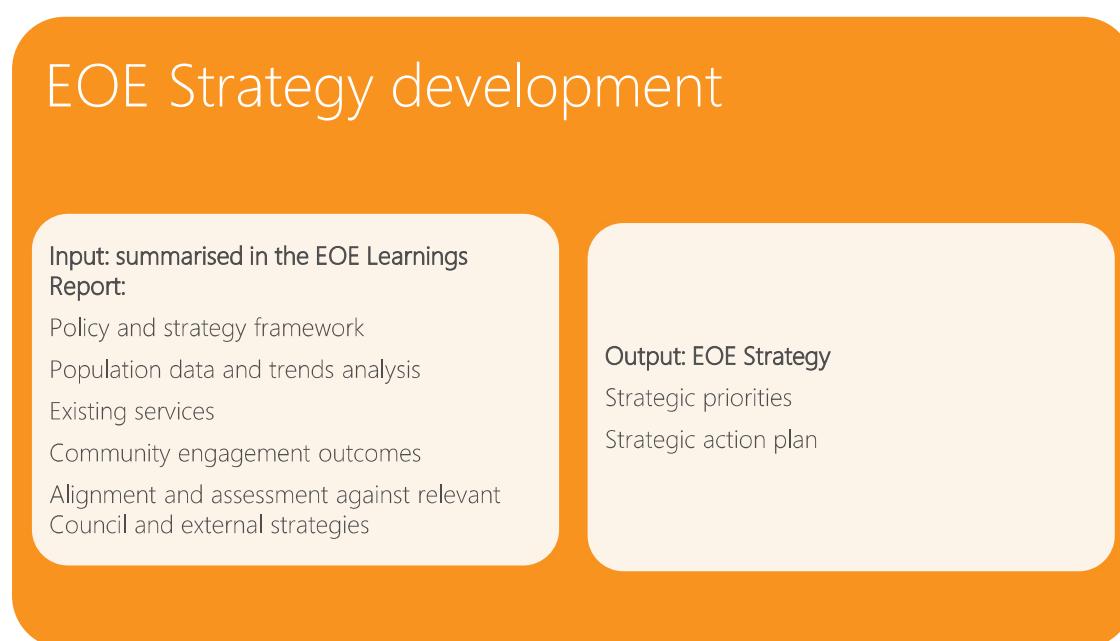
““ WE MIX IN TOGETHER

**““ 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.)

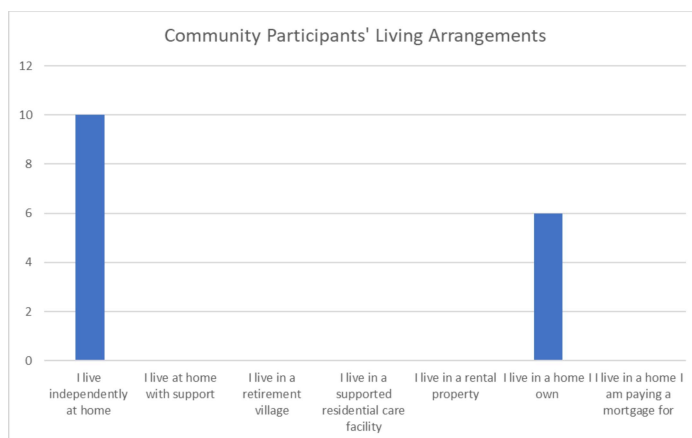
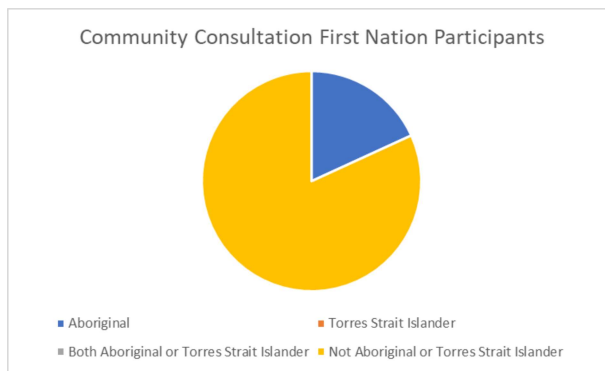
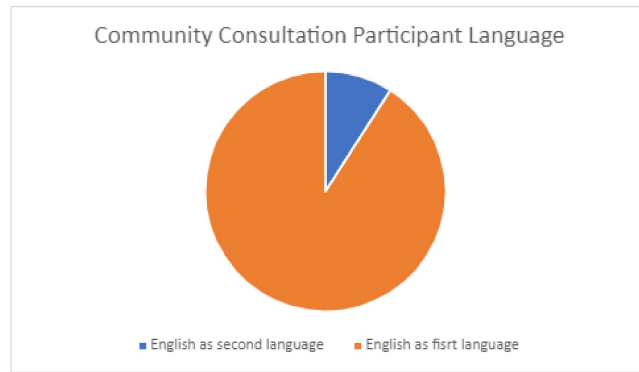
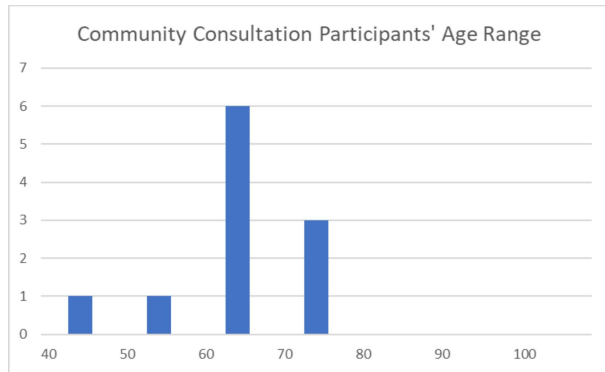
Category	Organisation	Service provided	Support for elders
Health and Ageing (including carers)	Eyre and Far North Lower Health Network	Accident and emergency, Aboriginal health, day and inpatient surgery, obstetrics, community health and aged care services.	Aged care services
	Cara	Services for adults 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, and 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.

