



Age Friendly Community Plan



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Shire of Brookton
14 White Street, Brookton
December 2016

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EXECUTIVE SUMMARY

The Shire of Brookton with funding from the Department of Local Government and Communities has developed an Age Friendly Community Plan using the Wheatbelt Development Commissions Age Friendly Community Planning Guide (based on the World Health Organisation's eight domains)

The drive behind development of this plan is the understanding that projected growth rates for the older population in regional WA are greater than for metropolitan areas and therefore there is a pressing need to address current issues and prepare for future demands.

This process involved a background review to determine the context, a community audit to determine the age readiness, engagement with seniors and service providers and development of strategies and actions.

A summary of the strategies developed is as follows:

1. Assist seniors with access to affordable specialist medical arrangements.
2. Encourage and assist with improved communication of availability and operation of health and aged care services.
3. Advocate for improved health and aged care service provision.
4. Investigate the barriers to local employment of aged care workers.
5. Improve the footpaths within parks and disabled access into parks.
6. Increase shaded seating in parks and along footpaths between essential facilities.
7. Improve directional and identification signage for parks and public buildings.
8. Improve/install unisex/disabled toilets at all Shire facilities.
9. Advocate to local businesses the requirements for and benefits flowing from the provision of accessible venues.
10. Improve pedestrian accessibility throughout the townsite.
11. Improve or upgrade the footpath network in the townsite.
12. Improve traffic signage within the townsite.
13. Improve parking and street visibility.
14. Develop and assist with transport and movement educational campaigns aimed at seniors.
15. Improve the stock of accessible and affordable housing designed to meet the needs of the aged.
16. Investigate options for the expansion of Kalkarni Residency.
17. Facilitate opportunities for social participation and encourage respect for older community members.
18. Advocate for and encourage participation in activities suitable for seniors.
19. Ensure information is made available for senior members of the community.
20. Advocate for and encourage programs that assist seniors with technology.
21. Assist seniors to determine ways to minimise the costs of volunteering

WHAT IS AN “AGE FRIENDLY COMMUNITY”?

“An age friendly community promotes active ageing which is the process of optimising opportunities for health, participation and security in order to enhance the quality of life as people age” (Active Ageing: A Policy Framework, World Health Organisation 2002)¹.

An age friendly community is one which:

- recognises the great diversity among older people;
- promotes their inclusion and contribution in all areas of community life;
- respects their decisions and lifestyle choices; and
- anticipates and responds to ageing-related needs and preferences.¹

“An age friendly community benefits everyone in the community, not only older people, as it creates a culture of inclusion enjoyed by people of all ages and abilities”²

Planning for and development of age friendly communities is the foundation plank of the four planks of aged support and care necessary for holistic support and care of older people:



Diagram from Wheatbelt Aged Support and Care Solutions – Final Report (Verso 2013)

This Age Friendly Community Plan has been developed and structured using the Wheatbelt Development Commissions Age Friendly Community Planning Guide (based on the World Health Organisation Guide to Age-Friendly Cities and Communities). The WHO eight domains of an age friendly community have been configured to reflect Wheatbelt perspectives:

1. Health and community services;
2. Outdoor spaces and buildings;
3. Transport and movement;
4. Housing;
5. Social participation;
6. Respect and social inclusion;
7. Communication and information.
8. Volunteerism and employment

¹ Age Friendly Communities – A Western Australian Approach
<https://www.dlqc.wa.gov.au/CommunityInitiatives/Pages/Age-Friendly-Communities.aspx>

² Verso Consulting 2013, Wheatbelt Aged Support and Care Solutions Final Report

BACKGROUND

Projected growth rates for the older population in regional WA are greater than for metropolitan areas. There is a pressing need to address current issues and prepare for future demands. It is imperative for the economic and social viability of regional WA that the number of older people who have to leave their homes and communities to access the care they need, is reduced.³

By 2027 the population of the Wheatbelt aged 70+ will have increased by 75.3% from 2011, moving from 10.4% of the total population to around 17%.²

The State Government has recognised the importance of assisting local governments to plan in a consistent manner for age friendly communities and has committed funds to help with this process.

In January 2014, the Shire of Brookton, Beverley and Pingelly created the BBP Aged Care Partnership (BBP) to address community concerns about the future care of older residents as the general population ages, people live longer and the individuals needs for care extends over more years than it once did. In February 2015, the BBP engaged Verso Consulting to develop an *Infrastructure and Services Audit Report* which investigated the capacity of the three Shires in partnership to care for their aged populations and assessed the likely future needs as the population grows and ages. A recommendation from this report included ensuring that the BBP partnership develops and continually improves the aged friendliness of the communities.

Subsequent to this, the Shires of Brookton and Pingelly applied for funding to develop individual age friendly community plans. The Shires were successful in receiving funding from the Department of Local Government and Communities.

² Verso Consulting 2013, Wheatbelt Aged Support and Care Solutions Final Report

³ Ageing in the Bush: An ageing in place strategy for Regional Western Australia Highlights (2016) -

COMMUNITY PROFILE

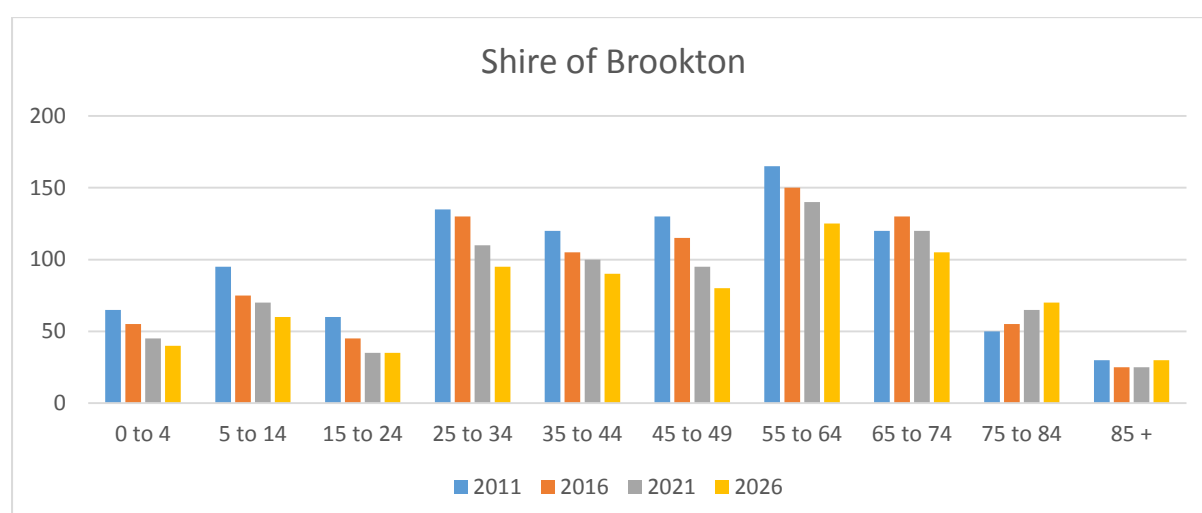
The Shire of Brookton covers an area of 1626 square kilometres and the Brookton townsite is located approximately 140 kilometres from Perth. The Shire of Brookton has a population of 1061 of which at the 2011 census, the population aged 55 or older was 353.

Demographics

The 2011 census reported a total population for the Shire of Brookton of 934 with 23% of the population aged 65 and over. This is higher than the current state rate of 12.5% and higher than the nation figure of 14.4%.⁴

The Wheatbelt Development Commission's *Wheatbelt South Sub-Regional Economic Strategy* (2014) states that the sub-region has one of the older population profiles in the Wheatbelt region, with towns such as Brookton already having almost one in four persons aged 65 years and over.⁵

Figure 1. Data taken from band C of the Western Australia Tomorrow Report



According to these projections, the Shire of Brookton population will steadily decline or remain static in all age groups except the 75 to 84 age group which is predicted to increase by 40%. At the same time the 55 – 64 age group which is the "carer" aged population is set to reduce by 24%. This could result in an extra demand for formal support and care services beyond the actual growth rates of the older populations. These projections are based on band C which is the median band projection. It must be emphasised that these are projections, not predictions. Many factors can influence actual outcomes including the increasing trend of people moving from the metropolitan areas to rural areas for lifestyle reasons, local marketing efforts and implementation of strategies to assist people to age in place and remain living in the community in which they currently reside as they grow older. It will be interesting to compare these projections to the upcoming 2016 census results.

Socio-Economic Indexes for Areas

The SEIFA (Socio-Economic Indexes for Areas) which is produced by the ABS, provides an objective scale to determine relative advantage of a particular area

against the Australian average, as well as other areas. Factors such as household income, education, profession, household and dwelling size are considered. The Australia-wide average has been fixed at 1,000, so generally speaking, an area with a score above 1,000 can be considered relatively advantaged, and an area with a score below 1,000 can be considered relatively disadvantaged. The further away from 1,000 a score, the more or less advantaged the given area.⁷

In 2011 Brookton's SEIFA score was 948 and was ranked 33rd in the state for disadvantage. In comparison Beverley's score was 936 with a ranking of 24th and Pingelly's score was 907 with a rank of 13th. This means that Brookton is ranked in the top 25% of W.A.'s 140 local governments for disadvantage, but is less disadvantaged than Beverley and Pingelly.

Median Weekly Income

Another measure of relative economic capacity is the number and proportion of people who were receiving an income of less than \$400 per week at the time of the last Census. This was an income level at or around the aged pension.⁷

According to the 2011 ABS census statistics, 170 people or 47% of people aged 55+ in Brookton, had a weekly income of \$400 or less. This is slightly higher than the Western Australian figure of 42.3% for the same age group. The percentage of people with an income of this level increased with age, with 83% of people aged 85 years and over falling into the category.

Implications of Socio-Economic Index and Weekly Income

Lower incomes mean that seniors have less available funds and are more price sensitive in relation to cost of services and ability to pay higher rental prices. However it is recognised that there is a wide range of weekly incomes across the age groups, but it is significant that nearly half have an income relative to the aged pension level.

Definition of Senior Person

For the purposes of this study, 'seniors' were defined as anyone over the age of 55 years old.

4 Profile of the Western Australian Population

5 Wheatbelt South Sub-Regional Economic Strategy (2014) – RPS Australia East Pty Ltd

6 Western Australia Tomorrow, Population Report No. 7, 2006 to 2026 – Western Australian Planning Commission

7 Shire of Narembeen Age Friendly Community Plan (2016) - Verso

PROFILE OF SERVICES

Health/Medical Services

The following health and medical services were reported as being currently available in Brookton.

Service	Local	Visiting/Outreach	Frequency
Dental	No		
Occupational Therapy	yes		Fortnightly
Speech Pathology		Yes	Fortnightly until end of 2016
Physiotherapy		Yes	twice Weekly until end of 2016
Podiatry		Yes	6 weekly
Pathology		Yes	Weekly Wednesday mornings
Pharmacy	Yes		6 days/wk Tuesday to Saturday (closed Mondays)
Palliative Care	Yes		As needed
Diabetes Education		Yes	as required
GP Services	Yes		Tuesday and Thursday
Optometrist		Yes	by apt
Exercise Physiologist		Yes	by apt
Dietician		Yes	by apt
Nursing Services	Yes		Monday to Friday -Clinic based , home visiting within town as required
Social Support services		Yes	Monday to Friday
Counsellor		Yes	Fortnightly by apt

HACC Services

The following HACC services were reported as being currently available for Brookton residents.

Service Type	Available	Frequency	Provided by	Other Comment
Assessment, client care coordination and case management	Yes	As needed	RAS team in Northam	
Assistance with food preparation in the home	Yes	AS needed	Silver Chain - HACC	
Centre based day care	Yes	twice per week	Silver Chain - HACC	
Counselling, information and advocacy services	Yes	As needed	Social worker	
Delivery of meals	No			
Domestic assistance	Yes	Weekly	Silver Chain - HACC	
Home maintenance	Yes	4 weekly	Silver Chain - HACC	
Home modifications	Yes	4 weekly	Silver Chain-HACC	Minor Modifications
Nursing Care	Yes	As needed	Silver Chain-HACC	
Personal care	Yes	Daily	Silver Chain-HACC	
Social support including social outings	Yes	Fortnightly	Silver Chain-HACC	
Support for carers including respite care	Yes	As required	Silver Chain - HACC	
Transport	Yes	As required	CATS - Narrogin	Silver Chain transport locally NGN - Northam

Home Care

Silver Chain have advised that they currently deliver 3 home care packages in Brookton and these are level 3 and 4. By 2018 all HACC clients will also be on home care packages.

Managed From	Provider	Package Level
Across Wheatbelt	WA Country Health Service	Levels 1 & 2
Girrawheen and Welshpool	Baptistcare Inc.	Levels 1, 2, 3 & 4
Pingelly, Toodyay, Northam	Silver Chain Nursing Association	Levels 1, 2, 3 & 4

	Incorporated	
Narrogin	Town of Narrogin	Levels 1 & 2
Northam	Share & Care Community Services Group Inc	Levels 1 & 2
Northam	Uniting Church Homes	Levels 1, 2, 3 & 4
Toodyay	Avivo - Regional	Levels 1, 2, 3 & 4
Wagin	Shire of Wagin	Levels 1 & 2

Residential Care

Kalkarni Residency is a 43 bed facility that supports ageing in place. Kalkarni Residency can support dementia care as they have a separate lockable area, but this area has no recreational or dining area and hence is not ideal. "Across Australia residential aged care beds support people across the continuum of their needs, however, the majority of residents are high care with 80% of the residents requiring dementia care/mental health care".⁸

8. Infrastructure and Services Audit Report Shire of Beverley, Brookton and Pingelly (2015) Verso

METHODOLOGY

Overview

The 4-step age friendly community planning process was used to develop this plan. A collaborative process involving service providers and seniors themselves was used to gain an understanding of the community needs. The steps undertaken are illustrated in the following diagram



Audit – Age readiness review

The audit process was undertaken using the Wheatbelt Development Commission's Age Friendly Community Planning Audit Tool which captures information across the eight WHO domains which have been configured to reflect Wheatbelt perspectives. The audit aims to review the age-readiness of the community – mapping and gapping the location, condition and convenience of community and transport infrastructure and services.

Consultation/Engagement

In order to consult with community members, a survey was developed which was distributed electronically and provided in paper form at several locations. A senior's focus group was held and several meetings with various service providers was also conducted. The process and questions used for consultation purposes were based on the Department for Communities – Age Friendly Communities, A Western Australian Approach Guide.

Reference Group

A reference group which included the Shire of Brookton Acting CEO, Community Services Manager and Deputy Shire President met with the consultant to discuss scope, review recommendations and assign priorities for the recommendations.

LINKS TO OTHER PLANS AND POLICIES

Strategic Community Plan 2013 - 2023

The Shire of Brookton Strategic Community Plan (SCP) was developed to deliver clear direction in making decisions for the future. The supports the development of improved services and outcomes for the Shire of Brookton community. The areas of the SCP to which the Age Friendly Community Plan is most relevant, relate to goal 1 of the SCP being “a vibrant, safe and inclusive community”. The relevant outcomes within this area are as follows:

- Outcome 1.1 - Community well-being through quality sports, recreation and leisure opportunities.
- Outcome 1.3 – Healthcare and family support services which support the needs of the community.
- Outcome 1.4 – A vibrant and inclusive community
- Outcome 1.5 – A safe community
- Outcome 1.6 – Quality of life for the aged and disabled

Corporate Business Plan 2015 - 2019

The Shire of Brookton Corporate Business Plan details the activities and services that Council will undertake over a four year period to achieve the objectives of the Strategic Community Plan.

The area of the plan to which the Age Friendly Community Plan specifically links is as follows:

- Strategy 1.6.2 – Support the development of Aged Friendly Communities. An activity aimed at achieving this is “support initiatives from the Wheatbelt Aged Care Solutions Report and BBP facilities and services audit.

Disability Access and Inclusion Plan 2013 – 2018

The Disability Access and Inclusion Plan (DAIP) is a statutory requirement on Local Governments under the Disability Services Act 1993. The plan aims to benefit people with a disability across all age groups and hence has relevance to the Age Friendly Community plan in that many aged people live with disabilities. This plan includes strategies to achieve 7 outcomes most of which are directly related to developing age friendly communities. These are as follows:

- Outcome 1 – People with disability have the same opportunities as other people to access the service of, and any events organised by, the Shire of Brookton.
- Outcome 2 – People with disability have the same opportunities as other people to access Shire of Brookton buildings and other facilities.
- Outcome 3 – People with disability receive information from the Shire of Brookton in a format that will enable them to access the information as readily as other people are able to access it.
- Outcome 4 – People with disability receive the same level and quality of service from the employees of the Shire of Brookton as other people receive.

- Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Brookton
- Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Brookton.

BBP – Infrastructure and Services Audit Report

The Infrastructure and Services Audit Report prepared by Verso Pty Ltd for the BBP partnership reported on the current capacity of the three Shires to care for their aged populations and assessed the likely future needs as the population grows and ages. The report included a number of recommendations relevant to the Age Friendly Community plan as follows:

- Consolidating the residential aged care for the BBP Aged Care Partnership in the Kalkarni Residency. This would include upgrading Kalkarni to increase the number of aged care beds by at least 25 beds by 2021 and a further 10 to 15 by 2026. This would also include providing a mix of 80% for dementia care and mental health.
- Deliver an alternative to Residential Aged Care called 'cluster housing' which integrates housing and home care models. Groups of housing are built in a way to facilitate cost effective provision of home care packages by an approved provider. Economies of scale could allow a resident care worker to be in attendance overnight. This will only work with a minimum of 8 eight homes with the residents of the homes receiving level 4 packaged care.
- Development of modular ILU housing
- Continue conduction ongoing Age Friendly Audits
- Each community should develop a pathways plan
- Develop a joint coordination and improvement approach to community transport.
- The BBP Aged Care Partnership should operate a range of Home Support Program services.

AGE FRIENDLY COMMUNITY PLAN

Health and Community Services

Strategy 1	Assist seniors with access to affordable specialist medical arrangements				
Actions	<ul style="list-style-type: none"> Encourage the development of Telehealth opportunities. Encourage the development of a list of specialists that bulk bill and providing these to seniors and local GP's may assist seniors with medical costs 				
Partners	Silver Chain, GP				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
		√			

Strategy 2	Encourage and assist with improved communication of availability and operation of health and aged care services				
Actions	<ul style="list-style-type: none"> Encourage and assist with the promotion of a Silver Chain Pingelly local contact number and administration officer hours. Encourage and assist with the communication of availability and eligibility of HACC and Home Care Packages. Encouraging people to obtain their entitlements will also help with critical mass to provide weekend care. Advocate for improved communication between Silver Chain and their HACC and Home Care Package clients. Encourage and assist with the communication of nursing post operational hours and service provision inclusions. Encourage community members to contact the Shire when new private services become available to allow the Shire to promote them. 				
Partners	Silver Chain, Other Home Care Package Providers				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
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Strategy 3	Advocate for improved health and aged care service provision				
Actions	<ul style="list-style-type: none"> Advocate for the provision of more funded physiotherapy. Advocate for a more reliable delivery of nursing post services, including a reduction in the amount of operational downtime. Advocate for the attraction of an annual hearing clinic Advocate for the provision of weekend and evening care for those on level 4 home care packages. 				
Partners	Silver Chain				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
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Strategy 4	Investigate the barriers to local employment of aged care workers				
Actions	<ul style="list-style-type: none"> Meet with local service providers to determine the barriers to employing aged care workers locally 				
Partners	Silver Chain, Baptistcare				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22

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Outdoor Spaces and Buildings

Strategy 5	Improve the footpaths within parks and disabled access into parks				
Actions	<ul style="list-style-type: none"> At Pioneer Park extend the footpath to the edge of the table to allow a wheelchair to access the table. At Memorial Park install disabled access into the park near the picnic tables and a path to the picnic tables. At Memorial Park repair the mount that accesses the path to the memorial. At Maddison Square park, install disabled access and a path to the seating within the park 				
Partners					
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√				

Strategy 6	Increase shaded seating in parks and along footpaths between essential facilities				
Actions	<ul style="list-style-type: none"> At Memorial Park install shade over the seating and the BBQ. At Maddison Square park, install shade over the seating. At the Lions Park install appropriate seating in a shaded area. Provide more seating in the shade around the edge of the town oval. Increased options for rest and shelter on the pathway between Robinson road, medical centre and senior citizen homes is required. 				
Partners					
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
		√	√	√	√

Strategy 7	Improve directional and identification signage for parks and public buildings				
Actions	<ul style="list-style-type: none"> The shrubs around the identification signage at the Shire Administration Centre need pruning to make this signage more visible. Improve or replace the directional signage boards on the Brookton Highway located at the junctions of Robinson Road and White Street. Install identification signage for public toilets that is visible from Robinson road. Install identification signage for the Town Oval and WB Eva Pavilion at the entrance to the grounds and improve directional signage. Install identification signage for the Railway Station building Install identification and directional signage for Pioneer Park. 				
Partners					
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√	√			

Strategy 8	Improve/install unisex/disabled toilets at Shire facilities				
Actions	<ul style="list-style-type: none"> • Install a unisex/disabled toilet access at the Aquatic Centre • Improve access to the unisex/disabled toilet access at the Memorial Hall by fixing the door. • Investigate options for the provision of public toilets at the town oval. • Improve daytime lighting inside public toilets in Robinson Road 				
Partners					
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√				√

Strategy 9	Advocate to local businesses the requirements for and benefits flowing from the provision of accessible venues				
Actions	<ul style="list-style-type: none"> • Encourage the Post Office and Brookton Deli to improve the accessibility. • Encourage the Brookton IGA to install a chair/bench inside the shop • Encourage/assist the owner of the building in which the Pharmacy is located to level and seal the carpark and install a disabled bay. • Encourage the property owners to install sealed pedestrian access from the butcher shop to the Bendigo Bank. • Investigate participating in the “You’re Welcome – AccessWA” project 				
Partners	Local businesses				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√				

Transport and Movement

Strategy 10	Improve pedestrian accessibility throughout the townsite.				
Actions	<ul style="list-style-type: none"> • The pedestrian crossing point on Robinson road, near Coote Motors, requires signage to ensure the safest option of two options is used. • A pedestrian crossing point is required across Brookton highway west of the railway line. • A continuous sealed footpath is required to replace the unsealed footpath between Williams Street and the northern railway crossing. • A pedestrian crossing point is required across Brookton Highway near the Robinson road junction. Install entry/exit points on each side of the highway closer to Richardson Street. • Determine if improvements can be made to the railway crossing between Whittington Street and Robinson road, over the railway tracks to ensure mobility aids do not get caught in the tracks 				
Partners	Brookfield Rail				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
		√	√	√	√

Strategy 11	Improve or upgrade the footpath network in the townsite				
Actions	<ul style="list-style-type: none"> • Update the existing Bike Path Plan. • A footpath is required on Corberding road, from Memorial Park to the Bed and Breakfast (B&B). • A footpath is required from the Memorial park BBQ's back along Gaynor Street to Brookton highway and a pedestrian crossing point is required at the highway to connect to the footpath that goes to the town centre. • Footpaths requiring repair/replacement are as follows: <ul style="list-style-type: none"> ○ Montgomery Street replacement of cement slabs ○ Sealed access over the culvert at the King Street playground is needed. ○ The wooden bridge on the rail reserve near the Brookton highway crossing is in need of repair/replacement. ○ Much of the red hotmix footpath along the highway is cracked, lifting and in some places potholes have developed. Consideration will need to be made to replace this in 5 to 10 years. • Review the frequency of trimming trees over footpaths. • Arrange a public awareness campaign regarding the requirement to ensure vegetation from private properties does not overhang public footpaths. 				
Partners	CRC				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
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Strategy 12	Improve traffic signage within the townsite				
Actions	<ul style="list-style-type: none"> • Put elderly crossing signage on Williams Street at the junction of Whittington St. • Request Main Roads WA to consider changing the give way sign at the junction of White Street and Brookton Highway to a stop sign. 				
Partners	Main Roads WA				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
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Strategy 13	Improve parking and street visibility				
Actions	<ul style="list-style-type: none"> • Determine if parallel parking in Main Street can be made longer in length and amend if possible. • Review visibility issues at the junction of McGrath Street and Brookton Highway and correct if possible. • Install a more ramps over the kerbing at the Town Hall and install disabled parking. 				
Partners					
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
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Strategy 14	Develop and assist with transport and movement educational				
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	campaigns aimed at seniors				
Actions	<ul style="list-style-type: none"> Develop and promote an education campaign to encourage seniors to use the path that crosses the railway line adjacent to Whittington Street and not the northern or southern crossings as the paths are inadequate. Encourage and assist with promotion of the Community Assisted Transport Service (CATS) from Narrogin to transport seniors to medical appointments in Perth 				
Partners	Silver Chain, CRC				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√				

Housing

Strategy 15	Improve the stock of accessible and affordable housing designed to meet the needs of the aged.				
Actions	<ul style="list-style-type: none"> Continue working in partnership with the BBP alliance to secure funding for the construction of more 'modular' ILU's. Continue to seek grant opportunities to fund the unfunded infrastructure aspects of this joint venture. Consider the recommendations from the BBP Verso report to deliver groups of housing built in a way to facilitate cost effective provision of home care packages by an approved provider. Consider the requests of seniors in the design of the modular ILU's which includes 2 bedroom homes with larger rooms designed around a communal area, located near the Mokine ILUs and have access to a private outdoor area. 				
Partners	Shire of Beverley, Shire of Pingelly				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√	√	√	√	

Strategy 16	Investigate options for the expansion of Kalkarni Residency				
Actions	<ul style="list-style-type: none"> Further investigate the recommendations of the BBP Verso report which recommended upgrading Kalkarni to increase the number of aged care beds by at least 25 beds by 2021 and a further 10 to 15 by 2026. This would also include providing a mix of 80% for dementia care and mental health. 				
Partners	Shire of Beverley, Shire of Pingelly				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
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Respect and Social Inclusion

Strategy 17	Facilitate opportunities for social participation and encourage respect for older community members.				
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Actions	<ul style="list-style-type: none"> Support and encourage activities between seniors and the school and the early education service Ensure Shire events and activities that utilise volunteers are accessible for seniors. 				
Partners	Brookton District High School, local community groups				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
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Social Participation

Strategy 18	Advocate for and encourage participation in activities suitable for seniors.				
Actions	<ul style="list-style-type: none"> Investigate the reintroduction of the Stay on Your Feet program being delivered in Brookton Encourage the inclusion of seniors in events and activities delivered in the Shire 				
Partners	Silver Chain, Baptistcare, Community Groups				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√	√	√	√	√

Communication and Information

Strategy 19	Ensure information is made available for senior members of the community				
Actions	<ul style="list-style-type: none"> Install a 'Seniors' page on the Shire of Brookton website Install a noticeboard in the reception area at the Medical Centre to advertise community events. Install a noticeboard at the Men's Shed to advertise community events. Provide a guide on how to promote local events and encourage promoters of events to utilise all forums to which seniors have access. Consider developing a senior sub group of the community news email database to enable the delivery of senior specific information Develop a 'Seniors Booklet' which contains local information relevant to seniors. Establish a local Seniors Advisory Group that consists of local service providers, the Shire, CRC and community members. 				
Partners	Men's Shed, local community groups, CRC, Silver Chain				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√				

Strategy 20	Advocate for and encourage programs that assist seniors with technology				
Actions	<ul style="list-style-type: none"> Encourage connections between older people and the high school to enable younger people to assist in use of modern media. Encourage the CRC to promote and provide assistance and training to seniors in the use of digital technology. 				

Partners	Brookton CRC, Brookton District High School				
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√	√	√	√	√

Volunteerism and Employment

Strategy 21	Assist seniors to determine ways to minimise the costs of volunteering				
Actions	<ul style="list-style-type: none"> Provide information to community groups on grants/funding available for costs associated with volunteering. 				
Partners					
Timeframe	2017/18	2018/19	2019/20	2020/21	2021/22
	√	√	√	√	√

FINDINGS

Summary of Audit Findings

The full audit report can be found in appendix 1.

Health and Community Services

GP and Medical Services

- There is a GP service in Brookton two days a week
- There is no hospital in Brookton, but there is a Nursing Post which is open 37.5 hours per week Monday to Friday.

Allied Health Services

- There is no dentist in Brookton, but there is one located within 60 minutes of Brookton in Narrogin and also in Pingelly.
- Allied Health services offered for seniors in Brookton include occupational therapy, pathology, physiotherapy, podiatrist, optometrist and counsellor.
- There is a pharmacy in Brookton, which offers a delivery service to some seniors on a Saturday.

Aged Care Services

- There is a 43 bed residential aged care facility in Brookton which, whilst not purpose built is secure enough to offer dementia care. The GP attends the facility but the visiting times are currently not at convenient times and more time is required.
- HACC services, Home Care Packages and a day care centre are provided by Silver Chain in Pingelly. The service is not promoted well, the phone number for the Pingelly office is not included in the Brookton Silver Chain listing of services that is promoted in Brookton.
- Level 1 to 4 Home Care Packages are offered by Silver Chain and they currently deliver 3 level 4 Home Care Packages in Brookton.
- Overnight respite care is not offered by Silver Chain, but respite care is available during the day on week days.

All health services have disability access. There is no disability parking at the pharmacy and the carpark area is uneven, a slip hazard and floods in winter. In addition to this the verandah that provides access drops via a significant slope from one level to another.

Shopping Services

- Some of the shops have disability access, but access to the Deli and Post Office needs improvement due to the heavy glass doors and a step with no ramp at the Post Office.

Outdoor Spaces and Buildings

Parks and Open Spaces

- Five parks were surveyed during the audit. Suggested improvements for all parks are as follows:
 - Footpath/paved access up to the edge of a picnic table to allow a wheelchair to be parked next to the table.
 - Many parks have no disabled parking marked.
 - Many seating areas require shade.
- Suggested improvements required for each park are as follows:
 - Pioneer Park – Has disability access and disability parking.
 - Maddison Square Park and adjoining park opposite the hall
 - No disabled access, no path into the park and a steep incline to access in places.
 - Very little shade opportunities.
 - Memorial Park
 - No disabled access into the park near the picnic tables and no path to the picnic tables.
 - Mount to access path to the memorial is broken and uneven
 - Lions Park
 - No appropriate seating
 - Brookton Oval
 - Has disability access and disability parking
 - There is no identification signage at the entrance to the recreation ground and no directional signage and hence consideration to installing these is suggested.

Public Buildings & Shopping Services

- Five public buildings were surveyed during the audit. Suggested improvements for each building are as follows:
 - Shire Administration Centre
 - The shrubs around the identification signage at the Shire Administration Centre needs pruning to make this signage more visible.
 - The reception desk, at 1010mm high is higher than the 870mm maximum suggested height.
 - Memorial Hall
 - No disability parking or disability access from road
 - Door into disabled/unisex toilet does not open properly and has a difficult narrow access.
 - Aquatic Centre
 - No unisex, disability access toilets
 - Only step access into the pool
 - WB Eva Pavilion
 - There is no identification signage at the entrance to the recreation ground and no directional signage and hence consideration to installing these is suggested.
 - Railway Station & Public Toilets
 - Both directional and identification signage could be improved.
 - Directional signage on the Brookton Highway is faded and almost unreadable unless standing close by. This needs improvement or replacement.

- The public toilets have no identification signage visible from Robinson road. There is only a very small sign adhered to the wall of the facility.

Transport and Movement

There are many very good pedestrian accessibility ramps and crossings throughout the town, however the following have been identified as requiring improvement:

Pedestrian Movement

- Pedestrian crossing at Coote Motors on Robinson road. There is ramp access to cross the road close to the junction with Brookton highway but the ramps do not line up and are too close to the junction. Pedestrians should be encouraged with signage to cross at the next pedestrian crossing further south. Or remove the ramps closer to the junction.
- There are no pedestrian crossing ramps across Brookton highway at either McGrath St or Gaynor Street
- Pedestrian crossing Williams street at Brookton highway junction. The sealed footpath heading west from the railway crossing, does not connect to the pedestrian crossing ramps on Williams St, it stops at a culvert. The footpath coming along Brookton highway from the east abruptly ends. To continue heading east after crossing Williams street, a person must travel an unsealed path. This needs to be reviewed to ensure a continuous sealed path is provided with appropriate ramps/crossings at the roads.
- There is no pedestrian crossing to cross Brookton Highway near Robinson road. Consider installing entry/exit points on each side of the highway.
- There is no pedestrian crossing ramp to cross Brookton Highway anywhere west of the railway line.
- Increase options for rest and shelter on the pathway between Robinson road, medical centre and senior citizen homes.
- There is no footpath on Corberding road, this is an issue because of access to the only B&B in town. This would also provide access to the adjacent reserve.
- Consider constructing a path along Corberding road from the park to the B&B and adjacent reserve as well as along Gaynor Street to connect back to the highway as there is no footpath from the highway around to the BBQ at Memorial park. At this point on the Brookton Highway, also construct a pedestrian crossing ramp to connect to the footpath that goes to the town centre.
- Footpaths requiring repair/replacement are as follows:
 - Montgomery Street - cement slabs are lifting in many places creating a trip hazard.
 - Sealed access over the culvert at the King Street playground is needed as it is currently a slip hazard on which senior community members have injured themselves.
 - The wooden bridge on the rail reserve near The Brookton highway crossing is in need of repair/replacement.
 - Much of the red hotmix footpath along the highway is cracked, lifting and in some places potholes have developed. Consideration will need to be made to replace this in 5 to 10 years.

Road Signage

- Directional signage at the junction of White Street and Brookton Highway has outdated information such as the reference to “Saddleback Lodge”. This directional signage could be upgraded at the same time as the similar signage on the Robinson road/Brookton Highway junction which is faded.
- There is inconsistent signage in reference to the name of the Medical Centre at several different road junctions

Public and Community Transport

- The only form of public transport comes daily, offering travel to Perth and/or Albany and many places in between.
- HACC offer community transport for their clients, which includes transport to the day care centre in Pingelly twice a week as well as monthly shopping trips and monthly recreational trips.
- A CATS service is available from Narrogin for those people needing transport assistance for specialist medical appointments in Perth. This is a community service driven by volunteers. HACC use this service for their clients, but it appears that it is not well promoted within the community.
- The Friends of Kalkarni bus has wheelchair accessibility and is available for private hire. This is possibly not promoted well within the community.

Housing

Housing Stock

- There are currently 11 independent living units (ILU) in Brookton, 8 - one bedroom units built in the 1970s which do not meet universal design standards and 3 – two or three bedroom units built in 2004 which may be transferable to universal design.
- All ILUs are currently occupied and there is a waiting list, HACC have clients needing ILU accommodation but there are none available. Kalkarni have requests for ILU accommodation nearby to accommodate partners of residents.

Maintenance and adaptation services

- Feedback indicates that it is difficult for non HACC clients to secure home maintenance services locally.
- Some adaptation services are available through Silver Chain either through HACC or the occupational therapist through the community aids and equipment program.

Information regarding the following areas is available in the engagement report:

Respect and Social Inclusion

Social Participation

Communication and Information

Volunteerism and Employment

Engagement Report

A total of 10 seniors attended the focus group meeting. In addition to this 9 people from providers of services to seniors were interviewed.

Health and Community Services

GP and Medical Services

- Could do with more Telehealth opportunities, particularly for specialist follow up appointments which could be done over skype with nursing post nurse involved. A suggestion was to find out the specialists that will do follow up appointments by telehealth and create a list that GPs can use to refer. Publicise that a list of specialists that use Telehealth is available.
- Could do with a list of specialists that bulk bill i.e. there is a cardiologist in Narrogin that bulk-bills and many people do not know about this.
-

Allied Health Services

- It was advised that a Dentist comes to Pingelly and Kalkarni residents are being taken there, which only started in July. It hasn't been promoted locally and it was noted that the Shire is not able to promote services unless they have been notified about their existence.
- It was felt that more subsidised physiotherapy services are required as many seniors will not use the private service due to the cost.

Aged Care Services

- Seniors feel that HACC services are very limited, "you get only a basic level of service."
- Seniors are disappointed that they don't get visits from an RN in the home anymore. RN visits previously included social contact, but now is only for dressings if you can't go to them.
- Seniors feel the biggest issue with HACC Silver Chain is communication. The phone number in Telegraph often goes through to Perth and they haven't heard of Brookton or Pingelly. Often Perth don't even know who Robyn is (the local HACC manager for Silver Chain). Seniors sometimes need to get messages to local staff and can't do that i.e. to advise they are not attending card day. Local staff don't get messages from Perth call centre. Example of ringing Brookton number to organise a vaccination, was put through to Perth, left a message and never heard back.
- Seniors asked if local staff mobile numbers could be handed out.
- Seniors feel that Silver Chain need a local communication point/admin person. It is apparent that seniors do not know that Silver Chain have a local admin officer at the Pingelly office, 4 mornings a week.
- Seniors advised that sometimes Silver Chain HACC staff don't turn up to for their scheduled visits and this is quite distressing for the seniors who are waiting for them to attend.
- No weekend services for Home Care Packages was nominated as an issue. People still need company on the weekends and then they would stay in their homes longer. To enable seniors to stay in their home, they need more home visits.

- Loneliness and falling are a big issue when the elderly only get one hour of in home services a day.
- Baptistcare are not involved in home care packages but are considering getting involved in home care packages. Lack of Human Resources is an issue. If there was a housing arrangement like the old hostel that had someone there to help cook dinner and keep an eye on the seniors this would make the workflow better. Kalkarni Residency no longer has low care residents as it is unviable.
- It was felt that more support and respite services are needed for the growing number of Grandparents who are carers of young children.

Outdoor Spaces and Buildings

Parks and Open Spaces

In general both the seniors and service providers are happy with the provision of outdoor spaces, but the following suggestions for improvement were noted:

- More shaded seating around the edge of the Brookton oval, seating no more than 300m apart, with morning shade a preference.

Public Buildings & Shopping Services

- Seniors are generally happy that the majority of shops and health services are centrally located. Some comment was made that the hairdresser and pharmacy are further away and harder for seniors with mobility issues to access.
- Seniors commented that the pharmacy does home delivery, as will many other local businesses, HACC offer a local shopping service and shopping bus trips further afield.
- The following comments were made in reference to seating areas and railings:
 - Post office has a step and no ramp to a slippery surface and then a heavy door.
 - The glass door at the Deli is very heavy as are all the doors at the WB Eva Pavilion
 - Town Hall doesn't have a ramp off the street to get over the kerb
 - Many suggestions for a chair inside the IGA
 - Visual contrast and rough points to indicate the end of a footpath would be good before crossing busy roads such as the Brookton Highway and Williams Street.
 - The only disabled public toilet is in Robinson road as neither of the roadhouses have disabled access toilets. There needs to be signage to indicate this.
 - The public toilet is not well lit and not well signed either directional or identification.
 - If using the public BBQ's at the Pavilion there is no access to toilets as they are locked unless someone has booked the facility.

Transport and Movement

Pedestrian Movement

- Appreciation was shown for the current installation of new footpaths to the town, but Montgomery Street was mentioned as a danger to seniors as the cement slabs are uneven and no footpath on Corberding road with no footpath access to and across Brookton highway for seniors living north of the Brookton highway.
- Maintenance of tree pruning along footpaths, particularly at head height was raised as was ensuring debris is removed from footpaths regularly. Advocating to residents to keep shrubs pruned back from footpaths is also required.
- Seniors need to be discouraged from using a path that crosses the railway reserve from the end of Cumming Street as it does not have a suitable railway crossing. Education and redirection to the Whittington street railway crossing is needed.
- On the southern railway crossing there is no footpath on the western side of the railway line the heads north.
- There are sometimes issues with seniors getting mobility aids, wheelchairs and gophers caught in the railway crossing lines.
- Seniors need to be educated and redirected away from the Brookton highway railway crossing to the Whittington Street railway crossing.

Road Signage & Parking

- Consider putting signage on Williams Street where seniors cross the road, indicating that elderly cross the road
- There have been two accidents at the intersection of White Street and Brookton Highway, does this give way sign need to be a stop sign?
- The barriers in front of the car parks at the IGA car park are a trip hazard, they need to be shorter than the width of the car or perhaps painted a brighter colour
- There was considerable discontent amongst seniors for the new main street parking. They advised that the parallel parking is too short in length, the loss of the extra park at the front of the post office was a concern and navigating the new 'nib' at the same position was cited as difficult.
- There are concerns that the disabled parking across the other side of the road at IGA is too far away for those with mobility issues.
- The car parking area at the pharmacy was also noted as needing to be sealed and parking bays marked out, including a disabled bay
- The new curbing in the main street was nominated as too high for seniors when alighting from a sedan style vehicle and it was felt there were not enough ramps.

Public and Community Transport

- It was widely recognised that the only form of public transport is the once a day TransWA bus to and from Perth.
- Lack of transport to Perth for medical appointments was raised consistently as a big issue.

- It appears that there is a significant lack of understanding of the options available, including the CATS service which HACC utilises and other seniors could be utilising.
- Those seniors utilising the HACC community transport to the day care centre, shopping trips and other outings are very happy with the service.
- There were instances named of HACC clients not being picked up by HACC to attend medical and other appointments.
- Seniors suggested a volunteer arrangement for drivers is needed, but it has been tried before and they could not get enough volunteers. Pingelly is about to start a similar service.

Roads and Driving

- Most seniors are satisfied with the quality of the roads
- Seniors commented that there is poor visibility in a sedan coming out from McGrath St onto Brookton highway as you cannot see past the shrubs and have to pull out past the stop sign. This is not as much of an issue in a 4WD, but most seniors are in a sedan and not in a 4WD.
- It was noted that there are significant risks for seniors pulling out onto the highway from side streets with the increasing number of road trains using this road.
- A suggestion was made that the Men's Shed organise a gopher driver training course.

Housing

Housing Stock

- It was noted that there are very few private opportunities for rental accommodation in town.
- Houses often get too big for seniors, but there are limited opportunities available for the ILU's and there is an understanding that you can't take pets there which deters seniors from moving.
- There is a general consensus that more ILU's are required. People are looking for higher quality accommodation than the White Street units offer. The White Street units are very old and have a shared laundry.
- Preferences for new ILU's are as follows:
 - Located near the Mokine ILU's. This will suit partners of Kalkarni residents who don't drive.
 - Grouped with a central communal area, possibly a community garden.
 - Larger bedrooms to allow a walker up to the bed
 - Larger living areas
 - Universal access design i.e. wider doorways, hobless showers
 - Power points in garages to charge gophers
 - Access to a private outdoor area/patio/garden
 - Low maintenance gardens
- There was a suggestion that Shire needs to reconsider their planning rules in reference to allowing subdivision of town blocks so that seniors in private accommodation can reduce the size of their garden and allow them to remain in their home.

- It was noted that there is a big jump from independent living to accommodation at Kalkarni. The previous “low care/hostel” style accommodation is missed.

Maintenance and adaptation services

- Brookton Senior Citizen Homes Inc. find it hard to get home maintenance services and this is becoming a bigger issues as the White Street unit age.

Respect and Social Inclusion

- There was a general consensus that seniors are respected by younger people
- CWA members are involved in a reading program at the school, the school children and Childcare children visit the residents at Kalkarni and the school holds an annual grandparents day and recently Noongar elders were involved in story telling with school children at Boyagin Rock. The recent “Fireside Chat” event held by the Historical society was a great example of the respect shown to older citizens.
- It was noted that seniors are seen as the biggest contributors to volunteer organisations in the community and are relied upon to run these groups.
- Whilst many seniors did not feel they needed recognition, it was suggested that a simple compliment on a job well done, goes a long way.
- Seniors advised that they feel disappointed that their input is often ignored and cited feedback regarding the new main street design and Pavilion design as examples of this.
- Both Silver Chain and Baptistcare regularly consult and provide feedback opportunities for their clients.
- It was generally agreed that seniors enjoy access to many community events.

Social Participation

- It was generally agreed that there are many affordable activities for seniors for those motivated and willing to participate, although it was noted that it is sometimes difficult for new people to feel comfortable to join in. The pharmacist cited two clients who had left town as they felt lonely.
- It was recognised that although some seniors do not wish to socialise and keep to themselves, Silver Chain will collect socially isolated people and take them to the day centre in Pingelly for social activities

Communication and Information

- It was felt that events are well publicised in the Telegraph but people either don’t buy it or don’t read it. Word of mouth is often the best form of promotion of these events.
- Seniors said the noticeboard at the IGA is good and it was suggested that a noticeboard be installed at the Doctors Surgery as many seniors use this service as well as perhaps at the Men’s Shed, CWA and perhaps in the laundry room at the White Street ILU’s
- The Shire was congratulated for its community news email, but many seniors do not have computers or email
- Silver Chain have a monthly newsletter for their senior clients.

- Whilst it was recognised that there are computer training opportunities at the CRC, seniors would like assistance with computer issues and suggested the high school students could perhaps help with a special program.

Volunteerism and Employment

Volunteerism

- All seniors agreed that there are plenty of volunteering opportunities available.
- Whilst some community groups and organisations do have ways of recognising the volunteers, the seniors advised that they don't need recognition other than being reimbursed for out of pocket expenses, so that they can afford to keep volunteering.
- Many organisations require training for volunteers, which excludes many people but can't afford the training and don't want to deal with the paperwork.
- Cost and paperwork are barriers to volunteering.
- The workload of the role of volunteers at Brookton Senior Citizen Homes Inc is quite high, particularly with gardening and maintenance.
- There are opportunities to volunteer for Silver Chain that are not being promoted.

Employment

- Opportunities for paid work are not abundant for older people, because it is felt that younger people need the jobs.
- Seniors generally don't want paid work as they are retired and feel they retired for a reason.
- There are few younger people employed as carers and attracting younger people to the industry is difficult. Attraction and retention of staff is an issue for local service providers.

Summary of Survey Results

A total of 26 seniors completed the survey, of this 16 were retired with 56% female and 44% male participation. The full survey results can be viewed in appendix 2. A summary of the results are as follows:

Health and Community Services

- Seniors are neither satisfied nor dissatisfied with the provision of GP services but are satisfied with the physical access to GP services. Seniors cited issues with having to travel if they fall sick on a day the GP is not in Brookton or if the GP is unable to attend that day. They also mentioned that parking can be a problem on busy days.
- Seniors are satisfied with the provision of and physical access to the Nursing Post services. Seniors commented on the limited hours of operation and the number of times the service is unattended during operational hours.
- Seniors are satisfied with the provision of and physical access to Dental services within 60 minutes of Brookton, although some questioned why Brookton no longer has a service and some were unaware of the service.
- Seniors are satisfied with both the provision of and physical access to Allied Health services in Brookton, although comments were made that the Podiatrist is expensive, that there are not enough funded Physiotherapy services and the providers don't come often enough.
- Seniors are very satisfied with the provision of and physical access to Pharmacy services with 64% giving the service the highest rating.
- Seniors are satisfied with both the provision of and physical access to shopping services in Brookton.
- Seniors are neither satisfied nor dissatisfied with the provision of HACC services in Brookton, with no meals on wheels and an appearance of less service provision raised as issues
- Seniors are neither satisfied nor dissatisfied with the provision of Home Care Packages, with no staff on weekends and people not understanding what they are eligible for raised as issues.
- Seniors are satisfied with the provision of and physical access to Residential Aged Care services in Brookton
- Seniors are satisfied with the provision of and physical access to other senior services such as community health clinics with comments suggested a hearing clinic would be good.

Outdoor Spaces and Buildings

- Seniors are satisfied with the provision of and physical access to parks and open spaces in Brookton. Comments included inadequate signage for those new to town, more shaded/sheltered benches and more seating around the oval.
- Seniors are satisfied with the provision of and physical access to public buildings. Comments included wheelchair access is limited, poor access from the oval, being only steps, the extension of the footpath in front of the Post Office and IGA has made it difficult for elderly, the Memorial Hall doesn't have disabled parking and the staff use the one at the Shire Administration building.

Transport and Movement

- Seniors are satisfied with the provision of footpaths in Brookton. Comments included requirement for a footpath on Corberding road and keeping footpaths cleaner and lopping trees more often.
- Seniors are satisfied with the provision of road signage in Brookton. Comments included a lack of signage for parks and playgrounds and too many unnecessary signs.
- Seniors are neither satisfied nor dissatisfied with the provision of and physical access to public and community transport in Brookton with many seniors unsure about the availability of any public transport, stating that many seniors rely on family and friends for travel arrangements outside of town.

Housing

- Seniors are satisfied with the provision of and physical access to Retirement Village/Senior Housing services in Brookton. Comments included a need to rejuvenate current units, provide more units for couples and 2/3 bedroom units.

Respect and Social Inclusion

- In regards to Grandparents as carers of young children, 60% of respondents advised it is not applicable to them. Of the remaining respondents, in response to accessing the support they need, 55% feel they get 'quite a bit' and 18% felt they get very little or none at all.

Social Participation

- Seniors are satisfied with the provision of and physical access to sport and recreation facilities in Brookton. Comments included a lack of "Stay on your feet" classes in Brookton and an issue with golf and bowls being separated from the other activities
- Seniors are satisfied with the provision of and access to sport and recreation clubs in Brookton.
- Seniors are satisfied with the provision of and physical access to community events and activities in Brookton with mention made of the Old Time Motor Show, CRC and Men's Shed events and the CWA being active.

Communication and Information

- Seniors are satisfied with the provision of information about services and activities in Brookton. Comments included that information is there is you look, information provided by email is good and some clubs don't communicate what is happening at their club well.

Volunteerism and Employment

- Seniors are satisfied with the provision of and physical access to volunteering opportunities with a comment relating to an inability to get volunteers.
- Seniors are neither satisfied nor dissatisfied with the provision of and physical access to employment opportunities, with comments relating to minimal employment opportunities

IMPLEMENTATION AND MONITORING

The Age Friendly Community Plan will be implemented over a five year period and will occur through inclusion of the suggested actions in the Shire's Corporate Business Plan and where resources are required in the Annual Budget and Long Term Financial Plan

There are a number of stakeholders involved in the provision of age friendly communities and a number of factors that influence the experience that seniors have in the community. However the success of the Age Friendly Community Plan will be measured using the Shire's biennial customer satisfaction survey which already has baseline results for many areas. The customer satisfaction survey will also be amended to include specific questions aimed at seniors which target the strategy results.

Results from the customer satisfaction survey will be noted with particular reference to the following areas:

- Community satisfaction with the availability and access to health and medical services.
- Community satisfaction with footpaths and roads
- Community satisfaction with accessibility to Shire owned buildings
- Community satisfaction with the provision and communication of sport and recreation activities for seniors
- Community satisfaction with the communication of Shire information

APPENDIX 1: AGE FRIENDLY COMMUNITY AUDIT REPORT

The Age Friendly Community Audit was conducted during November 2016 using the the Wheatbelt Development Commission's Age Friendly Community Planning Audit Tool which captures information across the eight WHO domains which have been configured to reflect Wheatbelt perspectives. The audit aims to review the age-readiness of the community – mapping and gapping the location, condition and convenience of community and transport infrastructure and services.

APPENDIX 2: SENIOR SATISFACTION SURVEY RESULTS

The survey was designed using the questions from the Wheatbelt Development Commission's Age Friendly Community Planning Audit Tool aimed at determining seniors satisfaction with various aspects of the community.

The survey was available for completion electronically and was circulated through the Shire of Brookton email database and facebook. Hard copies were also made available at the Shire of Brookton Administration Centre, CRC and Nursing Post. Promotion of the survey was included in the Brookton Telegraph as well as the digital promotional forms.

The survey was conducted in late October and early November 2016.

Twenty six survey responses were received, which based on the 2011 census data, this equates to 7.4% of the population aged 55 and over (although one respondent was aged less than 55 years of age).

Upon determining the age at which someone is defined as a senior, it was agreed that it would include anyone older than 55 years of age that identifies themselves as a senior.

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Appendix 1

Age Friendly Community Audit

Brookton

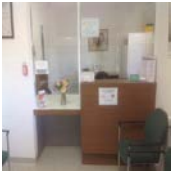



conducted for


Shire of Brookton




This audit was conducted using the Wheatbelt Development Commission's Age Friendly Community Planning Audit Tool which captures information across the 8 World Health Organisation domains which have been configured to reflect Wheatbelt perspectives.



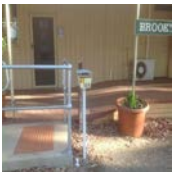





HEALTH AND COMMUNITY SERVICES

Question	Response	Details
GP/Health Centre		
What is the GP Practice name?	Brookton Medical Practice	
What is the address of the GP?	31 Whittington Street Brookton	
Insert a photo of the GP Practice.		
 <p style="text-align: center;">Photo 1</p>		
Is there disability access into the building?	Yes	
<div style="display: flex; justify-content: space-around;">   </div> <p style="display: flex; justify-content: space-around;"> Photo 2 Photo 3 </p>		
Is disability parking available?	Yes	
 <p style="text-align: center;">Photo 4</p>		
Is the GP accessible by public or community transport?	Yes	Community transport only
Are people with seniors' cards bulk billed or provided with a discount?	Yes	Pension card holders are bulk billed
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are at home visits available?	No	
When is the GP open?	Two days per week	

Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	No	Knee 68 Toe 54 Height 76
 <p>Photo 5</p>		
Are seniors satisfied with the provision of GP/Health Centre services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are seniors satisfied with the physical access to GP/Health Centre Services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Hospital		
Hospital 1		
What is the hospital name?	Narrogin Regional Hospital	
Does the hospital have an Emergency service?	Yes	
Is the hospital in your local government area?	No	
Dental		
Is there a dental service within 60 minutes from the town?	Yes	
Is the dental service in your local government area?	No	
Are seniors satisfied with the provision of dental services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	

Are seniors satisfied with the physical access to the dental service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Allied health services		
Allied Service 1		
Please name the service provided.	Silver Chain Primary Health Service	
Insert address of service location.	31 Whittington Street Brookton	
Add a photo of the service location.		
 <p>Photo 6</p>		
Is there disability access into the building?	Yes	
 <p>Photo 7</p>		
Is disability parking available?	Yes	
 <p>Photo 8</p>		
Is the service accessible by public or community transport?	Yes	Community transport only
Are people with seniors' cards provided a discount?	Yes	If seniors are on a GP care plan, they are eligible for 5 free visits per year to any of the allied health services.

Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	N/A	Reception desk is same as for GP practice
Are seniors satisfied with the provision of allied health services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to the allied health services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Pharmacy		
Is there a pharmacy?	Yes	
Insert address of pharmacy.	Brookton Highway Brookton	
Insert a photo of the pharmacy.		
 <p>Photo 9</p>		
Is there disability access into the building?	Yes	Most gophers use access from western end, but there is a significant decline on the verandas near the pharmacy door
   <p>Photo 10 Photo 11 Photo 12</p>		

Is disability parking available?	No	Parking is not marked and is unsealed creating a slip hazard and also has drainage issues during winter
 <p>Photo 13</p>		
Is the service accessible by public or community transport?	N/A	There is no public transport within the townsite
Are people with a seniors card provided with a discount?	Yes	PBS discount pharmaceutical benefit scheme
Does the pharmacy offer a delivery service?	Yes	For older patients, on Saturdays
Are seniors satisfied with the provision of the pharmacy service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	5	
Are seniors satisfied with the physical access to the pharmacy? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	5	
Shopping		
Is there a shopping complex or precinct?	Yes	
Insert address of shopping complex or precinct.	Robinson road Brookton	
Insert photo of shopping complex or precinct.		
 <p>Photo 14</p>		
Is there disability access into the shops?	Yes	IGA has automatically opening door. Brookton Deli and Post office have a heavy door that would not easily provide disabled access. Newsagency and hardware shop have lightweight but not automatic opening entry.











   			
Photo 15	Photo 16	Photo 17	Photo 18
Is disability parking available?	Yes	Disability parking is across the road which may cause difficulties for some people with limited mobility	
 			
Photo 19	Photo 20		
Is the shopping complex or precinct accessible by public or community transport?	N/A		
Are seniors satisfied with the provision of shopping services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4		
Are seniors satisfied with the physical access to the shopping complex or precinct? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4		
Residential Aged Care/Multi-purpose Service			
Is there a Residential Aged Care/Multi-purpose Service?	Yes		
 			
Photo 21	Photo 22		
Insert address of the Residential Aged Care/Multi-purpose Service.	33 Whittington Street, Brookton		
Insert a photo of the Residential Aged Care/Multi-purpose Service.			






Photo 23



Photo 24



Is it designed to dementia standards?	Yes	No, basically secure, Seabrook was meant to be dementia wing, but not really suitable, no nurses' station or activities or food, but facility is secure. \$30,000 Dementia funding applied for recently through R4R.
Is there disability access into the building?	Yes	Not automatic door, additional door can be opened for extra width
 <p>Photo 25</p>		
Is disability parking available?	Yes	
 <p>Photo 26</p>		
Is the facility accessible by public or community transport?	Yes	Community transport only
Is the facility within close distance to the town site?	Yes	
Are GP's able to access the facility for patient visits?	Yes	GP attend on Tuesday and Thursday's whilst attending Brookton for general practice days. Ideally need more time from GP's to best meet the needs of residents
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	2	
Is the service considered affordable?	Yes	







Are seniors satisfied with the provision of the Residential Aged Care/Multi-purpose service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to the Residential Aged Care/Multi-purpose service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Health and Community Care Services (HACC)		
Is a Home and Community Care (HACC) service provided?	Yes	
Which HACC services are provided?	Nursing care, Allied health services like podiatry, physiotherapy and speech pathology, Domestic assistance, including help with cleaning, washing and shopping, Personal care, such as help with bathing, dressing, grooming and eating, Social support including social outings, Home maintenance, Home modifications, Assistance with food preparation in the home, Transport, Assessment, client care coordination and case management, Counselling, information and advocacy services, Centre-based day care, Support for carers including respite services	
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	2	
Are at home assessments available?	Yes	Assessments done by RAS team from Northam
Are there any critical gaps in the HACC services provided?	Delivery of meals is no longer provided	
Are seniors satisfied with the provision of HACC services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	





Home Care		
<p>In general, are the services for home care packages up to level 4 available?</p> <p>1 - Level 1 supports people with basic care needs</p> <p>2 - Level 2 supports people with low-level care needs</p> <p>3 - Level 3 supports people with intermediate care needs</p> <p>4 - Level 4 supports people with high-level care needs</p>	4	
Are there any critical gaps in the home care services provided?	Evening and weekend service not currently available due to not enough hours required to make minimum requirements for a visit to Brookton	
If respite care has been identified as a critical gap, identify which type/s of respite care are not available.	Overnight or weekend respite, Community access respite	
Is palliative care available in the home?	No	
<p>Are seniors satisfied with the provision of Home Care services?</p> <p>1 - Very Dissatisfied</p> <p>2 - Dissatisfied</p> <p>3 - Neither Satisfied nor Dissatisfied</p> <p>4 - Satisfied</p> <p>5 - Very Satisfied</p>	3	
Other seniors care services		
Is there any other seniors care services? (eg. community health clinics, day care centre etc.)	Yes	Silver Chain have a day centre in Pingelly offering a range of activities on Monday and Friday afternoons. Activities offered are cards, scrabble, bingo, carpet bowls and movies as well as afternoon tea. Some community health clinics held by CRC. Response from seniors that a hearing clinic would be good.
Insert address of the service.	Somerset House, 6 Somerset Street, Pingelly	
Insert a photo of the service location.		
<div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p>Photo 27</p> </div> <div style="text-align: center;">  <p>Photo 28</p> </div> <div style="text-align: center;">  <p>Photo 29</p> </div> </div>		
Is there disability access into the building?	Yes	
Is disability parking available?	Yes	










Is the service provider accessible by public or community transport?	Yes	Community transport takes Brookton residents to Pingelly twice a week for day centre sessions
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	2	
Are seniors satisfied with the provision of the service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to the service? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	







OUTDOOR SPACES AND BUILDINGS







Question	Response	Details
Parks and Open Spaces		
Are parks and open spaces adequately provided generally? 1 - Very Poor 2 - Poor 3 - Fair 4 - Good 5 - Excellent	4	
Are parks and open spaces accessible generally? 1 - Very Poor 2 - Poor 3 - Fair 4 - Good 5 - Excellent	4	
Name of park	Pioneer park	
Insert address of park.	Robinson road Brookton	
Insert photo of park.		
<div style="text-align: center;">  <p>Photo 30</p> </div>		
Is there disability access?	Yes	
<div style="text-align: center;">  <p>Photo 31</p> </div>		
Is disability parking available?	Yes	
Is the park accessible by public or community transport?	N/A	
Is the park well shaded?	Yes	
Are there well scattered benches or seating?	Yes	






<div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> Photo 32 Photo 33 </div>		
Is the park well lit?	Yes	
Are there footpaths within the park?	Yes	
 <div style="text-align: center; margin-top: 5px;">Photo 34</div>		
Is the footpath wide enough for wheelchairs/gophers/walking frames?	Adequate for one wheelchair/gopher (1.0m - 1.49m)	
Are pedestrian and cycle access separated?	No	
Are footpaths well maintained and free of obstructions?	Yes	
Name of park	Maddison Square Park	
Insert address of park.	Whittington Street Brookton	
Insert photo of park.		
<div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> Photo 35 Photo 36 </div>		
Is there disability access?	No	Incline from footpath is quite steep up onto grass
 <div style="text-align: center; margin-top: 5px;">Photo 37</div>		
Is disability parking available?	No	Plenty of parking but none specifically marked for disabled
Is the park accessible by public or community transport?	N/A	





Is the park well shaded?	No	
 <p>Photo 38</p>		
Are there well scattered benches or seating?	Yes	
 <p>Photo 39</p>		
Is the park well lit?	No	Street lights nearby
Are there footpaths within the park?	No	Only along the outskirts of the park
Name of park	Memorial park	
Insert address of park.	Brookton highway Brookton	
Insert photo of park.		
 <p>Photo 40</p>		
Is there disability access?	Yes	Mount to path broken and hence uneven
 <p>Photo 41</p>		
Is disability parking available?	No	
Is the park accessible by public or community transport?	N/A	
Is the park well shaded?	Yes	There is some shade opportunities







 		
Photo 42	Photo 43	
Are there well scattered benches or seating?	Yes	
  		
Photo 44	Photo 45	Photo 46
Is the park well lit?	No	There is a light over the BBQ and the park would get some light from the street lights
		
Photo 47		
Are there footpaths within the park?	Yes	Only to the memorial, no footpath to seating
 		
Photo 48	Photo 49	
Is the footpath wide enough for wheelchairs/gophers/walking frames?	Adequate for two wheelchairs/gophers (1.5m or above)	
Are pedestrian and cycle access separated?	No	
Are footpaths well maintained and free of obstructions?	Yes	
Name of park	Lions park	
Insert address of park.	Brookton highway Brookton	
Insert photo of park.		
		
Photo 50		






Is there disability access?	Yes	
Is disability parking available?	Yes	Plenty of parking available although none specifically marked as disabled
Is the park accessible by public or community transport?	N/A	
Is the park well shaded?	Yes	
 <p>Photo 51</p>		
Are there well scattered benches or seating?	No	There is no bench style seating only a raised cement block
 <p>Photo 52</p>		
Is the park well lit?	No	
Are there footpaths within the park?	No	
Name of park	Brookton oval	
Insert address of park.	Brookton highway Brookton	
Insert photo of park.		
  <p>Photo 53 Photo 54</p>		
Is there disability access?	Yes	
  <p>Photo 55 Photo 56</p>		
Is disability parking available?	Yes	






 Photo 57		
Is the park accessible by public or community transport?	N/A	
Is the park well shaded?	No	There are some trees around the boundary
Are there well scattered benches or seating?	Yes	
<div>    </div> <div> Photo 58 Photo 59 Photo 60 </div>		
Is the park well lit?	Yes	
Are there footpaths within the park?	Yes	
<div>   </div> <div> Photo 61 Photo 62 </div>		
Is the footpath wide enough for wheelchairs/gophers/walking frames?	Adequate for one wheelchair/gopher (1.0m - 1.49m)	
Are pedestrian and cycle access separated?	No	
Are footpaths well maintained and free of obstructions?	Yes	
Are seniors satisfied with the provision of parks and open spaces generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to parks and open spaces generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	





Public buildings		
Are seniors satisfied with the provision of public buildings generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to public buildings generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Name of public building	Shire Administration Centre	
Insert address of building.	14 White Street Brookton	
Insert photo of building.		
 <p>Photo 63</p>		
Is there clearly visible directional and identification signage?	Yes	Shrubs around identification sign on front lawn need pruning, directional signage from Brookton Highway
  <p>Photo 64 Photo 65</p>		
Is there clearly visible navigational signage within the building?	N/A	
Is there disability access into the building?	Yes	Door width 835mm Non-automatic opening
  <p>Photo 66 Photo 67</p>		






Is disability parking available?	Yes	
 <p>Photo 68</p>		
Is the building accessible by public or community transport?	N/A	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	No	Reception desk is 1010mm
 <p>Photo 69</p>		
Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)	Yes	Ramp to entry, internal floors all level
Are the floors non-slip?	No	Matt tiles in public area
 <p>Photo 70</p>		
Are there unisex disability accessible toilets?	No	
Name of public building	Memorial Hall	
Insert address of building.	25 White street Brookton	
Insert photo of building.		
 <p>Photo 71</p>		
Is there clearly visible directional and identification signage?	Yes	






 Photo 72		
Is there clearly visible navigational signage within the building?	Yes	
Is there disability access into the building?	Yes	
 Photo 73		
Is disability parking available?	No	
Is the building accessible by public or community transport?	N/A	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	N/A	
Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)	Yes	
 Photo 74		
Are the floors non-slip?	No	Timber flooring
 Photo 75		
Are there unisex disability accessible toilets?	Yes	Door into disabled toilet does not slide/open properly
 Photo 76  Photo 77		

Name of public building	Brookton Aquatic Centre	
Insert address of building.	Brookton highway Brookton	
Insert photo of building.		
 <p>Photo 78</p>		
Is there clearly visible directional and identification signage?	Yes	
  <p>Photo 79 Photo 80</p>		
Is there clearly visible navigational signage within the building?	Yes	
Is there disability access into the building?	Yes	
 <p>Photo 81</p>		
Is disability parking available?	Yes	
 <p>Photo 82</p>		
Is the building accessible by public or community transport?	N/A	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	No	118cm
Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)	No	Only step access into the pool

Are the floors non-slip?	Yes	Mostly paving brick
Are there unisex disability accessible toilets?	No	
Name of public building	WB Eva Pavilion	
Insert address of building.	Brookton highway Brookton	
Insert photo of building.		
<div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p>Photo 83</p> </div> <div style="text-align: center;">  <p>Photo 84</p> </div> </div>		
Is there clearly visible directional and identification signage?	No	The entrance to the pavilion and the oval do not name the pavilion or the oval, there does not appear to be any directional signage
<div style="text-align: center;">  <p>Photo 85</p> </div>		
Is there clearly visible navigational signage within the building?	Yes	
Is there disability access into the building?	Yes	
<div style="text-align: center;">  <p>Photo 86</p> </div>		
Is disability parking available?	Yes	
<div style="text-align: center;">  <p>Photo 87</p> </div>		
Is the building accessible by public or community transport?	N/A	











Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	N/A	
Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)	Yes	
Are the floors non-slip?	No	Parquetry and polished concrete
Are there unisex disability accessible toilets?	Yes	
Name of public building	Brookton CRC - Library	
Insert address of building.	89 Robinson Road Brookton	
Insert photo of building. <div style="display: flex; justify-content: space-around;">   </div>		
Is there clearly visible directional and identification signage?	Yes	
Is there clearly visible navigational signage within the building?		
Is there disability access into the building?	Yes	
Is disability parking available?	No	The disabled parking is at the far end of the car park on the opposite side of the road
Is the building accessible by public or community transport?	N/A	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?		










Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)		
Are the floors non-slip?	Yes	
Are there unisex disability accessible toilets?	No	
Name of public building	Brookton Railway station	
Insert address of building.	Robinson road Brookton	
Insert photo of building.		
<div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around;"> <p>Photo 88</p> <p>Photo 89</p> </div>		
Is there clearly visible directional and identification signage?	Yes	
 <p>Photo 90</p>		
Is there clearly visible navigational signage within the building?	Yes	
Is there disability access into the building?	Yes	
<div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around;"> <p>Photo 95</p> <p>Photo 96</p> </div>		
Is disability parking available?	Yes	
Is the building accessible by public or community transport?	N/A	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	N/A	
















Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)	No	
Are the floors non-slip?	No	
Are there unisex disability accessible toilets?	Yes	
Name of public building	Public Toilets	
Insert address of building.	Robinson Road, Brookton	
Insert photo of building.		
 <p>Photo 93</p>		
Is there clearly visible directional and identification signage?	Yes	Directional and identification signage for public toilets could be improved.
  <p>Photo 90 Photo 91</p>		
Is there clearly visible navigational signage within the building?	Yes	
Is there disability access into the building?	Yes	
  <p>Photo 92 Photo 94</p>		
Is disability parking available?	Yes	
Is the building accessible by public or community transport?	N/A	
Is the front counter/reception desk no higher than 870mm with 800mm knee and toe plate clearances?	N/A	
Is it easy to get around the public areas of the building? (This may include lift access, ramps, wheelchair access doors etc.)	No	

Are the floors non-slip?	No	
Are there unisex disability accessible toilets?	Yes	

TRANSPORT AND MOVEMENT

Question	Response	Details
Pedestrian Movement		
Are there accessible, sloping curbs at pedestrian crossings?	Yes	
 <p>Photo 97</p>		
Are there any pedestrian crossings that require attention?	Yes	<p>Pedestrian crossing at Coote Motors on Robinson road. There is ramp access to cross the road close to the junction with Brookton highway but the ramps do not line up and are too close to the junction. Pedestrians should be encouraged with signage to cross at the next pedestrian crossing further south. Or remove the ramps closer to the junction.</p> <p>There are no pedestrian crossing ramps across Brookton highway at either McGrath St or Gaynor Street</p>
<div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="text-align: center;">  <p>Photo 98</p> </div> <div style="text-align: center;">  <p>Photo 99</p> </div> <div style="text-align: center;">  <p>Photo 100</p> </div> <div style="text-align: center;">  <p>Photo 101</p> </div> <div style="text-align: center;">  <p>Photo 102</p> </div> <div style="text-align: center;">  <p>Photo 103</p> </div> <div style="text-align: center;">  <p>Photo 104</p> </div> <div style="text-align: center;">  <p>Photo 105</p> </div> <div style="text-align: center;">  <p>Photo 106</p> </div> </div>		
Identify any pedestrian crossings that are not considered adequate and describe the issue.		<p>Crossing Williams street at Brookton highway junction. The sealed footpath heading west from the railway crossing, does not connect to the pedestrian crossing ramps on Williams St, it stops at a culvert. The footpath coming along Brookton highway from the east abruptly ends. To continue heading east after crossing Williams street, a person must travel an unsealed path</p>

Are seniors satisfied with the provision of footpaths generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are the footpaths wide enough for wheelchairs/gophers/walking frames generally?	Adequate for one wheelchair/gopher (1.0m - 1.49m)	
Are pedestrian and cycle access separated generally?	No	Some footpaths are dual use
Are footpaths well maintained and free of obstructions generally?	Yes	
Are footpaths well-lit generally?	Yes	Most footpaths are lit by street lights
Is there adequate seating along major pedestrian routes?		
Are there adequate footpaths provided on key access routes generally (eg. Residential to facilities etc.)	Yes	There is no footpath on Corberding road, this is an issue because of access to the only B&B in town. This would also provide access to the adjacent reserve. There is no footpath on McGrath street either and this would need to link the footpath on Corberding road back to the footpath along the highway that leads to the town centre. Or continue the footpath along Corberding road to the park and construct a footpath along Gaynor Street to connect back to the highway. There is no footpath from the highway around to the BBQ at Memorial park
<div>       </div> <div>    </div>		
Are pedestrian crossings adequately provided generally?	Yes	There is no pedestrian crossing to cross Brookton Highway near Robinson road. Consider installing entry/exit points on each side of the highway.

				
Photo 116	Photo 117	Photo 118	Photo 119	Photo 120
Are there pedestrian crossings on key access routes? (eg. To community services and public facilities)		Yes		
Are there any footpaths that require attention?		Yes		
				
Photo 121	Photo 122	Photo 123	Photo 124	Photo 125
Identify any footpaths that require attention and describe the issue.		Montgomery street is cement slabs and these are lifting in many places creating a trip hazard. Sealed access over the culvert at the King Street playground is needed to prevent to a slip hazard. The bridge on the rail reserve near The Brookton highway crossing is in need of repair.		
Road Signage				
Are seniors satisfied with the provision of road signage generally? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied		4		
Are traffic signs visible and well placed generally?		Yes	Directional signage for Main Street buildings is faded and hard to read. Directional signage on White St has outdated information such as the inclusion of Saddleback lodge. Signpost references to the medical/health centre are inconsistent.	
				
Photo 126	Photo 127	Photo 128	Photo 129	Photo 130

Public and Community Transport		
Is public transport available?	Yes	TransWA bus daily
Is the pick up at a convenient location?	Yes	
Insert address of pick up location.	Stumpy's roadhouse	
Is sheltered seating available at the pickup location?	Yes	
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	1	
Is there any other form of community transportation available? (eg. Community bus, HACC transport)	Yes	The Shire owns a community bus that people can hire. A wheelchair accessible bus is available for hire from Friends of Kalkarni and HACC have their own bus to transport clients for recreational activities.
What are the other forms of community transportation?	A CATS service is available from Narrogin to take people to appointments in Perth. Silver Chain encourage their clients to use this.	
Is the service promoted in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	1	
Is a taxi service available?	No	
Are seniors satisfied with the provision of public and community transport? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	
Are seniors satisfied with the physical access to public and community transport? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	3	

HOUSING

Question	Response	Details
Housing Stock		
Is there sufficient suitable housing to meet the needs of the ageing population in the future? (eg. Smaller homes, 2-3 bedroom, single story, wider entrances, located close to services)	No	There are two sets of age specific independent living units. There are 3 units on Whittington Street, known as Mokine cottages built in 2004 and 8 on White street built in the 1970s
Identify the critical gaps in the quality of housing stock, describe the characteristics.	The ILUs at White street are very old and would not meet current in universal access guidelines. They are also all only 1 bedroom units. These would generally only be suitable for low income, single retirees. Some seniors in the community reside in substandard accommodation, but cannot afford or cannot sell their property to allow them to move to more suitable accommodation. The three ILUs at Mokine are of a good quality but still do not meet some of the current universal access requirements.	
Identify the critical gaps in the quantity of housing stock, describe the shortfall.	All ILUs in Brookton are occupied with a waiting list. Silver Chain have advised that they have clients that should/could move into an ILU if a suitable one was available. Feedback from the next generation of Seniors is that they are wanting higher quality and bigger accommodation than the units in White street can provide.	
Maintenance and adaptation services		
Are sufficient and affordable home maintenance and adaptation services available?	No	Feedback indicates that it is difficult for non HACC clients to secure home maintenance services locally. Some adaptation services are available through Silver Chain either through HACC or the occupational therapist through the community aids and equipment program. The OT described some instances on seniors showering on the floor.
Housing security		
What is the population with insecure tenancy arrangements aged over 70?		
Retirement Village/Seniors Housing		
Are seniors satisfied with the provision of Retirement Village/Senior Housing services? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied	4	

5 - Very Satisfied		
Are seniors satisfied with the physical access to the Retirement Village/Senior Housing? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Is there a Retirement Village/Seniors Housing precinct?	Yes	
Insert address of Retirement Village/Seniors Housing precinct.		
Insert photo of Retirement Village/Seniors Housing precinct.		
Is there disability access into the village/precinct?	Yes	
Is disability parking available?	No	
Is the village/precinct accessible by public or community transport?	Yes	Community transport only
Is the village/precinct close to services and the community?	Yes	

SPORT AND RECREATION

Question	Response	Details
Facilities		
Is there an adequate range of sporting and recreation facilities that cater for people across a range of abilities?	Yes	
Are the sport and recreation facilities accessible?	Yes	
Are seniors satisfied with the provision of sport and recreation facilities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to sport and recreation facilities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Clubs		
Are seniors actively involved in local sport and recreation clubs? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Are seniors satisfied with the provision of sport and recreation clubs? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to sport and recreation clubs? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	

SOCIAL PARTICIPATION

Question	Response	Details
Volunteering		
Is there a range of flexible volunteering opportunities to suit different interests? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	5	
Are volunteering opportunities well promoted? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are volunteers provided with training and guidance? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are senior volunteers recognised through awards and special events?	Yes	Kalkarni recognise their volunteers with certificates and afternoon teas.
Are seniors satisfied with provision of volunteering opportunities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to volunteering opportunities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	

Community events and activities		
Are seniors satisfied with the provision of community events and activities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are seniors satisfied with the physical access to community events and activities? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Are activities free or low cost?	Yes	
Are activities well spread, at a variety of locations? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are activities held at convenient locations? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Are activities accessible by community or public transport?	Yes	
Are activities at night well lit?	N/A	Very few activities held at night
Are activities held often enough? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are activities held throughout the year? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	

<p>Are activities interesting and varied to appeal to a range of people?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	4
<p>Are activities well promoted in the community?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	4
Employment	
<p>Are flexible and appropriately paid opportunities available for senior workers?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	2
<p>Are seniors discriminated against on the basis of age?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	1
<p>Are seniors encouraged to take up self-employment opportunities generally?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	2
<p>Is training provided for post-retirement options?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3
<p>Do workplaces meet the needs of people with a disability generally?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	4

<p>Are seniors satisfied with provision of employment opportunities?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3
<p>Are seniors satisfied with the physical access to employment opportunities?</p> <p>1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied</p>	3
Grandparents/older care givers of young children	
<p>Do grandparents/older care givers of young children feel they can access the support they need?</p> <p>1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal</p>	3
Identify any critical gaps.	

RESPECT AND SOCIAL INCLUSION

Question	Response	Details
Respect and Social Inclusion		
Are seniors visible in the local media? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Are seniors recognised for their contributions in the local community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Do seniors feel well respected by younger people? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	5	
Do seniors feel included in the community? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	
Are seniors involved in school activities? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	4	

COMMUNICATION AND INFORMATION

Question	Response	Details
Communication and Information		
Are seniors satisfied with the provision of information about services and activities in their community? 1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied	4	
Computers and Internet		
Do seniors have home computers?	Yes	Not many HACC clients have computers, but most at the focus group did.
Do seniors have access to the internet?	Yes	
Can seniors obtain assistance to access computers and the internet?	Yes	Available at the CRC
Health Promotion		
Are there any Health Promotion activities aimed at Seniors? 1 - Not at all 2 - Very little 3 - Somewhat 4 - Quite a bit 5 - A great deal	3	
Identify any critical gaps.		

Media

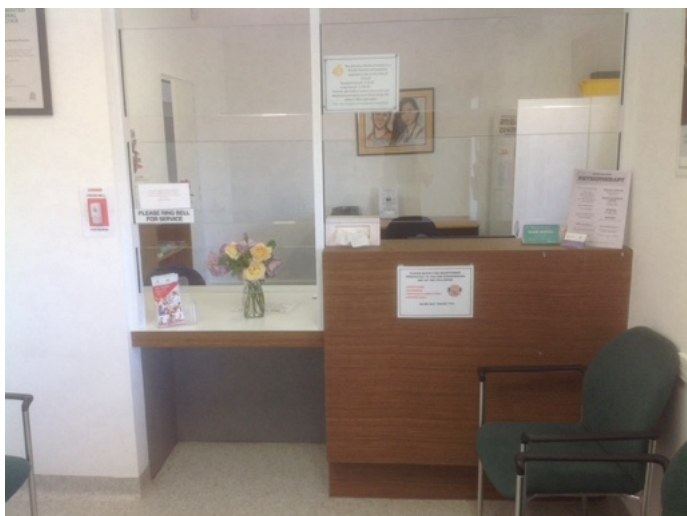


Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6



Photo 7



Photo 8



Photo 9



Photo 10



Photo 11



Photo 12



Photo 13



Photo 14



Photo 15



Photo 16



Photo 17



Photo 18



Photo 19



Photo 20



Photo 21



Photo 22



Photo 23



Photo 24



Photo 25



Photo 26



Photo 27



Photo 28



Photo 29



Photo 30



Photo 31



Photo 32



Photo 33



Photo 34



Photo 35



Photo 36



Photo 37



Photo 38



Photo 39



Photo 40



Photo 41



Photo 42



Photo 43



Photo 44



Photo 45



Photo 46



Photo 47



Photo 48



Photo 49



Photo 50



Photo 51



Photo 52



Photo 53



Photo 54



Photo 55



Photo 56



Photo 57



Photo 58



Photo 59



Photo 60



Photo 61



Photo 62



Photo 63



Photo 64



Photo 65



Photo 66



Photo 67



Photo 68



Photo 69



Photo 70



Photo 71



Photo 72



Photo 73



Photo 74



Photo 75



Photo 76



Photo 77



Photo 78



Photo 79



Photo 80



Photo 81



Photo 82



Photo 83



Photo 84



Photo 85



Photo 86



Photo 87



Photo 88



Photo 89



Photo 90



Photo 91



Photo 92



Photo 93



Photo 94



Photo 95



Photo 96



Photo 97



Photo 98



Photo 99



Photo 100



Photo 101



Photo 102



Photo 103



Photo 104



Photo 105



Photo 106



Photo 107



Photo 108



Photo 109



Photo 110



Photo 111



Photo 112



Photo 113



Photo 114



Photo 115



Photo 116



Photo 117



Photo 118



Photo 119



Photo 120



Photo 121



Photo 122



Photo 123



Photo 124



Photo 125



Photo 126



Photo 127



Photo 128



Photo 129



Photo 130

APPENDIX 2



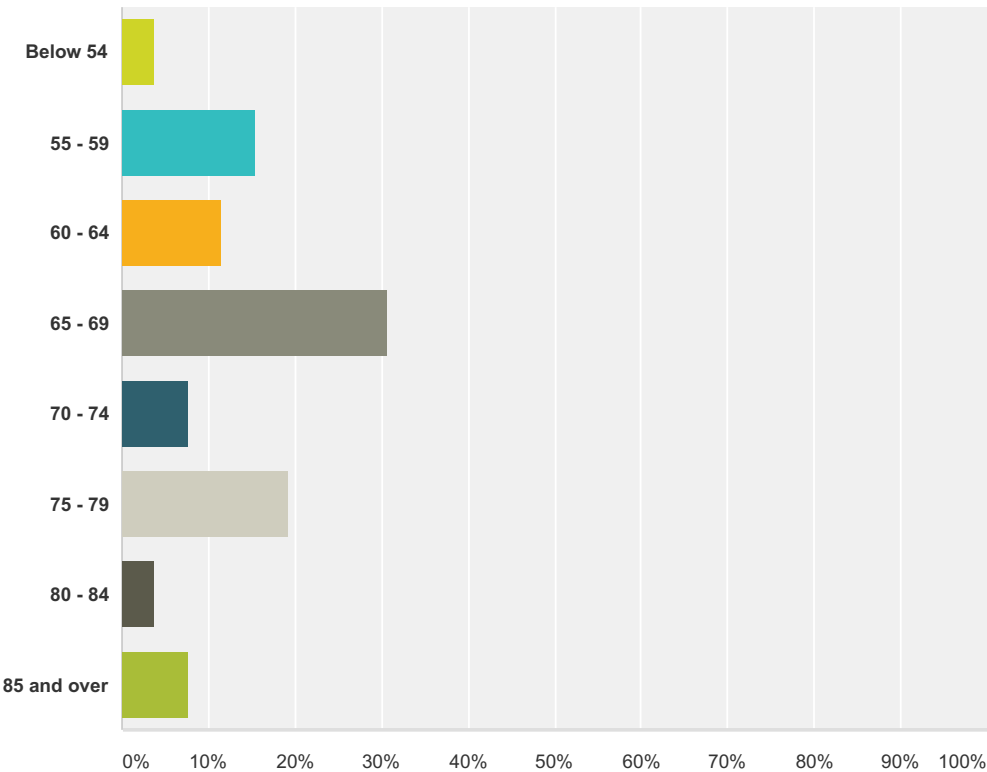
SHIRE OF
BROOKTON

SENIORS SATISFACTION SURVEY RESULTS

November 2016

Q1 Please select your age category?

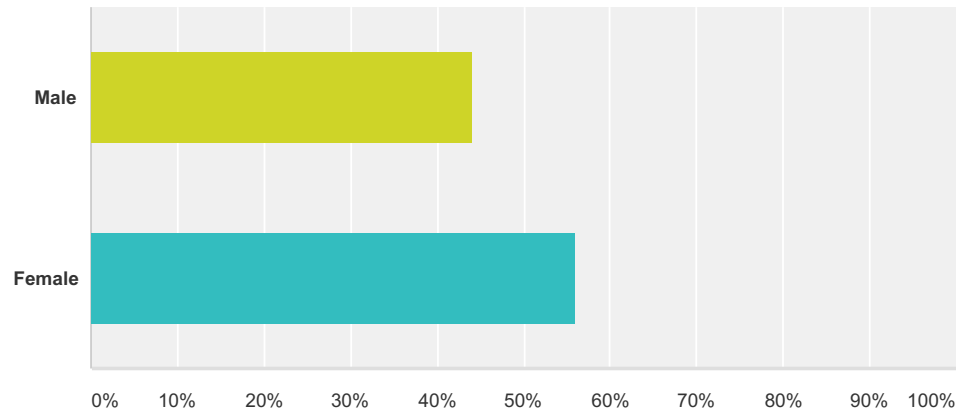
Answered: 26 Skipped: 0



Answer Choices	Responses
Below 54	3.85%1
55 - 59	15.38%4
60 - 64	11.54%3
65 - 69	30.77%8
70 - 74	7.69%2
75 - 79	19.23%5
80 - 84	3.85%1
85 and over	7.69%2
Total	26

Q2 Please indicate your gender?

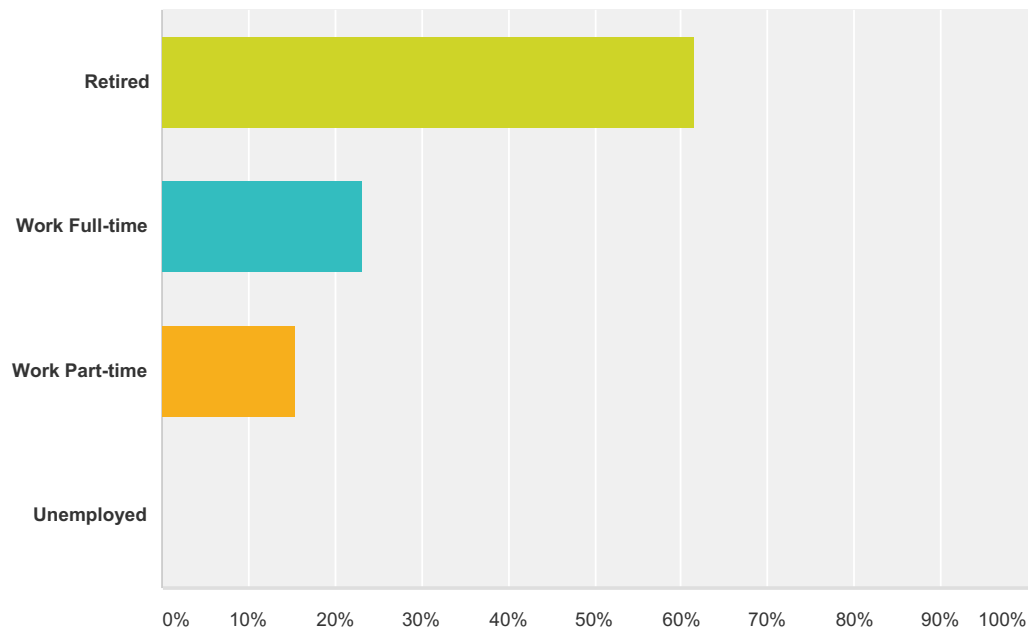
Answered: 25 Skipped: 1



Answer Choices	Responses	
Male	44.00%	11
Female	56.00%	14
Total		25

Q3 Please indicate your current employment status?

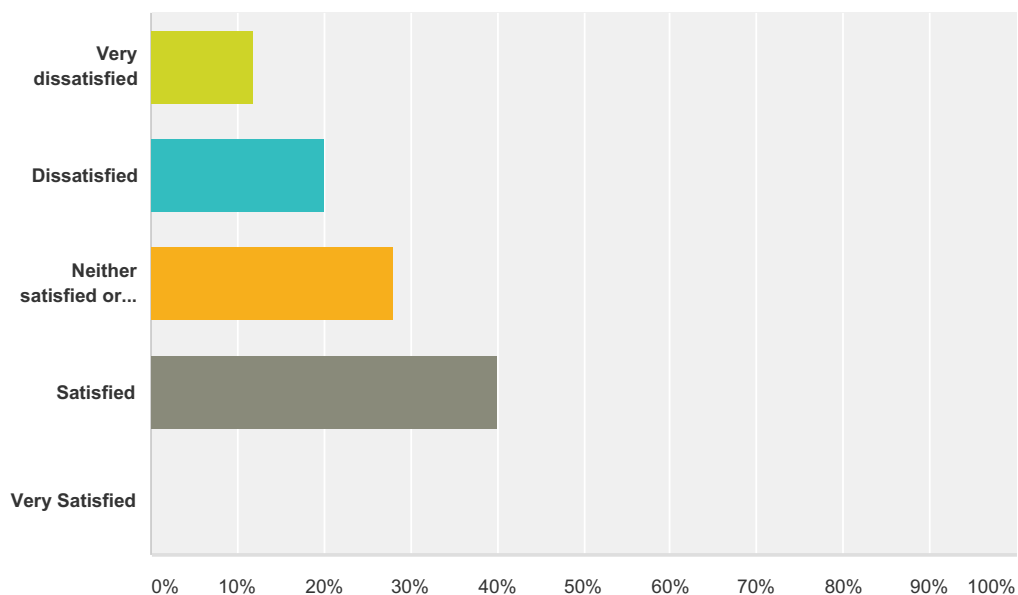
Answered: 26 Skipped: 0



Answer Choices	Responses	
Retired	61.54%	16
Work Full-time	23.08%	6
Work Part-time	15.38%	4
Unemployed	0.00%	0
Total		26

Q4 Are you satisfied with the provision of GP/Health Centre services in Brookton?

Answered: 25 Skipped: 1

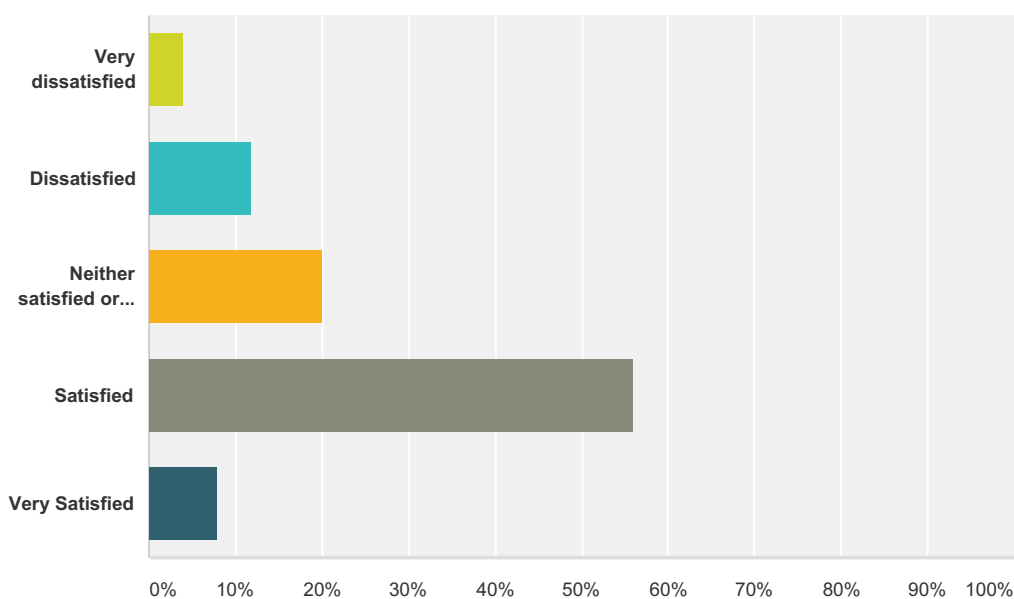


Answer Choices	Responses
Very dissatisfied	12.00% 3
Dissatisfied	20.00% 5
Neither satisfied or dissatisfied	28.00% 7
Satisfied	40.00% 10
Very Satisfied	0.00% 0
Total	25

#	Optional further comment	Date
1	One person role-holder creates problems when that person is sick or absent for any reason	11/13/2016 12:24 PM
2	N/A	10/27/2016 12:24 PM
3	only 2 days per week, have to travel if fall sick on the wrong day	10/25/2016 6:43 AM
4	Did not have a good experience with doctor, probably should try again one day	10/25/2016 6:21 AM
5	Do not use this service	10/24/2016 10:14 PM

Q5 Are you satisfied with the physical access to GP/Health Centre services in Brookton?

Answered: 25 Skipped: 1

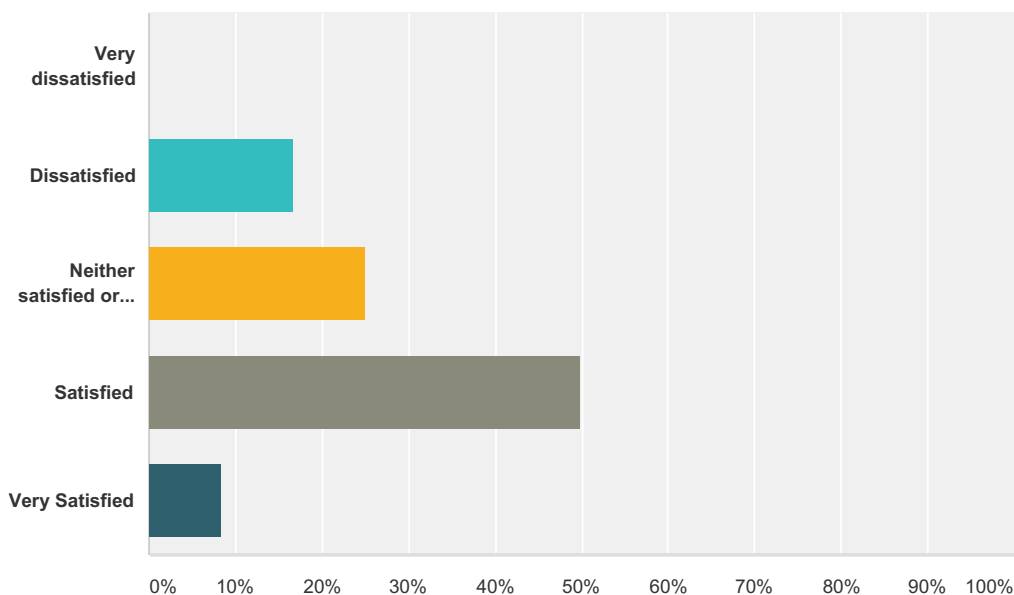


Answer Choices	Responses
Very dissatisfied	4.00% 1
Dissatisfied	12.00% 3
Neither satisfied or dissatisfied	20.00% 5
Satisfied	56.00% 14
Very Satisfied	8.00% 2
Total	25

#	Optional further comment	Date
1	Parking can be a problem on days when more than one service is in operation	11/13/2016 12:24 PM
2	do not use this service	10/24/2016 10:14 PM
3	Very difficult question - do you mean actual access from the car park or do you mean getting from your home to the facilities?	10/24/2016 3:26 PM

Q6 Are you satisfied with the provision of Nursing Post services in Brookton?

Answered: 24 Skipped: 2

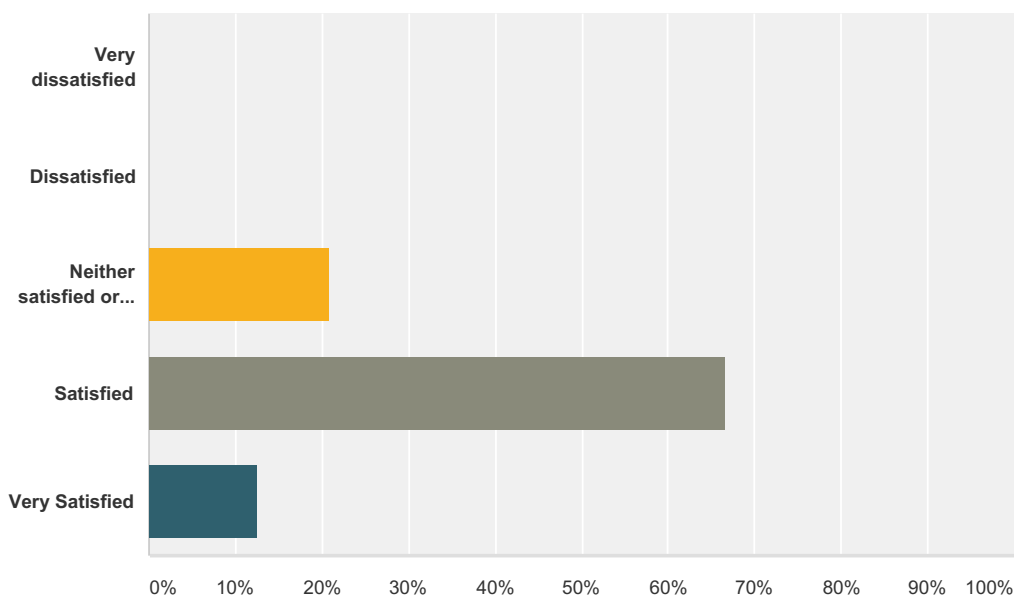


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	16.67% 4
Neither satisfied or dissatisfied	25.00% 6
Satisfied	50.00% 12
Very Satisfied	8.33% 2
Total	24

#	Optional further comment	Date
1	This service would work better with two people on duty	11/13/2016 12:24 PM
2	limited Hours	10/28/2016 5:41 AM
3	3 times have been and not there have been put through to Health Direct from speaker at front	10/25/2016 6:43 AM
4	Employees need to be given the chance to update their knowledge on a regular basis	10/25/2016 6:21 AM
5	do not use this service	10/24/2016 10:14 PM
6	Once again - when they are there it is excellent but they are not there all the time	10/24/2016 3:26 PM

Q7 Are you satisfied with the physical access to Nursing Post services in Brookton?

Answered: 24 Skipped: 2

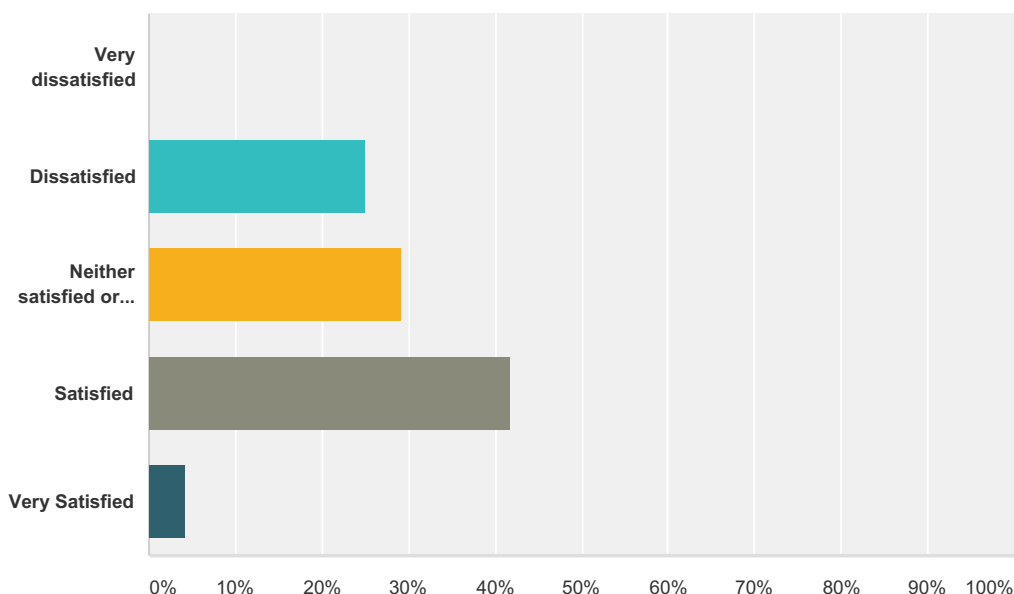


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neither satisfied or dissatisfied	20.83% 5
Satisfied	66.67% 16
Very Satisfied	12.50% 3
Total	24

#	Optional further comment	Date
1	I work at the Nursing post so unable to answer	10/27/2016 11:56 AM
2	Once again do you mean from the car park or from your place of abode - not easy from your place of abode as there is a lack of people to be able to take you	10/24/2016 3:26 PM

Q8 Are you satisfied with the provision of Dental services within 60 minutes from Brookton

Answered: 24 Skipped: 2

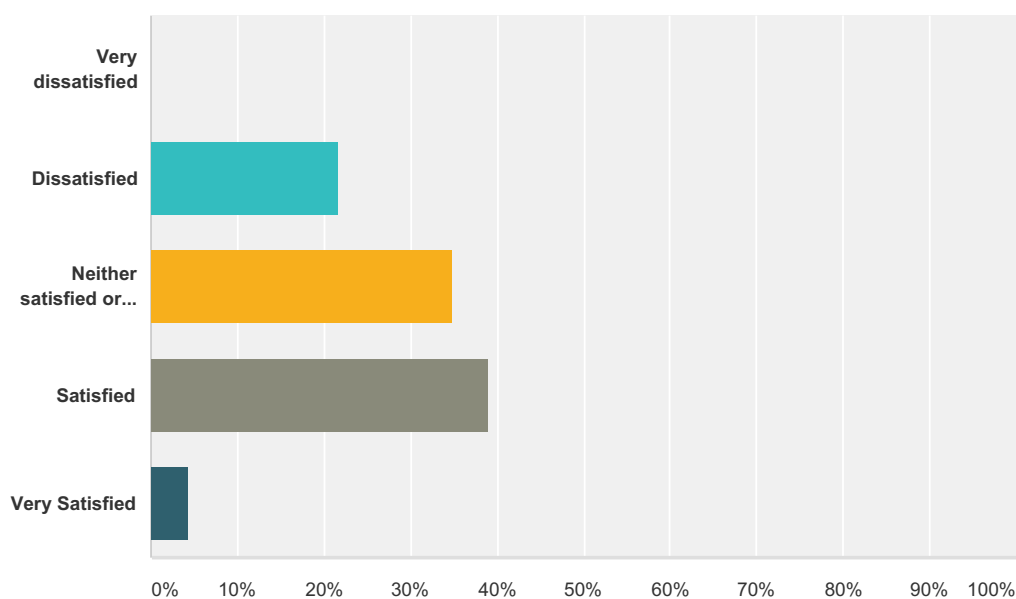


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	25.00% 6
Neither satisfied or dissatisfied	29.17% 7
Satisfied	41.67% 10
Very Satisfied	4.17% 1
Total	24

#	Optional further comment	Date
1	We once had a visiting dentist in Brookton, why not now?	11/13/2016 12:24 PM
2	not aware of this service	11/3/2016 12:18 PM
3	N/A	10/27/2016 12:24 PM
4	The lack of public transport from Brookton makes a trip of 60 minutes a barrier for those who dont have a vehicle and rely on others for transport.	10/27/2016 11:56 AM
5	Go to Perth	10/25/2016 6:43 AM
6	do not use this service	10/24/2016 10:14 PM
7	Dentist at Pingelly	10/24/2016 3:50 PM

Q9 Are you satisfied with the physical access to Dental services within 60 minutes of Brookton?

Answered: 23 Skipped: 3

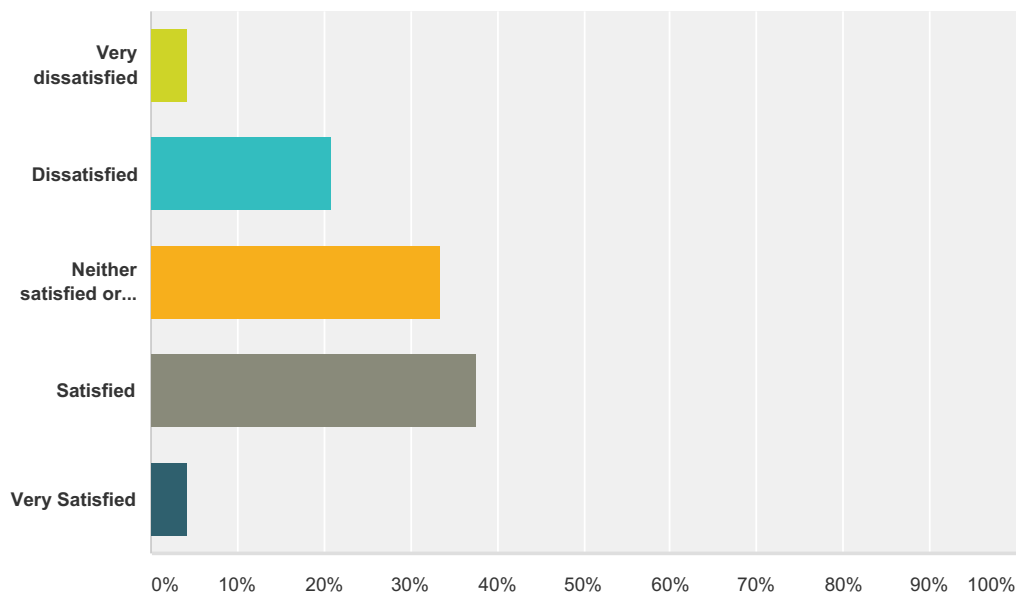


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	21.74% 5
Neither satisfied or dissatisfied	34.78% 8
Satisfied	39.13% 9
Very Satisfied	4.35% 1
Total	23

#	Optional further comment	Date
1	not aware	11/3/2016 12:18 PM
2	N/A	10/27/2016 12:24 PM
3	for the same reasons above	10/27/2016 11:56 AM
4	do not use this service	10/24/2016 10:14 PM

Q10 Are you satisfied with the provision of allied health services in Brookton? e.g. Occupational Therapy, Podiatry, Physiotherapy

Answered: 24 Skipped: 2

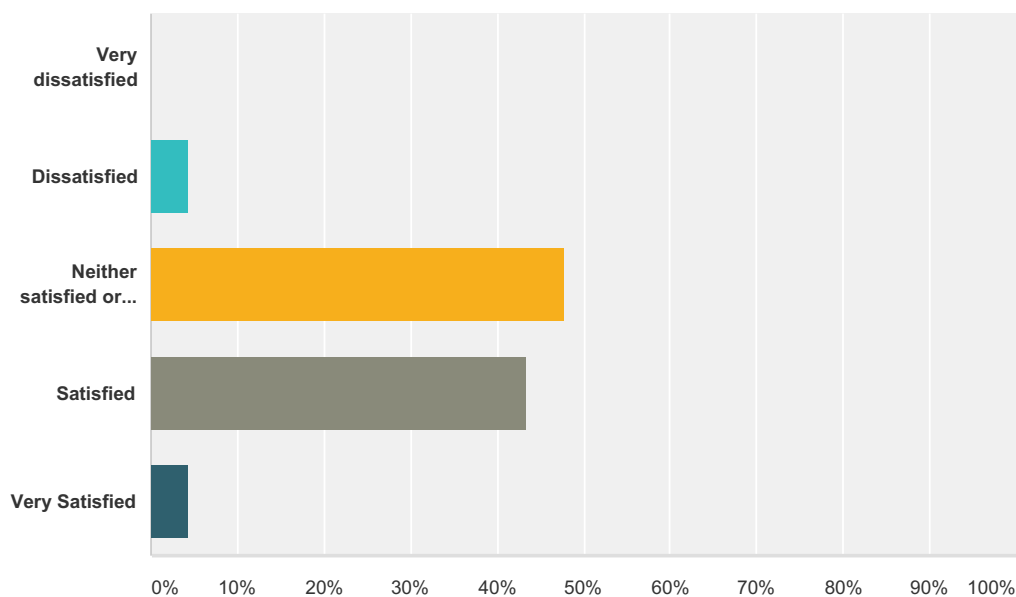


Answer Choices	Responses
Very dissatisfied	4.17% 1
Dissatisfied	20.83% 5
Neither satisfied or dissatisfied	33.33% 8
Satisfied	37.50% 9
Very Satisfied	4.17% 1
Total	24

#	Optional further comment	Date
1	not aware..use beverley	11/3/2016 12:18 PM
2	Although the some of these services are not bulk billed they can be accessed via a plan with your GP.	10/27/2016 11:56 AM
3	had no need to use yet	10/25/2016 10:44 PM
4	Are there regular days? Nurse is good but not sure about other services	10/25/2016 6:43 AM
5	Have to go to PIngelly to get government funded physiotherapy, Podiatry expensive	10/25/2016 6:21 AM
6	do not use this service	10/24/2016 10:14 PM
7	nobody bothers to reply to calls made to them	10/24/2016 6:36 PM
8	not enough for people in the home	10/24/2016 3:50 PM
9	They do not come often enough	10/24/2016 3:26 PM
10	N/A	10/24/2016 3:17 PM

Q11 Are you satisfied with the physical access to allied health services in Brookton?

Answered: 23 Skipped: 3

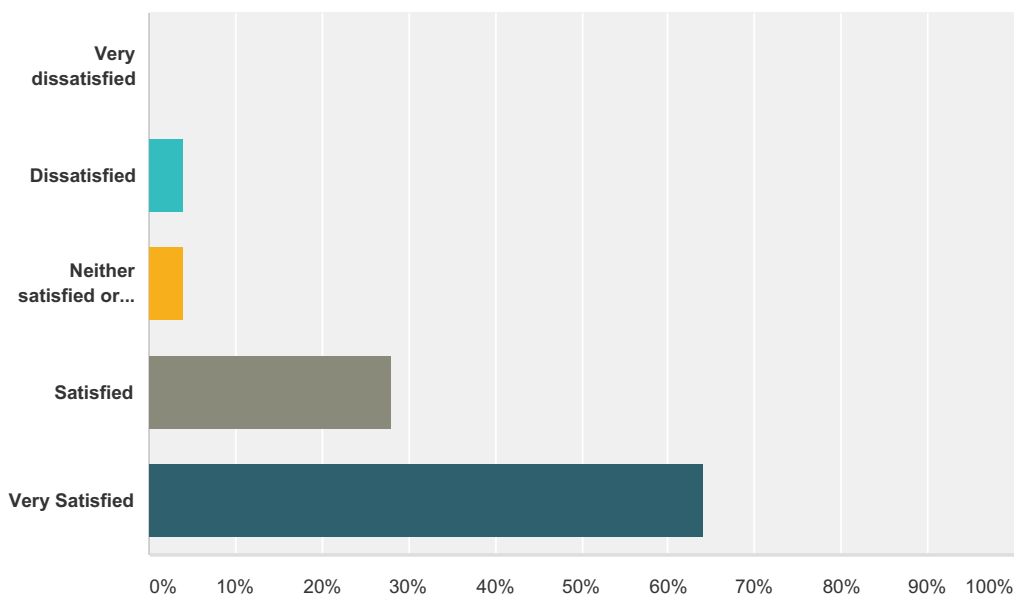


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	4.35% 1
Neither satisfied or dissatisfied	47.83% 11
Satisfied	43.48% 10
Very Satisfied	4.35% 1
Total	23

#	Optional further comment	Date
1	N/A	10/27/2016 12:24 PM
2	do not use this service	10/24/2016 10:14 PM
3	If it is transport then no if it is actual access to the building yes	10/24/2016 3:26 PM
4	N/A	10/24/2016 3:17 PM

Q12 Are you satisfied with the provision of pharmacy services in Brookton?

Answered: 25 Skipped: 1

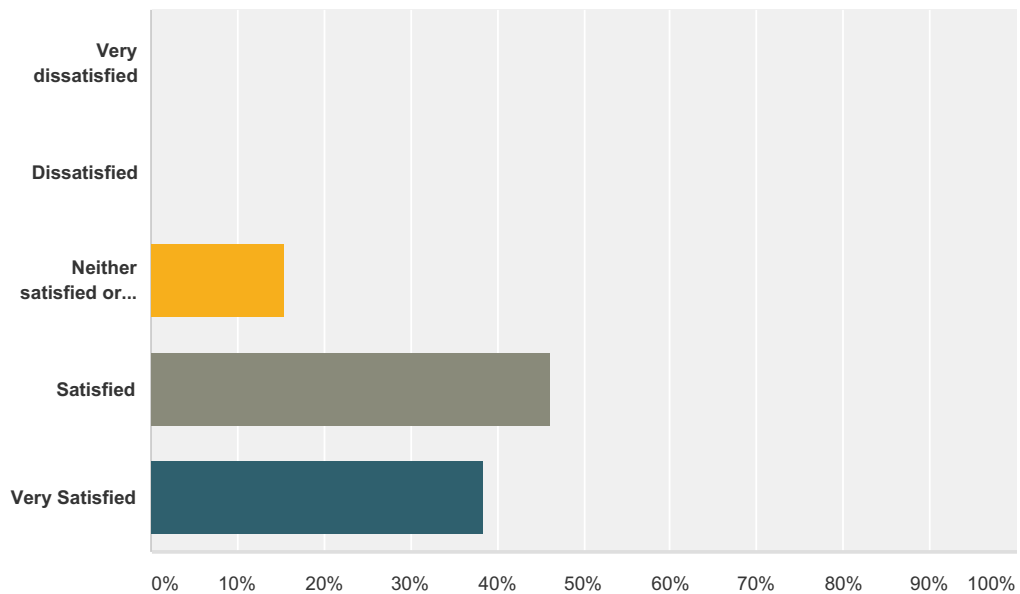


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	4.00% 1
Neither satisfied or dissatisfied	4.00% 1
Satisfied	28.00% 7
Very Satisfied	64.00% 16
Total	25

#	Optional further comment	Date
1	Rami does a great job, very helpful	10/25/2016 6:43 AM
2	We have an excellent pharmacist who goes out of his way to please	10/25/2016 6:21 AM
3	do not use this seervice	10/24/2016 10:14 PM
4	Utilise Pingelly Pharmacy for Nursing Home	10/24/2016 3:50 PM

Q13 Are you satisfied with the physical access to pharmacy services in Brookton?

Answered: 26 Skipped: 0

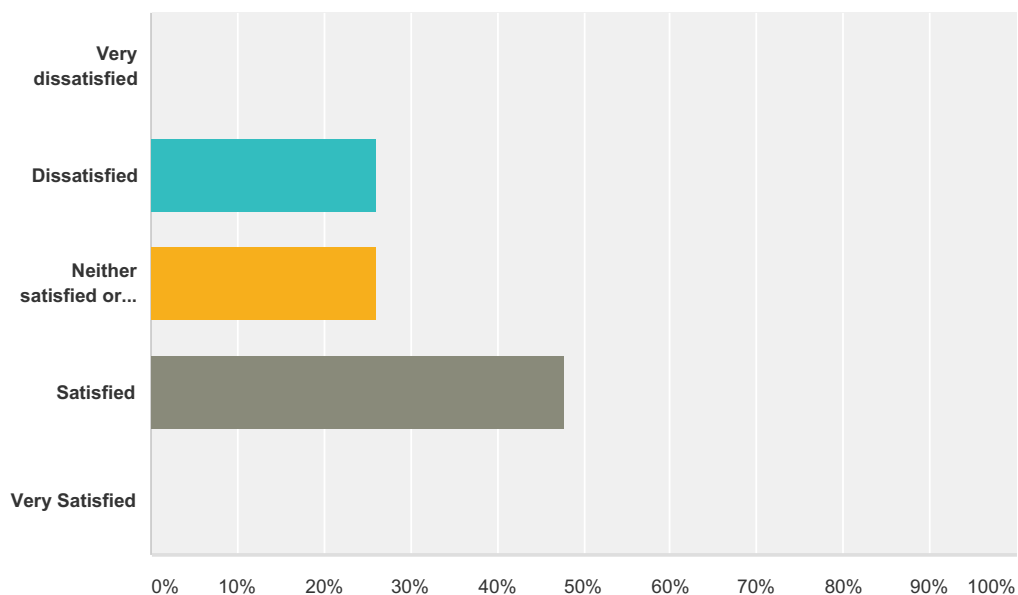


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neither satisfied or dissatisfied	15.38% 4
Satisfied	46.15% 12
Very Satisfied	38.46% 10
Total	26

#	Optional further comment	Date
1	do not use this service	10/24/2016 10:14 PM

Q14 Are you satisfied with the provision of shopping services in Brookton?

Answered: 23 Skipped: 3

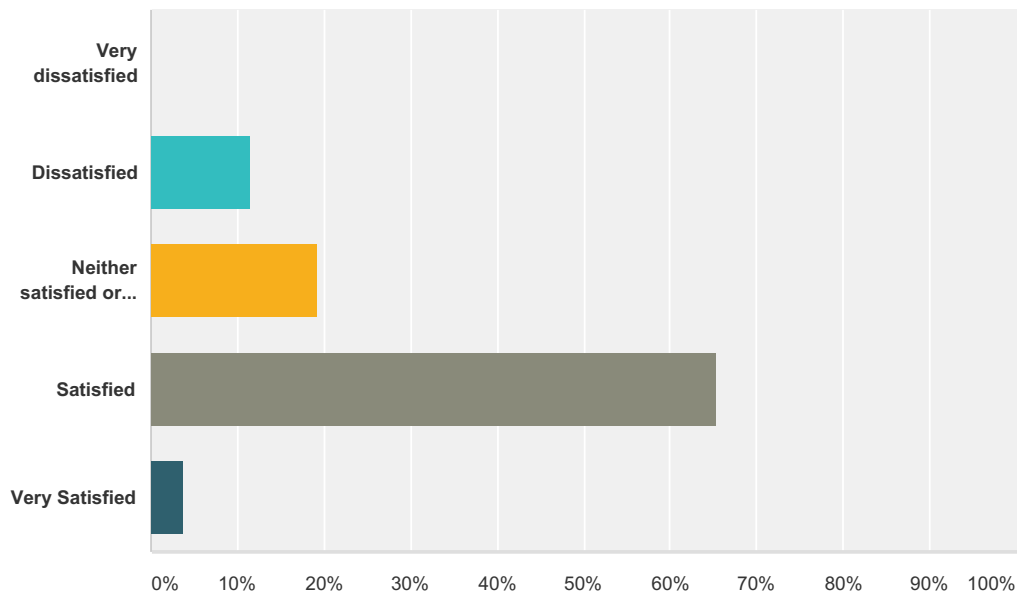


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	26.09% 6
Neither satisfied or dissatisfied	26.09% 6
Satisfied	47.83% 11
Very Satisfied	0.00% 0
Total	23

#	Optional further comment	Date
1	Do you mean Silver Chain bus that takes seniors to the shops? I don't use that yet	11/13/2016 12:24 PM
2	use kelmscott	11/3/2016 12:18 PM
3	very basic grocery	10/28/2016 5:41 AM
4	Delivery service when sick would be good	10/25/2016 6:43 AM
5	Would be nice if we had a "supa" iga and also a shoe/drapery shop	10/25/2016 6:21 AM

Q15 Are you satisfied with the physical access to shopping services in Brookton?

Answered: 26 Skipped: 0

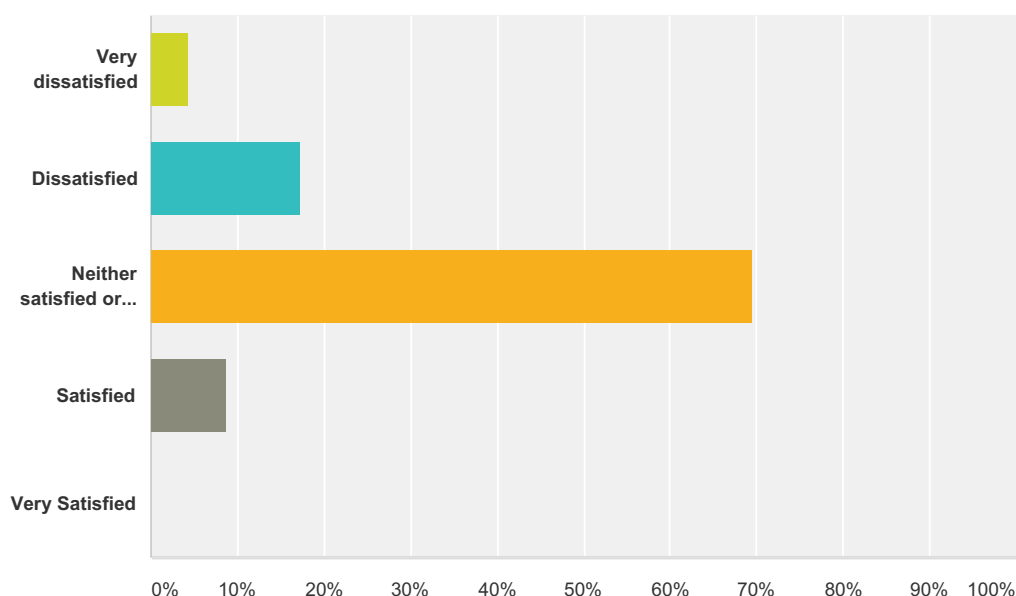


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	11.54% 3
Neither satisfied or dissatisfied	19.23% 5
Satisfied	65.38% 17
Very Satisfied	3.85% 1
Total	26

#	Optional further comment	Date
1	Not available on weekends	10/24/2016 3:50 PM

Q16 Are you satisfied with the provision of HACC (Home and Community Care) services in Brookton?

Answered: 23 Skipped: 3

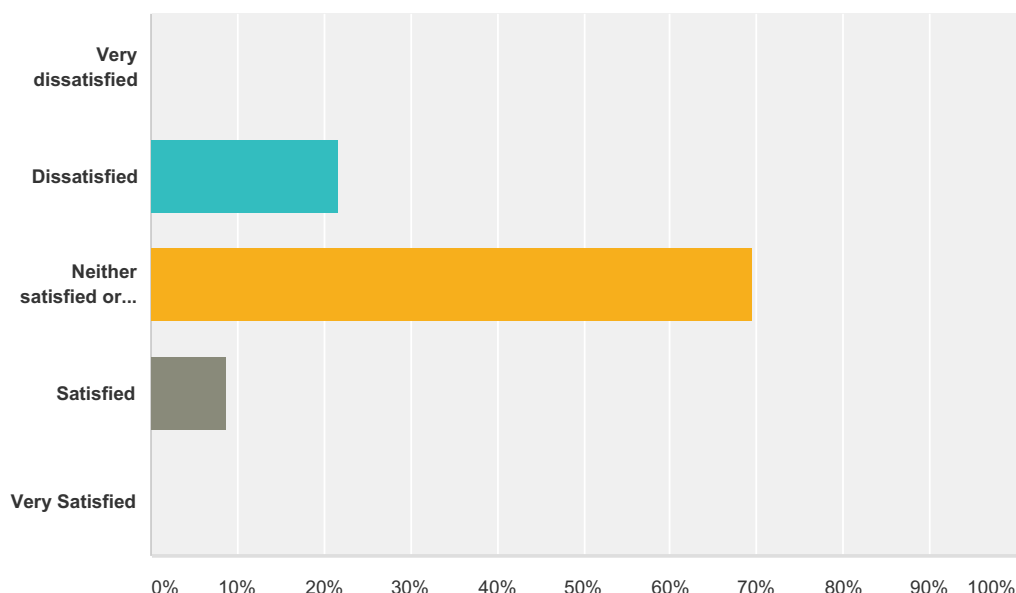


Answer Choices	Responses
Very dissatisfied	4.35% 1
Dissatisfied	17.39% 4
Neither satisfied or dissatisfied	69.57% 16
Satisfied	8.70% 2
Very Satisfied	0.00% 0
Total	23

#	Optional further comment	Date
1	I don't need these services yet	11/13/2016 12:24 PM
2	If people are unaware of services they can apply for they can speak to their Gp or Nurse at Silver Chain.	10/27/2016 11:56 AM
3	No need to use yet	10/25/2016 10:44 PM
4	What happened to Meals on Wheels, when I rang Kim Wilkinson about Silver Chain no longer having this service and moving their offices to Pingelly I was told Brookton could not have every thing and we had the bin.	10/25/2016 7:13 AM
5	no one in the family uses it at this stage	10/25/2016 6:43 AM
6	Currently don't need to use	10/25/2016 6:21 AM
7	do not use this service	10/24/2016 10:14 PM
8	They seem to doing less and less hours for people	10/24/2016 6:36 PM
9	N/A	10/24/2016 3:17 PM

Q17 Are you satisfied with the provision of Home Care services in Brookton? (Home Care Packages are a co-ordinated package of services tailored to meet your specific care needs to: help you stay in your own home as you get older)

Answered: 23 Skipped: 3

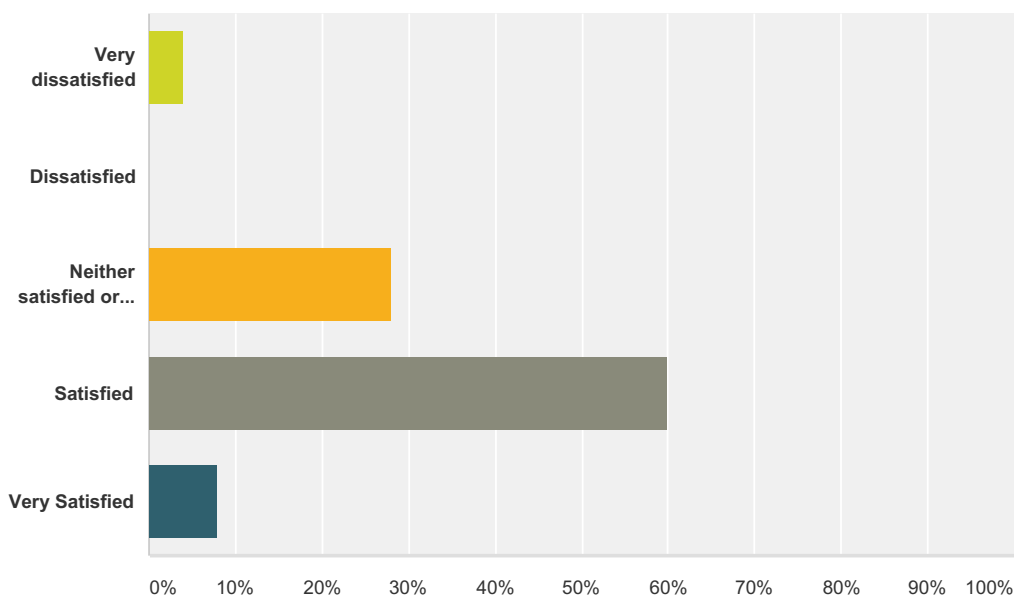


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	21.74% 5
Neither satisfied or dissatisfied	69.57% 16
Satisfied	8.70% 2
Very Satisfied	0.00% 0
Total	23

#	Optional further comment	Date
1	dont require these services	11/3/2016 12:18 PM
2	lack of staff and no staff on weekends	10/28/2016 5:41 AM
3	People may need further information regarding what they are eligible for .	10/27/2016 11:56 AM
4	no need to use yet	10/25/2016 10:44 PM
5	We use to have HACC in Brookton once which was rang to support our senior now we have Silver Chain which takes our clients to Pingelly for all its social events. All because our Shire could not be bothered with the running of HACC	10/25/2016 7:13 AM
6	Currently don't use	10/25/2016 6:21 AM
7	haven't used them	10/24/2016 3:50 PM
8	N/A	10/24/2016 3:17 PM

Q18 Are you satisfied with the provision of Residential Aged Care services in Brookton?

Answered: 25 Skipped: 1

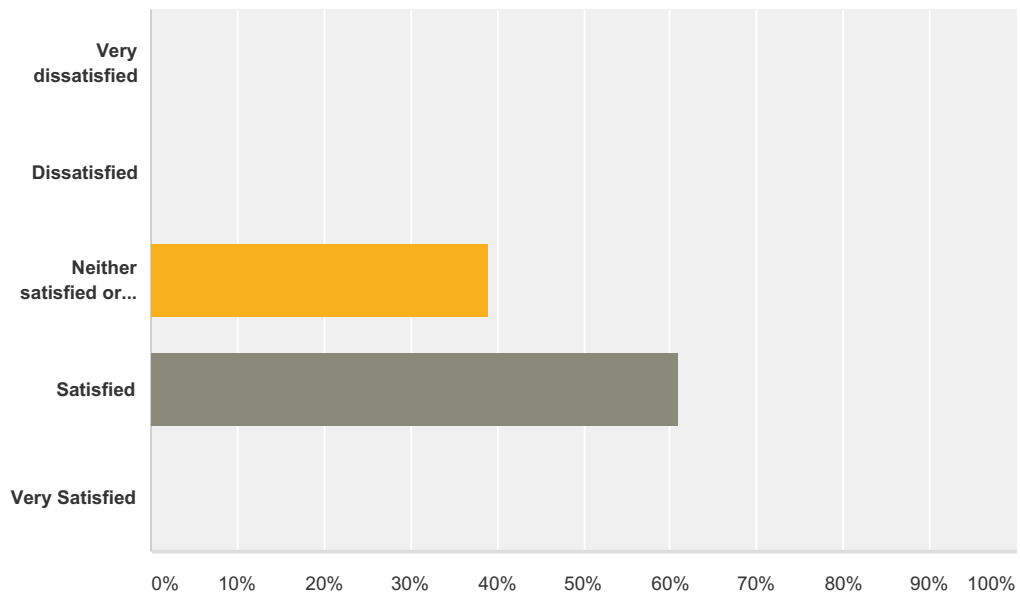


Answer Choices	Responses
Very dissatisfied	4.00% 1
Dissatisfied	0.00% 0
Neither satisfied or dissatisfied	28.00% 7
Satisfied	60.00% 15
Very Satisfied	8.00% 2
Total	25

#	Optional further comment	Date
1	n/a	11/3/2016 12:18 PM
2	used for my parents	10/25/2016 10:44 PM
3	no one uses it yet but good to know there is a local option and other speak highly of the place	10/25/2016 6:43 AM
4	hope not to use this service, retiring to Perth eventually	10/24/2016 10:14 PM

Q19 Are you satisfied with the physical access to Residential Aged Care services in Brookton?

Answered: 23 Skipped: 3

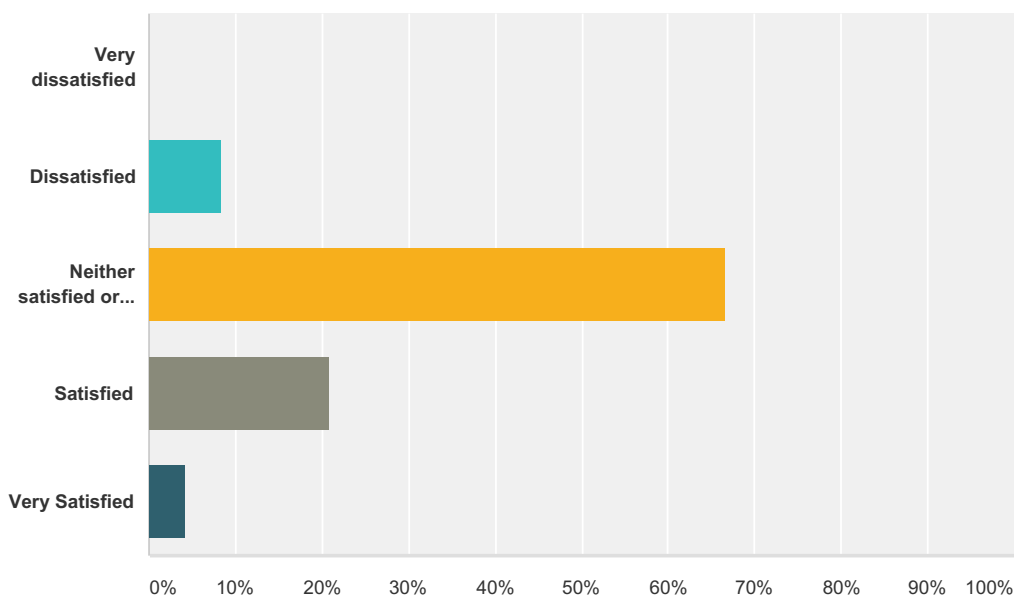


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neither satisfied or dissatisfied	39.13% 9
Satisfied	60.87% 14
Very Satisfied	0.00% 0
Total	23

#	Optional further comment	Date
1	n/a	11/3/2016 12:18 PM
2	as above	10/24/2016 10:14 PM

Q20 Are you satisfied with the provision of other senior services in Brookton? e.g. community health clinics

Answered: 24 Skipped: 2

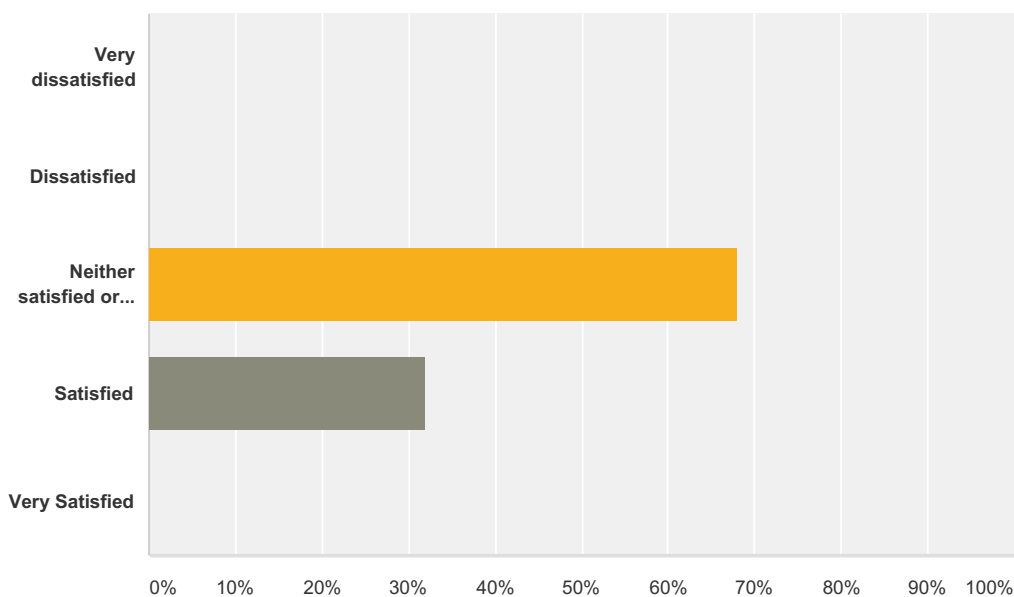


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	8.33% 2
Neither satisfied or dissatisfied	66.67% 16
Satisfied	20.83% 5
Very Satisfied	4.17% 1
Total	24

#	Optional further comment	Date
1	n/a	11/3/2016 12:18 PM
2	N/A	10/27/2016 12:24 PM
3	Community nurse	10/25/2016 6:43 AM
4	Would be nice to have a hearing clinic every now and then	10/25/2016 6:21 AM
5	as above	10/24/2016 10:14 PM
6	N/A	10/24/2016 3:17 PM

Q21 Are you satisfied with the physical access to other senior services in Brookton? e.g. community health clinics

Answered: 25 Skipped: 1

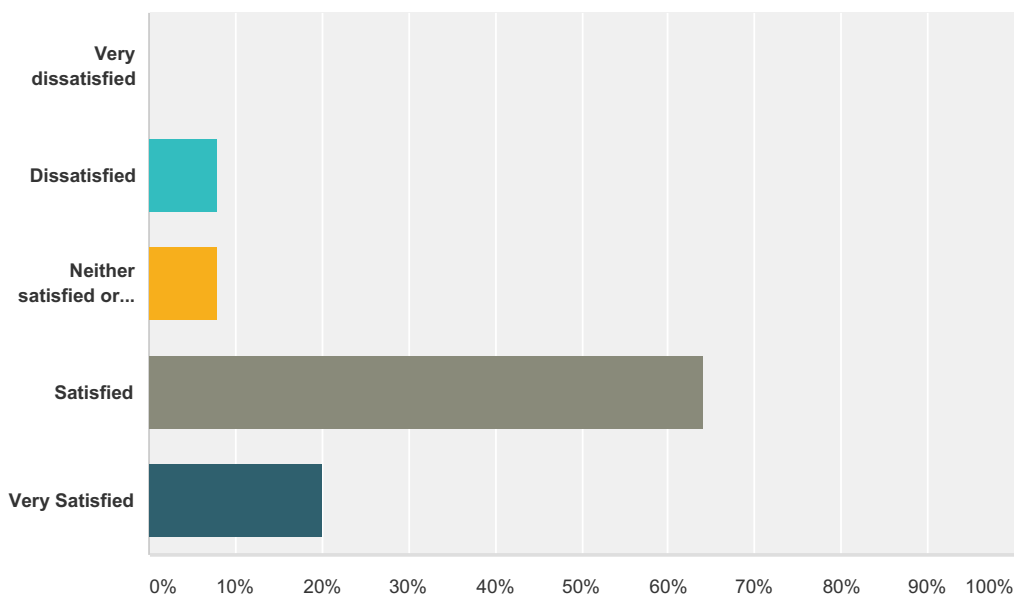


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neither satisfied or dissatisfied	68.00% 17
Satisfied	32.00% 8
Very Satisfied	0.00% 0
Total	25

#	Optional further comment	Date
1	access armadale hospital clinics	11/3/2016 12:18 PM
2	do not use this eservice	10/24/2016 10:14 PM
3	N/A	10/24/2016 3:17 PM

Q22 Are you satisfied with the provision of parks and open spaces in Brookton?

Answered: 25 Skipped: 1

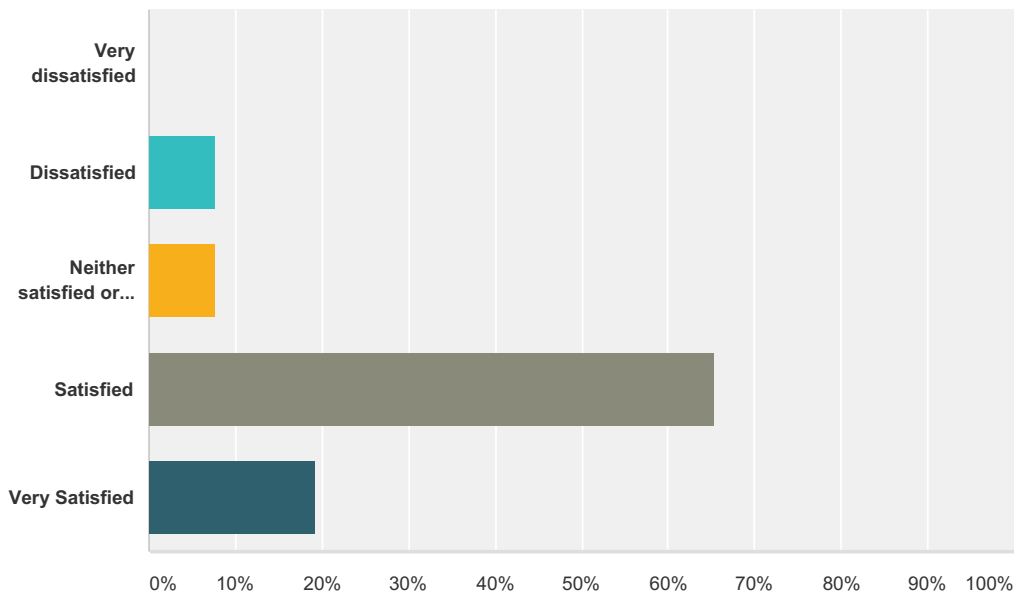


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	8.00% 2
Neither satisfied or dissatisfied	8.00% 2
Satisfied	64.00% 16
Very Satisfied	20.00% 5
Total	25

#	Optional further comment	Date
1	Parks and open spaces and playgrounds are not well signposted when you are new to town.	10/27/2016 11:56 AM
2	more shaded or sheltered benches would be good	10/25/2016 6:43 AM
3	Not enough equipment more seats round oval	10/24/2016 3:50 PM

Q23 Are you satisfied with the physical access to parks and open spaces in Brookton?

Answered: 26 Skipped: 0

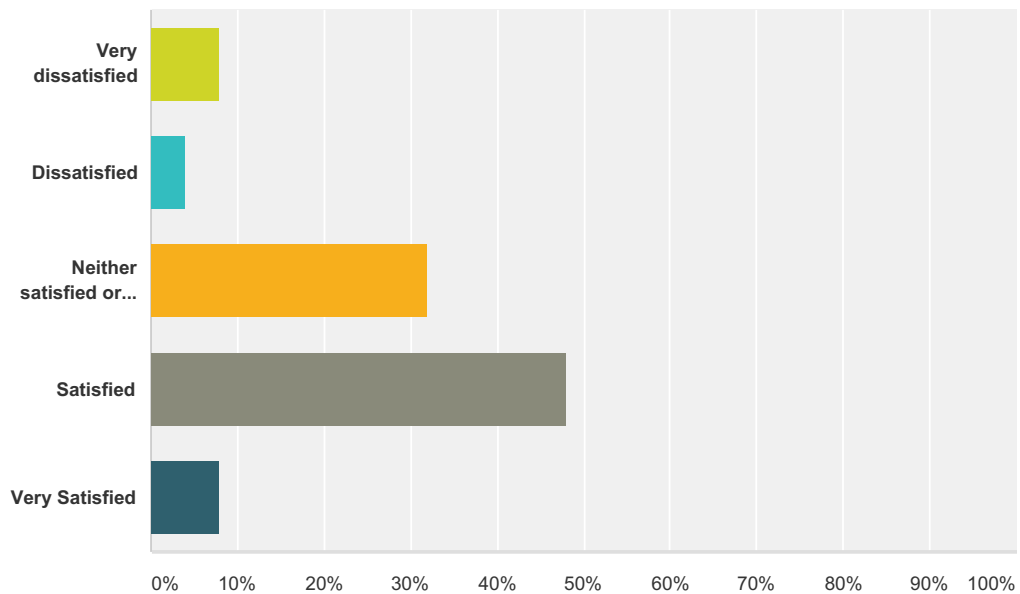


Answer Choices		Responses	
Very dissatisfied		0.00%	0
Dissatisfied		7.69%	2
Neither satisfied or dissatisfied		7.69%	2
Satisfied		65.38%	17
Very Satisfied		19.23%	5
Total			26

#	Optional further comment	Date
	There are no responses.	

Q24 Are you satisfied with the provision of public buildings in Brookton?

Answered: 25 Skipped: 1

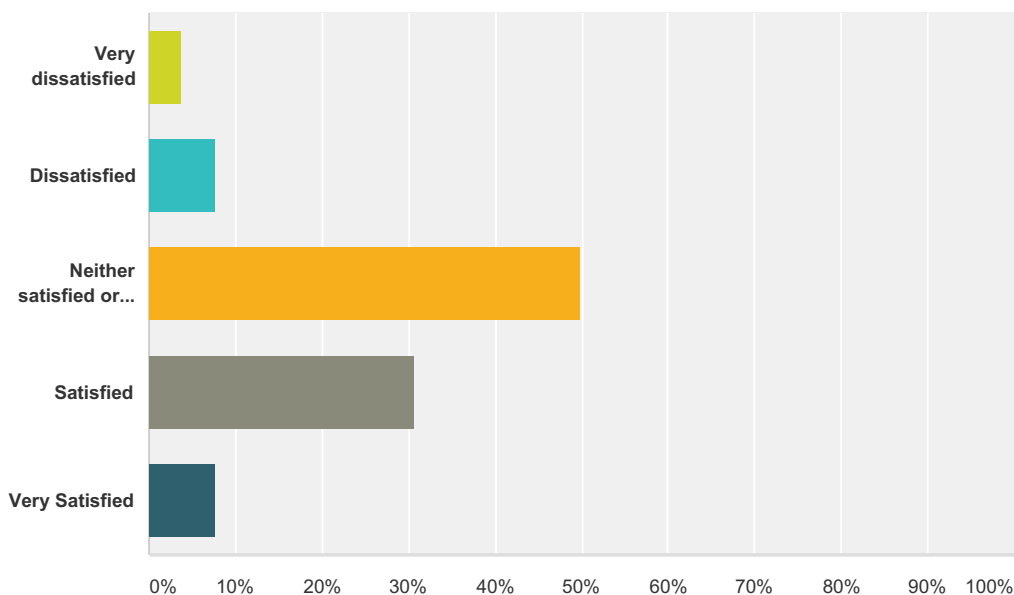


Answer Choices	Responses
Very dissatisfied	8.00% 2
Dissatisfied	4.00% 1
Neither satisfied or dissatisfied	32.00% 8
Satisfied	48.00% 12
Very Satisfied	8.00% 2
Total	25

#	Optional further comment	Date
1	WB Eva pavillion VERY poorly designed & built	10/28/2016 5:41 AM
2	mostly closed but ok when have to go to an event	10/25/2016 6:43 AM

Q25 Are you satisfied with the physical access to public buildings in Brookton?

Answered: 26 Skipped: 0

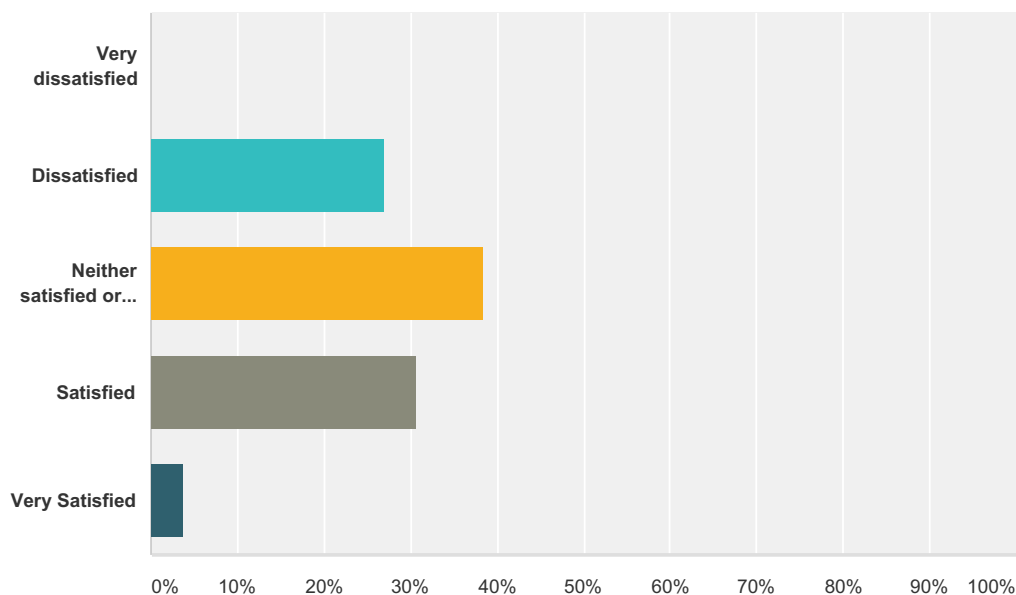


Answer Choices	Responses	
Very dissatisfied	3.85%	1
Dissatisfied	7.69%	2
Neither satisfied or dissatisfied	50.00%	13
Satisfied	30.77%	8
Very Satisfied	7.69%	2
Total		26

#	Optional further comment	Date
1	Wheel chair access is limited	11/9/2016 5:09 PM
2	the extensionof the footpath in front of the post office and the IGA makes for difficulty for elderly and mothers with little children.	10/28/2016 5:10 PM
3	VERY poor access from oval : only steps	10/28/2016 5:41 AM
4	The Memorial Hall doesn't have disabled parking and staff park in the one at the Shire Office	10/24/2016 6:36 PM

Q26 Are you satisfied with the provision of footpaths in Brookton?

Answered: 26 Skipped: 0

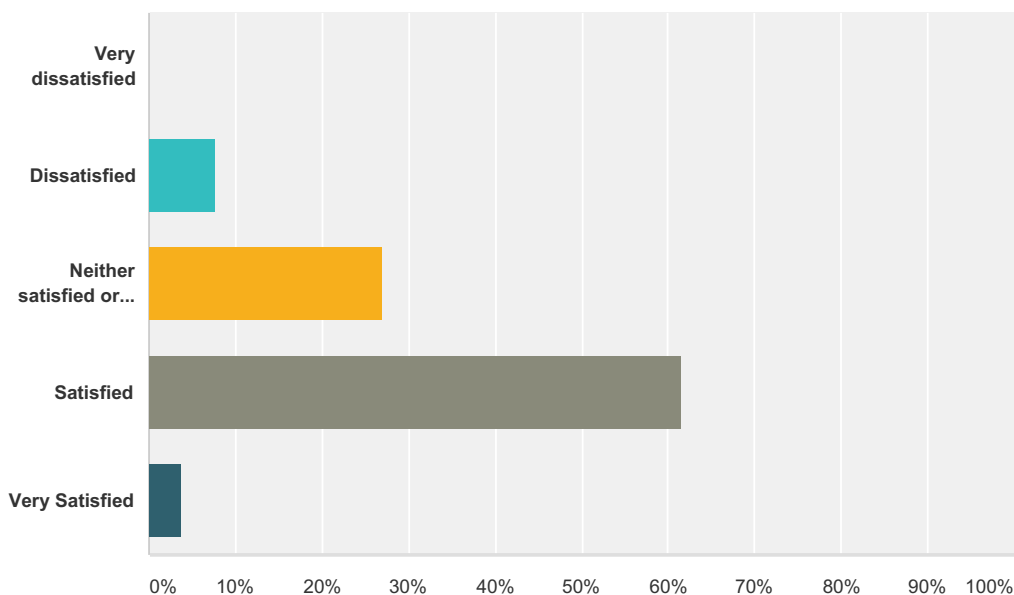


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	26.92% 7
Neither satisfied or dissatisfied	38.46% 10
Satisfied	30.77% 8
Very Satisfied	3.85% 1
Total	26

#	Optional further comment	Date
1	footpaths along Corberding Road need improvement, loose gravel is not good for elderly to walk on.	10/28/2016 5:10 PM
2	Still more streets to be done	10/25/2016 10:44 PM
3	They could be kept cleaner and trees lopped more often	10/24/2016 6:36 PM

Q27 Are you satisfied with the provision of road signage in the Shire of Brookton?

Answered: 26 Skipped: 0

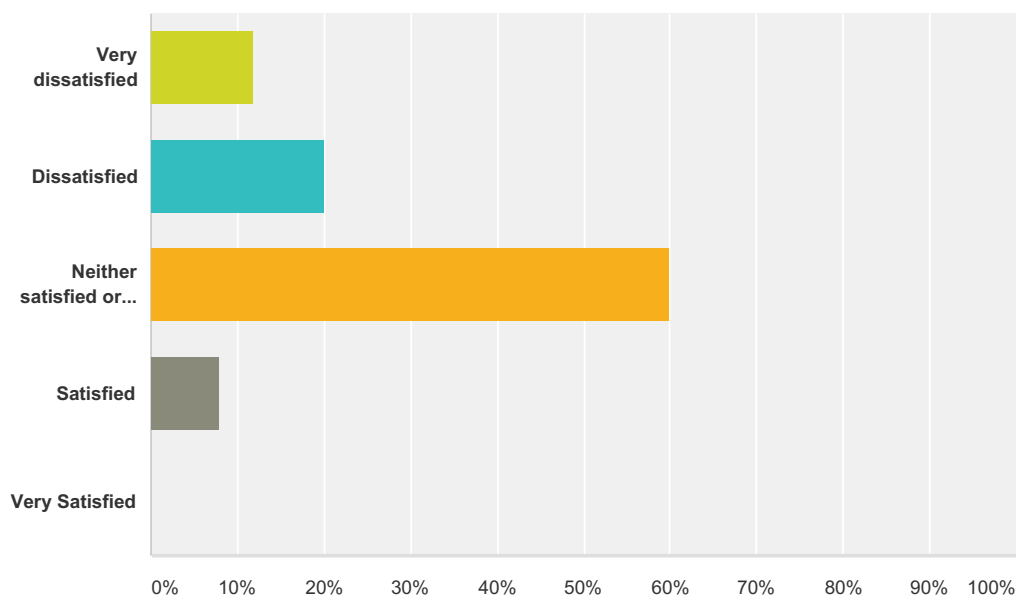


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	7.69% 2
Neither satisfied or dissatisfied	26.92% 7
Satisfied	61.54% 16
Very Satisfied	3.85% 1
Total	26

#	Optional further comment	Date
1	too many unnecessary signs.	11/9/2016 5:09 PM
2	Signage for parks and playgrounds is lacking	10/27/2016 11:56 AM

Q28 Are you satisfied with the provision of public and community transport in Brookton?

Answered: 25 Skipped: 1

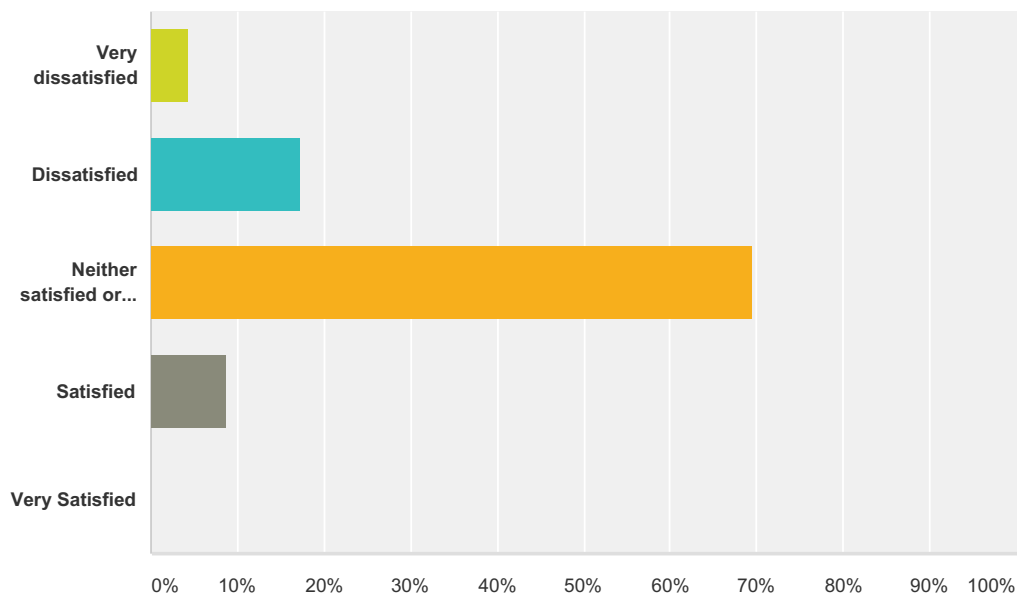


Answer Choices	Responses
Very dissatisfied	12.00% 3
Dissatisfied	20.00% 5
Neither satisfied or dissatisfied	60.00% 15
Satisfied	8.00% 2
Very Satisfied	0.00% 0
Total	25

#	Optional further comment	Date
1	What public transport?	11/13/2016 12:24 PM
2	good to have a direct Perth link	10/28/2016 5:41 AM
3	The lack of public transport from Brookton causes people to be reliant on friends or other community members to be able to leave town.	10/27/2016 11:56 AM
4	small community so difficult to make transport work	10/25/2016 10:44 PM
5	Not sure what public transport is available if any?	10/25/2016 6:43 AM
6	Haven't used much but seems okay	10/25/2016 6:21 AM
7	There isnt any	10/24/2016 3:50 PM
8	N/A	10/24/2016 3:17 PM

Q29 Are you satisfied with the physical access to public and community transport in Brookton?

Answered: 23 Skipped: 3

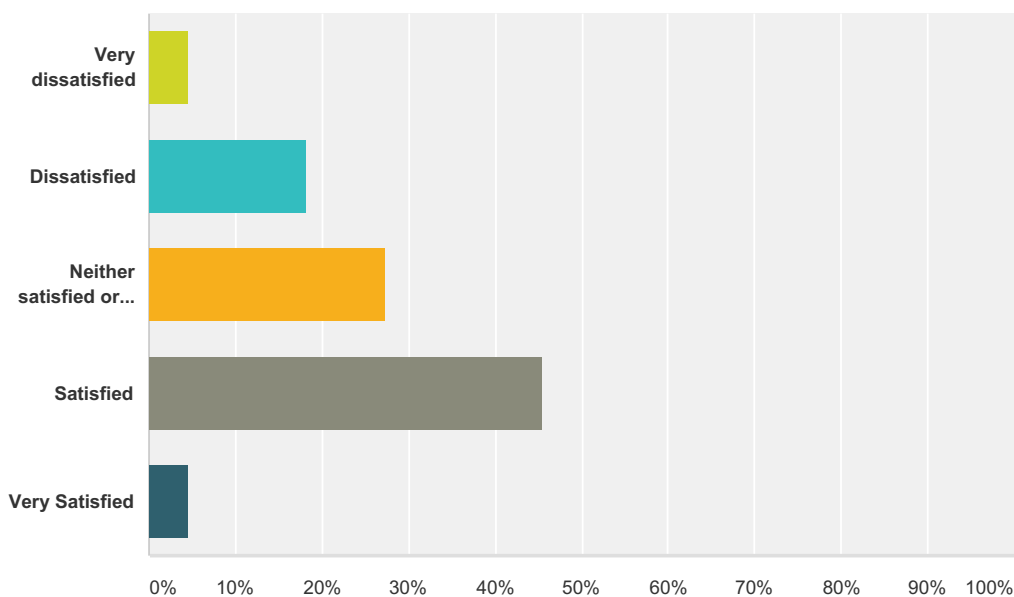


Answer Choices	Responses
Very dissatisfied	4.35% 1
Dissatisfied	17.39% 4
Neither satisfied or dissatisfied	69.57% 16
Satisfied	8.70% 2
Very Satisfied	0.00% 0
Total	23

#	Optional further comment	Date
1	N/A	10/24/2016 3:17 PM

Q30 Are you satisfied with the provision of Retirement Village/Senior Housing services in Brookton?

Answered: 22 Skipped: 4

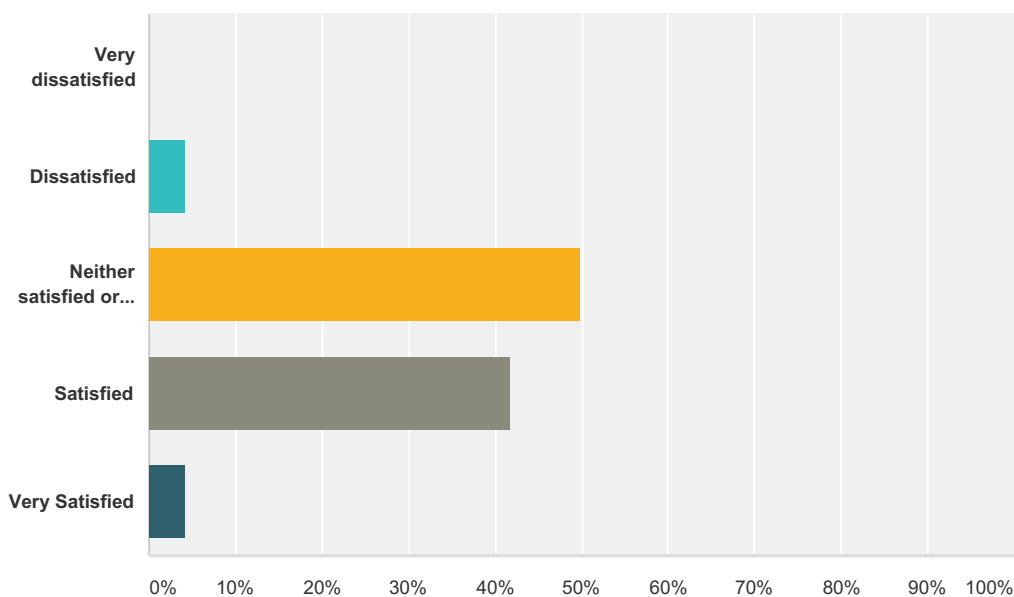


Answer Choices	Responses
Very dissatisfied	4.55% 1
Dissatisfied	18.18% 4
Neither satisfied or dissatisfied	27.27% 6
Satisfied	45.45% 10
Very Satisfied	4.55% 1
Total	22

#	Optional further comment	Date
1	Needful of rejuvenation/update	11/7/2016 12:49 PM
2	n/a	11/3/2016 12:18 PM
3	need more units for couples	10/28/2016 5:41 AM
4	not used yet	10/25/2016 10:44 PM
5	not used by our family yet	10/25/2016 6:43 AM
6	From speaking to other seniors it would be nice to have more 2/3 bedroom houses	10/25/2016 6:21 AM
7	hope not to use these services	10/24/2016 10:14 PM

Q31 Are you satisfied with the physical access to Retirement Village/Senior Housing services in Brookton?

Answered: 24 Skipped: 2

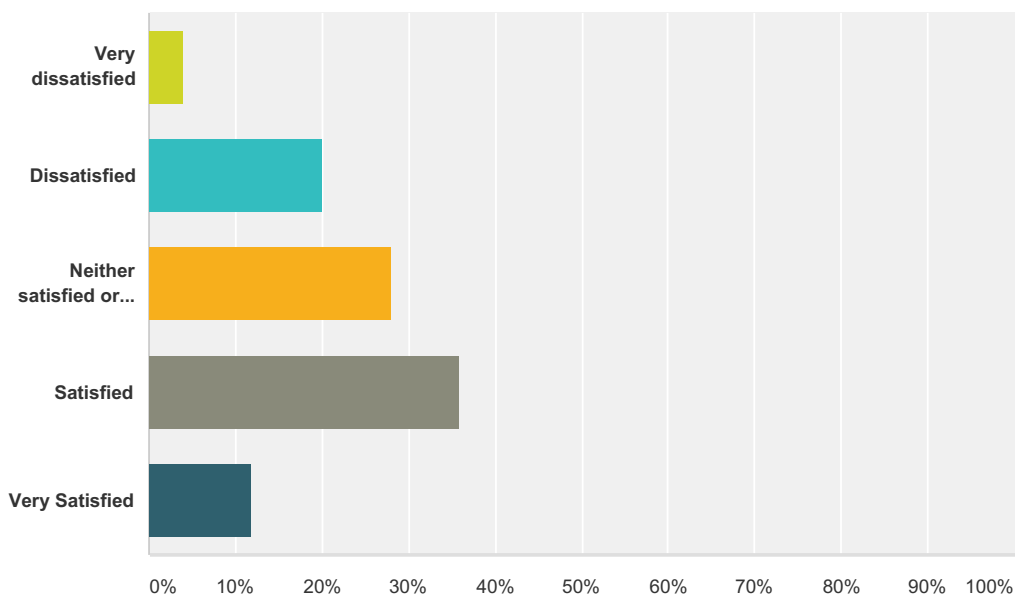


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	4.17% 1
Neither satisfied or dissatisfied	50.00% 12
Satisfied	41.67% 10
Very Satisfied	4.17% 1
Total	24

#	Optional further comment	Date
1	n/a	11/3/2016 12:18 PM
2	hope not to use these services	10/24/2016 10:14 PM

Q32 Are you satisfied with the provision of sport and recreation facilities in Brookton?

Answered: 25 Skipped: 1

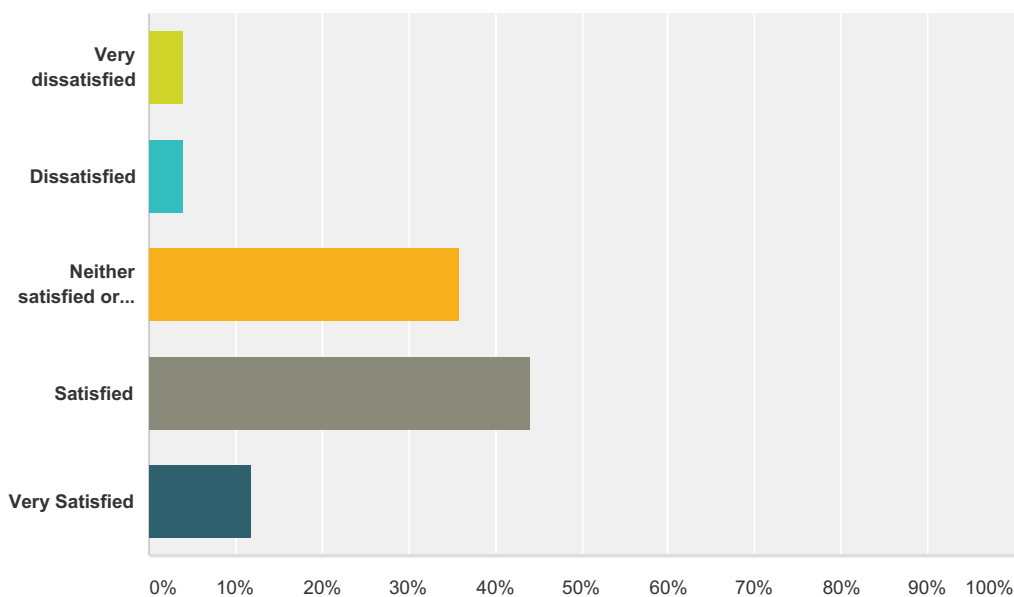


Answer Choices	Responses
Very dissatisfied	4.00% 1
Dissatisfied	20.00% 5
Neither satisfied or dissatisfied	28.00% 7
Satisfied	36.00% 9
Very Satisfied	12.00% 3
Total	25

#	Optional further comment	Date
1	access beverley as not aware whats offered brookton	11/3/2016 12:18 PM
2	Golf and Bowls are separated from others	10/28/2016 5:41 AM
3	family member travels to Pingelly for Stay on your feet classes as is run byphysio	10/25/2016 6:43 AM
4	nothing for the youngsters out of hours - skate park etc	10/24/2016 5:43 PM
5	There is nothing for the youth in Brookton	10/24/2016 3:26 PM

Q33 Are you satisfied with the physical access to sport and recreation facilities in Brookton?

Answered: 25 Skipped: 1

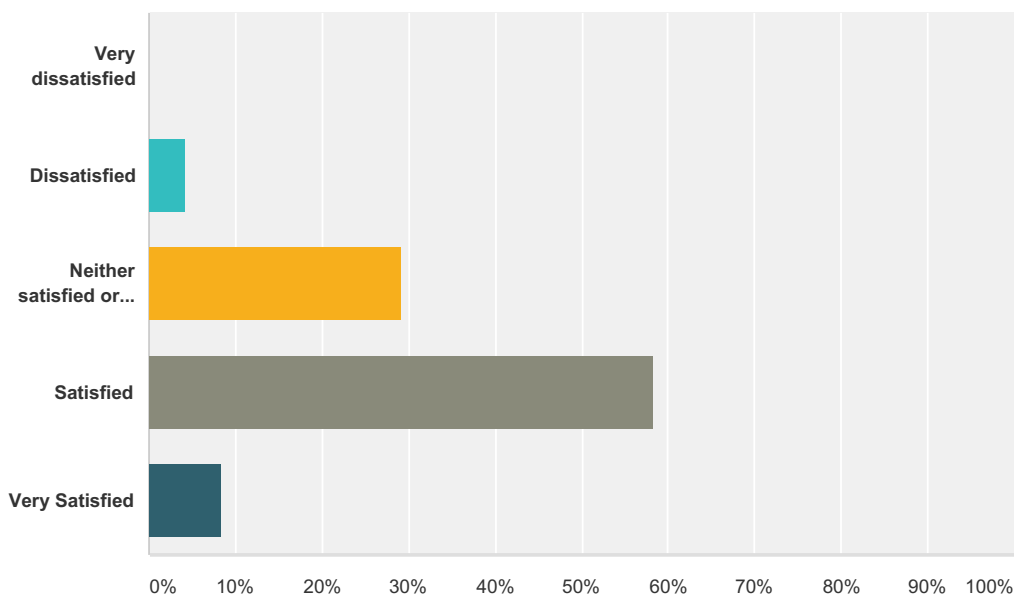


Answer Choices	Responses
Very dissatisfied	4.00% 1
Dissatisfied	4.00% 1
Neither satisfied or dissatisfied	36.00% 9
Satisfied	44.00% 11
Very Satisfied	12.00% 3
Total	25

#	Optional further comment	Date
1	Tennis courts should be south of pavillion	10/28/2016 5:41 AM

Q34 Are you satisfied with the provision of sport and recreation clubs in Brookton?

Answered: 24 Skipped: 2

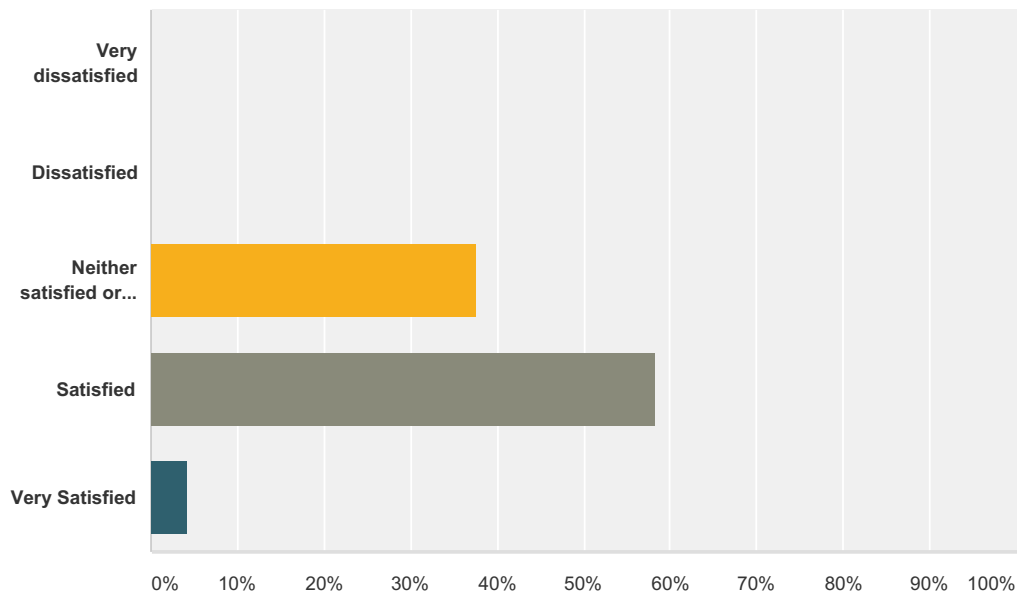


Answer Choices	Responses	
Very dissatisfied	0.00%	0
Dissatisfied	4.17%	1
Neither satisfied or dissatisfied	29.17%	7
Satisfied	58.33%	14
Very Satisfied	8.33%	2
Total		24

#	Optional further comment	Date
1	As I am a non-sport person this does not really affect me. I belong to the school of thought that says: If you want to have access to a sport or recreation that is not here - do something about it yourself - don't expect others/the council to provide it	11/13/2016 12:24 PM
2	not aware	11/3/2016 12:18 PM

Q35 Are you satisfied with access to sport and recreation clubs in Brookton?

Answered: 24 Skipped: 2

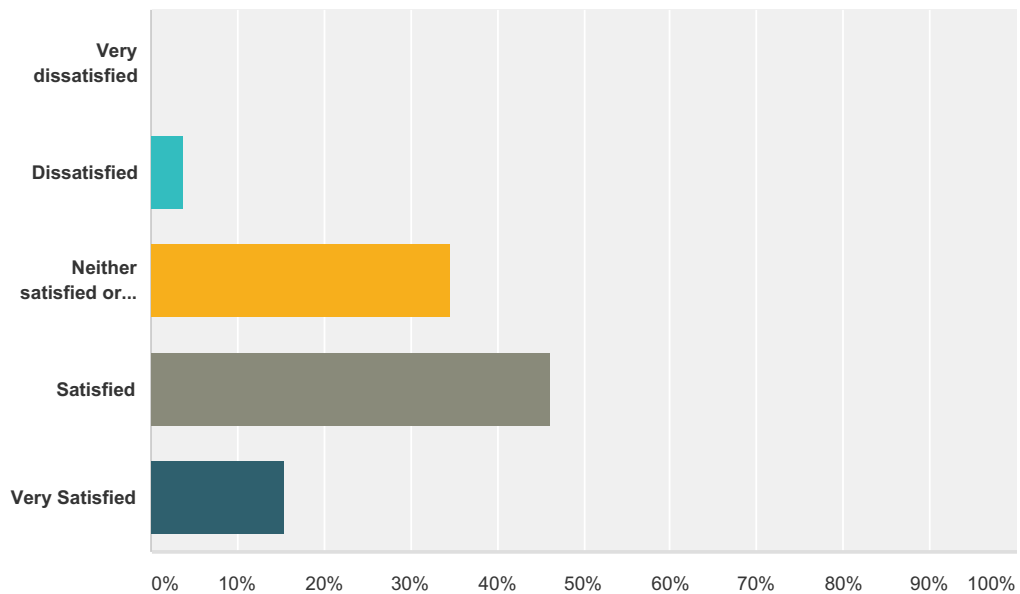


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neither satisfied or dissatisfied	37.50% 9
Satisfied	58.33% 14
Very Satisfied	4.17% 1
Total	24

#	Optional further comment	Date
1	not aware re sport or recreation clubs	11/3/2016 12:18 PM

Q36 Are you satisfied with the provision of volunteering opportunities in Brookton?

Answered: 26 Skipped: 0

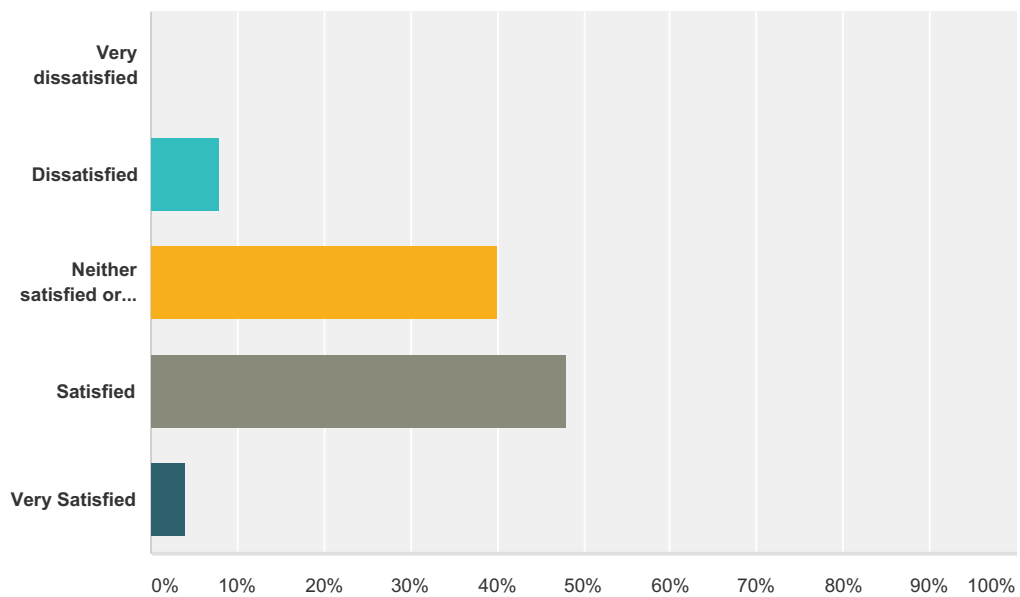


Answer Choices	Responses	
Very dissatisfied	0.00%	0
Dissatisfied	3.85%	1
Neither satisfied or dissatisfied	34.62%	9
Satisfied	46.15%	12
Very Satisfied	15.38%	4
Total		26

#	Optional further comment	Date
1	send them to Kalkarni	10/24/2016 3:50 PM

Q37 Are you satisfied with the physical access to volunteering opportunities in Brookton?

Answered: 25 Skipped: 1

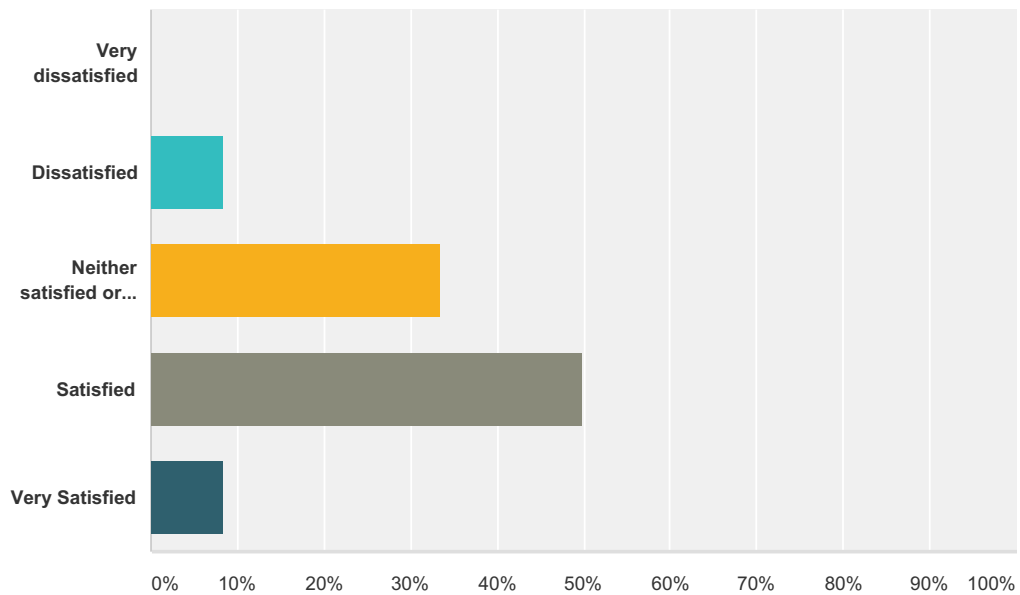


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	8.00% 2
Neither satisfied or dissatisfied	40.00% 10
Satisfied	48.00% 12
Very Satisfied	4.00% 1
Total	25

#	Optional further comment	Date
1	unable to get volunteers	10/24/2016 3:50 PM

Q38 Are you satisfied with the provision of community events and activities in Brookton?

Answered: 24 Skipped: 2

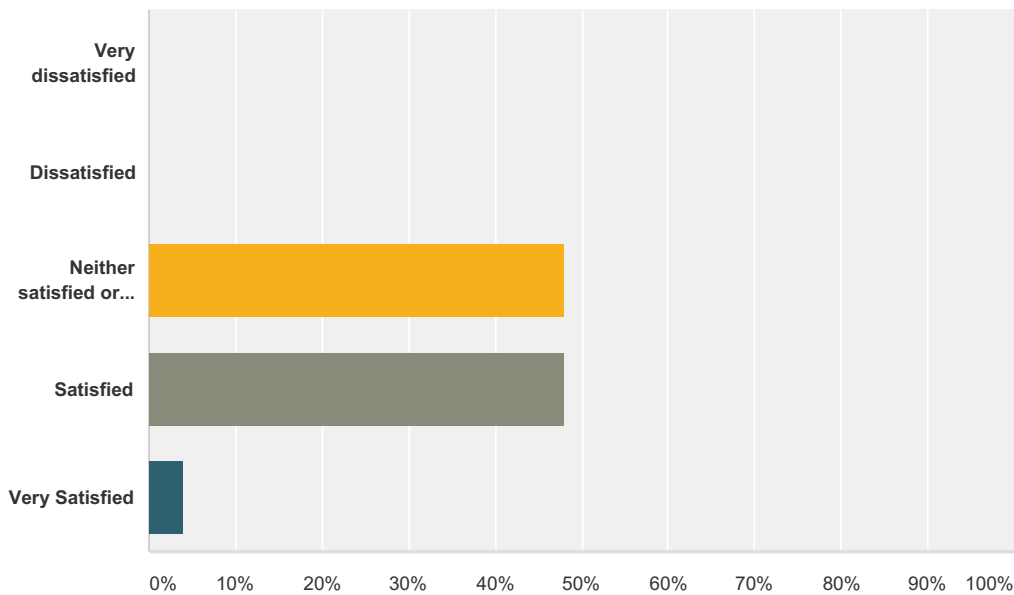


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	8.33% 2
Neither satisfied or dissatisfied	33.33% 8
Satisfied	50.00% 12
Very Satisfied	8.33% 2
Total	24

#	Optional further comment	Date
1	not aware	11/3/2016 12:18 PM
2	usully assist where possible	10/25/2016 10:44 PM
3	OTMS is great, CRC running some good events with Kim Mills, Mens Shed and CWA active	10/25/2016 6:43 AM

Q39 Are you satisfied with the physical access to community events and activities in Brookton?

Answered: 25 Skipped: 1

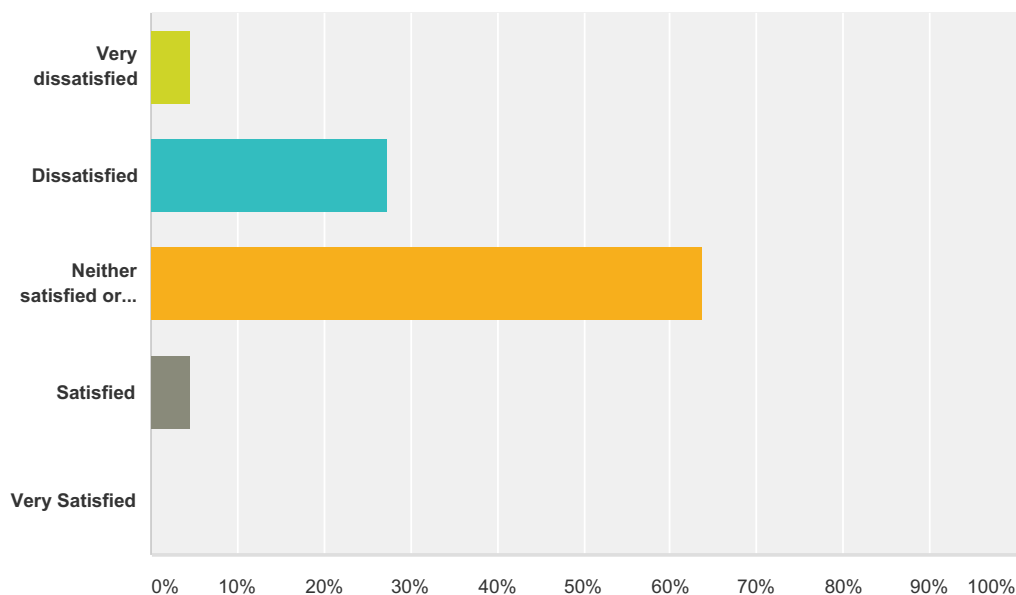


Answer Choices	Responses
Very dissatisfied	0.00%0
Dissatisfied	0.00%0
Neither satisfied or dissatisfied	48.00%12
Satisfied	48.00%12
Very Satisfied	4.00%1
Total	25

#	Optional further comment	Date
	There are no responses.	

Q40 Are you satisfied with the provision of employment opportunities in Brookton?

Answered: 22 Skipped: 4

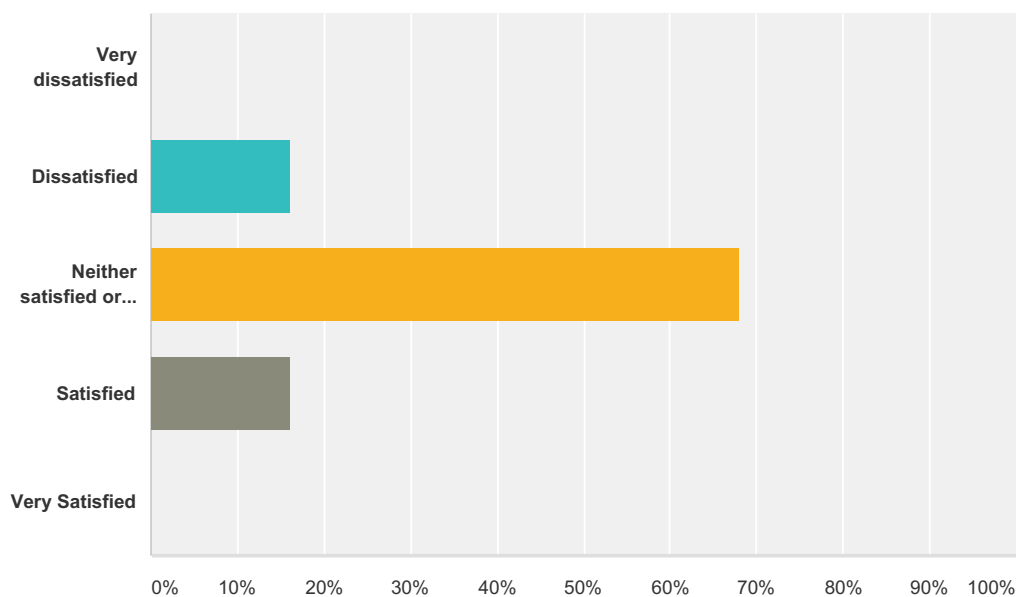


Answer Choices	Responses	
Very dissatisfied	4.55%	1
Dissatisfied	27.27%	6
Neither satisfied or dissatisfied	63.64%	14
Satisfied	4.55%	1
Very Satisfied	0.00%	0
Total		22

#	Optional further comment	Date
1	This seems rather irrelevant when you are exploring the opinions of mostly retired persons	11/13/2016 12:24 PM
2	Always hope for more so opportunities for younger generation to gain advancement	10/25/2016 10:44 PM
3	Not sure doesn't seem to be a lot for part time/casual employment	10/25/2016 6:21 AM
4	n/a	10/24/2016 10:14 PM
5	We are not looking for work	10/24/2016 6:36 PM
6	not enough work opportunities for younger people, all vacancies taken by older people not needing to earn money, farmers wives etc	10/24/2016 5:43 PM
7	N/A	10/24/2016 3:17 PM

Q41 Are you satisfied with the physical access to employment opportunities in Brookton?

Answered: 25 Skipped: 1

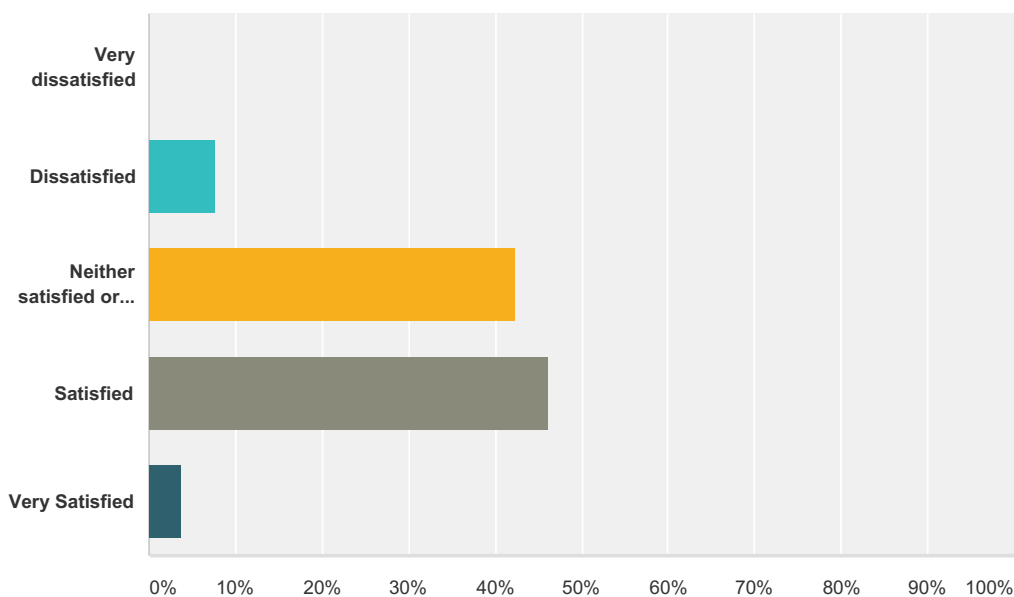


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	16.00% 4
Neither satisfied or dissatisfied	68.00% 17
Satisfied	16.00% 4
Very Satisfied	0.00% 0
Total	25

#	Optional further comment	Date
1	n/a	10/24/2016 10:14 PM
2	Minimal employment	10/24/2016 3:50 PM
3	N/A	10/24/2016 3:17 PM

Q42 Are you satisfied with the provision of information about services and activities in Brookton?

Answered: 26 Skipped: 0

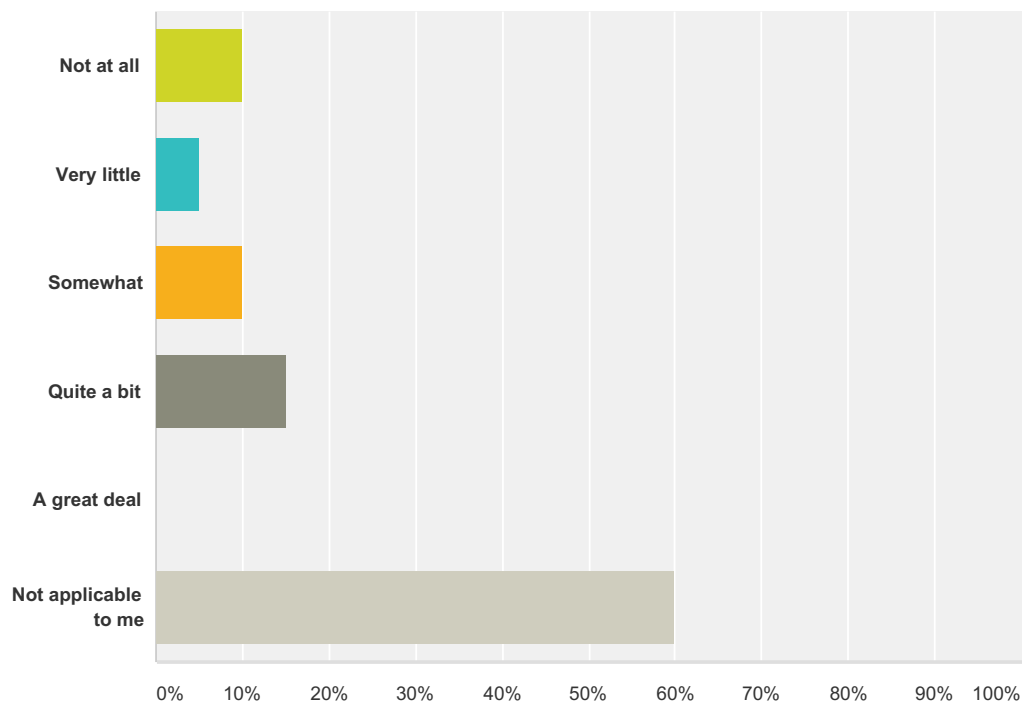


Answer Choices	Responses
Very dissatisfied	0.00% 0
Dissatisfied	7.69% 2
Neither satisfied or dissatisfied	42.31% 11
Satisfied	46.15% 12
Very Satisfied	3.85% 1
Total	26

#	Optional further comment	Date
1	They are there is you care to look in relevant places	11/13/2016 12:24 PM
2	good if on email and SMS list	10/25/2016 6:43 AM
3	Some community groups do not let you know what is on at their clubs	10/25/2016 6:21 AM
4	It is pretty limited	10/24/2016 3:26 PM

Q43 If you are a grandparent/older care giver of young children, do you feel you can access the support you need?

Answered: 20 Skipped: 6



Answer Choices	Responses
Not at all	10.00% 2
Very little	5.00% 1
Somewhat	10.00% 2
Quite a bit	15.00% 3
A great deal	0.00% 0
Not applicable to me	60.00% 12
Total	20

#	Optional further comment	Date
1	have occasional care of grandchildren	10/25/2016 10:44 PM
2	n/a	10/24/2016 10:14 PM