

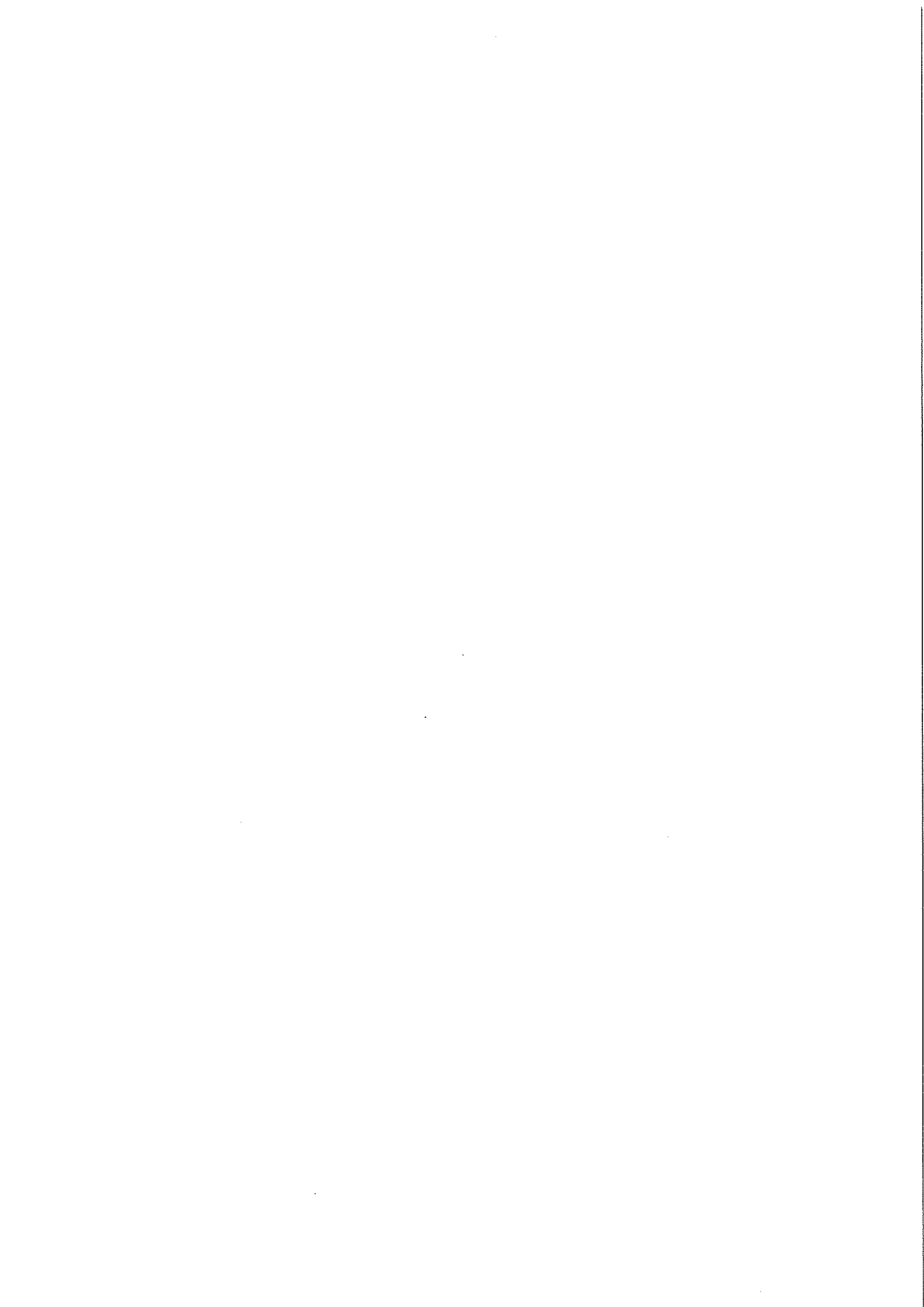


AGENDA

Attachments as Separate Cover

Council Meeting to be held on
Thursday 23 July 2011

Item	Attachment	Title
10.4	1	Age Friendly Communities Plan

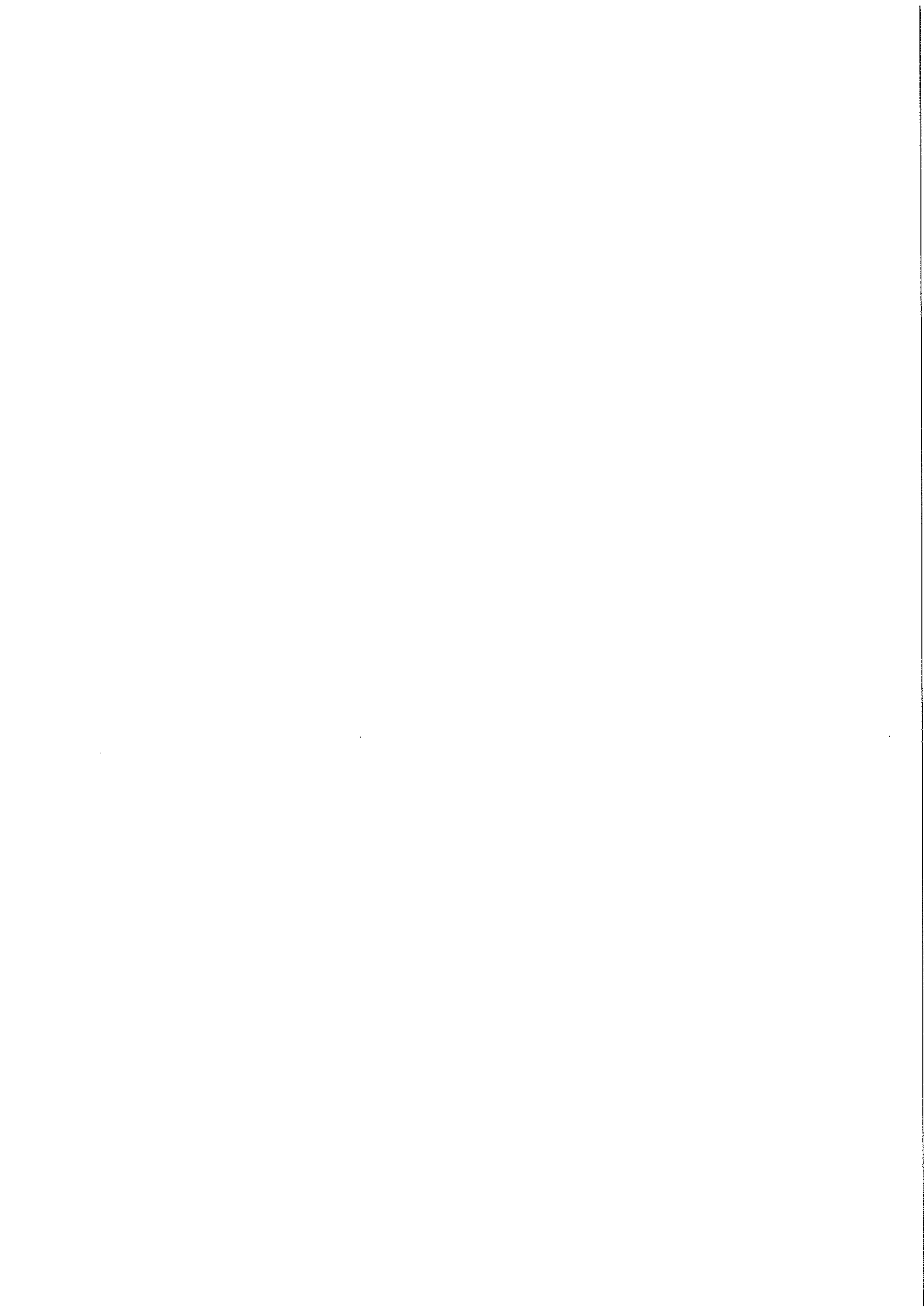


AGE FRIENDLY COMMUNITIES PLAN
May 2011

SHIRE OF NANNUP
1 July 2010 – 30 June 2015



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A message from the President of the Shire of Nannup

Barbara Dunnet

On behalf of the Council, I would like to thank the many people who have contributed to the development of the first long-term Age Friendly Communities Plan for the Shire of Nannup. The Plan has been developed through a series of surveys and public forums; and by collating the recommendations made in community plans developed during the period 2000 - 2011.

This plan recognises the role of the community in determining its own future and will be the key strategic document for guiding the Council's business planning and service delivery for residents aged over 55 yrs. The plan also identifies our community's aspirations and describes how the Shire of Nannup and others can work towards achieving these.

An age-friendly community prevents and corrects the barriers that people increasingly encounter as they grow older. In an age-friendly community, policies and services are designed to support and enable older people to "age-actively", that is, to enjoy good health and participate fully in society.

Our commitment to continue to listen to everyone's views and consider them during the development of future strategic and planning directions of the Shire, provides us with a richer understanding of the diversity of perspectives among the different groups in our community.

Community planning assumes our decisions can influence what happens to us in the future and recognises that individuals can make a difference. The aim of this Plan is to inform all members of the community and assist in prioritising activities of greatest importance.

The Age Friendly Communities Plan spans 5 years (2011-2016) and will be reviewed every two years.

Your Elected Members look forward to hearing suggestions and will continue to speak with you about how to make our Shire an even better place and one that future generations will continue to enjoy.

Barbara Dunnet
Shire President



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Appreciation

The Shire of Nannup wishes to thank all those in the community who contributed to the preparation of this report; whether it be by completing survey forms, attending workshops or informal feedback. Special thanks go to the Age Friendly Steering Committee, comprising Pat Twiss, Cecelia Aldridge, Eileen West, Ann Stewart and Margaret Gibb.

Disclaimer

This report has been prepared on behalf of the Shire of Nannup. The information is derived from sources believed to be reliable and accurate at the time of publication. However, use of the information is at your own risk. Accordingly, all interested parties should make their own enquiries to verify all representation, statements and information, and it is the responsibility of users to satisfy themselves in all respects. Each user waives and releases the author, Wendy Trow, and the Shire of Nannup to the full extent permitted by law from all and any claims relating to the use of the material in this document. In no event shall Wendy Trow or the Shire

of Nannup be liable for any incidental or consequential damages arising from any use or reliance on any material in the Aged Friendly Communities Plan dated May 2011.

BACKGROUND

About the Shire

Area	3100 sq km
Unsealed roads	380km
Sealed roads	160km
Population	1260
Dwellings	747

* Data source Shire of Nannup Forward Plan 30th June 2010.

Aim of Project

The aim of the Age Friendly Communities Plan is to identify ways in which services and facilities can be provided for older people. The process used to achieve this will:

- provide an opportunity for participation by the community in decision-making processes,
- coordinate decision-making and use of resources of the Shire working with and in the community, and
- provide a basis for accountability.

This plan is a living document that will be regularly reviewed to reflect the changing aspirations of our community.

Where did the Age Friendly Community Plan come from?

This plan was developed as a result of an initiative by the World Health Organisation and data collection has already been conducted in over 63 cities throughout the world. The process is now being extended to regional areas of Western Australia. Once completed, the findings from all reports will be consolidated into a national report.

Some Facts

Based on research carried out by the Active Ageing Research Project (South West Development Commission 2010):

- In Western Australia today, 16% of the population are seniors. By 2041, nearly one in three West Australians will be a senior.
- The ability to remain in your community is now recognized as a major factor in the health and wellbeing of older people.
- More older people are likely to outlive their savings and will have to rely on pension. By 2023, 70% of older people will be dependent on the pension.

EXECUTIVE SUMMARY

What is an Age Friendly Community?

An Age Friendly community is one in which governments, service providers, community leaders and business:

- Recognise the great diversity among older people;
- Promote their inclusion in all areas of community life;
- Respect their decisions and lifestyle choice; and
- Anticipate and respond flexibly to ageing-related needs and preferences.

RESEARCH

Community Meetings & Workshops

The following workshops and meetings were held in 2010/11:

- Councillors consultation process.
- Nannup Community Care Client Survey
- Community Members Workshop 23rd November 2010
- Service Providers Workshop 9th November 2010
- Community Members Workshop (75 yrs +) 8th February 2011
- Community Members Workshop 15th February 2011

Men's Pit Stop 2nd April 2011

It was identified the community consultation process that there were less responses from men than women. It was decided to create an opportunity for men to contribute to the project and to host a Men's Pit Stop that would encourage male participation. The Men's Pit Stop was conducted by the Shire of Nannup with support from the South West Development Commission, Nannup Health Service and Nannup Lions Club, in conjunction with identified community members.

The Pit Stop was run on 2nd April 2011 and 50 men came through the program. Feedback indicated that this was a very worthwhile exercise.

Community Survey

A community survey was made available to residents and advertised via the local paper. A total of 90 responses were received and this is deemed to be a good sample size for the purpose of this report.

Other Research Documents

The following documents were also researched as part of this review:

- Nannup/Busselton Oral History October 2011
- Community Safety and Crime Prevention Plan 2007.
- Nannup Community Planning Day 14th March 2009.
- Nannup Community Planning Day 2005
- Shire of Nannup Forward Plan 2010/11 – 2014/15
- Disability Access and Inclusion Plan Nov 2010
- Physical Activity Plan 2005-2008
- Recreation Facilities Strategic Plan June 2000

WHAT THE RESEARCH TOLD US

Community Meetings & Workshops

The community meetings and workshops resulted in a wide range of constructive ideas from the community and these have been collated into an Action Plan (see Appendix 1) which also recommends projects to be undertaken during the period 1 July 2011 to 30 June 2016.

It is important to note that the ideas put forward at workshops held between November 2010 and April 2011 have been edited and summarized below. Many constructive suggestions were put forward and should not be lost as a result of this editing process, therefore individual workshop outcomes have been included in Part 2 of this report.

In a nutshell this research told us that:

- Nannup is a safe place to live.
- There are 87 community groups in Nannup and there is plenty to do. Community groups welcome seniors as members.
- Our elderly residents are very well respected in the community. Youth and local businesses go out of their way to help us.
- Our elderly residents, particularly those aged 70 yrs and over, are adopting a “wait and see” attitude to what facilities will be available when we are no longer able to live in our own home. We choose not to plan ahead.
- The Nannup Telegraph is a great source of information and helps us to keep in touch with what’s going on.
- Our public transport system is totally inadequate. Self funded retirees are particularly disadvantaged because we are ineligible to access HACC services and there are no affordable transport alternatives (eg taxis).
- Our mobile phone and ABC radio coverage is poor – especially during fire emergencies.
- Older residents in the 75+ yrs age group feel isolated for the following reasons:
 - We find local footpaths difficult to negotiate,
 - We have no drivers license, and
 - We don’t know what’s happening when there’s a bushfire or other emergency.

There is a need for:

- A resident medical practitioner and better access to specialists.
- Improved maintenance of footpaths (brushing gravel, improved ramps etc).
- More seating and shade.
- A Seniors Centre Facility (combined with recreational facilities).
- Improved disabled access to local businesses and a cross walk on Warren Road.
- Affordable housing and seniors accommodation – it is **very** important to us that family/children can come and stay and that pets are welcome.
- We need to identify a possible location for a seniors precinct, with community hall open to both seniors and the wider public.
- Assistance to all seniors who need help to maintain their homes.
- Improved public transport and/or a system where service providers can expand their transport service to carry seniors who no longer hold a drivers license due to medical or other reasons (including seniors who are not clients).
- Improved public transport and/or a system where HACC can expand their transport service to carry seniors without drivers license.
- A community bus or car, with a local volunteer driver service, and a local transport resource/booking centre.
- Improved public transport service Nannup – Busselton – Perth.
- More passing lanes on our major roads, and speed limits reduced in the CBD and subdivisions.
- More flexible use of seniors fuels cards so they can be used to pay for people to travel in HACC vehicles and community bus/any transport. Also, the value needs to be increased for our community from \$500 to \$1000 because there is no public transport.
- Improved mobile phone coverage.
- More information about what strategies are in place to help seniors during an emergency. We need to know what steps are in place to warn older residents (especially those without transport) when the emergency management plan is activated. We also need to be able to receive ABC Radio from Bunbury or have alerts broadcast on all stations.
- State government to provide refunds on fuel and phone costs for volunteers to cover out of pocket expenses. Making volunteering affordable is more important than awards.

Survey Results

A survey form was widely distributed in the Shire of Nannup and 90 responses were received. A detailed summary can be found at Appendix 2 however a few key points are:

- 68 respondents own their own home; 13 rent.
- 63 live with their spouse or another relative; 20 live alone.
- 63 have lived in the area for 6 or more years; 20 have lived in Nannup for 5 years or less.
- 36 have family living in the district; 52 do not.

- 56 are members of a community group; 31 are not. (11 respondents belong to 4 or more community groups).
- 63 describe their health as “good or excellent” however:
 - 31 advised that they have health problems that limit their ability to do normal daily activities, and
 - 81 had visited a doctor in either 2010 or 2011.
- 8 advised that they do not drive a car.

The survey results told us that Nannup seniors are extremely independent and friends/family help where possible. The personal account provided in the “Social Impact” section of this report appears to be a good example of how this is occurring. As these family members and friends age themselves however, this ad hoc support will no longer be available and this will put increased pressure on service providers such as Nannup Community Care. NCC currently has 30 – 32 clients.

Other Research Documents

Seven community and/or Shire plans were reviewed during the research phase of this project and the table at Appendix 3 of this report compares:

- the recommendations made in previous community and/or Shire plans, with
- the outcomes of the 2010/11 workshops.

It is clear from this research that the problems identified in 2011 were identified as far back as 2000 and that the same problems still exist – lack of housing, transport, medical services and footpaths.

STATISTICS

Population

The residential population of the Shire of Nannup is currently 1260 (Shire Forward Plan 30 June 2010). According to the Australian Bureau of Statistics Survey of Disability, Ageing and Carers 2006, 1 in 5 Australians identify themselves as having some form of disability.

The charts on page 9 show the projected population growth for Nannup residents aged 50 years and over.

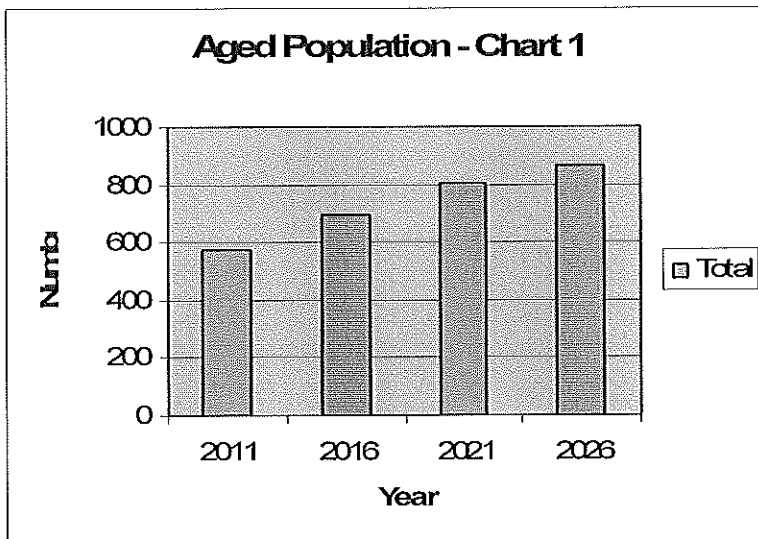


Chart 1 indicates that the aged population will increase by 50% between 2011 and 2026.

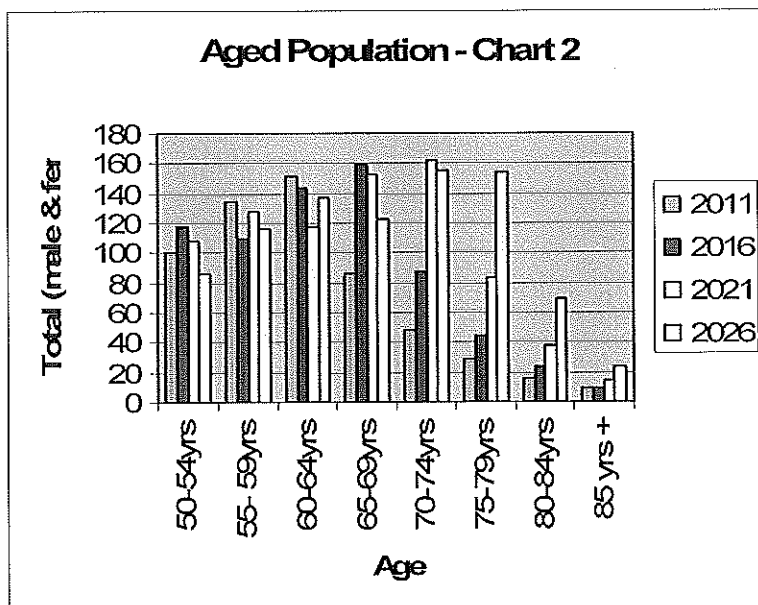


Chart 2 indicates that by 2026, the population aged 50-69 yrs will remain static but the population in the 70 – 85yrs+ category will increase fourfold.

2011-2026		
50-69yrs	472	462
70-85yrs+	102	401

Data Source: South West Development Commission 2010. These are **estimated** figures based on the Ageing Population Services Demand Model (Version 1.5) provided by SWDC. The model is not designed as a comprehensive set of indicators, nor as an in-depth audit of all potential data. It is intended to act as a snapshot tool that considers potential demand for services by residents only. It does not consider utilization by visitors or any other persons. Demand is based on residents aged 50 yrs and above.

Although the SWDC Services Demand Model is based on estimated figures, it predicts a significant increase in a range of services required to meet the needs of seniors during the next 15 years.

Residential Aged Care and Community Care places

	Residential high/low care	Community care
2011	8	3
2026	36	10

Home & Community Care

	No of service hours per annum	No of staff
2011	2619	2
2026	7591	6

Transport

Year	No of residents aged 50yrs+ who do not have access to self-drive transportation
2011	147
2026	265

Although the SWDC statistics predict a fourfold increase in the number of residents aged 70yrs+ by 2026, these figures would be dependent on appropriate services and accommodation being available in the Shire of Nannup. Unless existing services and infrastructure are significantly upgraded in the next 15 years, many people who are now aged 55 yrs and older (2011) will be forced to move away from Nannup when they join the 70yrs+ age cohort in 2026; especially those who develop health problems.

Nannup Community Care

Research indicates that those who are receiving services from Nannup Community Care are very happy; but those who are not, believe they are “missing out” and would like to access subsidized home support.

Nannup Community Care (NCC) employs 1 part-time Co-ordinator (20 hours per week), 7 part time casual Community Support workers and 5 volunteer drivers. They advise that, given the projected increase in an ageing population, with a smaller tax base to subsidise services, it is more likely that eligibility for HACC services will become even more stringent.

They also advise that, despite local perception, self-funded retirees are eligible for HACC services but that this is subject to an assessment of their ongoing functional disability and income.

SOCIAL IMPACT

A Day in the Life

Statistics do not convey what it is like to live in a small regional town; therefore what follows is a day in the life of "Mrs Average Nannup". It is a **fictional** story that combines the outcomes of the 2010/11 community survey, workshops and a personal account provided by a 76 yr old resident who was kind enough to share her life with us. The person on whom this is based is resilient, independent, optimistic.....and very much in need of assistance to help her remain living in her own home.

It is, in fact, very much a true story

I love living in Nannup and have lived here all of my life. I have lots of friends and we get together regularly as a group to go shopping in Busselton. Unfortunately I lost my drivers license last year due to poor eyesight so I no longer drive a vehicle, but I use my Fuel Card (which is the best thing since sliced bread!) to pay for the fuel and that way I don't feel so bad about being a passenger all the time.

I want to stay living in my own home up on the hill, even though I quite like the aged cottages in town. I suppose that one day I'll have to think about moving down there but to be honest, I don't even know if I'm eligible to live in one; and I wouldn't have a clue how to go about getting my name on a waiting list – assuming they have one. I prefer not to think about it.

I'm on a pension and, when I was 70, I asked HACC if I could become a client. They were very nice, but came armed with a big huge pile of paperwork (I hate paperwork!) and basically said I was too fit. I suppose that was true because I still chopped my own wood and looked after my half acre block right up until last year when I hurt my back. My son lives nearby and since then I have bought a gas stove and pay a man to come in and do my garden.

One of the worst parts is that I can no longer walk into town just whenever I feel like it. There are days when I feel a bit isolated, even though I live in the middle of a beautiful, friendly town. It's my own fault, I just hate asking people for lifts all the time. I did think about getting a gopher but am a bit nervous of using one and am worried that people will laugh at me. I'd really like a footpath running past my house, but must admit that my back is so bad now that I couldn't walk far anyway.

I'm generally lucky with my health and only go to the doctor 3 or 4 times a year. I have to wait 2 or 3 weeks for an appointment because the doctors come from Bridgetown. I could cope with that, but it does become difficult when the doctor has to cancel for some reason and all the appointments have to be put back. .

I've just been advised by my doctor that I need to visit an eye specialist in Perth. The last time I had to see an optician in Busselton, I couldn't find anyone to take me and it was all very stressful. Eventually, the nice lady from the local Service Station said she'd take me in – I felt

awful because she's so busy, but had to accept as I had no other choice. You can't get a taxi from Nannup to Busselton and goodness knows how much it would cost, even if you could!

I've looked up the bus timetable and find I have two choices to get to my 4pm appointment on a Tuesday. My first option is TransWA Coachlines that has a bus leaving Nannup at 7am but it takes nearly 4 hrs to get to Bunbury because it goes via Augusta and Busselton. It only used to take me 1 hour to drive to Bunbury when I was able to drive. I'm pretty desperate however, and I can get from Bunbury to Perth in just 3 hrs, putting me in East Perth at 2pm. This is looking promising until I read the fine print and find that the Nannup-Bunbury service doesn't run on Tuesday or Thursday and my appointment is on a Tuesday.

I now turn to South West Coachlines and find that I can get Nannup to Bunbury on any morning Monday to Friday leaving at 7.10am and arriving "just" 2.5hrs later at 9.40am. Sadly the connection to Perth doesn't leave until 1pm and won't get me into Perth in time for my appointment. Anyway, another check of the fine print reveals that the Nannup- Bunbury bus service only runs during school term - and guess what, the kids are on school holidays at the moment. I've also been told that you can't book a seat on the morning bus at the moment because it's completely filled with schoolchildren; you have to go to the bus stop and hope for a spare seat on the day. That's too risky for me so I'll have to find something else.

On the bright side, they did a survey of seniors recently and I have discovered that I'm not the only one in this situation. . The survey said that I'm one of at least 8 seniors in town who no longer drive. I'm also lucky to be one of the 36 seniors who have family in the district – I'd hate to be one of the 52 who don't!

I can see I'm going to have to find someone to give me a lift or perhaps I should just cancel the specialist and hope this all goes away. Right now I feel like spending all my money on a big world trip, but what's the use of going on a big world trip when you can't see properly? Which brings me back to the problem of how to get to Perth to see this eye specialist.....

Pets

Another recurring factor raised at community workshops was the importance of pets. A number of seniors said "if I can't take my pet to the aged accommodation, I'm not going" and "if the emergency services won't take my dog when they try to evacuate me, then I'm not going".

The importance of pets in creating a healthy community has been identified in a report produced by the University of Western Australia (Living Well Together by Dr Lisa Wood). Walking and physical activity is strongly linked to improved general health and lowers the risk of obesity, heart disease and blood pressure problems. Research indicates that, not only do dogs motivate their owners to walk more, but that dog walkers are more likely to experience social contact than those that walk alone.

It would seem wise to encourage seniors to have pets, but our current health and emergency response regulations are not conducive to pet ownership. The UWA report contains a number

of recommendations to make a community pet friendly and it is recommended that this report be reviewed by Council in 2011/12.

It is also recommended that a plan to evacuate and care for pets during an emergency (eg bushfire, flood) be developed as part of the Shire of Nannup emergency plans. This will greatly reduce stress for seniors who cannot drive.

ACTION ITEMS

Our goal, an age friendly local government, is to provide a wide range of services and facilities that will enable residents over the age of 55 yrs (groups and individuals) to participate in a variety of active and passive healthy pursuits. We will achieve this through the range of strategies listed in the action items listed at Appendix 1, and the recommendations which follow.

MAJOR RECOMMENDATIONS

The issues raised in this report have been discussed at local, regional, State and Federal level for the past ten years and yet it would appear that little progress has been made. It is clear that, if local governments are to meet the needs of their ageing communities, then change needs to start at the bottom – with the people themselves. We are fortunate that many of our senior residents are not only well qualified, but are also keen to take a leading role in initiating change.

The following major recommendations are made and will be considered for inclusion in the Shire Strategic/Forward Plan.

Recommendation No 1: That this report is received by Council and actions that are the responsibilities of Council are put into action by:

- Developing a prioritised and costed list of projects for consideration and inclusion in the 2010/11 – 14/15 Forward Plan for implementation as funding or budget allocations permit.
- Assisting the development of an Age Friendly policy for adoption by Council.
- Keep the community informed of the progress of the implementation of this plan.

Recommendation No 2: That Council work with State and Federal Government agencies to realise the projects included in the 2010/11 – 14/15 Forward Plan.

STRATEGIC PLAN

The success and implementation of this Action Plan will require inclusion in the Shire of Nannup Forward Plan to ensure ongoing evaluation and annual update.

ACTION ITEMS

1. Outdoor spaces & buildings

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<p>Mobility was raised as an issue; in particular the condition and suitability of footpaths and crossings, particularly for use by people on gophers and in wheelchairs.</p> <p>Building codes have improved access to many facilities, however some still require improvement.</p> <p>Possible improvements included:</p> <ul style="list-style-type: none"> • Covered walkways to protect from sun and rain. • Street furniture and benches • Gopher recharge outlets and parking. • Streetscape renewal. • Develop a gopher/scooter strategy. • Provide paths on at least one side of residential street and both sides main street. • Ensure footpaths are wide enough with centre lines for multi-use. • Design footpaths for older walkers, cyclists and gophers - especially kerb ramps. • Ensure road crossings are pedestrian /gopher friendly. • Provide bike racks • Parks to provide active and passive facilities • Provide seating that has space for wheelchairs, has back and arm rests. • Ensure access to open space and the natural environment caters for those with limited mobility. 	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. An "oasis in the forest" / natural bush/ a peaceful and safe place to live. A clean and healthy environment. Has a special energy. 2. Street gardens that are an important part of the landscape. 3. A poor standard of footpaths in the town. Gravel on the paths and steep ramps are a particular problem. 4. Extensive gravel roads that need more frequent grading. 5. A need for a cross walk in the main street. 6. Need to improve riverside walk/ don't use pea gravel on paths/trails. 7. A need for disabled parking at hospital (including undercover drop off bay) and proper ambulance turning area. Also poor access to the hospital – difficult for gophers. 8. Need more disabled parking bays. ACROD bays to be painted more often. 9. A need to improve access to Shire, newsagency & police station. Main entrance to Good Food shop and Hotel is very uneven and unsafe. Big drop off from footpath to road. Also, gravel across path near hotel is slippery. 10. Need more seats and shade along footpaths.

	Strategy	Responsibility
1	Ensure Council facilities meet the needs of customers with disability (address door access), lighting and sound) etc (DAIP)	Shire
2	Ensure Council facilities meet the needs of customers with disability (lighting and sound) etc (DAIP)	Shire
3	Check new commercial building proposals/plans to ensure they comply with Australian Standards for disabled. (DAIP)	Shire
4	Develop an Aged Housing Policy for Council	Shire
5	Investigate suitable venue for development of Seniors precinct (ie: housing, gardens, activities, senior citizen centre)	Shire
6	Ensure footpaths and roads are kept to a high standard and provide for all modes of transport (DAIP)	Shire
7	Investigate inclusion of cross walk between Pharmacy and Newsagency in upgrade of main business precinct street upgrade.	Main Roads /Shire
8	Facilitate additional seating at front of Pharmacy	Shire
9	Upgrade signage to accessible toilets (DAIP)	Shire
10	Designated ACROD parking bay at Nannup Visitor Centre.	Main Roads /Shire
11	Ensure that Shire staff are trained to deal with people with disabilities and that Shire information is made available in a format that is easy to understand (DAIP)	Shire
12	Finalise design for upgrade of Recreation Centre, including access for seniors.	Shire
13	Ensure that natural areas such as bushland are protected and maintained.	DEC/ Shire
14	Ensure all new works (eg footpaths) cater for disabled citizens.	Shire
15	Include disabled access when reviewing Townsite Strategy and residential design guidelines.	Shire
16	Lobby Hospital to construct undercover drop off area.	Hospital /Shire
17	Organise a gopher "have-a-go" and training day in conjunction with Independent Living Centre van.	NCC

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2014/15

- 8.2A.** Implement and review Disability Access and Inclusion Plan.
- 8.2C.** Include in works allowances for disabled and aged citizens such as tactile indicators for footpaths.
- 3.2B.** Actively seek sponsorship for projects and activities that are identified as beneficial to the community. Projects will be initiated which source funds predominantly from external sources.
- 8.2A.** Implement and review Disability Access and Inclusion Plan.
- 11.1B** Review, in conjunction with Nannup Community Resource Centre, their future building space requirements.
- 11.1C** Review the lease/use of the Nannup Bowling Club premises (possible relocation to Recreation Centre).
- 11.2A & B.** Complete a business plan, needs analysis and site survey for the proposed Recreation Centre upgrade. Develop plans/design and seek funding.
- 12.1B** Develop and implement footpath construction program \$43,000 - \$50,000 per annum.
- 12.2C.** Transfer funds to reserve to part fund the future upgrade of the main street of Nannup - \$50,000 in 2010/11 & 11/12.
- 12.2E & G.** Finalise planning for Main Street upgrade and implement (\$600,000 in 2011/12).

2. Transport

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<p>Transport was cited as the most significant area of unmet need for older people in the South West. Lack of transport is a major hindrance for people accessing a range of services.</p> <p>The lack of public transport increases social isolation among older people, particularly in small communities. The increased loss of drivers licenses due to mandatory reporting of medical conditions will further increase this sense of isolation.</p> <p>Possible improvements/solutions:</p> <ul style="list-style-type: none"> ● Improved transport services - in particular finding an alternative to public transport. Suggested increase in "HACC type" transport. ● Expansion of HACC eligibility and services. ● Local government to assist in provision of community transport. ● Passing lanes on key transport routes ● Improved road surfaces and design ● Driver retraining and support ● Local licenses for older drivers ● Encourage vehicle pooling ● Encourage volunteer driver programs ● Provide information on local travel assistance programs (eg public transport vouchers, car licensing). ● Develop community transport options to provide door-to-door transport. ● Shared use of community buses and HACC vehicles ● Widely disseminate information to older people about public and community transport options ● Improve volunteering base for transportation ● Investigate use of school bus in non-peak times ● Encourage retailers to provide home delivery. 	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. A very poor transport system (it takes 4 hrs to get from Nannup to Bunbury via TransWa bus). Need direct bus service to Bunbury and Busselton. People are not aware of public bus services. 2. People living in outlying areas can't get into town if no car. 3. A poor standard of road networks. 4. Reduce town speed limit from 50 to 30 or 40km per hour (60km per hr in semi rural eg Barrabup Rd, Greenwood and Blackwood). 5. A need for Health Department to change policy and authorise ambulances to go direct to Bunbury instead of Bridgetown. 6. A need for more resting bays/ lookouts on highways so that vehicles can pull over. 7. A need for "defensive driver" training for older drivers. 8. Need a community bus, car or local taxi service. Needs funding to purchase and maintain; and drivers. 9. Investigate school buses providing transport for outlying community members to come into town. 10. Needs a local transport resource/booking centre (possibly CRC). 11. Self funded retirees and "fit" pensioners are "hard done to" – ineligible HACC services and there are no affordable alternatives (eg taxis). 12. Need to change system so that any senior without a drivers license is eligible for HACC transport support. 13. Review system for seniors fuel card so it can be used to pay for people to travel on HACC transport and community bus/any

<ul style="list-style-type: none"> Encourage cycling culture 	<p>transport.</p> <p>14.R4R fuel card – value needs to be increased for communities where there is no public transport. eg raise to \$1000 per person.</p>
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	Strategy	Responsibility
1	Investigate pilot project for regional transport with SWDC, DSR	Shire
2	Investigate resource sharing with other Shires and agencies and seek grants to improve local transport links across the South West.	Shire
3	Investigate community bus or car through SWDC and Lotterywest. Research to include availability of volunteer drivers, vehicle maintenance and ongoing costs. Liaise with CRC re opportunities for CRC to manage booking system.	Shire
4	Lobby Police to reduce speed limits in semi-rural subdivisions	WA Police/Shire
5	Include defensive driving course as part of Seniors activities	Shire
6	Lobby State Government to allow seniors without a driving license to qualify for transport support.	SWDC/Shire

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2015/16

12.1C. Continue to lobby for road funding through various sources available.

3. Housing

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<ul style="list-style-type: none"> • A lack of affordable housing which meets the need of older people is a major issue. There is a lack of sufficient public housing for older people who are asset poor and on limited incomes. • Positive comment was made about the role of local government in establishing seniors housing and aged care facilities. • Councils need to plan for the future provision of aged accommodation including: <ul style="list-style-type: none"> • Allocating sufficient land. • Develop new, and review existing, zoning provisions to incorporate accessible dwellings as standard practice. • Ensuring that the building and development sectors are informed about the development of aged-friendly communities. • Ensure that aged care accommodation and retirement villages are part of the local community and not isolated from it. • Actively supporting the development of new services. • Streamlining approvals processes for developers. • Possible improvements: <ul style="list-style-type: none"> ○ Independent living units and services in Nannup ○ Smaller blocks for those wishing to downsize ○ Government and NGOs to refurbish or adapt existing housing to suit older people. ○ Local government to assist planning and development approval of affordable social housing. ○ Develop local housing policies that promote wide range of housing types for older people (not just group dwellings.) ○ Provide incentives for developers to build housing for older people. eg fast track approvals, fee discounts. ○ Ensure aged care facilities are part of the local community - 	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. A need for more affordable housing. 2. A need to identify possible location for a seniors precinct, with community hall open to both seniors and the wider public. 3. More seniors accommodation – cottages near the hospital or near existing cottages. 4. A need for another 6 units (at least 2 bedrooms) with option of live-in carer. Also activity centre and a live-in Nurse-Manager if possible. 5. More town blocks. More villas/units to buy on the flat land – but controlled to avoid “packing in”. 6. It is very important to have somewhere for children to stay & acceptance of animals 7. To be eligible for Danjangerup Cottages, you have to be eligible for Dept of Housing. People on large acreage have nowhere to move to. Need housing for people who are not eligible for State housing. 8. A need for low cost hostel accommodation with carer sleep over. 9. More maintenance needed on existing aged cottages. 10. Maintenance of all seniors homes is a big issue/ too many rules stand in the way of HACC and volunteers wanting to help. 11. Older people need help to get their properties fire ready. 12. Possible volunteer program for maintenance of seniors homes. Investigate trailer (similar to Busselton model).

	not separate.
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	Strategy	Responsibility
1	Ensure access complied with for all new buildings	Shire
2	Lobby and initiate development of additional units at Danjangerup Cottages. Two bedroom, pets eligible.	State Government /Shire
3	Lobby and initiate development of accessible and affordable housing within seniors precinct for Non Eligible Dept Housing resident including lease for life.	State Government /Shire
4	Initiate home maintenance program with FESA and service clubs	FESA/ Shire

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2015/16

- 3.2B.** Actively seek sponsorship for projects and activities that are identified as beneficial to the community. Projects will be initiated which source funds predominantly from external sources.
- 8.2B.** Assist the Danjangerup Cottages Committee in the construction of additional aged accommodation (headworks and site works).
- 8.2E.** Develop a policy on contributions to aged persons accommodation.
- 9.2D.** Implement discussions with the State housing authority on future state housing programs for the Nannup district.
- 9.2E.** Review lease and tenant agreement for No 2 Brockman St (Community House).
- 10.2E.** Review Nannup townsite Strategy
- 10.2F** Finalise and implement residential design guidelines for new development.

4. Respect

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<ul style="list-style-type: none"> • Safety from crime and violence is seen as a major concern. • Involve older people in policy and planning decisions -use as problem solvers. • Involve older people in the planning and design of the built environment, public spaces and town planning. 	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. A very strong sense of community and a great place to live (people have lived here all their lives, or have not intention of leaving!). 2. Our elderly residents are very well respected in the community. Youth and local businesses go out of their way to help them. 3. Shop staff help with portage of goods. 4. A need for more aged focused information in the local newsletter. Encourage people to submit stories. 5. Possibility of using High School facilities to run more inter-generational activities. 6. Opportunities for community to improve the quality of social life of older people confined to hospital. Try to take patients to the service rather than take the service to them. 7. A need for funding for hospital residents to attend external activities.

Strategy	Responsibility
1 Promote inclusive seniors activities	SHIRE
2 Promote intergenerational activities on school holidays	SHIRE

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2015/16
Nil

5. Social Participation

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<ul style="list-style-type: none"> • Intergenerational contact is important for providing a normalized environment for older people. • Many older people find the cost of access to recreation centres prohibitive. Because of the importance of exercise, to the health of older people, off peak price reduction for older people was suggested. • Make libraries central hub for older people • CRCs to provide active ageing initiatives. • Extend mobile library service • Further develop recreation centre programs • Develop local walking groups • Ensure availability of libraries, day centres, social clubs etc. • Promote volunteering • Ensure availability of independent, not-for-profit financial advice for older people • Support intergenerational activities 	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. A great monthly bus trip program for seniors (organized by the Shire of Nannup). Need more money to expand the service. 2. Seniors organize most activities and are therefore very included. Invited to participate and can join in if you want to. 3. Social and recreational opportunities more than meet the needs of older people – there’s always plenty to do. 4. Affordable events organised by community groups throughout the year. 5. A need for a Seniors Centre in town – open day and evening. 6. Need a community garden 7. Need a database of older people to ensure that all know about monthly activities and can ask for pick up. Focus on those who are not socially active. 8. Investigate a pet “day care” system where people, who usually leave their pet at home during the day, can drop it at a senior’s home for exercise and company. Investigate if these seniors can also take the pet to the local hospital and aged care facilities to cheer up frail aged residents.

	Strategy	Responsibility
1	Further develop library – purchase more large print books, installing large computer screen, audio books and music, delivery service to hospital and Danjangerup Cottages. (DAIP)	Shire
2	Facilitate development of a community garden in conjunction with community organisations	Community /Shire
3	Provide on Council's website sport, recreation and community organisations and services available	Shire
4	Investigate employment of an Events Officer between Council and Community organisations	Shire
5	Review "Living Well Together – How Companion Animals can help Strengthen Social Fabric" by Dr Lisa Wood ISBN978-0-646-50747-7 to determine benefits of a pet day care system and/or other concepts.	Shire
6	Investigate garden maintenance program.	Shire

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2015/16

- 8.2A.** Implement and review Disability Access and Inclusion Plan.
- 8.2D.** Develop and implement seniors activities (\$2000 per annum).
- 11.2G.** Continue to develop and implement recreation programs as funding becomes available.
- 11.4A.** Develop strategies to guide the development of appropriate and equitable library services.

6. Communication and Information

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<p>Public awareness of the services that are available was seen as important. Carelink has an extensive database of services and its focus is to provide advice and information to older people.</p>	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. An excellent social networking and communication system, based on local newsletters, noticeboards and word-of-mouth. 2. CRC "Government Information Point", Seniors Broadband and free internet access available at CRC for older people. 3. Up-to-date technological services and information available at the Community Resource Centre 4. Gossip! Word of mouth is best communication tool. 5. Noticeboards everywhere (IGA and Post office very effective). 6. Telegraph newsletter provides valuable information. 7. Local flyers are effective in providing information. 8. A need for more advertising of activities at Recreation Centre. 9. A need for increased speed of internet. 10. Some fire concerns. A need to communicate what steps are in place to warn older residents (especially those without transport) when the emergency management plan is activated. Need process in place to care for people during an emergency – especially those with disability eg asthma. Also need to consider pets! 11. Communication almost impossible if there is smoke or bad weather. No local ABC radio or mobile phone – it all drops out. Jalbarragup can't get Bunbury radio. Need to be able to receive ABC Radio from Bunbury or have alerts broadcast on all stations. 12. More mobile phone towers are needed as a priority.

	<p>13. Produce and issue a simple list which details all services and discounts available to seniors. Issue when seniors get the Seniors Card and every 3 years thereafter.</p> <p>14. Employ person to help seniors fill out forms (possible role for CRC via R4R grant).</p>
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	Strategy	Responsibility
1	Establish a Community Information Point for emergencies at Newsagency, Community Resource Centre and Shire Offices	Shire
2	Encourage Nannup Telegraph to become fortnightly production	CRC
3	Improve awareness of government services available to Seniors (via CRC Government Information Point)	CRC
4	Establish service to assist seniors to fill out forms (as part of Government Information Point)	CRC

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2015/16:

Nil

7. Volunteering and employment.

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<p>Volunteer work provides a good opportunity for community engagement. Department for Communities data indicates that the participation rate for people over 65 years is 27.6%.</p> <p>Local government can plan an important role in marketing volunteering and providing support and training to volunteers.</p> <p>Community Resource Centres to provide information on volunteering opportunities.</p> <p>Reimbursement, of expenses to allow some people to remain as volunteers. Develop understanding of skills base of older people living in the community.</p> <p>Ensure that practical strategies are in place to make the most of the immense volunteering resource of older people (such as meeting some of the costs of volunteering).</p>	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. Many opportunities for people to volunteer and get involved. Nannup wouldn't be here if it wasn't for the volunteers. 2. An active and involved community with a high proportion of the community involved in community groups and volunteering work. There are 87 community organisations in Nannup. 3. Too much red tape for community activities (Shire to lobby government to overcome restrictive regulations). 4. A need for clubs/groups to contact individuals to encourage membership. 5. A need to identify community champions. 6. Public liability constrains volunteers wanting to help eg complementary therapy could be provided by volunteers at the hospital but can't due to insurance issues. 7. Need refunds on fuel and phone costs for volunteers – making volunteering affordable is more important than awards. Need to cover out of pocket expenses. 8. Need clarity of where role of where volunteer work starts and finishes. Some paid workers are needed to deal with paperwork/governance – especially when organizing community events.

	Strategy	Responsibility
1	Employ Event officer to assist with governance requirements of events and festivals	CRC/Shire
2	Run governance workshops.	CRC
3	Investigate fuel reimbursement opportunities for volunteers	CRC
4		

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2015/16:

8.2D. Develop and implement seniors activities (\$2000 per annum).

8. Community Support and Health Services.

What the SWDC Active Ageing Research Project said:	What the Nannup community said:
<p>Health services received criticism, particularly the fact that people have to travel considerable distances to access many services because the services do not come to the community.</p> <p>A need was identified for more services in the home to keep people out of residential care. A number of comments were made about improving HACC services; in particular the inflexibility of the program which requires clients to fit the services on offer rather than tailor the service to meet the need of the client.</p> <p>Safety is a major issue for older people living independently, particularly the danger of falls.</p> <p>More GPs, allied health, mental health and specialist health services are needed to meet demand.</p> <p>Shortfall in supply of residential aged care places and respite beds.</p> <p>Need more community care packages</p> <p>Lack of respite care places</p> <p>Plan for increased demand for health and community services.</p> <p>Ensure that local advisory committees are in place to identify gaps.</p> <p>Strengthen caregiver support services</p> <p>Explore use of CRCs to deliver services to older people.</p> <p>Improve information and referral service</p> <p>Lobby government to increase resources and funding for home maintenance and modification services so that it meets the need of older people.</p>	<p>Based on these reports, the community agrees that they have:</p> <ol style="list-style-type: none"> 1. Good OT, HACC and hospital care (there is 1 respite bed at hospital). 2. General lack of allied health and podiatry services (but this is common to South West). 3. Very poor support given to the ambulance service – Bunbury Hospital is unwilling to accept ambulances from Nannup. Need to be able to take ambulance direct to Bunbury. 4. Need local doctor resident in Nannup and relief doctor. 5. A need for a Permanent Care facility near hospital. These facilities will be needed as the baby boomers age. 6. Need expanded emergency alarm system (subsidized). 7. Need a review up-front fees and to lobby for more services including Meals on Wheels. 8. Need more information about what services are available and how to access them (via Wellness Club and Nannup newsletter). 9. Investigate video conferencing facility at the hospital. 10. Investigate if volunteers can help with palliative care at the hospital. 11. Investigate mobile dentist (possible access to school dental service). 12. Need system for Red Cross (or other group) to phone people living in remote areas at least once a week.

	Strategy	Responsibility
1	Lobby for mobile dentist in town (2009 CPD)	Shire
2	Lobby for residential doctor in town (2009 CPD)	Shire
3	Lobby to assist attraction of residential doctor to the town. Southwest Medical Attraction Taskforce Initial Report (Alison Companti Dec 2009) suggests LGA Provide a welcome pack for doctors and family planning to relocate. Also consider assist in orientation to the community.	Shire
4	Lobby for review of HACC services for people aged 75yrs +. Conduct a HACC client database review program. Pro-actively assess non-HACC residents who might be eligible for HACC services. Put their names on a prioritized waiting list.	State Government /Shire
5	Lobby for hospital boards to include what preventative measures/programs they are putting in place.	Hospital /Shire
6	Lobby for Nurse Practitioners who travel to communities that have no resident doctor, and complete annual physical for all people who do not have a drivers license and all seniors (including self-funded retirees).	Shire
7	Produce and distribute more articles relating to maintaining health and wellbeing and services via regional newsletter and CRCs.	Dept of Health
8	Review services for people aged 75yrs and lobby for further changes to assist seniors.	Shire/ CRC

What the Shire of Nannup has included in its Forward Plan 2010/11 – 2015/16:

Nil

Age Friendly Communities, Participant Information Form (Survey Form)

Note : this summary sheet INCLUDES the outcomes of the 24 survey forms collected at the Men's Pit Stop held on 2nd April 2011.

Total forms completed –90

<p>1. Age at last birthday:</p> <p>55 – 60yrs..... 14</p> <p>61 – 65 yrs.....13</p> <p>66 – 70 yrs26</p> <p>71 – 75 yrs.....16</p> <p>76 – 80 yrs.....7</p> <p>81 + yrs.....10</p> <p>Oldest participant 95 yrs</p>	<p>2. Sex:</p> <p><input type="checkbox"/> Male 49</p> <p><input type="checkbox"/> Female 41</p>
<p>3. Do you live in the district on a permanent (full time) basis?</p> <p>Yes <input type="checkbox"/> 86</p> <p>No <input type="checkbox"/> 2</p>	<p>4. Do you rent, or own the home where you live?</p> <p><input type="checkbox"/> Renter 13</p> <p><input type="checkbox"/> Home owner 68</p> <p>Other 1</p>

5. Who lives in your home with you? (Tick all that apply)

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> No-one else but me 20 | <input type="checkbox"/> Children 3 |
| <input type="checkbox"/> Spouse/partner 63 | Children Ages 57 & not stated |
| <input type="checkbox"/> Other relatives 3 | |
| <input type="checkbox"/> Non-relatives 0 | |

6. What is the total number of people who live in your household?

- 1.....27
- 2.....53
- 3.....6

7. What area do you live in:

- Town.....42
- Subdivision.....15
- Rural/semi rural.....25

8. How long have you lived in the district?

Less than 2 years6
 2-5 years14
 6-10 years15
 11-15 years7
 16-20 years 10
 21 + years31

9. Do you have family in the district (apart from those living in this house)?

Yes36
 No52

10. Are you currently caring for a family member (other than a child under age 18 yrs)?

Yes3
 No84

11. Present employment status:

Retired65
 Work Full-time4
 Work Part-time14
 Unemployed (looking for work) 2
 Volunteer full time0
 Volunteer part time14

12. Present occupation or last major occupation:

Office	6	Farmer	7	Government	1
Business/retail	10	Domestic/ Home duties	6	Shipping	3
Education	5	Industry	4	Health	6
Mechanical	6	Other	10		

13. What is the highest level of schooling you completed?

Primary School4
 Secondary School48
 College or University28
 Trade8

14. Are you currently a member of a community group?

Yes56
 No31

If yes, please list number of groups :

1.....17	4.....8
2.....12	5.....1
3.....16	6.....1
	7.....1

5. How would you describe your current health?

Excellent12
 Good51
 Fair15
 Poor2

16. Do you have any health problem that limits your ability to do your normal daily activities?

Yes31
 No45

17. When did you last visit a doctor?

2011.....53
 2010.....28
 2008.....1
 Other.....1

18. Where is your doctor located?

Busselton19
 Bridgetown.....26
 Nannup.....18
 Bridgetown/Nannup.....6
 Perth.....3
 Mandurah.....2
 Margaret River.....1
 Bunbury.....4

19. When did you last stay in hospital?

2011.....3
 2010.....13
 2009.....8
 2008.....7
 2007.....2
 2006.....2
 5 – 10 yrs ago.....3
 11 – 20 yrs ago.....6
 More than 20yrs (or never!).....11

20. Are you currently receiving any specialised health care support in your home?

Yes5
 No72

21. Do you drive a car?

Yes73
 No8

22. Where do you undertake your household shopping?

<input type="checkbox"/> Nannup for all items8	<input type="checkbox"/> Busselton70
<input type="checkbox"/> Nannup for small items and regional town for larger items (please tick which towns you shop in).....70	<input type="checkbox"/> Manjimup23
<input type="checkbox"/> Regional town for all items (please tick which towns you shop in)3	<input type="checkbox"/> Bridgetown.....11
	<input type="checkbox"/> Bunbury22
	<input type="checkbox"/> Other.....11

23. Do you drive to neighbouring towns?

Yes70
 No12

24. If not, who helps you when you need to travel out of Nannup?

Family 4
 Friends 3
 HACC 2
 Other 0

25. What services would you like in future to assist you to remain in your home as you grow older?

Resident doctor or more regular services.	39	Community bus/ bus to local towns	30	Home delivery of meals and shopping	3
HACC/ Silver Chain/ meals on wheels	11	Aged care facilities/ housing/retirement units	10	Help with garden	10
Gas bottle delivery	1	Housework/ HACC assistance/ handyperson	9	Mobile phone coverage	2
"Buddy" transport/ transport assistance	3	Dental service	1	Bigger supermarket/ good prices/extended hours	4
Hospital facilities	12	Extended age care	2		
More park benches	2	Cross walk – Warren Rd	1	Footpaths/cycleways/ gopher tracks	2
Remunerate volunteer ambulance and BFBs to get more young volunteers.	1	Cheaper rates	1	More disabled bays/ lower kerbs	1

26. How many of these services are currently available in Nannup?
HACC

27. Do you have internet and email connect at home?
Yes46
No34

28. Are you aware of/use the Broadband for Seniors kiosk at the Nannup Community Resource Centre?
Yes59
No20

29. Would you like to see other activities planned for older people? If so, what could these be?

Sporty activities/facilities	3	Community garden	2	Local outdoor cinema/ movie nights	3
Seniors centre / club activities	7	Bus excursions (to continue)	4	Swimming/hydro/lap pool	11
Education for seniors	2	Gymnasium	3		
Men in Sheds	6	More activities at hospital	1		

30 . Please list the things that will keep you in Nannup as you grow older

Responses included in Q25

General Comments

“When the traffic lights go in, I’m leaving”.

“I think it would be beneficial for HACC to have a “handy man” service available on request – for jobs that fall just outside the “trades” range.”

“I just love those bus trips”.

“More musical items in Nannup hospital - same as Bridgetown – long term patients found this most uplifting.”

Comparison of Reports

The outcomes of the following workshops and reports were reviewed as part of the Active Ageing project:

<p>Report No:</p> <ol style="list-style-type: none"> 1. Community Members Workshop 23rd November 2010 2. Service Providers Workshop 9th November 2010 3. Community Safety & Crime Prevention Plan 2007 4. Nannup Community Planning day 14th March 2009 5. Shire of Nannup Forward Plan 2010/11 – 2014/15 6. Disability Access and Inclusion Plan Nov 2010 7. Physical Activity Plan 2005-2008 8. Recreation Facilities Strategic Plan June 2000 9. Community Planning Day 20th February 2005 10. Community Members Workshop 8th February 2011 11. Community Members Workshop 15th February 2011 12. Oral History October 2011 13. Mens Pit Stop 2 Apr 11 	<p>What this research told us is that, since June 2000, the top three priority issues identified by the community have been:</p> <p>A variety of special needs housing including special groups/disabled, aged housing: self care, hostel and nursing homes to reduce the drift of population to larger centres.</p> <p>A network of trails, cycle-ways and footpaths that provide access for people of all abilities.</p> <p>A public transport system that allows all residents direct access to basic facilities</p>
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What we said we needed	Report No												
	1	2	3	4	5	6	7	8	9	10	11	12	13
A variety of special needs housing including special groups/disabled, aged housing: self care, hostel and nursing homes to reduce the drift of population to larger centres.	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	
Increased rentals, affordable housing.	✓	✓		✓						✓	✓		

What we said we needed	1	2	3	4	5	6	7	8	9	10	11	12	13
Integrated recreation and leisure centre that incorporates a health and wellbeing centre.				✓	✓	✓	✓	✓	✓	✓	✓		
A Seniors Citizen Centre providing recreational, social and educational opportunities.			✓	✓						✓			
Improved library facilities to cater for people with disability.						✓		✓					
Improved medical facilities (for aged residents of Nannup District Hospital, mental health and other professional services).		✓		✓					✓	✓	✓	✓	✓
A network of trails, cycle-ways and footpaths that provide access for people of all abilities.	✓	✓		✓		✓	✓	✓	✓	✓	✓		
Local businesses and government buildings to improve access for disabled.	✓					✓				✓	✓		
A public transport system that allows all residents direct access to basic facilities.	✓	✓		✓			✓	✓	✓	✓	✓	✓	✓
An improved telecommunications and ABC radio system.	✓	✓		✓					✓		✓		
Improved overtaking facilities and/or pull in bays on major roads.	✓	✓											
Lowering speed limits in subdivisions, on linking roads and in the CBD.	✓	✓	✓			✓							
A local resident doctor/ more regular service.	✓			✓					✓	✓	✓	✓	✓
Cross walks at key points on Warren Road.	✓					✓				✓	✓		

What we said we needed	1	2	3	4	5	6	7	8	9	10	11	12	13
Increased funding for NCC to services.				✓				✓		✓	✓		
Shelters and seating				✓					✓	✓	✓		
More awareness of emergency response plan.	✓			✓						✓	✓		