

LIVING AND AGEING WELL IN GLEN EIRA



NOVEMBER 2022

In response to the Royal Commission into Aged Care Quality and Safety, the Federal Government is reforming how aged care services are designed, funded and regulated.

Glen Eira has for decades received funding from the Federal Government to provide in-home aged care services to older residents to help them continue to live in their own homes, connected to their community.

Glen Eira City Council welcomes reforms to improve the quality and safety of services, and enhanced choices about from whom, when and where older Australians receive services. However, significant reform may stretch Council's capacity to deliver services in the future.

The Federal Government is yet to determine the scale and scope of reform. Once more is known, Council will consider its response to new aged care service and funding models.

Council recently engaged the community to gain a deeper understanding of its views on aged care and how it can best support older residents live and age well in Glen Eira. This report provides an overview of what we asked, what we heard and what happens next.

There are many things for Council to consider when responding to the reforms. One of the most important is the views of its older residents, their families and carers, workers, experts and advocates.

Changing needs, preferences and expectations of older people also need to be understood. Australians are living longer and healthier lives, using technology more and participating in a diverse mix of activities to keep their minds and bodies active. It is important Council provides services that reflect these changes.

1241 people participated in Council's engagement program, **719 people** completed the **Living and Ageing Well in Glen Eira** survey.



- **90 per cent** were aged 65 or older
- **78 per cent** were retired
- **63 per cent** received aged care services (92 per cent of these through Council)

The program explored:

- Older people's satisfaction with their local area and improvements that could be made
- Where older people can access information
- Aged care provider characteristics
- Access to services, activities and support
- Healthy ageing
- Loneliness and financial insecurity
- Awareness and use of Council services, especially independent living services
- Role of Council in service delivery.

Residents could participate by:

- Completing a print or online survey
- Attending one of the many pop-ups held at libraries, train stations, parks and sport and leisure facilities across Glen Eira.

Community Voice members and the Youth Advisory Committee were consulted and feedback could also be provided through Council's Have Your Say website.

OVERVIEW

The engagement helped Council better understand how it can support older residents live and age well in Glen Eira. Key findings include:

- Council's independent living services are important and valued, especially domestic assistance, home maintenance, personal care and delivered meals.
- Having a range of providers and services to choose from, such as the ability to select services from more than one provider, is important.
- Respondents indicated that they would choose a provider based on fees, how services are delivered and the ability to stay with them as their needs change. Whether the provider was a not-for-profit or for-profit organisation was not as important.
- Recipients of aged care and independent living services value being able to choose the services they need from the provider they want, and being able to easily change services and providers.
- Older people indicated the need to feel safe when out in the community as a priority, with one in 10 also saying they were often lonely.
- Should Council decide to change its aged care offerings, resources could be reallocated to healthy ageing services.
- Improvements can be made to make Glen Eira a better place to live and age well.

SATISFACTION WITH THE LOCAL AREA

Respondents reported being more satisfied than unsatisfied with all aspects of their local community. However, they did suggest that Council could do more to support older residents' living and ageing well. Stronger levels of satisfaction were recorded for areas such as getting around the community, feeling safe when out in the community and suitability of parks and public space.

The improvements respondents would most like to see in their local area are:



1. **access** to health and community services



2. **options** to support a healthy lifestyle



3. **feeling safe** in the community

NEXT STEPS

Council's aged care and independent living, community development, city futures and infrastructure teams will work together to progress suggestions that relate to information to finding services more easily, and explore ways to improve transport and review accessibility of footpaths and seating.

AGED CARE SERVICES

Council receives funding from the Federal Government to provide independent living services. In Glen Eira, 2,300 people currently receive one or more of these services – domestic assistance, personal care, respite care, home maintenance or delivered meals.

Council also provides healthy ageing services including home library, wellbeing and recreation programs, social activities and excursions. It also provides 64 independent living units, a 90-bed residential aged care facility and five senior citizen centres.

Respondents said they would choose an aged care provider based on:



- Reasonable fees
- Continuing to provide services as needs changed
- Delivering services when and how they want them.

There was a high level of support for Council exploring initiatives to support older people. All suggested initiatives were supported by at least 72 per cent of respondents. The three most popular were:



1. Supporting older people to navigate and access services (85 per cent)



2. Providing information that is accessible and easy to understand (83 per cent)



3. Providing better street lighting and footpaths (82 per cent).



NEXT STEPS

In the short term, Council will review content on its website to ensure it is easy to find. It will also investigate the best ways to communicate with older people.

Should the Federal Government's reforms lead to Council changing how it delivers aged care services, there will be an even greater need to raise awareness of its services as well as what is available through other providers.

INFORMATION AND ACCESS TO SERVICES

Overwhelmingly, respondents indicated that the healthy ageing topics they most wanted to learn about were:

- Preventing falls and injury
- Keeping active and fit and preventing
- Reducing the risk of dementia.

Two out of three respondents had experienced at least one barrier to accessing services, support or activities. Common responses included:

- Difficulty finding information
- Difficulty booking / registering
- Concerns about how to get there (e.g. transport)
- Not having enough money to pay.

Two out of three older residents had experienced at least one barrier to accessing services, support or information.



A keen interest in learning more about healthy ageing was recorded.

NEXT STEPS

Community feedback will inform Council's advocacy for improved services, supports and infrastructure to meet the needs of our older residents. It will also be advocating to the Federal Government for a strong aged care sector on behalf of Glen Eira residents.

Council recognises the need to reflect the changing needs, preferences and expectations of older people. This aligns with the global trend towards age-friendly cities. Council will provide information about healthy ageing and related topics of interest, and explore ways to improve transport and access to services, supports and activities.



GLEN EIRA
CITY COUNCIL

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To learn more about living and ageing well in Glen Eira please visit
www.haveyoursaygleneira.com.au/future-of-aged-care-services