

Report on findings Age Friendly Cities Survey 2018

December 2018

Produced by
Community and Economic Development Group



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ACKNOWLEDGEMENTS

Redland City Council gratefully acknowledges the 100 people who participated in the survey and the Redlands Committee of the Ageing for their willingness to assist in the providing feedback on the survey questions and their efficient delivery of the survey.

EXECUTIVE SUMMARY

A survey of 100 adults aged over 55 years was undertaken by Redland City Council in June and July 2018 as part of the community engagement undertaken to inform development of an Age Friendly City Strategy.

The survey sought to understand the lived experiences of older people ageing in the Redlands and identify the cities strengths and any barriers to active ageing. The survey is based on the World Health Organisation's (WHO) Age Friendly Cities Framework. Questions focused on the eight age friendly domains in the physical and social environment known to directly influence the health and wellbeing of older people; these are:

1. Outdoor Spaces and buildings
2. Transport
3. Housing
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and Employment
7. Communication and Information
8. Community Support and Health Services

The Redlands Committee of the Ageing (RDCOTA) were engaged to identify participants and administer the survey on behalf of Council. Participants were aged between 55 years and 95 years and represented all mainland suburbs and islands with the exception of Lamb Island and Karragarra Island. The majority (57%) have lived in the Redlands more than 20 years, and a further 30% more than 10 years so are well placed to make informed comment on the age friendliness of Redland City.

The results reveal the Redlands Coast has many positive features that make it an attractive location to retire, however there are opportunities for improvement in each domain area. The key findings are summarised below:

Outdoor Spaces and buildings

The outside environment significantly impacts on the mobility, independence and quality of life of older people and affects their ability to age in place. The survey results indicate the Redlands has relatively few barriers for older people to physically access public and private buildings and services. However, increasing the number of disability accessible toilets particularly in places where older people frequent would be welcomed. In addition increasing the availability of seating in local neighbourhoods would make walking more accessible for older people.

- 97% find it easy to access public buildings
- 95% find it easy to access local businesses and services
- 48% find it easy to find a place to sit and rest when out walking near home
- 67% find it easy to find a place to sit and rest in public parks
- 78% find it easy to access public toilets, but 22% said it was not easy at all

Transport

Transport was identified as one of the most significant issues impacting older people in the Redlands. The availability of accessible and affordable transportation and safe pedestrian areas enables older people to move around, and directly influences their level of participation in social and civic activities, access to community and health services and the ability to remain ageing in place. The natural decline in vision, hearing, and slower decision making and reaction times coupled with increased fragility as people age increases the risk for older people as drivers and pedestrians so access to safe footpaths, pedestrian crossings walkways and public and community transport becomes an issue of significant importance.

The majority of participants rely on private vehicles for transport, and for half of those surveyed a car is their sole form of transport. Of the 25 participants aged over 80 years of age, 9 identified that they drive themselves. The survey found it is generally easy to walk around local neighbourhoods; however the safety of footpaths and pedestrian crossings could be improved.

The most common transport issues related to buses; in particular the poor co-ordination of timetables, infrequent services, a lack of seating at bus stops, safety out of hours and lack of bus services on the islands. An example of this is the journey from Redland City to the PA Hospital, the poor coordination of timetables makes this journey particularly arduous for older people using public transport. Other problems relate to accessibility of trains and to train stations without lift access as 45% of participants experience difficulties managing stairs. Improvements to travel within the Redlands would improve accessibility to green spaces, the bay, shopping, medical services and other amenities within the city.

- 81% find it easy to walk around in their neighbourhood
- 41% rated footpaths safety as good
- 50% rated pedestrian crossing safety as good
- 89% drive themselves
- 53% use a private car exclusively
- 43% use multiple means of transport

Housing

Having access to appropriate and affordable housing influences the independence and quality of life of older people, enabling them to age in place and remain connected to supports within the community. The survey found most participants believe the Redlands is an ideal place to retire due to lifestyle, amenity to the bay, facilities, parks, the safe environment and proximity to services.

Almost all participants expressed a strong desire to remain residing in their local community as they age and almost three quarters stated it was unlikely they would move out of the Redlands in retirement. Participants felt it was vitally important that they have access to housing that allows them to maintain their independence and although most said it was unlikely they would move out of the Redlands, the ability to access suitable housing was a key factor identified that would influence a decision to leave in the future. Just over half of the participants rated the sense of community in the Redlands as being good or very good.

Improvements can be made to strengthen the sense of community and connections for older people and in planning to ensure that a range of housing options is available to enable older people to downsize and remain in the Redlands.

- 86% own or are paying off their own home.
- 81% live in a house
- 62% live with family
- 33% live alone
- 91% rated it as important to remain living in local community as they age.
- 69% rate it as extremely important to remain living independently in own home as they aged
- 72% unlikely they would move outside of the Redlands in retirement
- 44% rated sense of community as good, 14% as excellent 7% rated it as very poor
- 90% rated the Redlands highly as a place to retire

Social Participation

Having opportunities to participate in leisure, social, cultural and spiritual activities both in the community, and within the family allows older people to exercise their competence, build and maintain relationships and contribute to positive mental health and wellbeing. The survey found the majority of participants regularly attend organised activities; the most popular were music groups, sporting clubs, and libraries. Almost one third of participants reported experiencing feelings of isolation; a contributing factor identified was the presence of hearing loss amongst participants and its impact on participation in social activities.

Social participation amongst older people could be improved by providing transport services to and from activities and events, offering discounted entry fees to seniors, wider promotion and advertising of events, scheduling events throughout the year not just during Senior's Week and increasing awareness and understanding of the needs of people with hearing loss.

- 24% report feeling isolated at times, 4% often feel isolated
- 75% have participated in performing arts and music groups
- 60% attend sporting clubs
- 44% used Council libraries
- 10% did not participate in any type of organised activities over the past year
- 15% are participating in education, self-improvement and workshops
- 85% rated it of some importance to hold seniors only activities
- 91% rated it important that intergenerational activities were held
- 41% said it was extremely important that seniors discounts were offered

Communication and Information

Being able to stay connected to people, events, services and having ready access to relevant information in a variety of forms is important for active ageing. Half of the participants communicate regularly with family, friends and neighbours. The most popular place to find information about local services was the Redland City Bulletin followed by the Internet. Only 13 reported they never use the internet of these 9 were aged over 80 years of age however the majority were aged over 80 years did use the internet. There were some difficulties identified with use of the internet, these predominantly related to issues understanding search results.

- 57% communicate with friends, family and neighbours at least once a day
- 3% communicate with friends, family and neighbours every 2-3 weeks
- 68% look for information on services available in the Redlands from the Redland City Bulletin
- 86% have access to the internet at home
- 88% are able to find information on services in the Redlands
- 17% expressed interest in learning to use the internet
- 73% use the internet at least daily
- 13% never use the internet

Respect and Social Inclusion

Environments where older people are respected, recognised and included in the community and the family positively impact the well-being of older people. The survey found that most participants generally feel respected by both family and the community, however over one quarter believed representations of older people in the local media were not positive. 8% of participants identified they had experienced at least one form of elder abuse.

- 71% rate the portrayal of older people in local media as positive
- 97% feel respected by family
- 90% feel respected by service and retail staff
- 8% had experienced at least one form of elder abuse

Civic Participation and Employment

Being involved in paid work or contributing to the community through volunteering or engaging in political processes assists older people to remain active and connected to their community. The majority of participants had retired already and half of these regularly undertake unpaid volunteer work for an organisation in a wide range of capacities. Most participants regularly provide help and support to family and friends. A small number were actively looking for paid work, of these most were female and all had health related difficulties. The oldest person looking for paid work was 70-74 years of age. It was identified that there are opportunities for improving awareness amongst older people of how to contribute to community discussions and how to participate in volunteering.

- 71% of participants were retired
- 6% were actively looking for paid work
- 74% believe that finding work is not easy at all
- 53% had signed a petition, whilst only 1% had created a petition
- 50% had participated in a community consultation
- 42% had written to a member of parliament
- 49% were aware of how to participate in community discussions and 28% were not sure
- 36% would like to participate in community discussions in the future
- 88% provided help to others in the last 4 weeks
- 47% undertake volunteer work for an organisation
- 30% were not aware of how to find information on volunteering opportunities

Community Support and Health

The ability to access support and health services assists older people to maintain their quality of life and independence as they age. Most participants were able to access information about health services however physically accessing services such as Redland Hospital by public transport was problematic. The majority of participants did have a person they could ask to provide practical assistance and/or support during times of crisis if needed. Most participants recognise the importance of physical activity to healthy ageing and most undertake exercise at least weekly. A small number of participants did not undertake any physical activity and for a majority of these mobility issues were also identified.

- 93% have someone they could ask to provide practical assistance help in a time of need
- 92% have someone they could ask for emotional support from in a time of crisis
- 90% believe it is important to remain physically active as they age
- 70% engage in regular physical activity
- 10% never undertake physical activity
- 28% would be interested in attending health and wellness programs
- 55% prefer that health programs be geared towards older adults
- 94% are able to access required health services in the Redlands
- 21% access home care services
- 67% find it easy to obtain information about health services for older people

BACKGROUND AND OBJECTIVES

Worldwide the number of people aged 60 and over will double from 11 per cent to 22 per cent by 2050. In Queensland 14.7 per cent of the population are aged 65 and over and it is projected to increase to 19.8 per cent by 2036. Redland City is ageing at a faster rate than Greater Brisbane; 17.9 per cent of the population is aged 65 and over compared with 13.4 per cent in Greater Brisbane and coupled with a smaller proportion of people aged between 0 and 15 years of age 18.8% in Redland Compared to 19.6% Greater Brisbane.

Redland City Council has committed to developing an Age Friendly Cities Strategy to support older people to be healthy, active, independent and involved in the community. The concept of age friendly cities was developed in 2004 by the World Health Organisation (WHO) to encourage active ageing. It optimises opportunities for health, participation and security in order to enhance the quality of life as people age, recognising that the physical and social environment has a considerable impact on the lives of older people. Age-friendly cities have appropriate housing, transport, physical infrastructure and social and civic frameworks that enable people to maintain participation in the community as they grow older. Being age-friendly also means that the city has reviewed and adapted its physical and social infrastructure to help older people age in place in their communities. However, it is not just older people who benefit; active ageing is a lifelong process and younger people, together with those with limited mobility, disabilities or young families will all benefit from accessible, safe and healthy environments.

In developing age friendly initiatives the WHO advocates a bottom-up participatory approach to enable older people to identify the issues that most affect them and to exercise influence over policy. Objectives of this survey were to identify the city's strengths and areas for improvement by asking older people to draw on their own experiences, provide suggestions for change and to ensure that their perceptions and experiences are used as a starting point for developing our Age Friendly Cities Strategy.

SURVEY METHOD

The survey was developed by the Senior Advisor Community Development, Economic Sustainability and Major Projects. It included non-identifying information about participants and their experiences of and access to the following:

- Outdoor spaces and buildings
- Transport
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication
- Health and social services.

The RDCOTA and COTA Queensland reviewed the survey for suitability and readability prior to use, and amendments were made to reflect feedback received. RDCOTA were contracted from 1 June 2018 until 30 July 2018 to identify participants and administer the survey on behalf of Redland City Council.

RDCOTA selected 100 participants based on gender, age and suburb of residency and participants were assisted by volunteers to complete the survey.

In recognition of the time involved to complete the survey participants were offered an incentive to participate. Payment was made by RDCOTA in the form of a \$100 Coles/ Myer voucher.

Survey data was collated for Redland City Council by a social work student from the University of Queensland as part of a 4th year student placement in the Strengthening Communities Team. This report was compiled by the Senior Advisor Community and Economic Development.

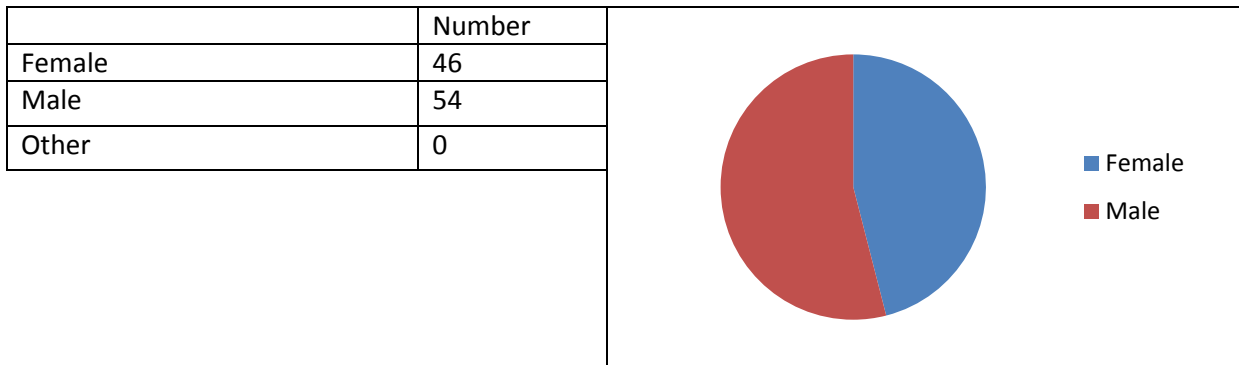
DETAILED RESULTS

1 Participants

There were a total of 100 participants who took part in the survey.

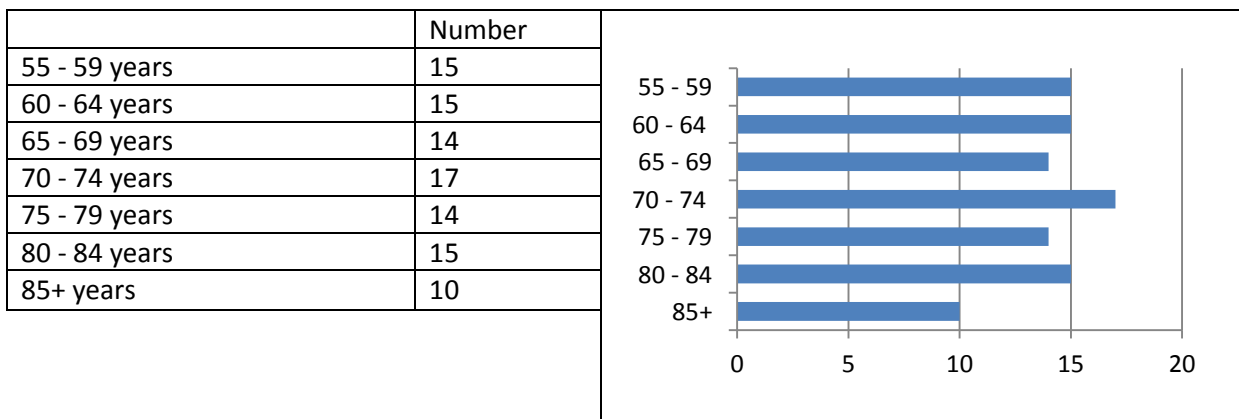
1.1 Gender

Participants were asked to identify their gender.



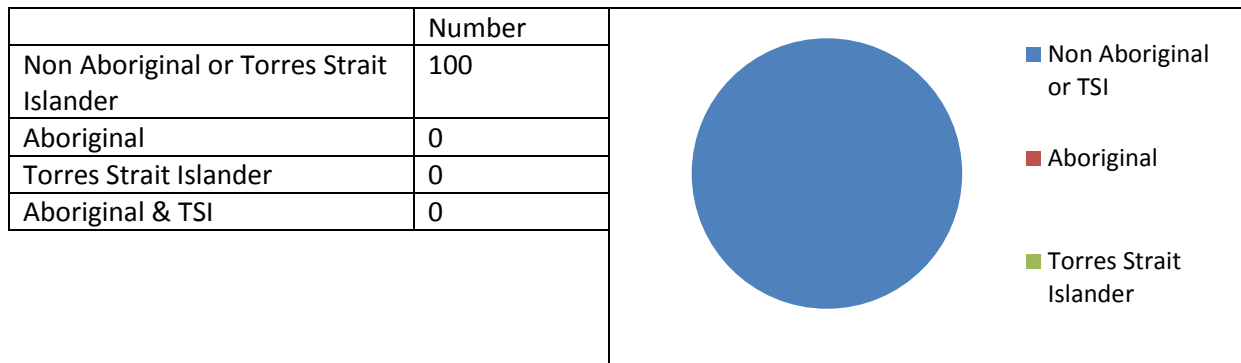
1.2 Age

Participants were asked to identify the age range they belong to.



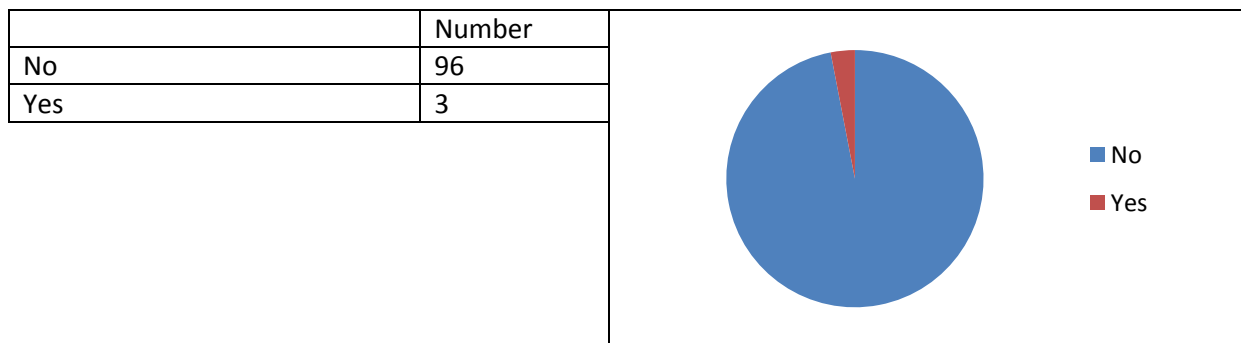
1.3 Aboriginal or Torres Strait Islander Origin

Participants were asked to identify their Indigenous origin. None of the participants were of Aboriginal or Torres Strait Islander background.



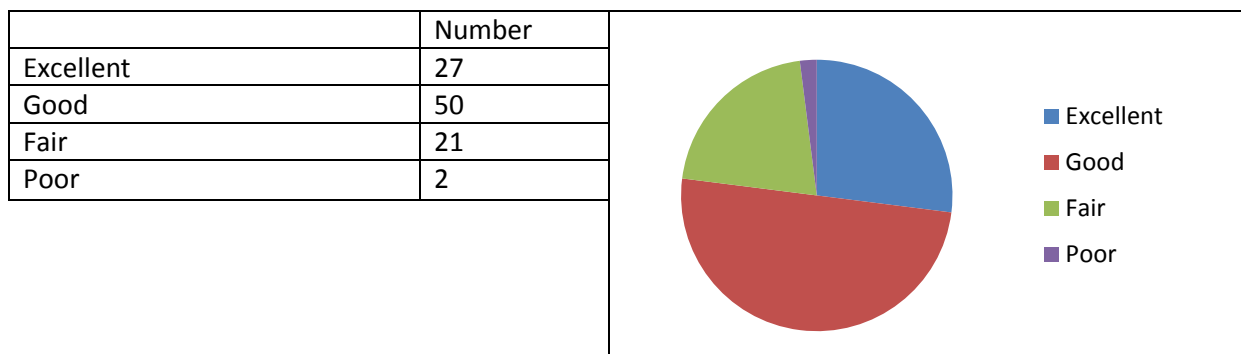
1.4 Language other than English at home

Participants were asked if they spoke a language other than English at home; of the 3% that did further analysis revealed all were aged over 80 years, 2 understood, spoke and read English very well, whilst one identified understanding English quite well but rated their ability to speak and read English as not well.



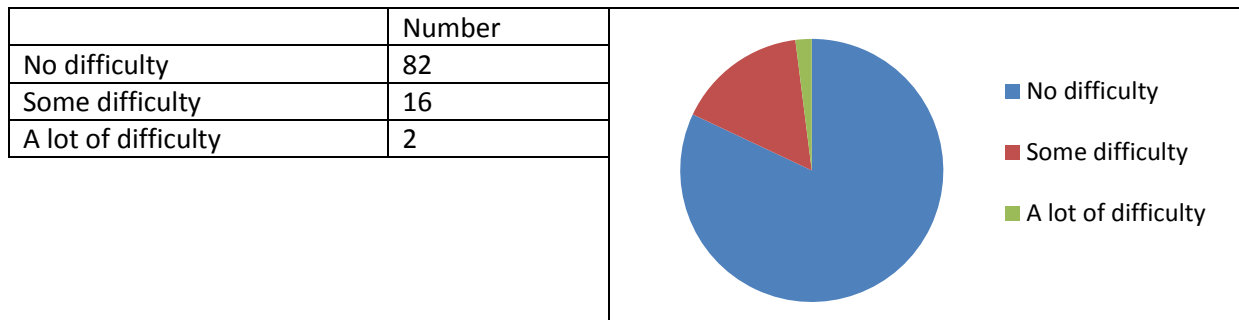
1.5 Current health

Participants were asked to rate their current overall health; the majority of participants (77%) rated their current health as good or excellent, whilst 2% rated it as poor.



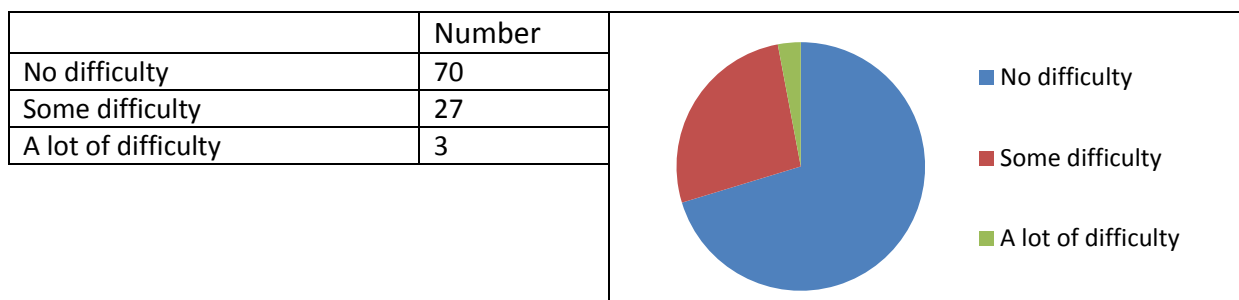
1.6 Vision

Participants were asked to rate the level of difficulty they have seeing even with the use of glasses; the majority (82%) report no difficulty, whilst 16% report some difficulty, and 2% reported a lot of difficulty.



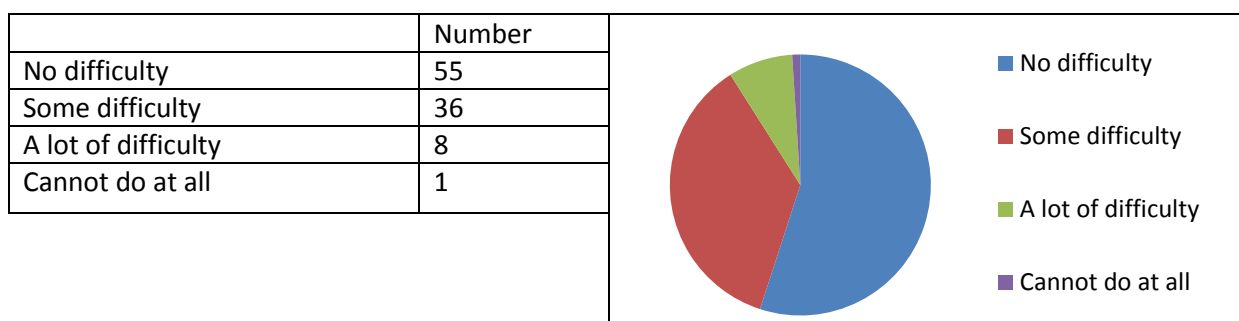
1.7 Hearing

Participants were asked to rate the level of difficulty they have hearing even with the use of a hearing aid, the majority 70% report no difficulty, whilst 30% report a degree of difficulty.

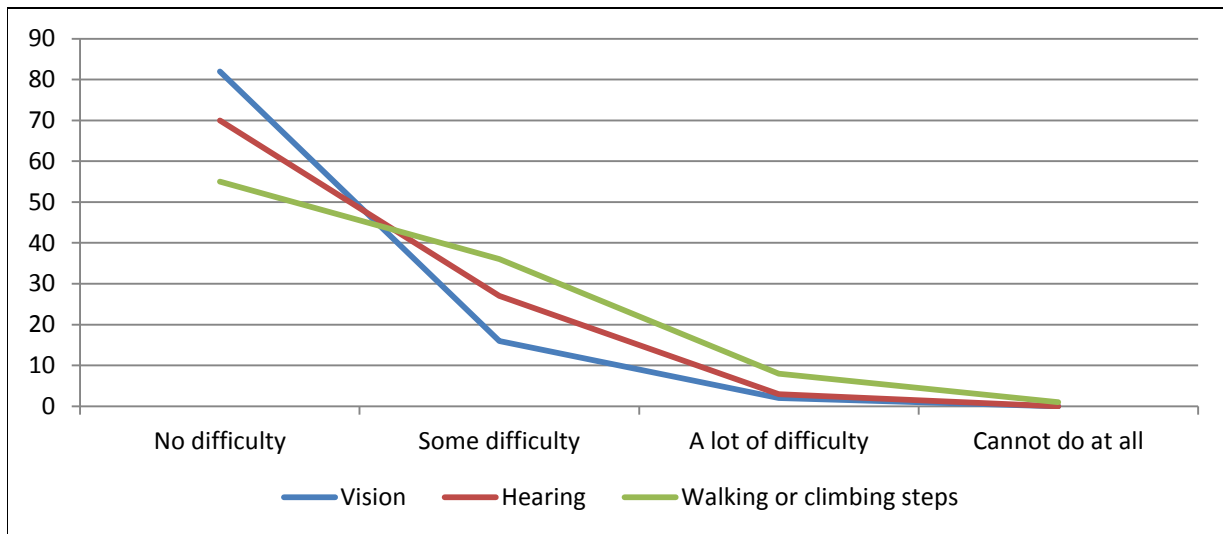


1.8 Mobility

Participants were asked if they experienced any difficulty walking or climbing steps; approximately half (55%) experience no difficulty, and the remaining 45% did experience a degree of difficulty.

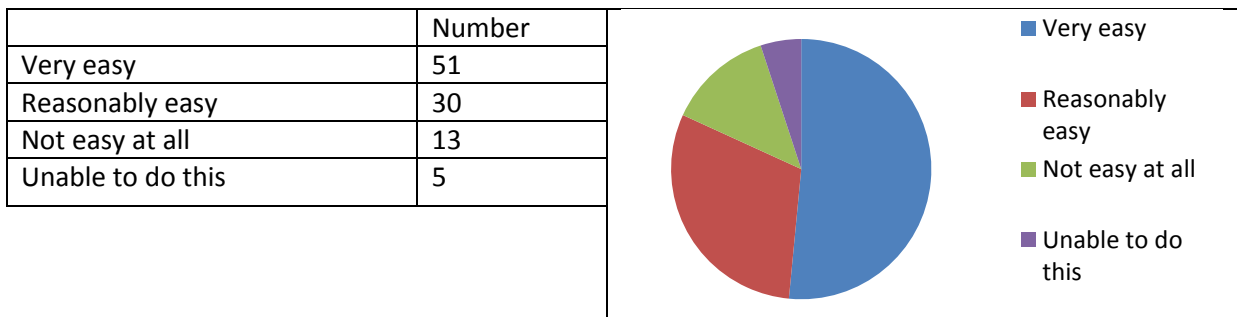


A comparison between participant’s ability (seeing, hearing, walking and climbing steps) shows that the greatest area of difficulty is related to mobility.



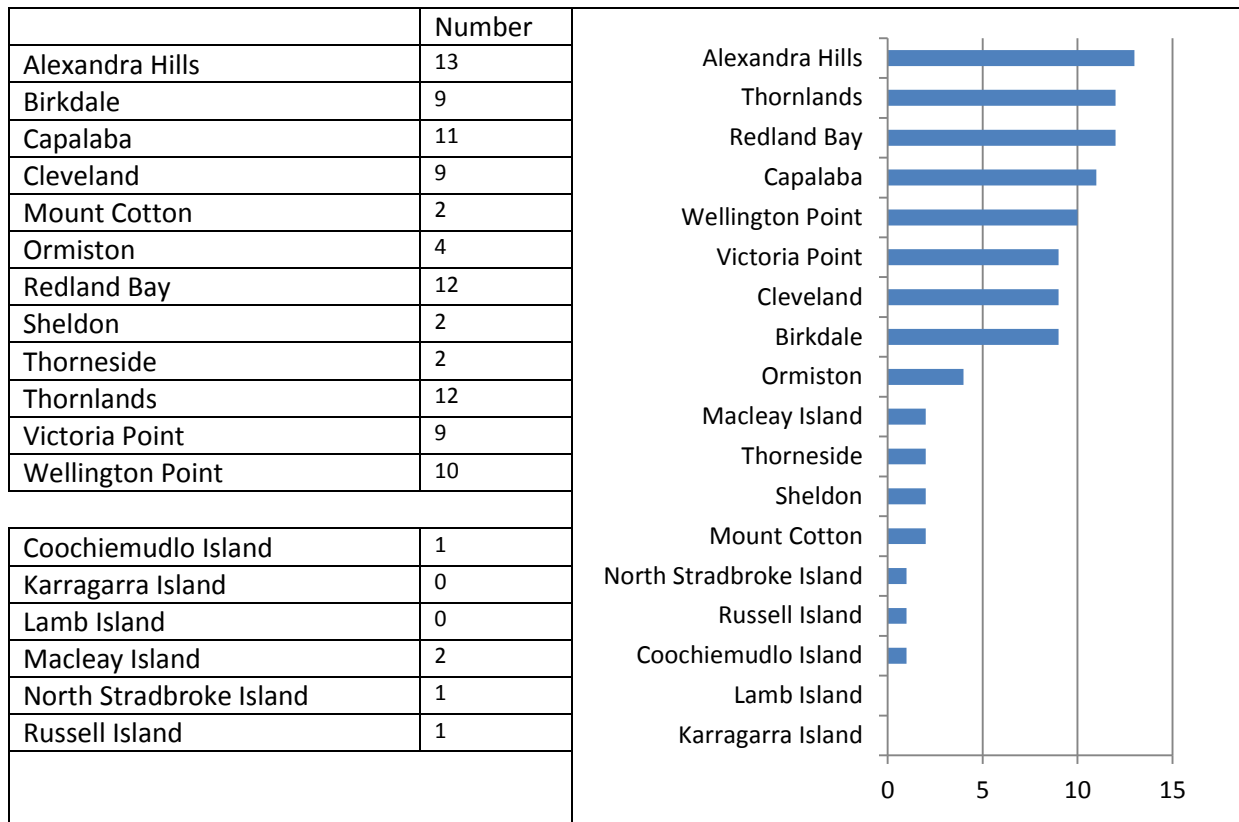
1.9 Walking 500 metres without equipment

Participants were asked how easy it was for them to walk 500 metres unassisted without using special equipment. The majority of participants found this easy (81%) whilst 18% reported this not easy or were unable to do this.



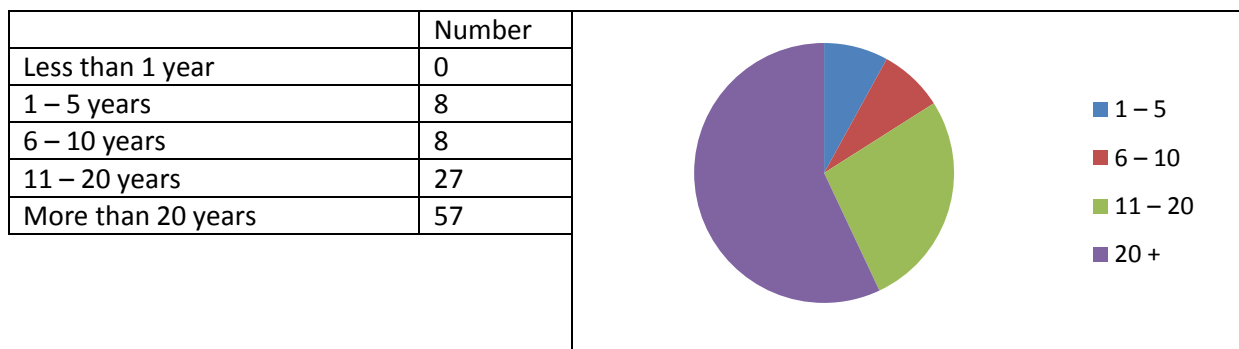
1.10 Suburb of residence

Participants were asked to identify the suburb in which they live. All mainland suburbs were represented ranging from 2 – 12 participants per suburb however Lamb Island and Karragarra Island were not represented.



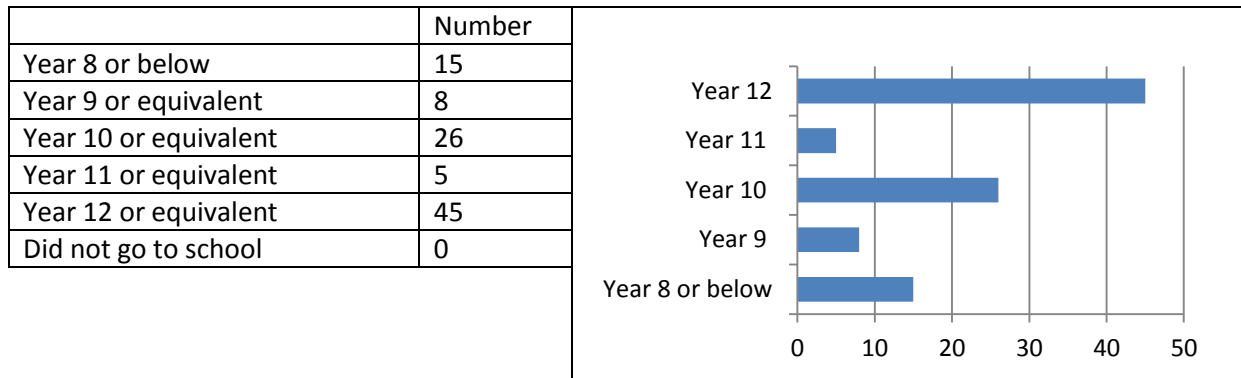
1.11 Number of years living in the Redlands

Participants were asked to identify how many years they have lived in the Redlands. The majority (84%) have lived in Redland City for more than 11 years and 57% for more than 20 years.



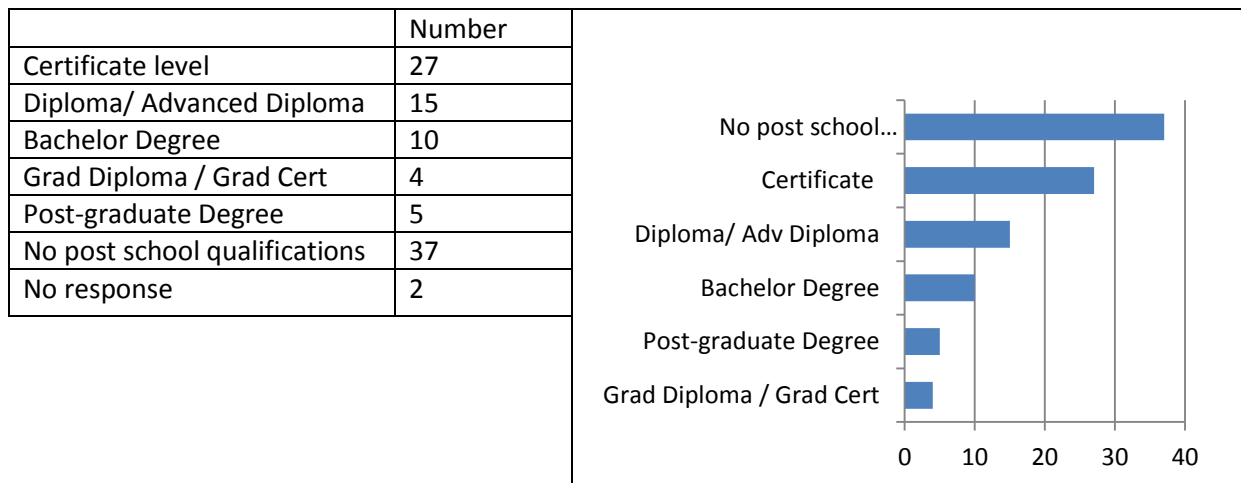
1.12 Highest year of school completed

Participants were asked to identify the highest level of schooling they had completed. 76% have completed at least year ten or equivalent, and 45% had completed year 12.



1.13 Highest level of non-school qualifications completed

Participants were asked if they had completed any qualifications post-school. The majority (61%) hold post school qualifications, of these 42 have certificate level or diploma level qualifications, whilst 19 have a Bachelor degree or above. Only 37 did not hold any post school qualifications.

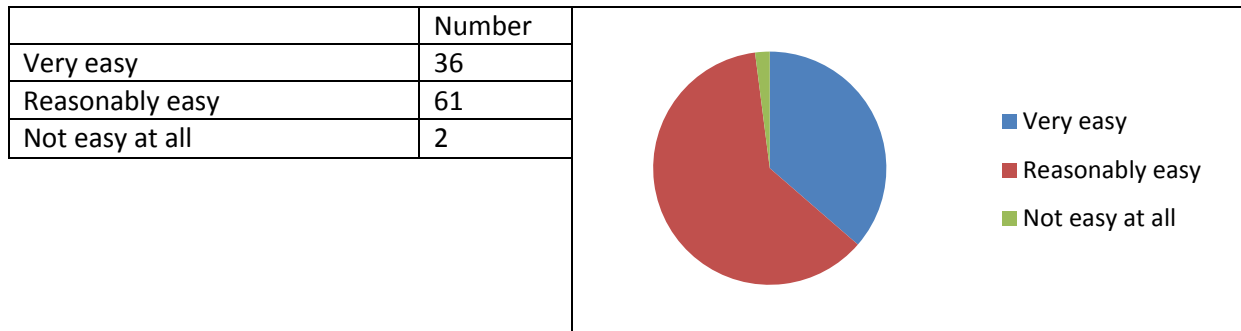


2 Outdoor Spaces and Buildings

This section of the survey asks about how easy it is for older people to physically access the buildings and outdoor spaces of the Redlands.

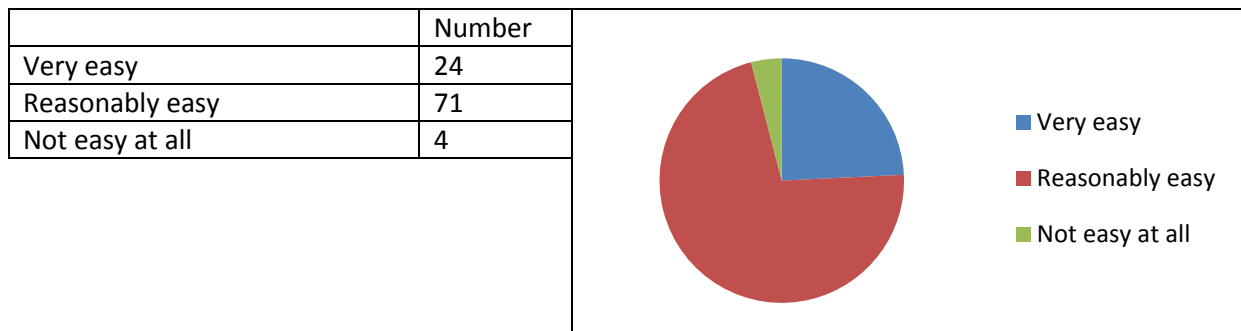
2.1 Access to public buildings

Participants were asked how easy it is to access public buildings in the Redlands such as Redlands Performing Art Centre, libraries and shopping centres. The majority of participants (97%) rated this as very easy or reasonably easy.



2.2 Access to local businesses and services

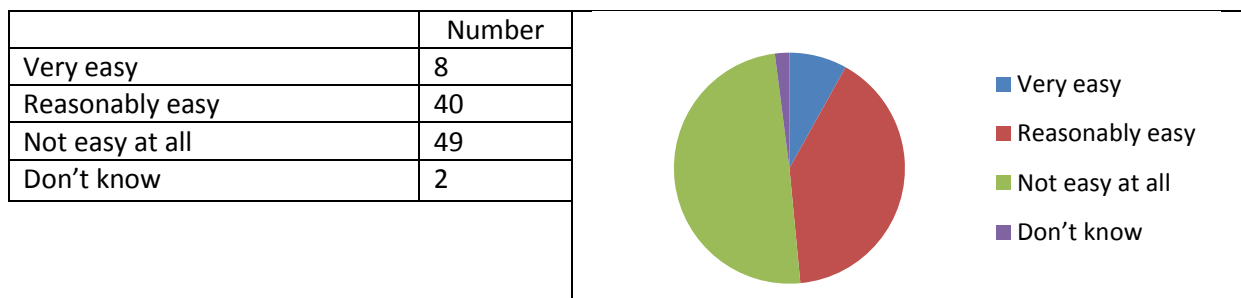
Participants were asked how easy it is to access local businesses and services in the Redlands. The majority of participants (95%) rated this as very easy or reasonably easy.



Further analysis reveals of the 4 participants who found it was not easy at all to access public buildings and local businesses and services also identified difficulty climbing steps, ranging from some difficulty to cannot do at all, 2 were unable to walk 500 metres.

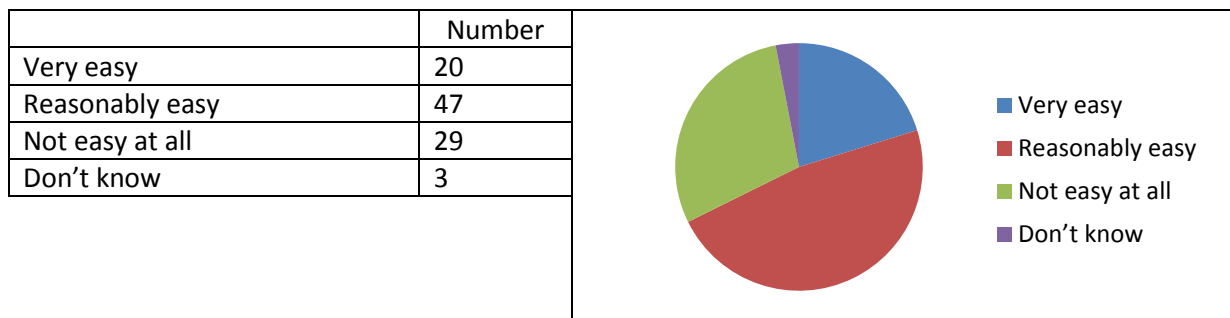
2.3 Access to resting areas near home

Participants were asked how easy it was to find a place to sit and rest when out walking near home. Approximately half (48%) found this easy to do, whilst the remaining 49% did not find this easy at all. Further analysis reveals no distinct pattern or location.



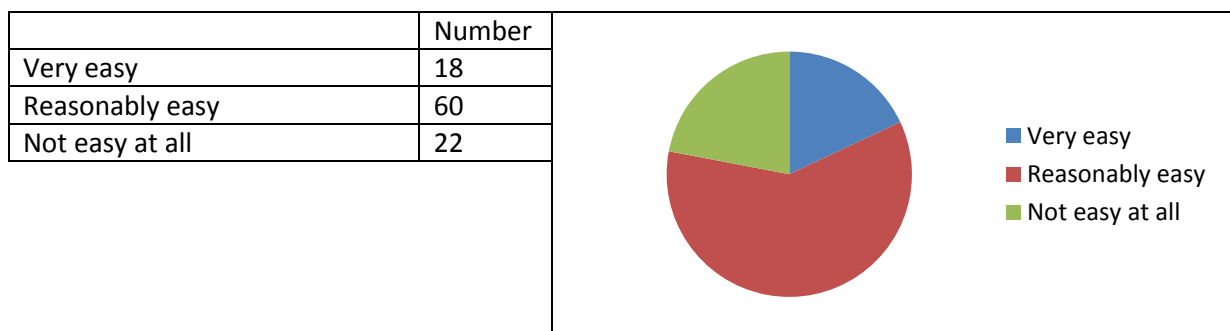
2.4 Places to sit and rest public parks near home

Participants were asked how easy it is to find a place to rest in public parks near their home, 67% stated this was easy to do but 29% found this not easy at all.



2.5 Public toilets

Participants were asked how easy it is to find a public toilet near shopping and recreation precincts in the Redlands, 78% found this easy to do whilst 22% said this was not easy.



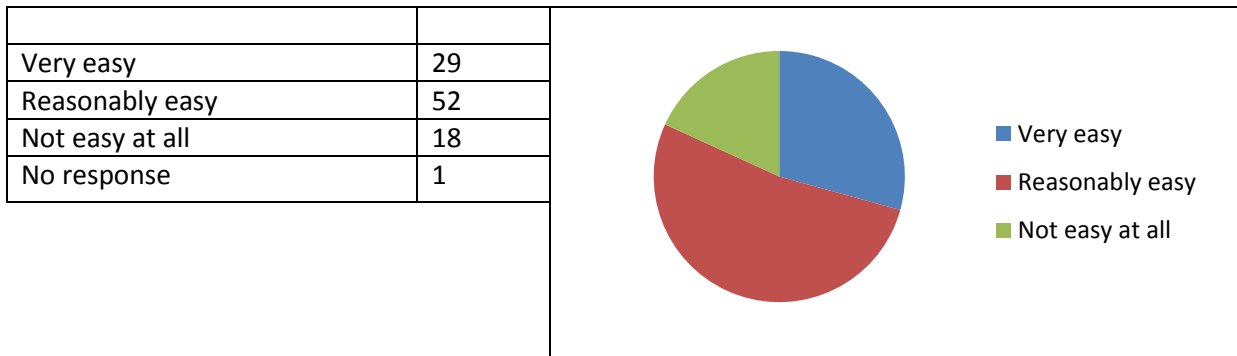
Participant's comments on outdoor spaces and buildings:

- *Most recreational parks are equipped with public toilets - but for example Mount Cotton Community Park has only two - weekends up to 100 people and children gather there (Participant Mount Cotton, 80-84 years).*
- *When visiting RPAC in Cleveland one complaint only 1 disabled toilet the theatre is usually filled with mostly older people (Participant Birkdale, 80 – 84 years).*
- *Public toilets, especially disabled facilities, need to be spacious, well lighted and include ramps kept to a minimum elevations (Participant Wellington Point, 60-64 years).*
- *Very few public toilets (Participant Birkdale, 85 + years).*
- *Need more toilets in parks; also seats in some parks. BBQ's are needed. We should look to Redcliffe parks for examples (Participant Cleveland, 70-74 years).*
- *Toilets not marked well (Participant Mt Cotton, 65-69 years).*
- *After hour's access may be a problem. Toilet possibly locked (Participant Alexandra Hills, 80-84 years).*
- *Lawn mowing trackers leaving ruts in the park that you can trip over or twist ankles on (Participant Cleveland, 60 – 64 years).*
- *Footpaths - many have cracks and are uneven around Wellington Point. More seating/shaded areas/lighting (over 50's) (Participant Wellington Point 55-59 years).*
- *Long streets should be more like the ones at Victoria Point (Participant Cleveland 55-59 years).*

3 Transport

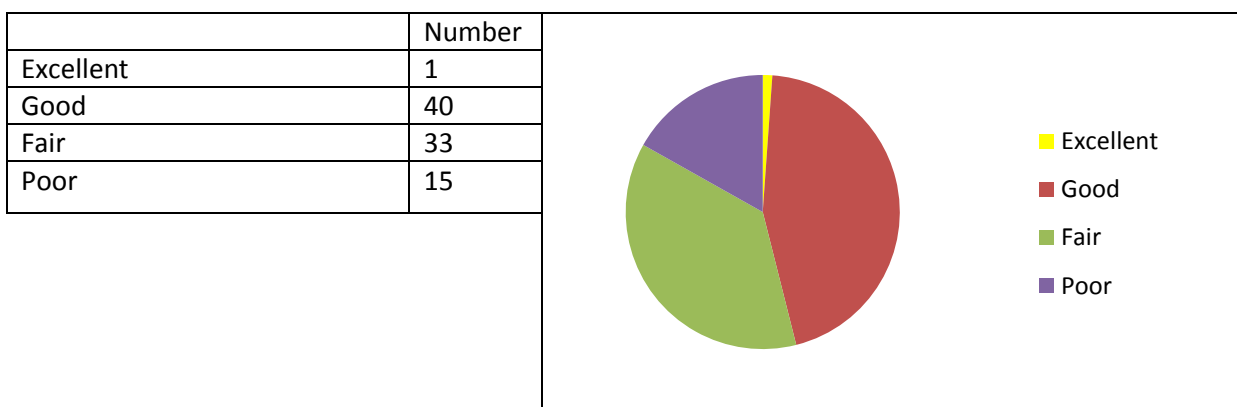
3.1 Walking around own neighbourhood

Participants were asked how easy it is to walk in their own neighbourhood; 81% of participants found it easy but 18% reported it was not easy at all. Further analysis reveals that 4 had difficulty climbing steps and could not walk 500 metres unaided. The remaining 14 did not have mobility issues and there were no distinct patterns in the suburbs in which they live.



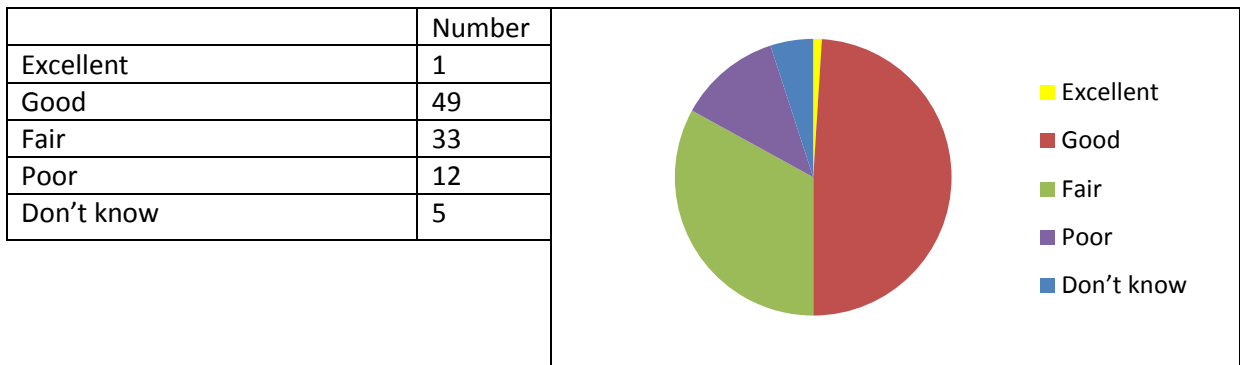
3.2 Footpath safety

Participants were asked to rate how safe the footpaths were for seniors in the neighbourhood where they live. 40% rated them as good, 33% rated them as fair, whilst 15% rated them as poor. Of those that rated safety as poor; 11 also indicated that it was not easy at all to walk in their neighbourhood. Of these, 3 are unable to walk 500m unaided however the remaining 8 have no mobility issues preventing them from walking. The suburbs that rated poorly for footpath safety were Alexandra Hills, Capalaba, Cleveland, Mount Cotton and Wellington Point.

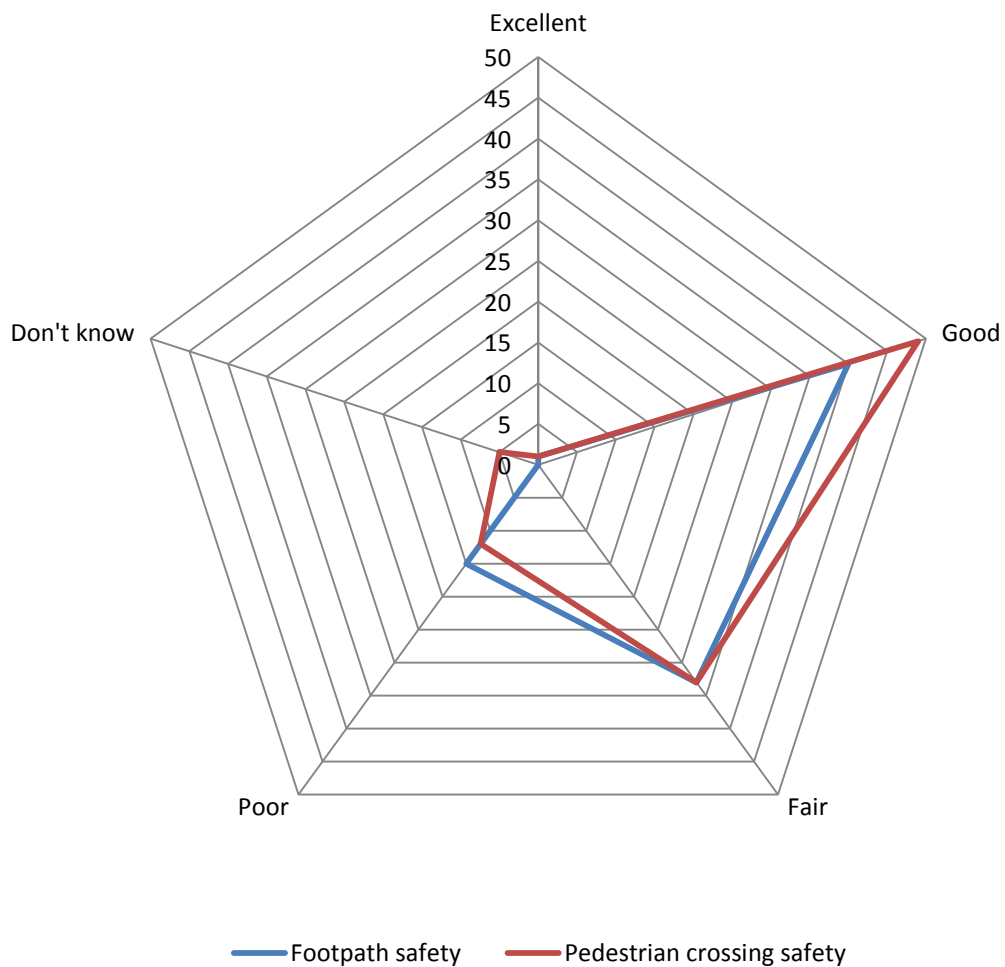


3.3 Pedestrian crossing safety

Participants were asked to rate how safe pedestrian crossings were for seniors, 50% rated the pedestrian crossings as good and 33% stated they were fair and 12% were poor.



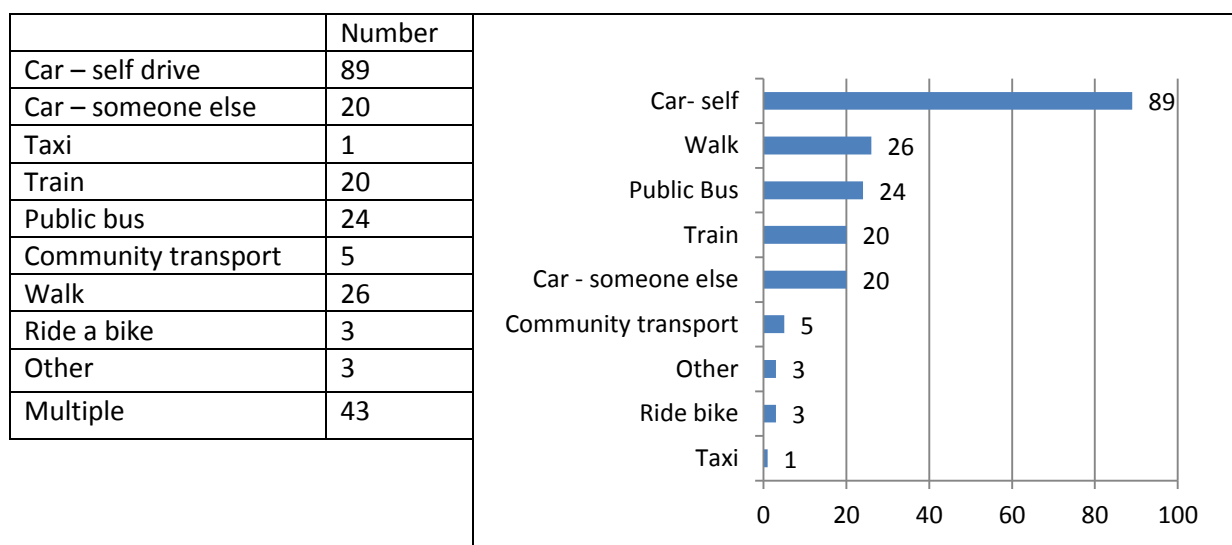
A comparison of footpath safety and pedestrian crossing safety in Redland City shows that pedestrian crossings are rated as slightly safer than footpaths however similar numbers of people rate the safety of each as poor.



3.4 Mode of transport

Participants were asked how they usually travel to run errands, attend doctor appointments or go shopping. A car is the most common form of transport taken. 89% of participants identified that they drive their own car. Of these, 53% stated that they use a car exclusively as their only means of transport. The remaining (36%) use their own car along with other modes of transport. Almost half of the participants (43%) used multiple means of transport.

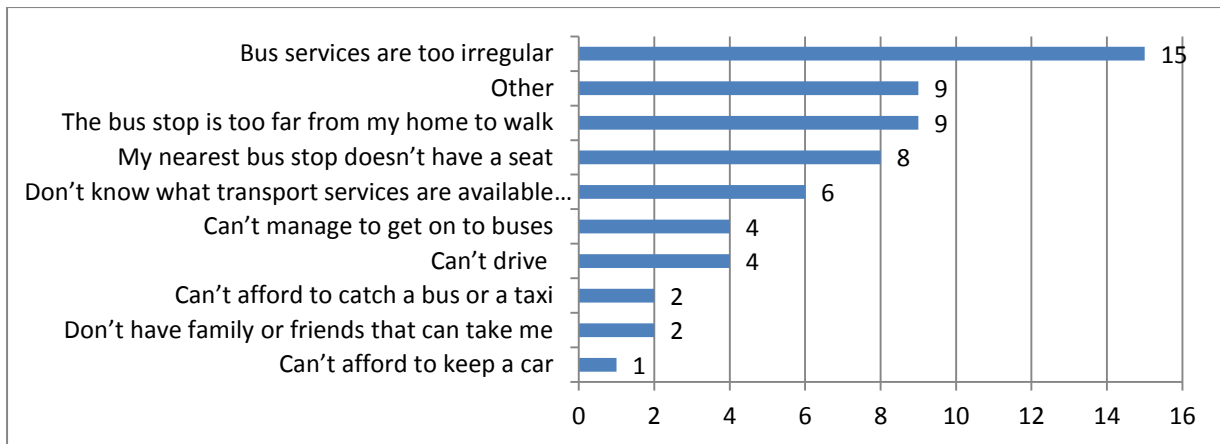
For the 'other' responses, scooters and wheelie walkers were used. Further analysis revealed that none of the participants relied on the exclusive use of buses, taxi's, community transport, walking, riding or others to drive them.



3.5 Transport Issues

Participants were asked to identify issues that may prevent them from getting places. Whilst 65% have no issues in accessing transport, 44% had difficulties in using or accessing public bus services. 17 participants identified multiple issues prevent them from accessing transport. Of the nine participants who chose 'other' the following reasons were given:

- Buses do not stop near home, buses leave stop before they are due to arrive, all bus stops should have shelter, Buses are too irregular
- Bus routes 252 - 270 - 209 to get to PA Hospital and 250 to return
- Bus stop 500m to 750m away
- Need lots of time for trains and buses
- Macleay Island has school bus only
- Health issues
- Water taxi connections
- Night time travel using buses not safe



3.6 Transport Improvements

74% of participants suggested improvements to transport for older people. The need for more regular bus services both within the Redlands and into the city was raised by multiple participants and issues with specific bus routes were identified. The following provides a summary of key comments made by survey participants:

Bus Services:

- *Buses can be expensive for older people (Participant Mount Cotton, 70 -74 years).*
- *There is not enough seating in buses for people with Walkers (Participant Cleveland 70 – 74, years).*
- *Bus drivers better trained to wait for people to sit before taking off (Participant Cleveland, 60 – 64 years).*
- *Need to coordinate the bus time tables for ALL buses with trains departing (Participant Birkdale, 70 – 74 years).*
- *Possibly a shuttle bus to all or near shopping centres running fairly frequently (Participant, Sheldon, 55 – 59 years).*
- *A minivan might be more economical than car - carry more passengers. I don't believe a public bus service will ever provide what the elderly need (Participant Wellington Point, 55 – 59 years).*
- *Increase frequency of buses going into the city. But in general the service is reasonable. Also fares can be expensive (even with a seniors card) and we would benefit from a bigger subsidy (Participant Redland Bay, 70-74 years).*
- *There is no bus service on Lamb Island. Relies on husband to drive and this is still happening. Parking for ferry is getting very restricted. Husband is 94 and has to walk several blocks to get to ferry. Suggests mini bus service to pick up from home to go to ferry. Will be very restricted if husband can't drive. Would have to use a taxi, but doesn't yet (Participant, Russell Island 85+ years).*
- *I think the bus company should trial using smaller buses so they could offer more services. Buses have got to be made easily accessible for boarding of ALL passengers (Participant Cleveland, 55 -59 years).*
- *Assistance with Wheelie Walker, into bus/train - a Manual Support person to assist - fear of a fall. Purse in wheelie Walker (Secretly) Cost!! "Assistance for Distance" (Participant North Stradbroke Island, 60 - 64 years)*

- *More regular services and more pedestrian crossings - e.g. Redland Bay RS, South Street and Crystal Waters - Where can you cross the road to get to bus stop? (Participant Thornlands, 60 - 64 years).*
- *Bus shelter with seating and current time table (Participant Capalaba, 55 – 59 years).*
- *Some Sunday services day time local services keep to time at times e.g. at shops with no waiting passengers the bus whizzes off almost instantaneously e.g. 4163 (Participant, Alexandra Hills, 65 - 69 years).*
- *Availability of rail transport from all Redlands areas, so people don't have to travel by cars or buses to get to station (Participant, Redland Bay 60 - 64 years).*
- *For local buses, to come into surrounding local streets than the main roads (Participant Thorneside, 85+ years).*
- *There is not enough seating in buses for people with Walkers (Participant Cleveland, 75 – 79 years).*
- *More a question: Does public transport enable older people to access the many green spaces without having to walk distance or wait long for connections?" (Participant Victoria Point, 60 – 64 years).*
- *Extension of bus way to Brisbane City to Capalaba/Victoria Point (Participant Sheldon, 75 – 79 years).*

Community Transport:

- *STAR Transport is really appreciated by those who need to attend medical appointments etc. (Participant Ormiston, 75- 79 years).*
- *I understand that Star Transport does a great job for qualifying seniors and pensioners (Participant Wellington Point, 70- 74 years).*
- *An electric car that goes around the shopping precinct, say: Donald Simpson Centre; Bloomfield Street; Queen Street; Middle and Shore Streets every 1/2 hour. Hop on! Hop off! (Participant Ormiston, 80 – 84 years).*
- *Perhaps local supermarkets could acquire shopping transport to home suitable spots to assist less mobile seniors. Would increase their profit margins too? (Participant Birkdale, 75 – 79 years).*

Pedestrian Crossings

- *Lights at pedestrian crossings do not give enough time for people with impaired mobility to cross (Participant Alexandra Hills, 80 – 84 years).*

Car Parking

- *The parking situation on the island is impossible - with reference to catching ferries after 6:30am; critical upgrade is not likely to move change much, if anything, is better (Participant Macleay Island, 80 – 84 years).*
- *Parking near rail station difficult to get parking in business hours (Participant Alexandra Hills, 60 – 64 years).*
- *Once parked, pedestrians share space with cars to get to destination. Not safe!" (Participant Victoria Point, 70 – 74 years).*

- *More spaces for disabled parking should be made available” (Participant Alexandra Hills, 85+ years).*

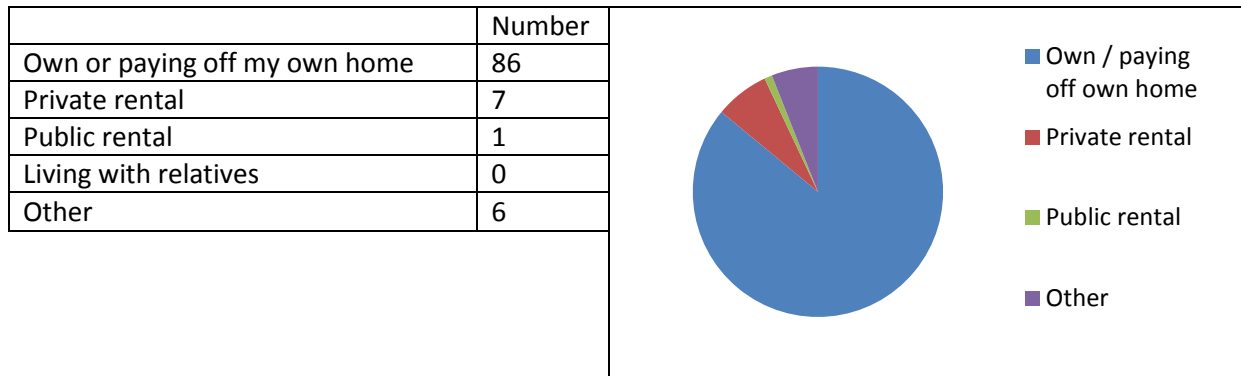
Trains

- *Lifts at railway stations to save climbing ramps or stairs (Participant Thorneside, 80 - 84 years).*

4 Housing

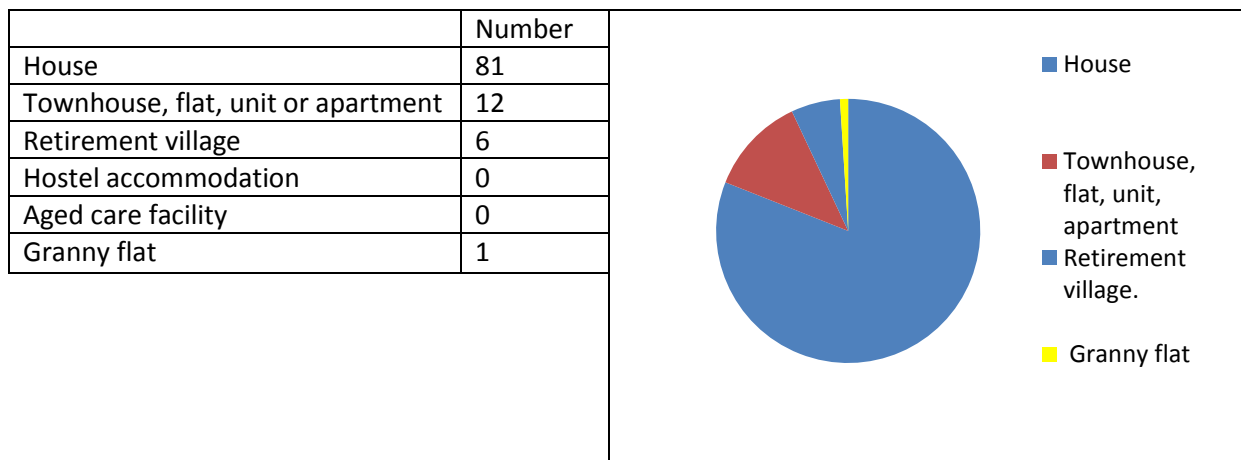
4.1 Current Living Arrangements

Participants were asked to describe their current living arrangements; the majority of participants (86%) live in a home they own or are paying off. All of the 6 that chose 'other' were living in a retirement village.



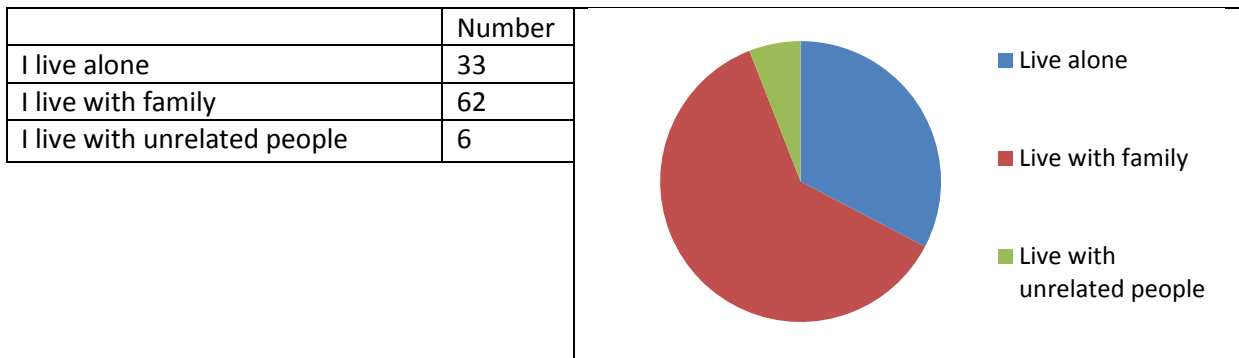
4.2 Type of home

Participants were asked to identify the type of home they live in; the majority identified they live in a house (81%), seconded by townhouse or retirement village (18%).



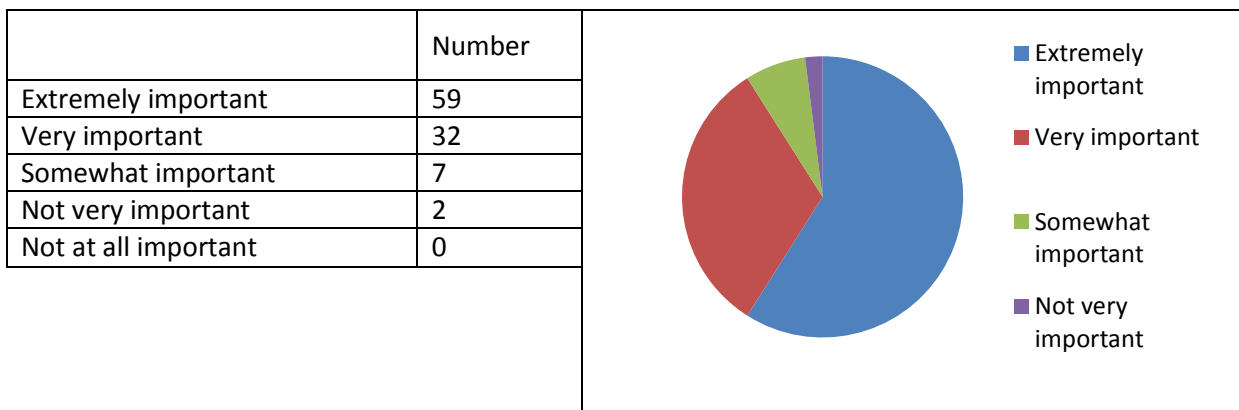
4.3 Household type

Participants were asked if they lived alone or with others, 61% stated they live with family, inclusive of those who were living with a partner, one third of the participants said they lived alone.



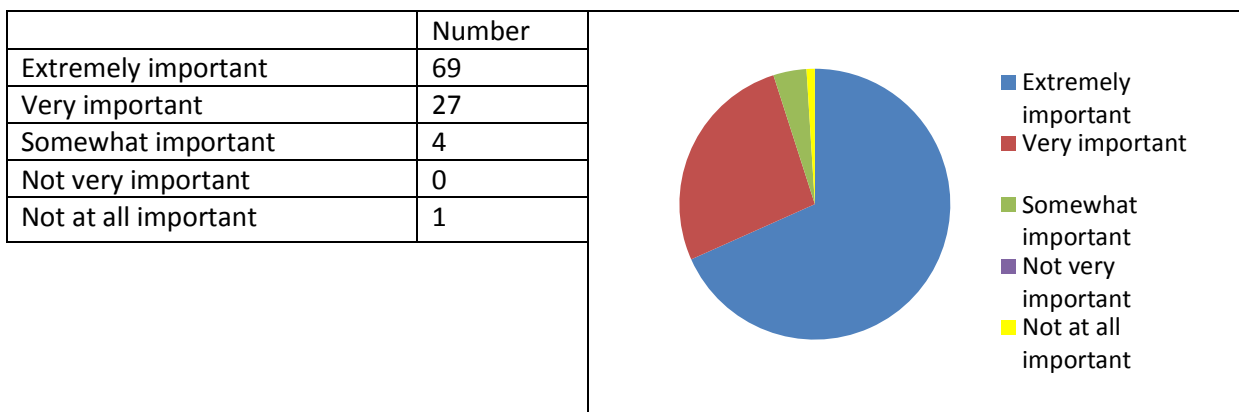
4.4 Importance of remaining living in local community as you age

Participants were asked how important it was that they remain living in their local community as they age. Almost all participants rate this as important with 59% rating it as extremely important and 32% as very important.

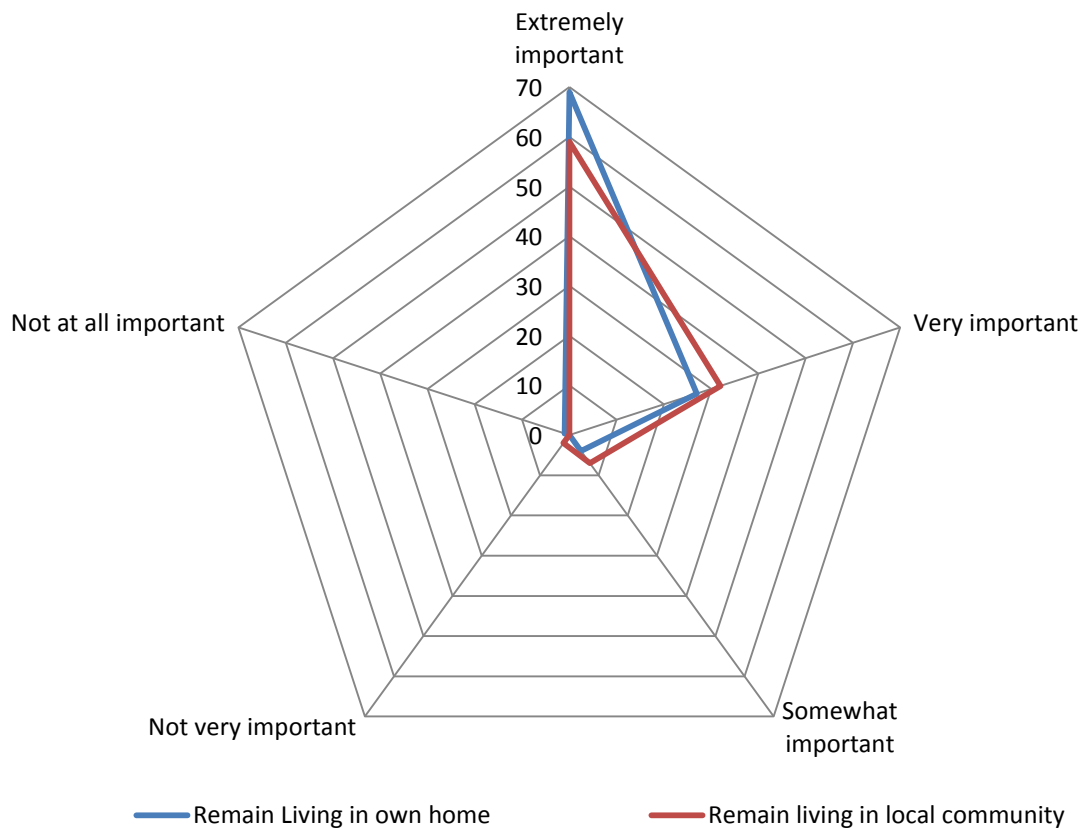


4.5 Living independently in own home as you age

Participants were asked how important it was to be able to live independently in your own home as you age. Almost all rated this highly with 69% rating this as extremely important and 27% as very important.

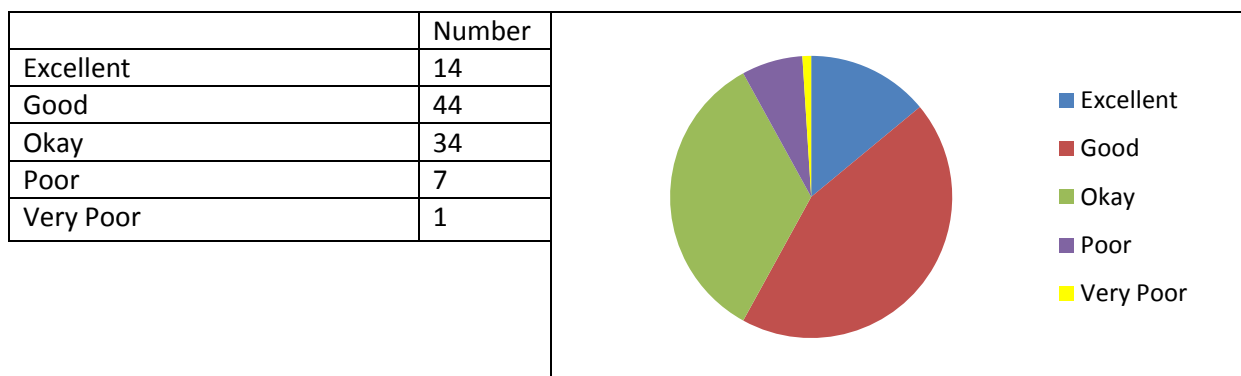


Participants clearly value maintaining independence and connection to their community as they age. Remaining living in their own home was slightly more important than staying in the local community as demonstrated below.



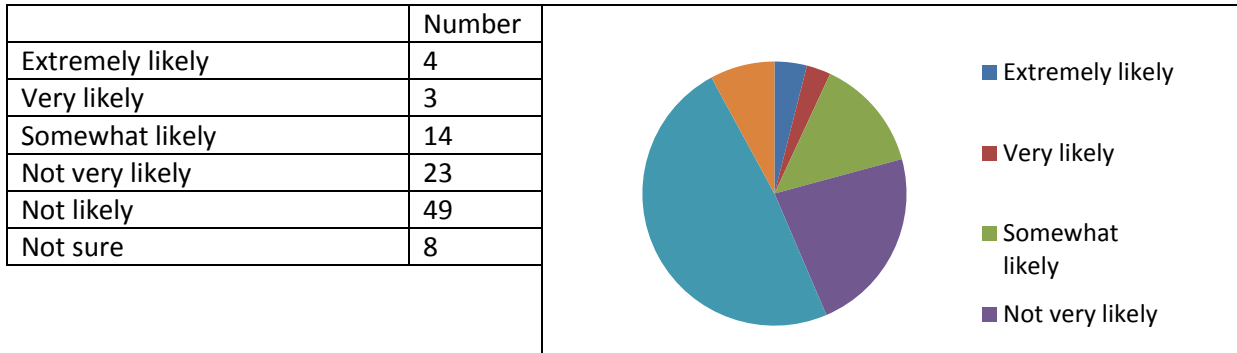
4.6 Sense of community in your neighbourhood

Participants were asked to rate the sense of community in their own neighbourhood. 58% of participants rated the sense of community at least good or better and 8 participants rated the sense of community as poor. Of those who rated it poorly, further analysis reveals five have lived in the Redlands for more than 20 years, three between 11 - 30 years and one as 1 – 5 years. Despite this, all stated it was not likely or not very likely they would move out of Redland City in their retirement.



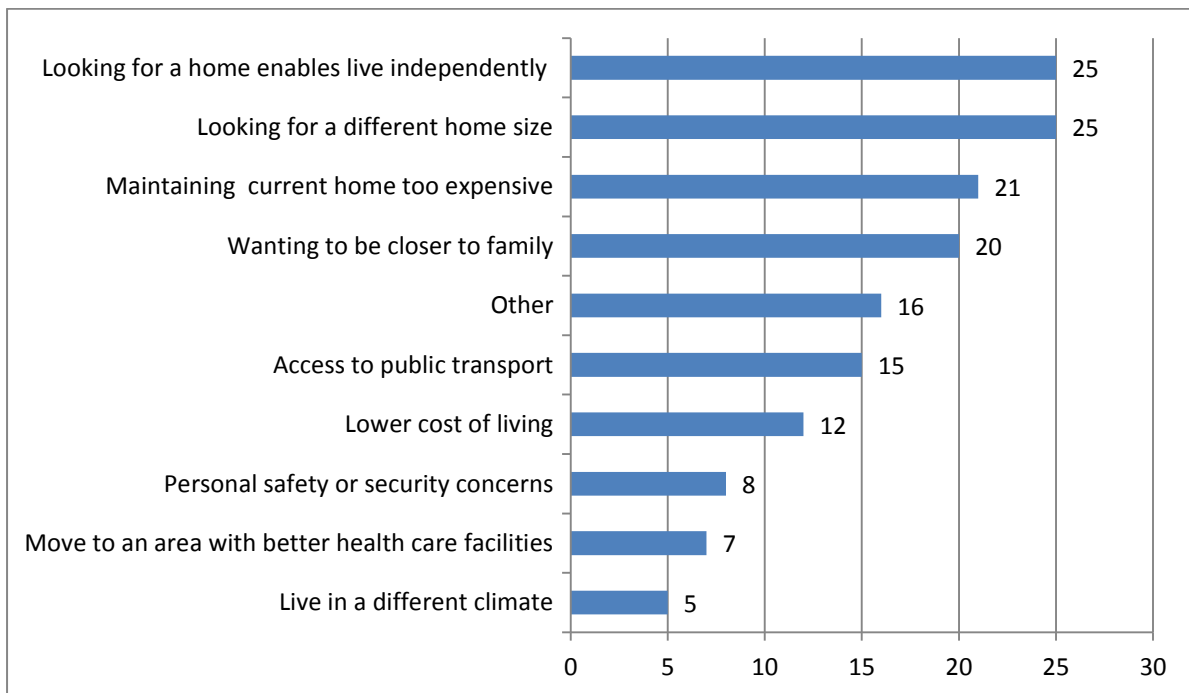
4.7 Likelihood of moving to a different home outside of Redlands in retirement

Participants were asked how likely it was that they would move outside of the Redlands in their retirement. Almost three quarters stated that it was unlikely they would retire outside of Redland City (72%) whilst 4% stated it was extremely likely and a further 3% very likely they would move outside of the city in retirement.



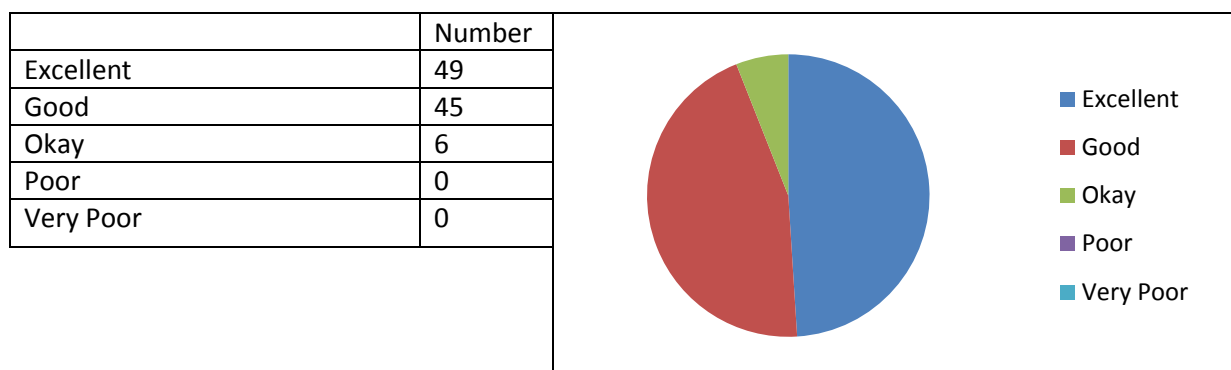
4.8 Factors influencing decision to leave Redlands in retirement

Participants were asked to identify any factors that would influence a decision to leave the Redlands in their retirement. 71% of participants identified housing related issues as the most common reason, whilst 15% said access to public transport would be a factor.



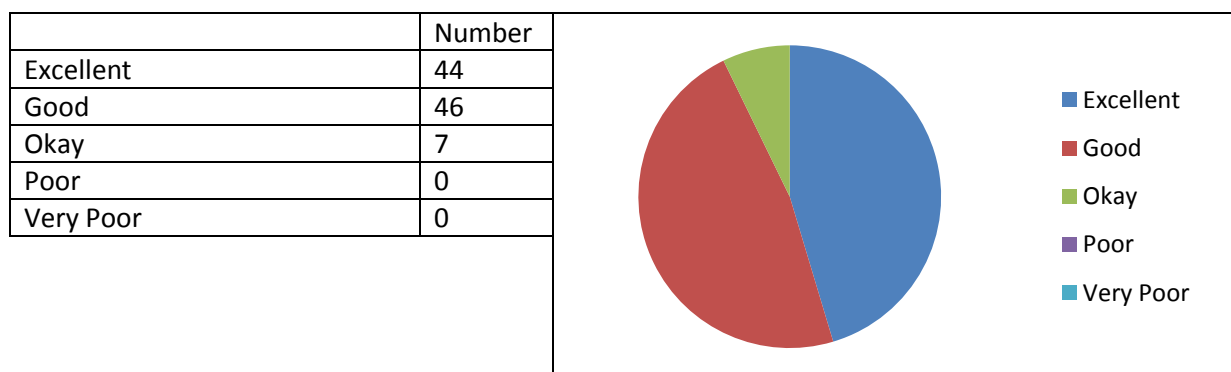
4.9 Redlands as a place to live

Participants were asked to rate the Redlands as a place to live; 94% rated the city as either an 'Excellent' or 'Good' place to live.



4.10 Redlands as a place to retire

Participants were asked to rate the Redlands as a place to retire; 90% rating the Redlands as Good to Excellent.



There were many positive comments related to the liveability of the Redlands, these centred primarily on the safe environment, proximity to services and facilities, and sense of community.

Growth and development

- *I am concerned that traffic congestion is going to stifle access to the town area once the Toondah Harbour make over is completed. How are thousands more cars going to enter and exit this area that is surrounded by 1 lane streets? (Participant Thornlands, 65-69 years).*
- *Facilities, population density appropriate climate (Participant Victoria Point, 65-69 years).*
- *I find the traffic getting worse and infrastructure has not catered for the influx of people. So even now I find the drive from Cleveland to Victoria Point every day getting worse so don't know how I will go when I retire getting around (Participant Victoria Point, 55-59 years).*

Access to facilities

- *A lot of new retirement facilities/homes catering for active retirees (Participant Mount Cotton, 70-74 years).*

- *It has the health facilities as well as the islands nearby. The shopping centres, in general all the facilities to make retiring in the Redlands great (Participant Capalaba, 75-79 years).*
- *Why move when you have excellent climate, facilities, shops etc. Too dense living leads to pollution and crime (Participant Cleveland, 80-84 years).*
- *The availability of train services to the city. Doctors and a hospital close by. Library; access to the Gold Coast (Participant Thornlands, 65-69 years).*
- *So much to become involved in when the time is right; medical facilities; good climate (Participant Alexandra Hills, 65-69 years).*
- *Hospitals and medical infrastructure are close at hand (Participant Alexandra Hills, 65-69 years)*
- *Seems to have a few retirement villages; family close by (Participant Capalaba, 70-74 years)*
- *Personally I can say I am less than a 200 metre walk to my local shopping centre in which case I am able to carry my groceries home without the cost of a taxi. (Participant Capalaba, 75-79 years).*
- *A relaxed lifestyle; many activities and facilities for retired. Numerous retirement villages etc. Support transport service "STAR" proximity to water - boating and fishing; excellent sporting facilities; regular transport train, bus to Brisbane; medical services adequate (Participant Birkdale, 85+ years).*
- *Plenty of organised senior's activities through U3A, Donald Simpson Centre, Council, RD COTA. Good support networks, good climate (Participant Wellington Point, 70-74 years).*
- *Can be expensive in Cleveland Shops. Usually travel to Capalaba for shopping other than groceries (Participant Cleveland, 60-64 years).*
- *Climate; Facilities and accessibility to shopping centres (Participant Capalaba, 65-69 years).*
- *Active community organisations not too far from specialist medical facilities. Environmental - coastal flora fauna (Participant Wellington Point, 60-64 years).*
- *It has everything you want although it is getting busy (Participant Capalaba, 70-74 years)*
- *Easy pace of living; good services such as libraries; easy access to shops (Participant Redland Bay, 70-74 years)*
- *Distance to key facilities e.g. Health (Participant Wellington Point, 60-64 years).*
- *So easy as a retired person to get about and enjoy the relaxed atmosphere, and with many voluntary organisations to become involved with (Participant Birkdale, 70-74 years).*
- *There are good healthcare facilities, parks, shopping areas and reasonable transport. Redlands is getting busier and busier so not an excellent environment (Participant Redland Bay, 65-69 years).*
- *One can join in a huge variety of activities - the DSC is just one example RDCOTA is another one (Although it took me some time to discover what they did there). It is most important for retirees having somewhere to go to (Participant Ormiston, 80-84 years).*
- *A major shopping centre is needed. It would then have everything! (Participant Ormiston, 80-84 years).*
- *Shops, medical are close by (Participant Alexandra Hills, 80-84 years).*
- *Redlands is becoming too costly with poor services, health, shopping, entertainment, transport. Good health and old age are one the realm of only the wealthy in the Redlands (Participant Victoria Point, 70-74 years).*
- *All the functions that I wish to attend are there - just funds make a limit to participating (Participant Thornlands, 80-84 years).*

- *Has lots of meeting places such as the Donald Simpson Centre - Activities, functions and information, RDCOTA for help with problems and finding assistance. Men's Shed's for male companionship - women's groups such as View Clubs for Women's companionship active Community Groups such as lions, rotary, PROBUS. Places to visit for a cuppa and chat E.g. Chit Chat at libraries, coffee shops, clubs etc. and U3A - would like to see more meeting places with easy access to public transport that offers activities/takes on interesting subjects for all age groups at low cost (Participant Alexandra Hills, 60-64 years).*
- *We have most of the facilities older people need - great performing arts centre, Donald Simpson Centre, and STAR. The shops are good, with everything we need. The improvements to the rail journey to the city or the eastern bus way will be welcome (Participant Thornlands, 85+years).*
- *When my husband retired he liked the weather here (My husband is now deceased). Also, I attend the YMCA here and have lots of wonderful friends there (Participant Victoria Point 80-84 years).*
- *We have all facilities we need for a comfortable life, including medical (Participant, Capalaba 75-79 years).*
- *Suitable activities available for the aged (Participant Birkdale, 85+ years).*
- *We have everything that is needed including hospital (Participant Birkdale, 60 – 64 years).*
- *Large older demographic may attract services for seniors; climate; some clubs available for older residents (Participant Capalaba, 65-69 years).*
- *Availability of amenities - shopping, health care facilities (Participant Alexandra Hills, 80-84 years).*

Sense of community

- *I have made friends here and have regular social activities. I do not want to 'restart' a community life. Also, I have become familiar with (and where) all my activities/needs are (Participant Redland Bay, 70-74 years).*
- *Everything but the summer climate is appreciated (Participant Ormiston, 75-79 years).*
- *I have been retired in the Redlands for over 20 years (Participant Cleveland, 75-79 years).*
- *Redlands is lifelong living (Participant Capalaba, 70-74 years).*
- *Gentle suburbs, reasonably quiet - good transport facilities (Participant Thornlands, 80-84 years).*
- *Climate, bayside, no room for expansion in Ormiston (Participant Ormiston, 80-84 years).*
- *Lived here most of my life (Participant Alexandra Hills, 55-59 years).*
- *Great place to live (Participant, Alexandra Hills 60-64 years).*

Lifestyle and location

- *Life style; climate (Participant Alexandra Hills, 75-79 years).*
- *Once away from the roads and shops, the Redlands foreshores and islands are amazing. The existence of U3A, DSC and similar groups create a real sense of community while fostering healthy minds and bodies (Participant Victoria Point, 60-64 years).*
- *North Stradbroke Island (Participant Dunwich, 60-64 years).*

Transport

- *Transport is not good to even bus stops are not easy around industrial areas (Participant, Capalaba 55-59 years).*
- *Would like to see more public transport and more regular services so when unable to drive, to be able to get to the local services as I do now (Participant Redland Bay, 55-59 years).*
- *Ease of moving around the whole area between the morning and evening rush hours (as retirees) (Participant Sheldon, 75-79 years).*
- *We have been here 22 years and have found very little to complain about during this time. How this is for people who don't drive I would not know. I hope I do not get too dear (rates) to live here in near future (Participant Redland Bay, 80-84 years).*

Housing

- *Good because I am considering other options for retirement. Still want independence but require space and want to be able to have a dog and somewhere for family to visit and stay including extended periods if required (Participant Alexandra Hills, 55-59 years).*
- *Lovely friendly people (Participant Birkdale, 65-69 years).*
- *Still has a quiet peaceful atmosphere. Reasonable public transport options. Reasonable healthcare. Appealing landscape - nice environment to live in, not surrounded by apartments/high rise blocks (Participant Wellington Point, 55-59 years).*
- *Good walking tracks close to Island sand City, relaxed Atmosphere (Participant Thornlands, 65-69 years).*
- *Clean, quiet, friendly but not as good as in the last 25 years (Participant Redland Bay, 70-74 years).*
- *Where we are, there is a good mix of young, middle aged and older people. This makes the area interesting and well balance. Meeting and talking with others is easy and a pleasant experience. For those looking for hobbies, pursuits and educations, there are ample opportunities and facilities to access. No one able to 'get about' need feel isolated. At Victoria Point there are cinemas and banking facilities (Participant Redland Bay, 75-79 years).*

Community

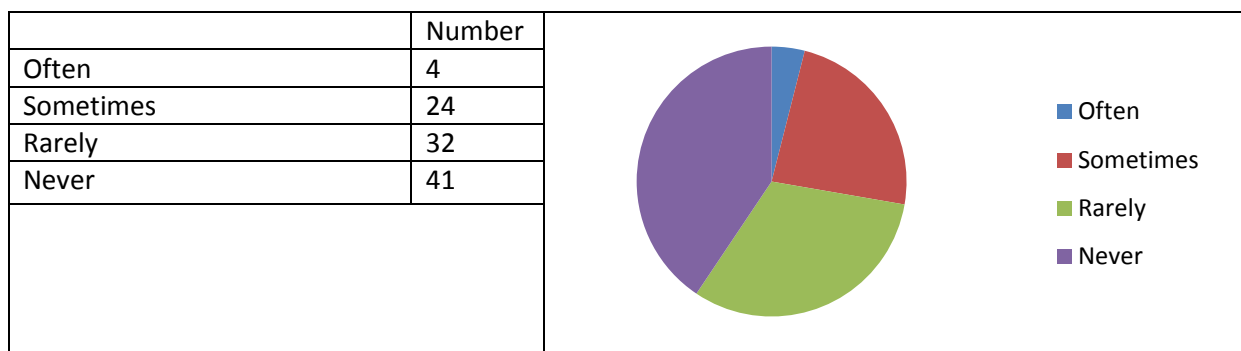
- *Pretty safe place to live (Participant, Redland Bay, 60-64 years)*
- *I moved to the Redlands to retire. Enjoy the water, cafes and the size of the shopping centres - not too big to get around but still have shops that I like. More people in my age group living in the area (Participant, Victoria Point, 55-59 years).*
- *Lived here for 40 years plus and just love the Redlands (Participant Capalaba, 60-64 years).*
- *A very good life style (Participant Coochiemudlo, 80-84 years).*
- *The changes in the Redlands are not showing a more relaxing, peaceful place to live (Participant Thornlands, 60-64 years).*
- *Too expensive (Participant Thornlands, 85+ years).*
- *Nothing is great, but a lot is okay here (Participant Mount Cotton, 65-69 years).*
- *Having lived in the Redlands for the past 45 years, such a beautiful area, I really would find it hard to find a better place to retire (Participant Wellington Point, 65-69 years).*
- *Safe, Beauty, Weather, Open spaces, Trees (Participant Wellington Point, 55-59 years).*

5 Social Participation

5.1 Feeling Isolated

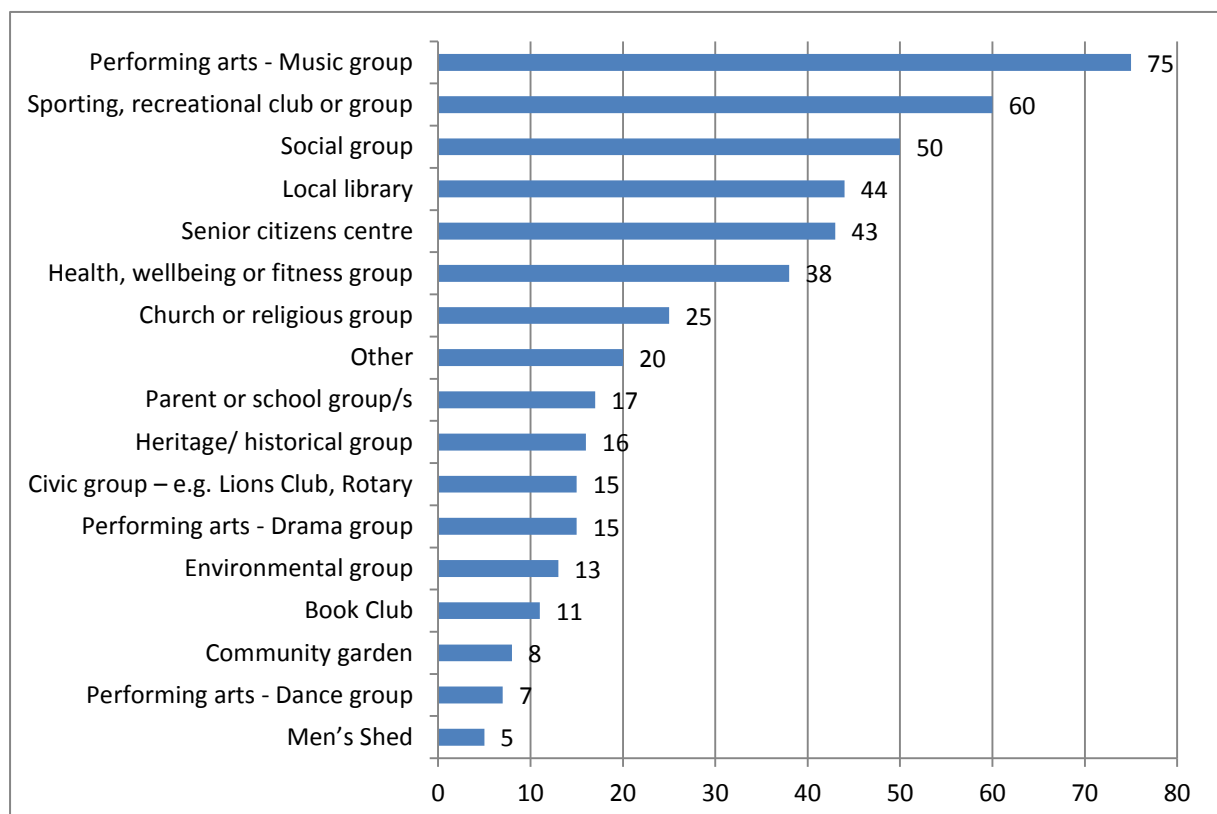
Participants were asked how often, if ever that they feel isolated (e.g. you don't get to see family or friends or go to community events as often as you would like to). 73% reported they never or rarely feel isolated, whilst 24% identified feeling isolated sometimes and 4% often.

Of the 28 participants that reported experiencing feelings of isolation 14 lived alone, 11 lived with family and the remaining 3 lived with unrelated people. However of the total number of people (33) who live alone, more than half (19) reported never or rarely feeling isolated.



5.2 Participation in organised activities over past 12 months

Participants were asked to indicate from a list of activities, any they had participated in over the previous 12 months. The most common activity undertaken by 75% of participants was performing arts (music), followed by sporting/ recreational clubs 60%, social groups 50% and libraries 44%.

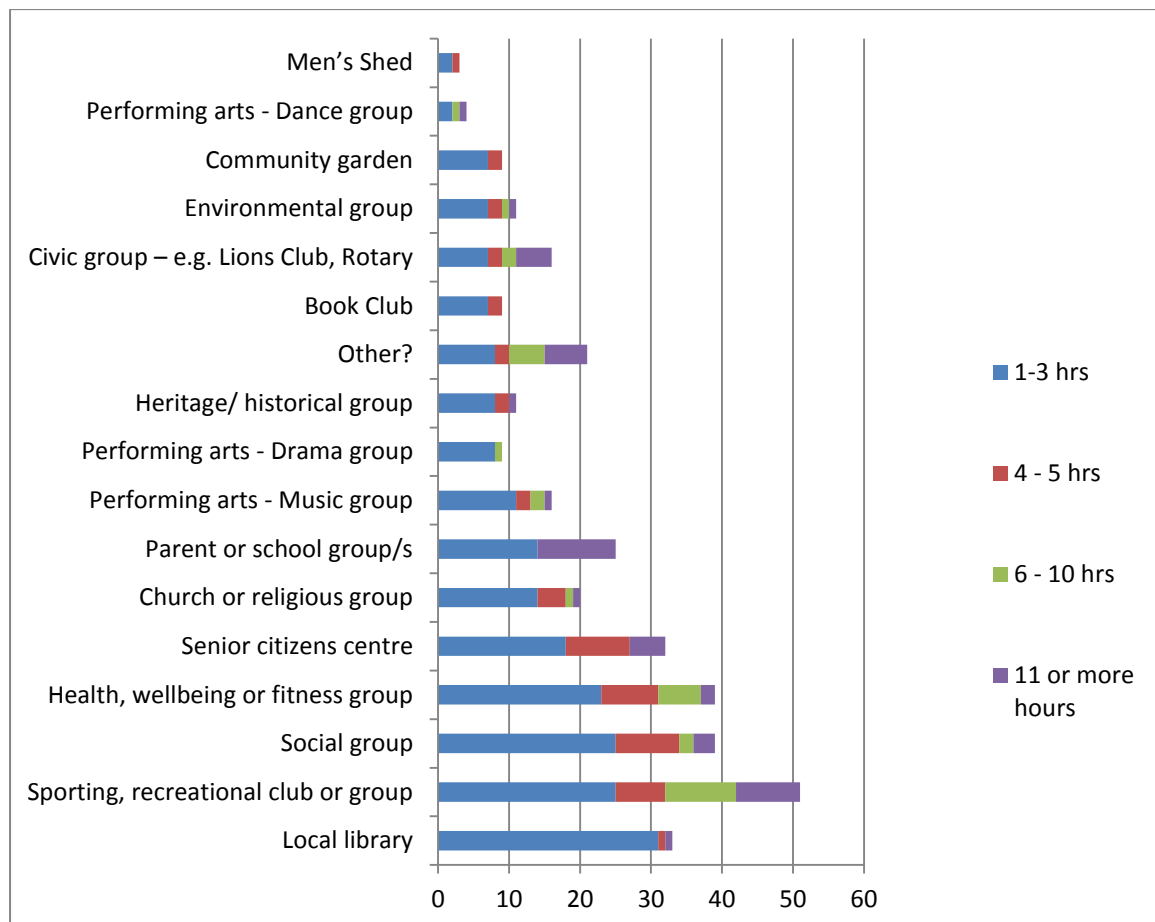


In addition 20 participants described 'Other' activities they took part in over the previous year. These included:

- University of the third Age (U3A)
- Volunteering
- RDCOTA
- Travelling throughout QLD and Australia;
- Meals on Wheels
- Crime stoppers
- Painting group
- Stamp/coin club
- Mainly Music at Cleveland Uniting Church
- Morning Tea Group
- Boards and committees
- City Council 12 o'clock concerts
- RSL Volunteer
- Advocacy work for people with hearing disability

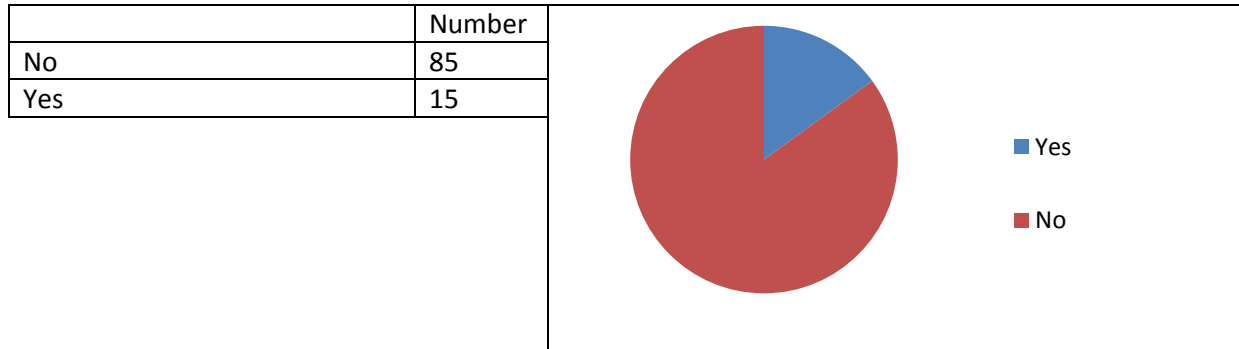
5.3 Number of hours spent on activities each week

Participants were asked to estimate the number of hours spent undertaking the following types of activities each week. The most popular activities were sporting clubs, social groups, health and fitness groups, senior citizens centres and libraries.



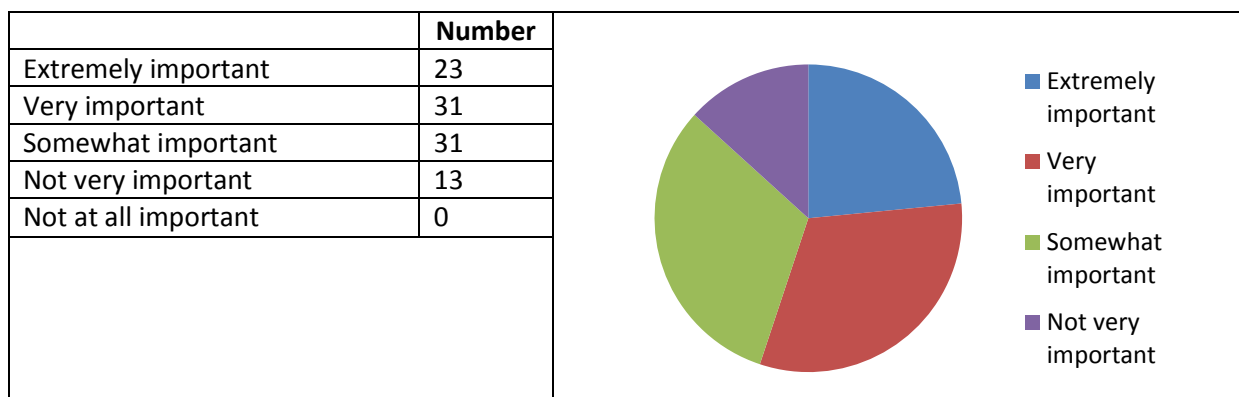
5.4 Education, self- improvement and workshops

Participants were asked if they are currently participating in education, self-improvement classes or workshops; 15% stated they were. The most popular place to study was the University of the Third Age (U3A) with 7 participants currently undertaking U3A courses. Courses were also undertaken at TAFE, church, and online.



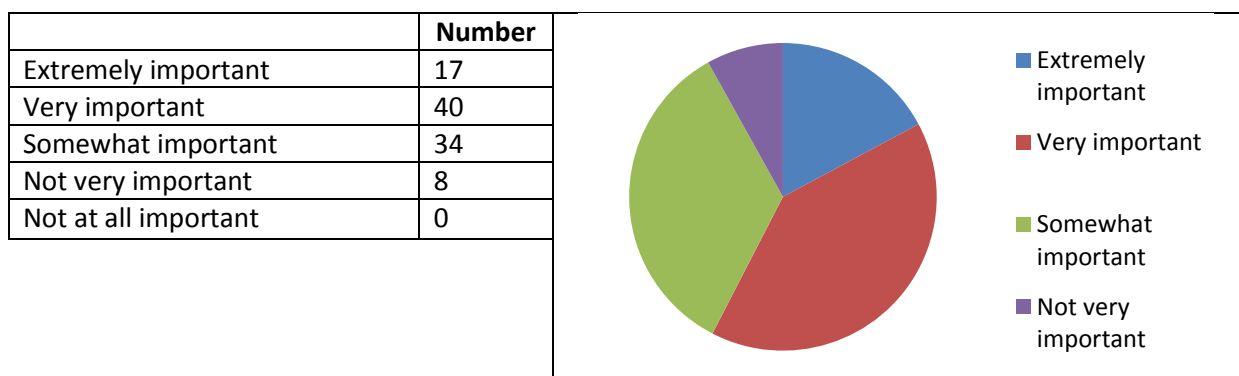
5.5 Importance of seniors only activities

Participants were asked to rate how important it was that activities are held specifically for seniors only 54% rated this as important whilst 13% rated it not very important.



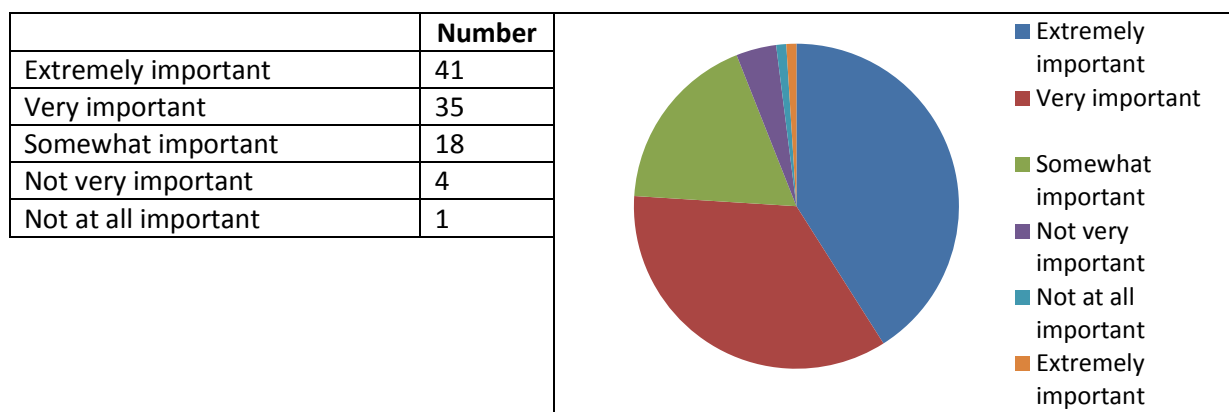
5.6 Importance of activities that involve young and older people together

Participants were asked to rate how important it was that activities are held for young people and older people together. The majority of people felt this was also important with only 8% stating it was not very important.



5.7 Importance of seniors discounts

Participants were asked how important it was that seniors were offered discounted activities. The majority (76%) rated this important while 5% did not think this was important.



5.8 Opportunities for increased participation

Participants were asked to comment on what they thought could be done to increase opportunities for older people to participate in activities in the Redlands. 71 participants made comments, of these four broad themes emerged; improving transport, improving communication, increased activities, and reduction in cost.

Transport

- *Maybe a community transport to take residents isolated in their own homes to go to these activities in their local area. Not only to take them to medical appointments, but to get them out and about. It is much easier for residents to get involved in retirement homes as activities are just there and not have to travel. But not everyone can afford to go into our retirement villages (Participant Redland Bay, 55-59 years).*
- *Pick-ups and drop offs (Participant Birkdale 60 - 64 years).*
- *Providing transport (Participant Redland Bay, 60 – 64 years).*
- *Encouragement from friends and neighbours to join in activities, maybe a free bus to certain places when special events are on (Participant Redland Bay, 80 – 84 years).*
- *Heavily subsidised taxi or Uber or some type of free home transport (Participant Victoria Point, 55 – 59 years).*
- *Specific transport offered to get to these activities. Healthcare services displaying information and informing people. Personal contact when someone enquires. Simple options available to find information e.g. not Facebook and/or internet based. The biggest hurdler are probably transport, fear of the unknown if someone is already isolated and costs involved, plus just simply not knowing what is available and how to access it (Participant, Wellington Point 55 – 59 years).*
- *Free transport to and from the activities (Participant Birkdale, 75 – 79 years).*
- *Transport options (Participant Wellington Point, 60 – 64 years).*
- *To have a transport available to enable persons be able to participate and be able to leave their homes and feel safe getting out and about.*

- *Improved transport. Have a bus that goes round for seniors to take them to a cheap lunch - also places that you can get donated goods, or food that is reaching its use by date. Available to seniors or all that are prepared to get it (Examples in USA) (Participant, Russell Island 85+ years).*
- *Transport to get to them with ease, affordability (Participant Macleay Island, 80 – 84 years)*
- *The opportunities are here - but many older people may not want to participate (Participant Ormiston, 80 – 84 years).*
- *Transport can be a problem and distance as the Redlands is very well spread out (Participant Alexandra Hills, 75 – 79 years).*
- *Reduction in Cost - Transport to attend these activities (Participant Capalaba, 75 – 79 years).*
- *Parking so they do not have to walk too far to reach activity (Participant Cleveland, 70-74 years)*
- *Voluntary rosters could be arranged for attendees who drive to activities to take people who cannot drive. Public transport may not be relevant for a 1 hour activity (Participant Wellington Point, 70 – 74 years).*
- *More meeting places with easy access to public transport - Main one at moment is Donald Simpson Centre that has a bus stop directly at site. Need to have a register of meeting places available and activities held that have easy public transport access. Could be available on Council website (Participant Alexandra Hills 60 – 64 years).*

Communication and information

- *Advertising other than local paper (which I believe only about 60% people read).(Participant Thornlands, 70-74 years)*
- *In general there is a wealth of activities - it is important to find ways to make seniors aware of this as some do not go out nor use the internet - cost and transportations can be a barrier for some, so ways of easing this would help. However - excellent efforts are being made to close these age gaps so I would continue to lobby council and other government levels to continue the advocacy campaigns.*
- *Talk to seniors on a 1:1 basis to inform them on how to become involved and offer assistance if needed (Participant Capalaba 70-74 years)*
- *RDCOTA does very well by facilitating access to information for aging citizens (Participant Ormiston, 75-79 years).*
- *More information on what's on (Participant Alexandra Hills 65-69 years).*
- *Radio and letter box drops in selected areas - many Redlands residents unaware we have our own FM Radio Station (Participant Capalaba 75-79 years).*
- *Disseminate information on what is available (Participant Wellington Point, 70-74 years).*
- *Increased advertisement/publicity of the wide range of activities that are already occurring (Participant Sheldon, 75-79 years).*
- *Better advertising of events that are organised. More notice of RPAC programs (Participant Thorneside, 80-84 years).*
- *I think there is plenty available; people just need to look for things they are interested in (Participant Redland Bay, 55-59 years).*
- *To be honest I really do not know what is around as far as clubs/groups etc. (Participant Alexandra Hills 55-59 years).*

- *Local radio information activities; reports (Participant Macleay Island, 65-69 years).*
- *Let us know what is going on (Participant Mount Cotton, 65-69 years).*
- *Advertise events community notices in paper not enough. Too expensive to advertise in paper not everyone has computer access to access RCC site etc. (Participant Cleveland, 75-79 years).*
- *Easier access to information - more facilities (Participant Alexandra Hills, 60-64 years).*
- *Getting more people to know what is available (Participant Coochiemudlo Island, 80-84 years).*
- *Involve management and body corporate of Retirement Villages and unit dwellings. Better involvement for local newspaper. RSN should widen membership to include villages, unit complexes etc. Seniors gain attention really during Senior's Week. Rest of the year (except for DSC) in a desert (Participant Victoria Point, 70-74 years).*
- *Increase the advertising/marketing through media, letterbox drops targeted to over 50 retirement villages and through social media. Look for funding at local, state, federal government levels (Participant Redland Bay, 65-69 years).*
- *Maybe more advertising on facilities that is available for older people to date. I have not required any additional activities but would like to be aware if there is any (Participant Wellington Point, 65-69 years).*
- *Advertising, letterbox drops of information, mail advising them on where to go to access information (Participant Birkdale, 60-64 years).*
- *Advertising, not always aware of events or activities in the area (Participant Victoria point, 55-59 years).*
- *Notification. Some activities are not well advertised (Participant Thornlands, 65-69 years)*

Social activities

- *More activities that do include older people with the younger community - maybe through arts/crafts - child minding centres - troubled teenagers who appreciate an 'adoptive' grandparent. "Matching" would be necessary. Older people may possess formal qualifications to assist youth or experience. (Participant Mount Cotton, 70-74 years).*
- *There's plenty to do in the Redlands, however as the population increases more activities would cater to the diversity of the population - perhaps more outdoor activities where seniors can exercise by walking safely. Possibly gardens that need volunteers to assist gardeners. (Participant Cleveland, 80-84 years).*
- *Times of the day, encouragement friendliness, cost (Participant Capalaba, 55-59 years).*
- *Guided tours to places of interest i.e. Bay Islands; Make them cost effective (Participant Thornlands, 65-69 years).*
- *More activities by RCC. (Participant Wellington Point 55-59 years).*
- *Schooling. Some focus on the Bay Islands Inc. North Stradbroke (Participant North Stradbroke Island, 60-64 years).*
- *For those whose movement is restricted local events/activities would be a positive move (Participant Victoria Point, 60-64 years).*
- *Seniors inclusion in event. (Participant Capalaba, 70-74 years).*
- *There seems to be a lot of activities in area (Participant Capalaba, 70-74 years).*
- *Support for activities such as those at the Donald Simpson Centre (Participant Alexandra Hills, 75-79 years).*

- *Plenty of opportunity to participate! (Participant Victoria Point, 75-79 years).*
- *Should be better access for people in the Redlands who have a hearing disability. Educate the community regarding the needs of people with a hearing disability. Failure to do so can result in increasing isolation of those with a hearing disability (Participant Alexandra Hills 80-84 years).*

Cost

- *Reduce cost (Participant Cleveland, 75-79 years).*
- *Make them more affordable (Participant Alexandra Hills, 70-74 years).*
- *Keep costs to a minimum; Offer a couple of weeks or attendance for free as a trial to see if the activity suits (Participant Wellington Point, 70-74 years).*
- *Low cost recreation activities when e.g. 5 Mondays in a month the weekly admission fee gets too much to afford (Participant Alexandra Hills 65 – 69 years).*
- *Abolish the booking fee on seniors tickets at RPAC; Better/restore Donald Simpson Centre funding (Participant Wellington Point, 60-64 years).*
- *Make things easy to get to, good pricing for tickets to show easy access to venues (Birkdale, 65-69 years).*
- *Keeping costs at an affordable level; easy, ample parking (Participant Ormiston, 80-84 years).*
- *The Donald Simpson Centre have plenty of activities but the cost is not affordable if the age pension is your only income (Participant Wellington Point, 80-84 years).*
- *More free activities are required for seniors very short on money (Participant Redland Bay, 60-64 years).*

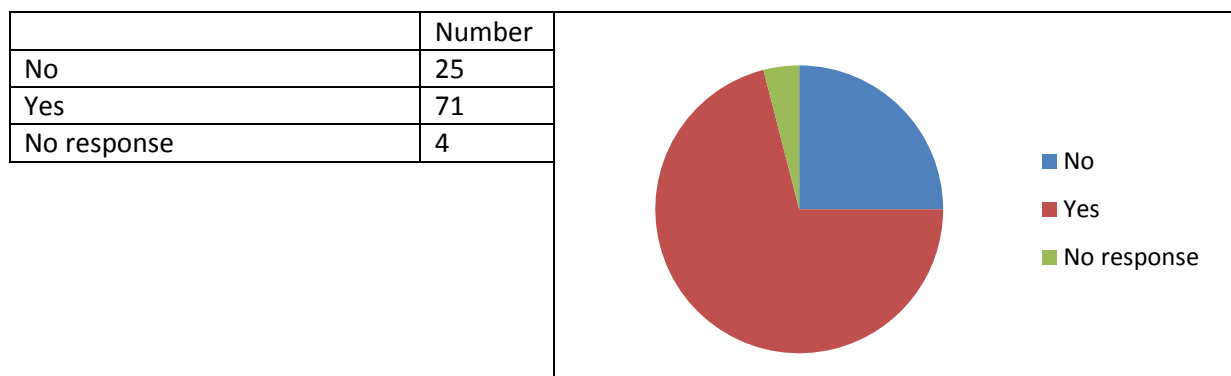
Other

- *A centre for U3A would be a positive move. Were it in the centre of Cleveland, it might help revitalise the city centre (Participant Victoria Point 60-64 years).*
- *Provision of venues and funding for senior activities e.g. U3A (Participant Capalaba, 65-69 years).*
- *Make people more friendly, men are very difficult to approach and make friends (Participant Thornlands, 80-84 years).*
- *As the number of seniors in the area is rapidly increasing, centres such as the Donald Simpson Centre play a vital role. It was originally opened as a seniors centre for people over age 55 and should be retained as such and supported by Redland City Council (Participant Capalaba 75-79 years).*

6 Respect and Social Inclusion

6.1 Media portrayal of older people

Participants were asked whether they thought that older people were portrayed in a positive way in the local media. The majority (71%) stated yes they were respected whilst the remaining 25% did not.

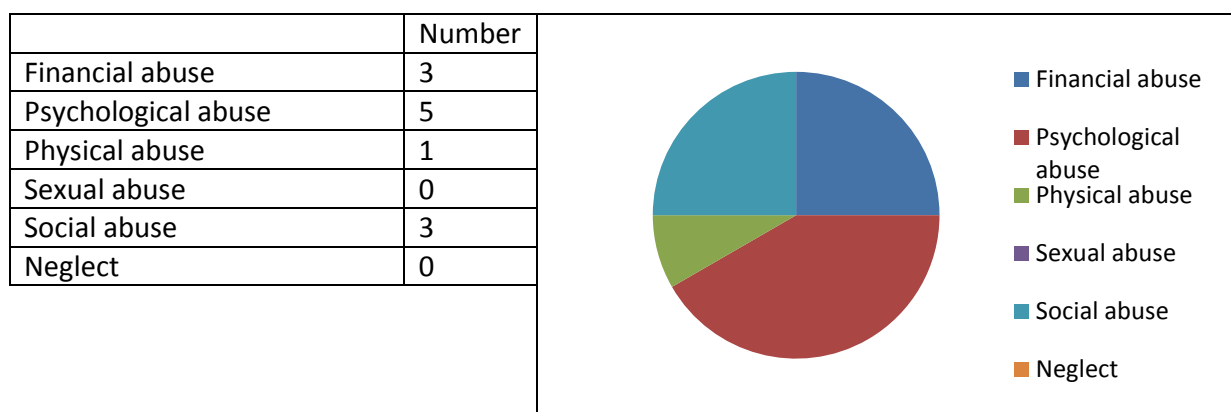


6.2 Respect

Participants were asked if they felt respected by family, service and retail staff and the general public. Each area rated highly with over 90% of participants stating yes to each group. The highest was family members at 97%.

6.3 Experience of elder abuse

Participants were asked if they had ever experienced any form of elder abuse from a family member, friend or carer. Eight participants (four men and four women) identified they had experienced elder abuse. A further three did not respond to the question. Psychological abuse was the most common form of abuse, followed by financial abuse. Three people experienced more than one type of abuse and one person identified they had experienced physical abuse. Participants were referred to the elder abuse hotline for information and support. Note; research in this area suggests that underreporting of elder abuse is common.



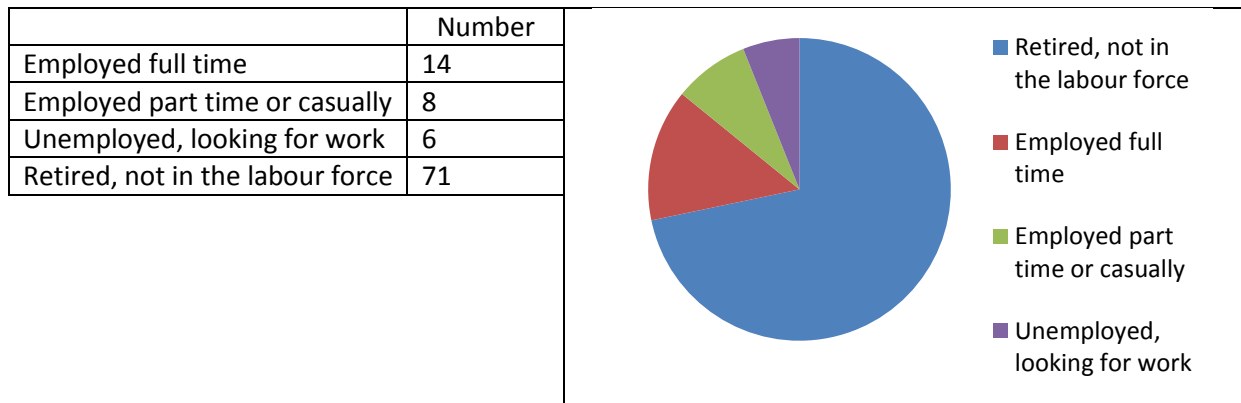
6.4 Access to elder abuse information, support and assistance

Participants who had experienced elder abuse were asked if they were aware of how to access elder abuse support, information and assistance; Seven participants who had previously stated they had experienced a form of elder abuse knew how to access information and support. One person was not aware of how to access support, the 'Elder Abuse Hotline' phone number was provided to all participants.

7 Civic Participation and Employment

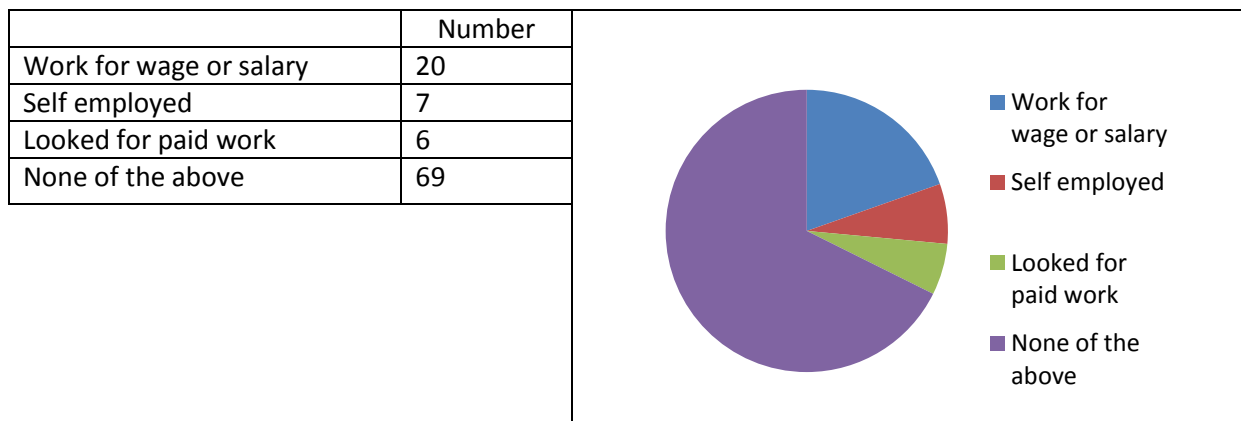
7.1 Current employment status

Participants were asked to identify their current employment status. The majority (71%) of participants were retired; the youngest retiree was in the 55 – 59 year age range. Six were aged between 60 - 64 years, the remainder were aged over 65 years. 22 participants were in the labour force while six were looking for work. Of those looking for work, five were women. The oldest person looking for work was in the 70 – 74 years age range.



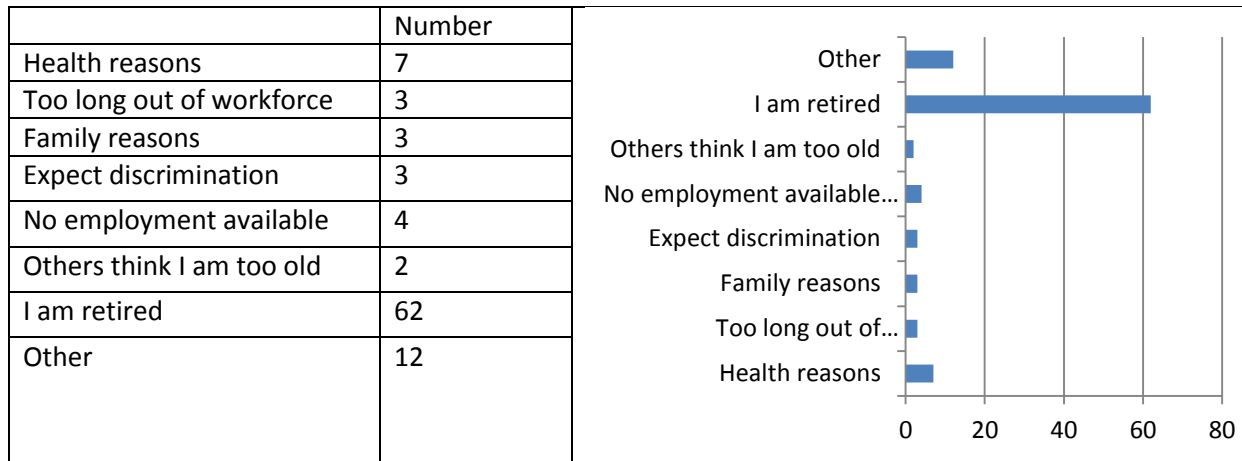
7.2 Employment activity over the past two years

Participants were asked to identify their employment activity over the past two years. The results were similar to the above with only a small proportion of participants (6%), mostly females aged between 55 to 74 years, stating they were looking for work. The oldest working full time participant was aged between 70 – 74 years.



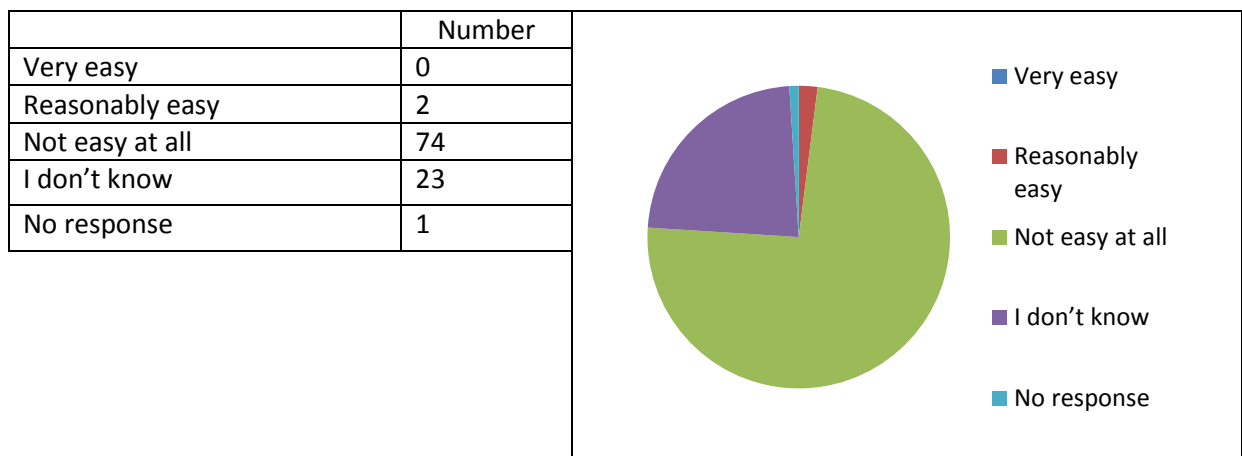
7.3 Reasons for not working

Participants were asked to identify the main reason that they were not working. The majority 62% stated retirement. Of the remaining 34%, health was the most common reason for not working. Some identified a lack of employment opportunities; discrimination due to their age or that they had been out of work too long.



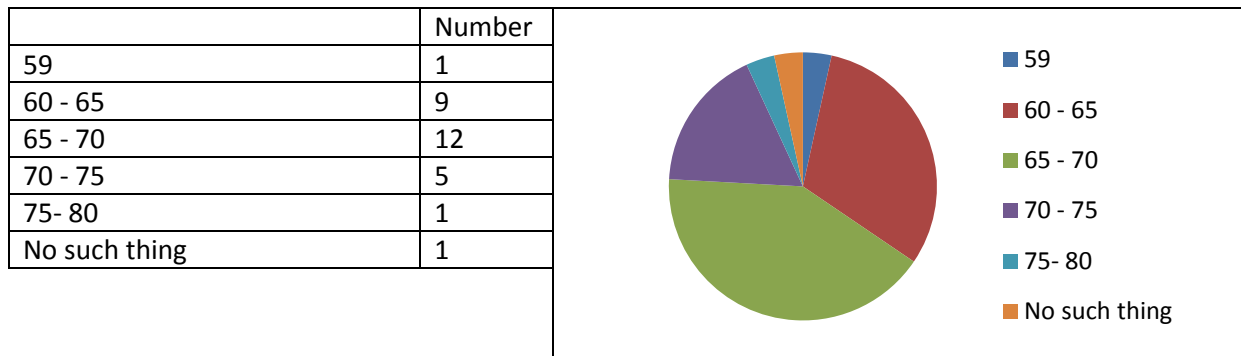
7.4 Ease of finding paid work

Participants were asked to rate how easy they thought it was for older people to find paid work. 74% stated it was not easy at all, only 2% stated it was reasonably easy to find work as an older person.



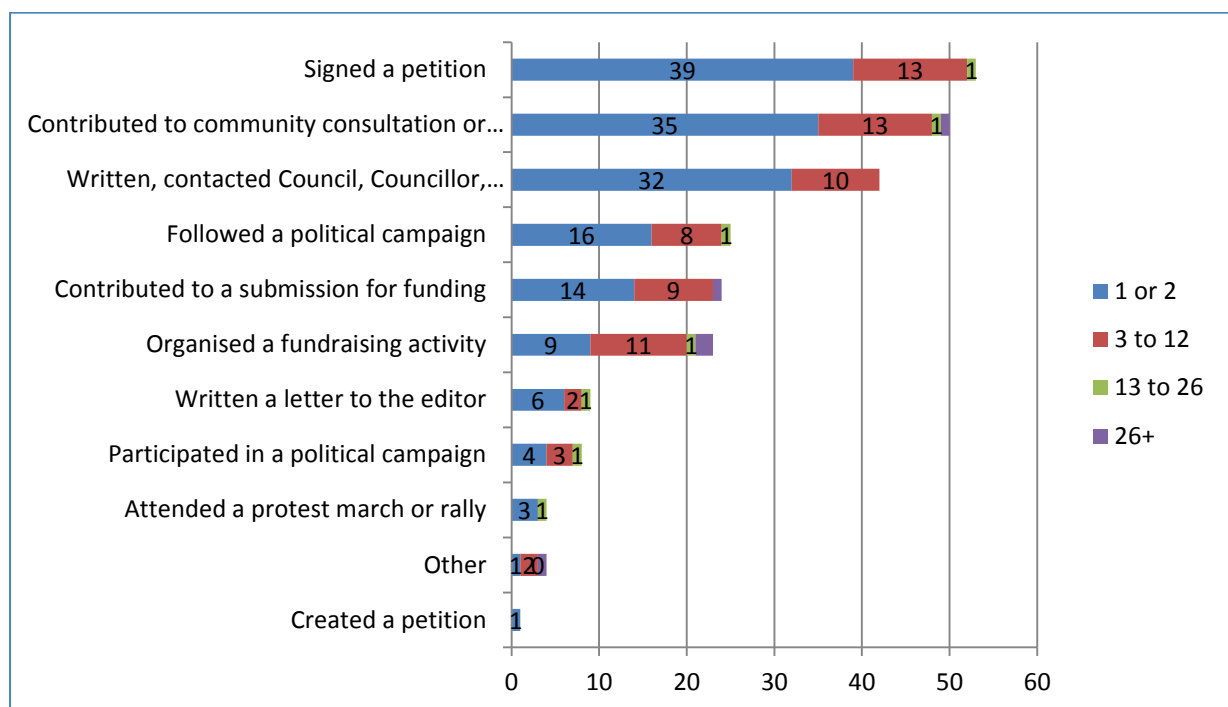
7.5 Expected retirement age

Participants who had not yet retired were asked to estimate their expected retirement age. 29% of participants responded to this question, the most common age range for expected to retirement was between 65 - 70 years.



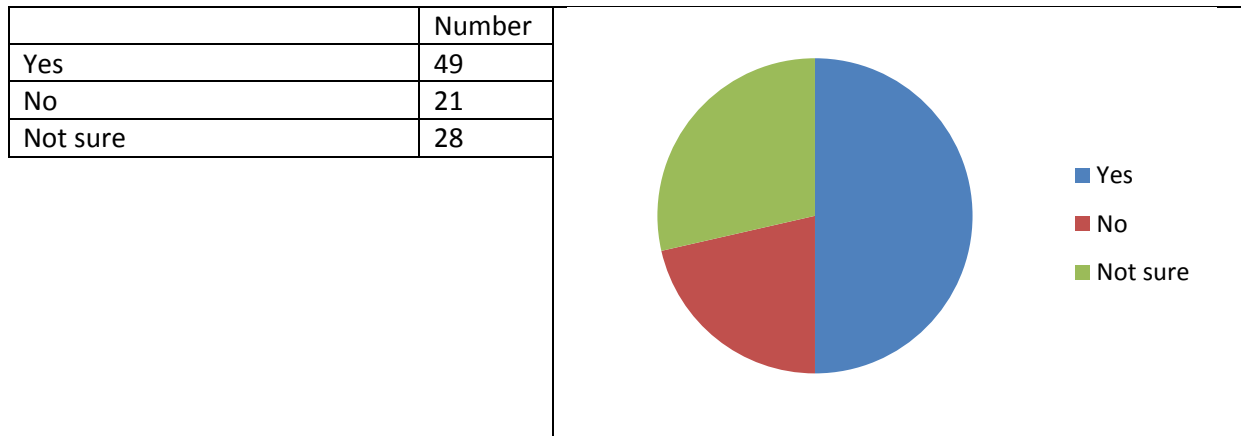
7.6 Civic participation activities past 12 months

Participants were asked to select the number of times they have undertaken activities over the past year from a list. The most common form of civic participation was signing a petition (53) however; participants were least likely to start a petition (1). 39 participants had signed a survey on 1 or 2 occasions. 48 participants had signed a survey on 1 or 2 occasions. 48 participants had contributed to a community consultation.



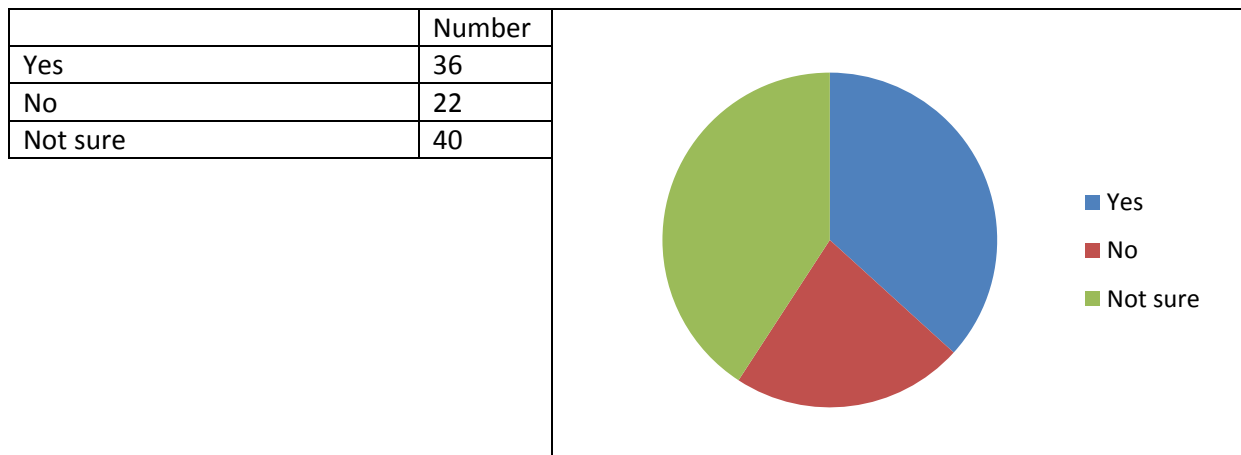
7.7 Awareness of opportunities to participate in community discussions

Participants were asked if they were aware of opportunities to participate in community consultations and discussions as they arise. Half (49%) of the participants were aware of these opportunities and a further 49% indicated no or they were not sure.



7.8 Desire to participate in community discussions in the future

Participants were asked if they would like to participate in community consultations and discussions in the future. 36% did want to participate a further 40% were undecided, whilst 22% did not wish to participate.

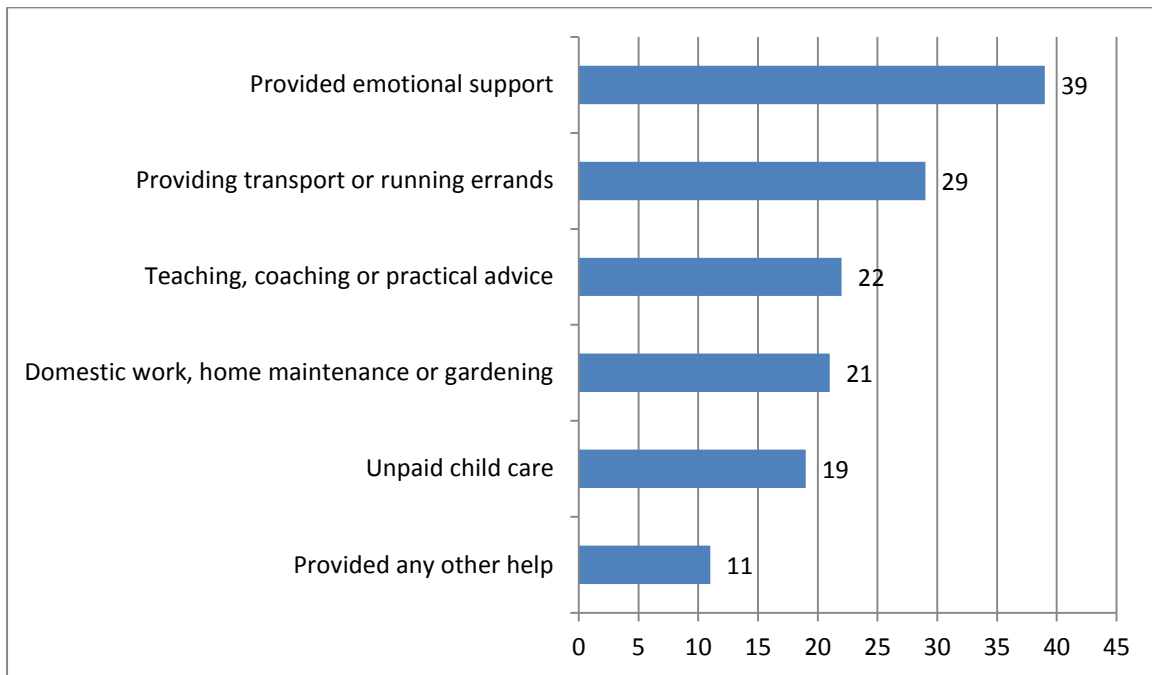


7.9 Increasing participation in community discussions

Participants were asked what could be done to increase participation of older people in community discussions. Comments focused on improving communication such as broader advertising of events. Suggestions included advertising meetings and consultations through senior's networks, retirement villages, community centres, letterbox drops, newspaper, local radio, and / or local shopping centres. Others included provision of assistance with transport to attend meetings and holding consultation meetings in the morning as a preferred time.

7.10 Provision of help to others the last 4 weeks

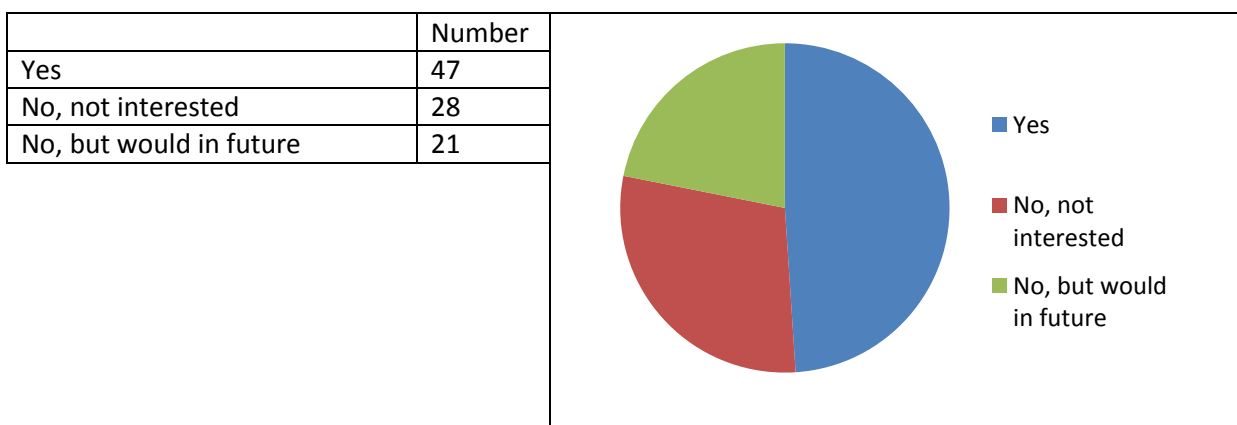
Participants were asked if they had provided help to someone who does not live with them in the last 4 weeks, 79% had provided assistance to others. The most common type of help provided was provision of emotional support, followed by transport and running errands.



Participants were asked who they provided assistance to and friends were the most common person assisted (37) followed by relatives (35), neighbours (18), work colleagues (8) or other person (13).

7.11 Participation in volunteer work for an organisation

Participants were asked if they ever did any voluntary work for an organisation. 47% have undertaken volunteer work and a further 21% indicated they would like to do so in the future and 28% were not interested in volunteering. Further analysis of those who were not interested reveals the majority (19) were aged over 70 years of age with 13 aged over 80 years of age.



Participants were asked to identify the type of volunteering they are involved in:

- Church based
- Administrative duties for community centres (e.g. Donald Simpson Centre)
- Environmental endeavours (Bush care/community gardens)
- Providing transport
- Training and tuition (University of the Third Age lecturer; reading programmes for children)
- Places of knowledge (e.g. RSL Museum; Library)
- Social support (e.g. listening and counselling; Meals on Wheels).

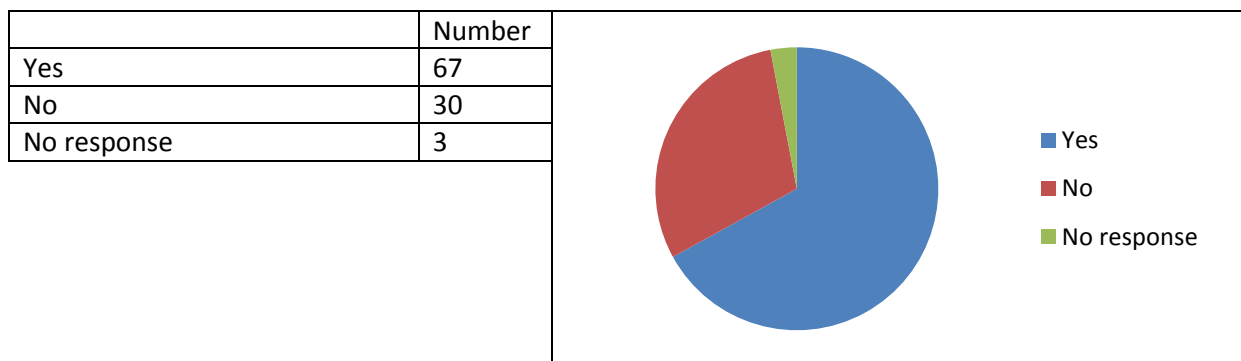
Participants were asked to identify any areas of volunteering they would be most interested in pursuing in the future.

- Meals on Wheels
- Telephone counselling
- Marine rescue
- Volunteering in the bay.

Of the 21 participants who would like to volunteer in the future, 10 indicated that barriers prevent them from doing so. The reasons given were health issues, disability and lack of time.

7.12 Information about volunteering

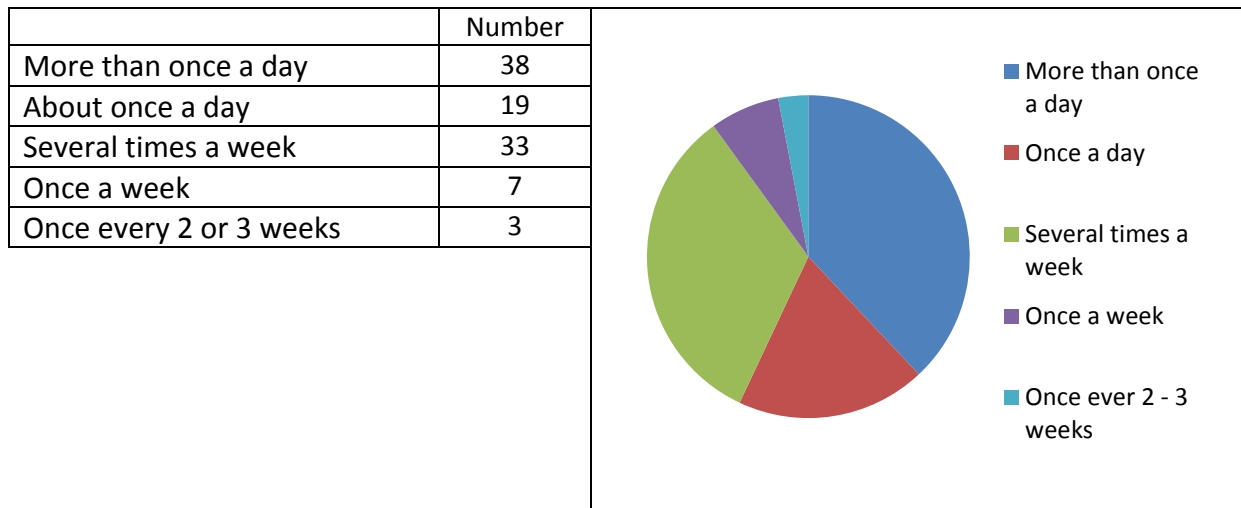
Participants were asked if they knew where to find information about becoming a volunteer in the Redlands. The majority 70% were aware however one third (30%) were unaware of where to find information about becoming a volunteer in Redland City.



8 Communication and Information

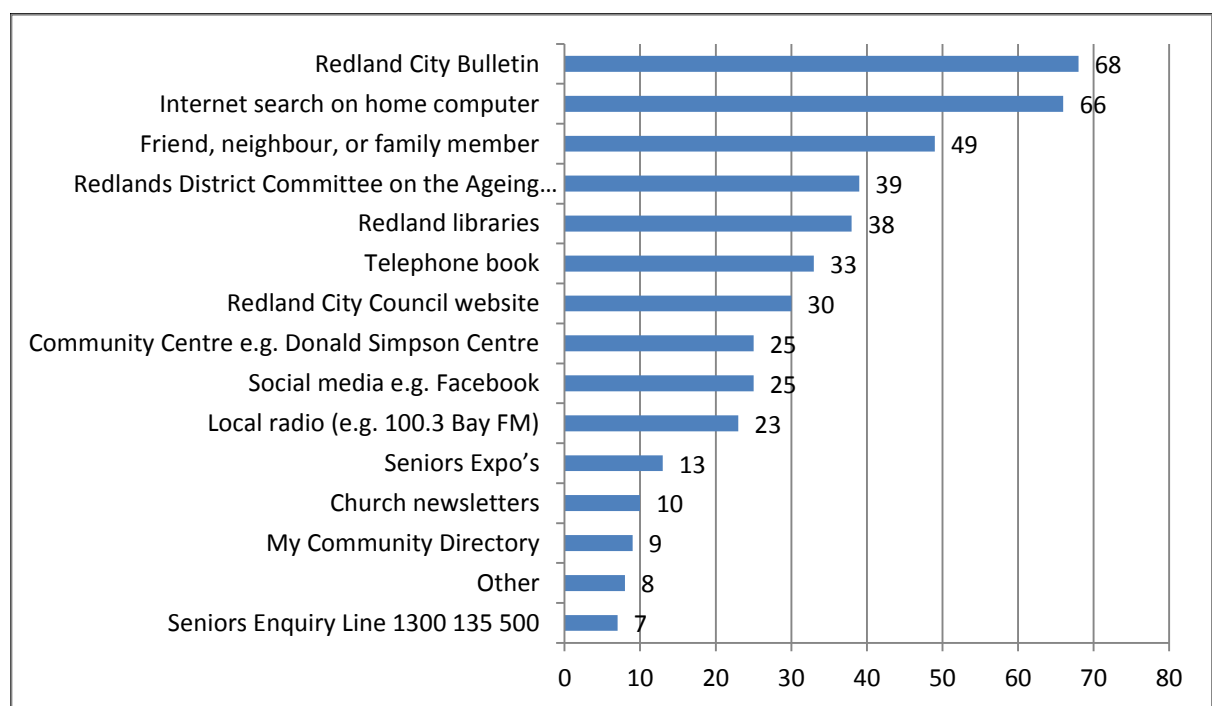
8.1 Frequency of interactions with friends, family, neighbours and community

Participants were asked how often they interact with friends, family, or neighbours in their community. More than half (57%) communicated with one or more of these groups at least once a day or more, another third (33%) communicated several times a week. 3% of participants communicated with another person once every 2 to 3 weeks.



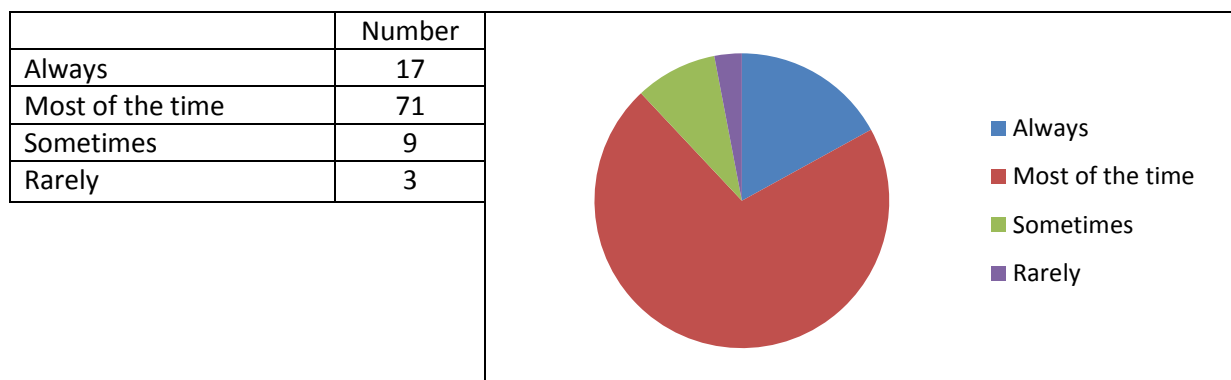
8.2 Sources of information on services available in Redland City

Participants were asked to identify from a list all of the ways in which they access information on services available in Redland City. The most popular information source was the Redland City Bulletin (68) followed by the internet (66).



8.3 Finding information on the services need

Participants were asked how often they were able to find the information they needed. The majority (88%) stated they were able to access information they require on most occasions whilst 3% stated rarely.



8.4 Problems accessing information on services

Participants were asked to identify any problems they have accessing information on services. 67% made comments primarily centred on use of the internet to access information and are a problem for those who cannot. Participant's comments are listed below:

- *Sometimes you have to know the service exists so you know what to search for, you need to think laterally when searching to find the information you need. Trusting the website you find and the information you find. Waiting on hold to speak to someone. Dealing with overseas call centres, dealing with someone you can't understand because of a very strong accent. Trusting the information you are given is appropriate and correct (Participant Wellington Point, 55 – 59 years).*
- *Knowing that a particular type of service exists is a prerequisite to being able to search for it. That can be a problem. Sometimes answer are hard to access which are usually sourced via internet. This must be difficult for people who do not have computer skills/access - government websites are sometimes confabulated and hard to understand (Participant Cleveland, 80 – 84 years).*
- *Sometimes too much choice (Participant Alexandra Hills, 75 – 79 years).*
- *The main problem is the diversity of sources. Is there one / small number of locations where services are explained/promoted/highlighted? (Participant Victoria Point, 60 – 64 years).*
- *My lack of knowledge as to where to look. The list of services available (under 8.2) is of great assistance (Participant Redland Bay, 75 – 79 years).*
- *Understanding the results, whether it is a leaflet or webpage (Participant Cleveland, 60 – 64 years).*
- *Not sure where to start looking (Participant Redland Bay, 55 – 59 years).*
- *Don't get phone books so is hard to find numbers (Participant Birkdale, 65 – 69 years).*
- *The big put off is having to talk to computerized messages. Being put on hold for long periods. Having to listen to either advertising or inane music (Participant Ormiston, 80 – 84 years).*
- *Having to hold on the phone for long periods of time (Participant Alexandra Hills, 75 – 79 years).*
- *No problems - doctors other professionals refer me to services available (Participant Ormiston, 80 – 84 years).*
- *No problems but would like to have access to referrals for local businesses and services i.e. good ones and ones to avoid (like trip advisor) (Participant Redland Bay, 65 – 69 years).*

- *None to access, difficult to experience genuine affection/friendship (Participant Thornlands, 80 – 84 years).*
- *Generally, contacting various advisors such as RDCOTA, Council, Redlands Disability Network, and Star ETC. I am about to find out more things (Participant Alexandra Hills 60 – 64 years).*
- *Reluctant to approach people or services (Participant Mount Cotton 65 – 69 years).*
- *Age Restriction; Limited knowledge/understanding (Participant, Birkdale 85+ years).*
- *This is limited to organisations which assist people with hearing disability (Participant Alexandra Hills 80 – 84 years).*
- *Slow internet speed (Participant Wellington Point, 55 – 59 years).*
- *Lack of specific process shuts (flow charts) for accessing government services. There is so much information - but navigation is problematic (Participant North Stradbroke Island, 60 – 64 years).*
- *Patronizing attitude of some bureaucrats in "My Aged Care". Usually unable to answer either efficiently or effectively simple questions. Centre link are better. This is a big statement as Centre link are not always great! (Participant Wellington Point, 60 – 64 years).*

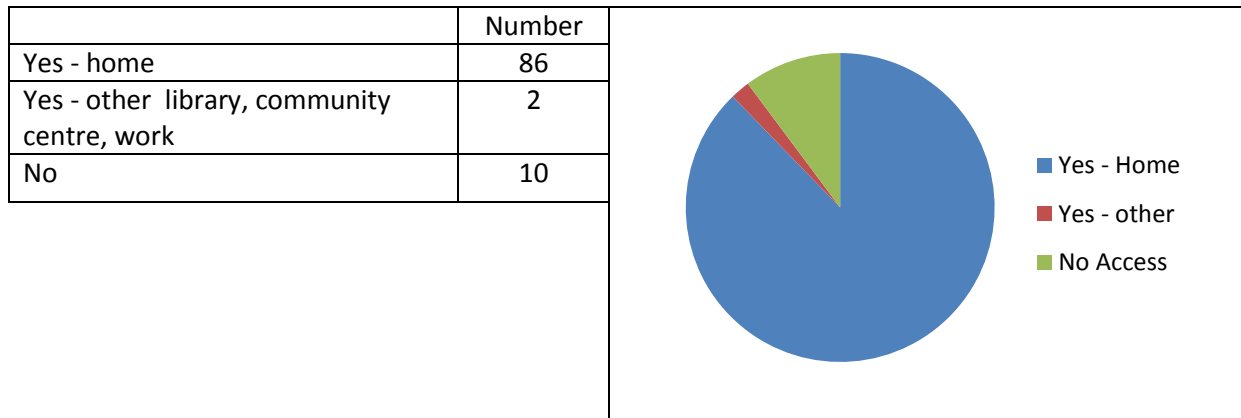
8.5 Preferred method for receiving information

Participants were asked to identify their preferred method of receiving information on events in Redland City, the following methods were identified:

- Mail
- Captel phone for hearing impaired
- Email
- Post office
- Internet search
- Newspaper

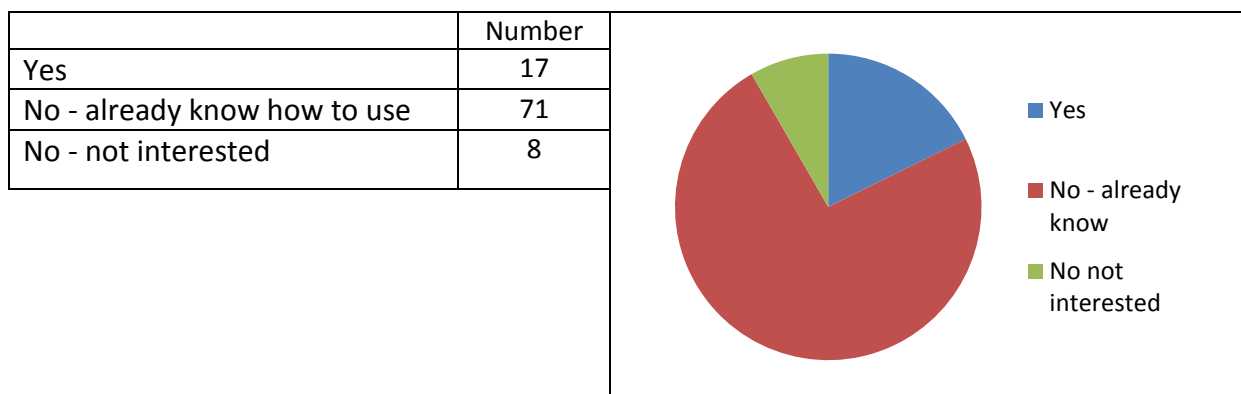
8.6 Access to the internet

Participants were asked if they had access to the internet and if so where they accessed the internet. Almost all participants (88%) had access to the internet, the majority doing so at home, 10% of participants did not access the internet, and only three expressed an interest in learning to use it. Of the seven who were not interested five were aged over 80 years, the other two were aged between 60 and 69 years.



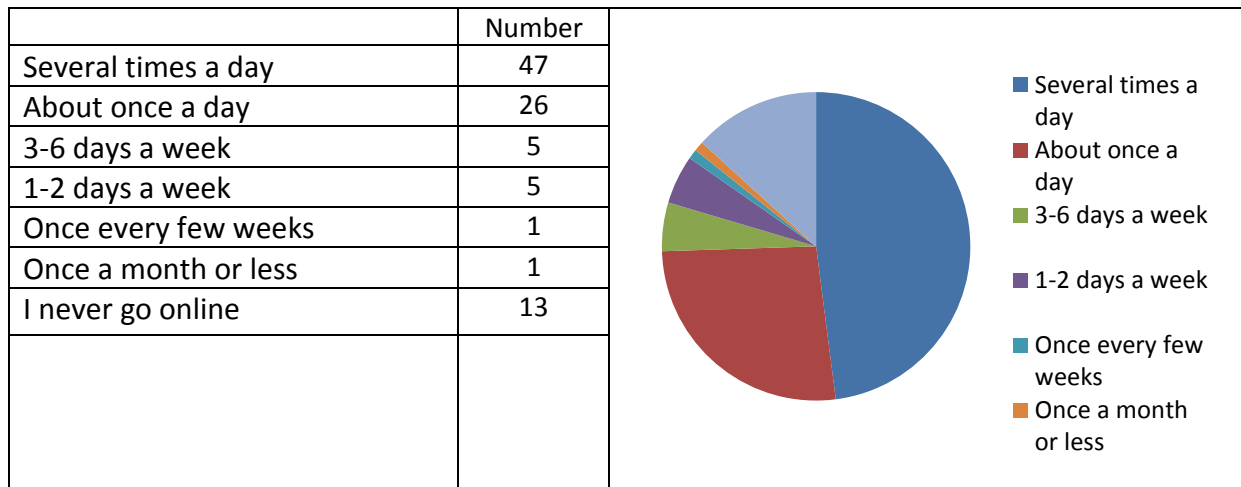
8.7 Interest in learning to use the internet

Participants were asked if they did not already know how to use the internet effectively, if they would be interested in learning, 17% expressed interest in doing so.



8.8 Frequency of internet use

Participants were asked how often they used the internet; 72% of participants use the internet at least daily. Only 13% reported never going online.



9 Community Support and Health Services

9.1 Availability of assistance by someone who does not live with you

Participants were asked if they could ask for assistance from someone they did not live with, the majority (93%) identified they did. Most commonly participants were able to ask for assistance with mail collection. Half of participants were able to access assistance from someone if they were ill, to mind pets or for assistance to move heavy objects. 7% of participants did not have anyone they could ask for assistance, further analysis revealed that 4 of these also reported some degree of difficulty hearing and 3 also reported experiencing feelings of isolation.

	Number
Look after pets or water your garden while you are away from home	50
Collect mail or check your house while away from home	73
Mind a child for a brief period	1
Help with moving or lifting objects	51
Help out when you are sick or injured e.g. the flu or sprained ankle	47
Borrow equipment	37
No	7

9.2 Availability of support in time of crisis who does not live with you

Participants were asked if they had someone they did not live with that they could ask for support in a time of crisis. The majority 92% could access support. Half of participants could access support during a serious illness, emotional support or seek advice on what to do. 8% did not have anyone they could access for support and further analysis revealed 3 also identified that they did not have anyone to ask for practical assistance.

	Number
Advice on what to do	52
Emotional support	45
Help out when you have a serious illness or injury	48
Help in maintaining family or work responsibilities	12
Provide emergency money	12
Provide emergency accommodation	24
Provide emergency food	22
Help you to evacuate if needed in the event of an emergency	30
No	8

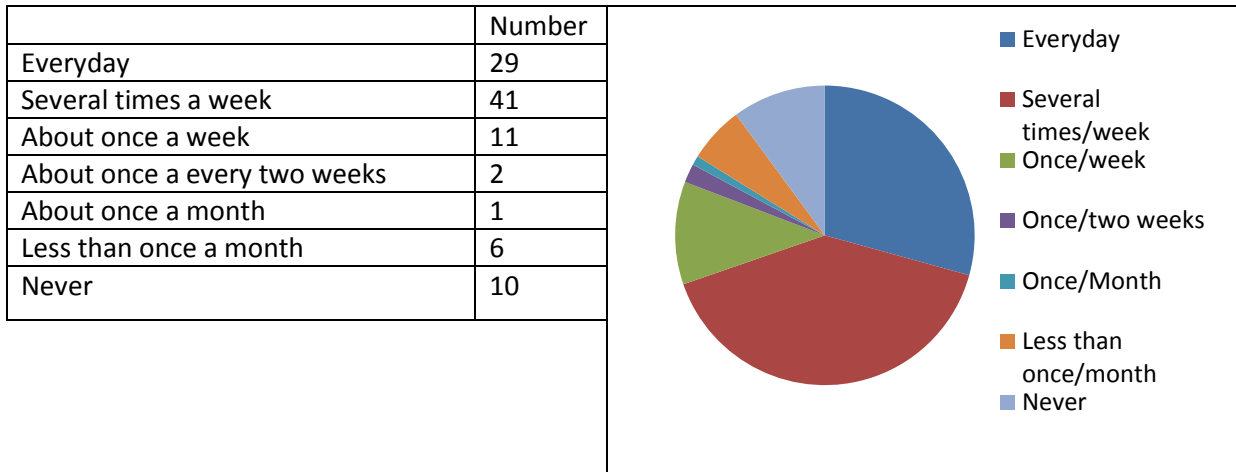
9.3 Person to ask for support from in time of crisis

Participants were asked to identify whom they would ask for support, 89% identified a family member, followed by friend (62%) and neighbour (53%).

	Number
Friend	62
Neighbour	53
Family member	89
Work colleague	8
Community, charity or religious organisation	13
Redland City Council or other government service	10
Health, legal or financial professional	17
Other	3

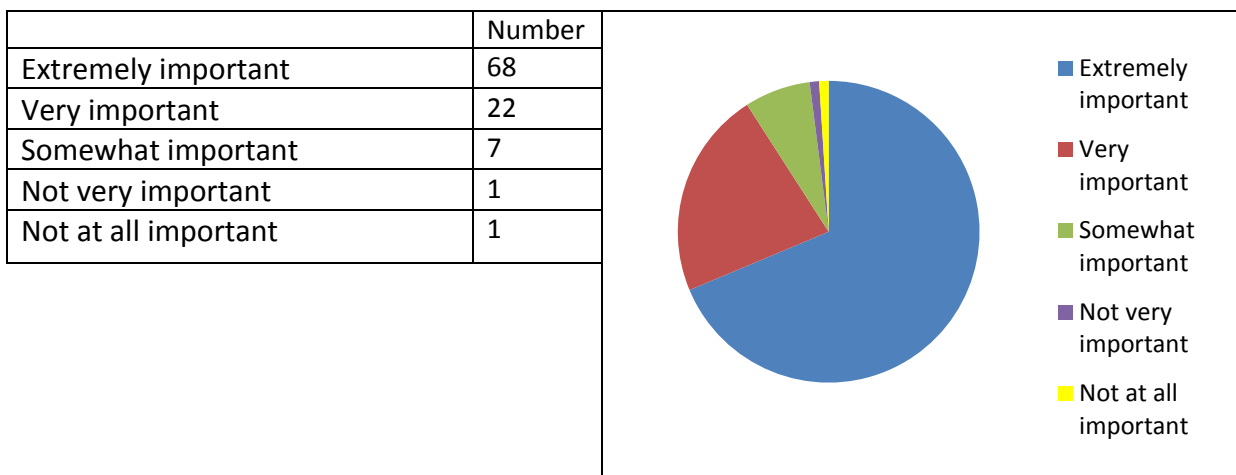
9.4 Frequency of engaging in physical activity

Participants were asked how often they engaged in physical exercise such as walking, running, biking, swimming, sports, strength training, yoga or stretching. The majority of participants (70%) undertake regular exercise with 29% exercising daily. 10% did not exercise at all however further analysis reveals the majority of these had mobility issues that may prevent participation.



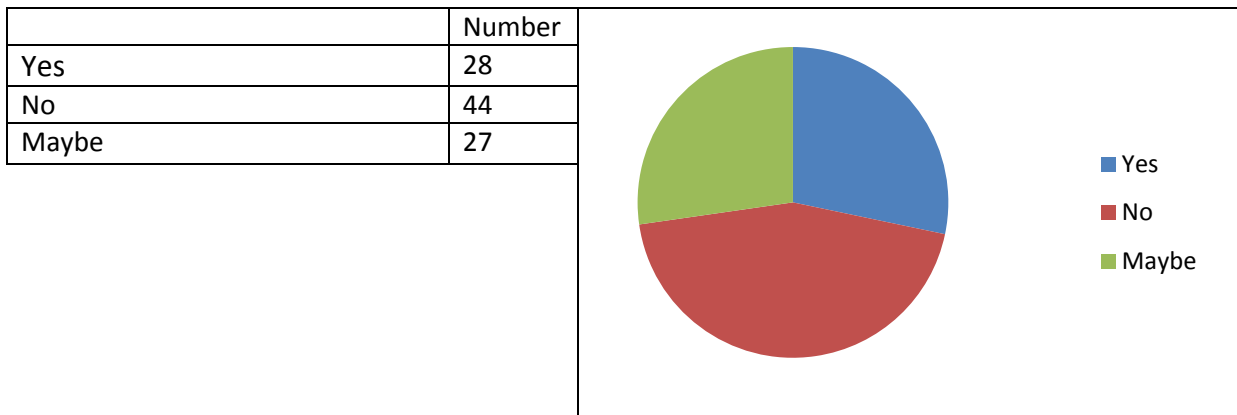
9.5 Importance of remaining physically active

Participants were asked how important it was to remain physically active for as long as possible the results show that the majority (68%) agreed it was extremely important and 22% rated it very important.



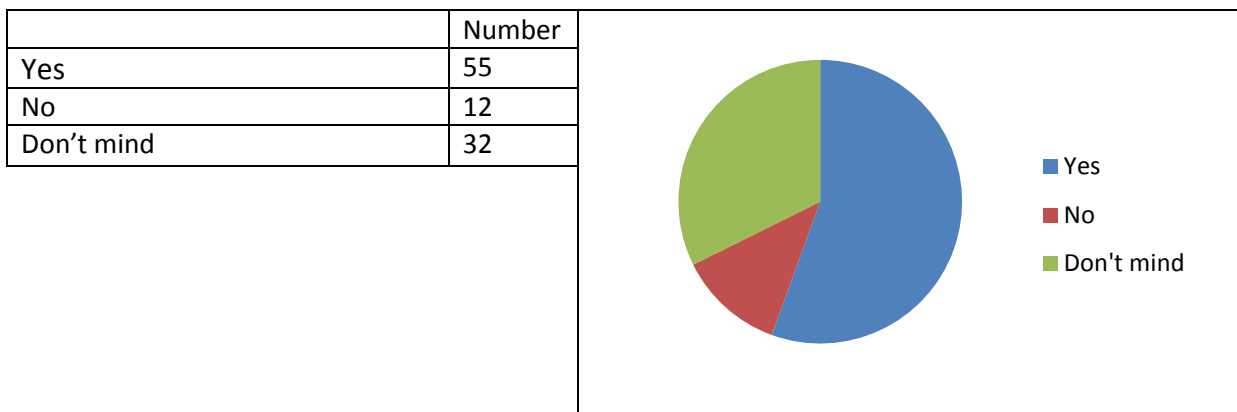
9.6 Interest in attending health and wellness programs

Participants were asked if they would be interested in attending classes such as nutrition, smoking cessation or weight control, the majority (44%) stated they are not interested. Whilst 28% would be interested and 22% stated maybe.



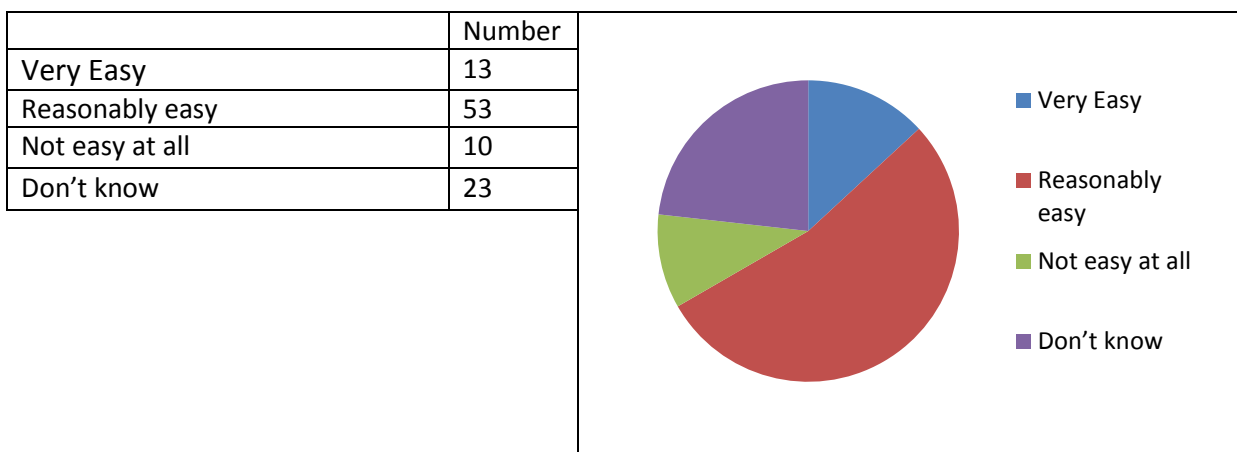
9.7 Preferences for health programs to be geared specifically to older adults

Participants were asked if they thought that health and wellness programs should be geared specifically towards older adults. The majority (55%) stated yes, however a further 32% did not mind and only 12% did not.



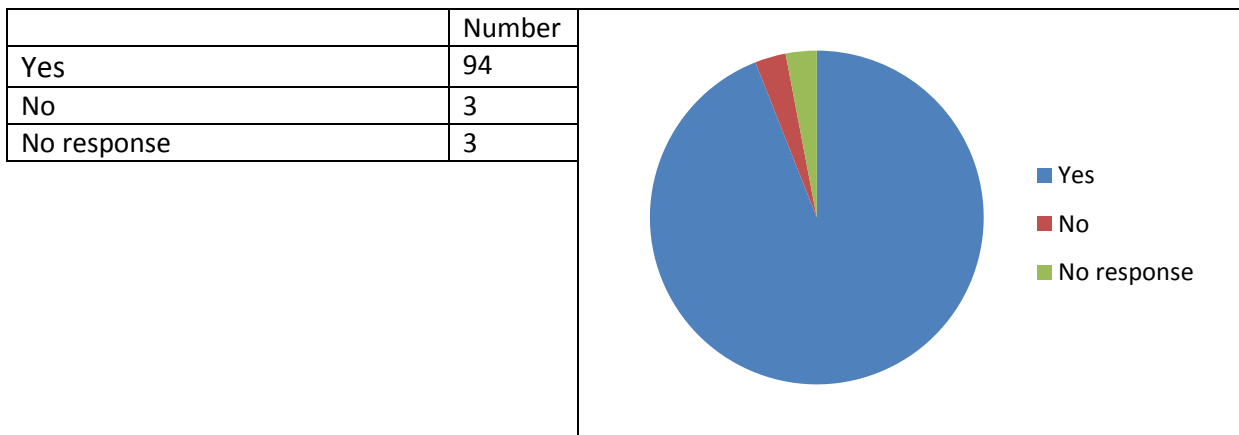
9.8 Ease of finding information about health services for older people

Participants were asked how easy it was to find information about health services for older people in the Redlands; the majority 66% stated it was easy, but 10% not easy at all.



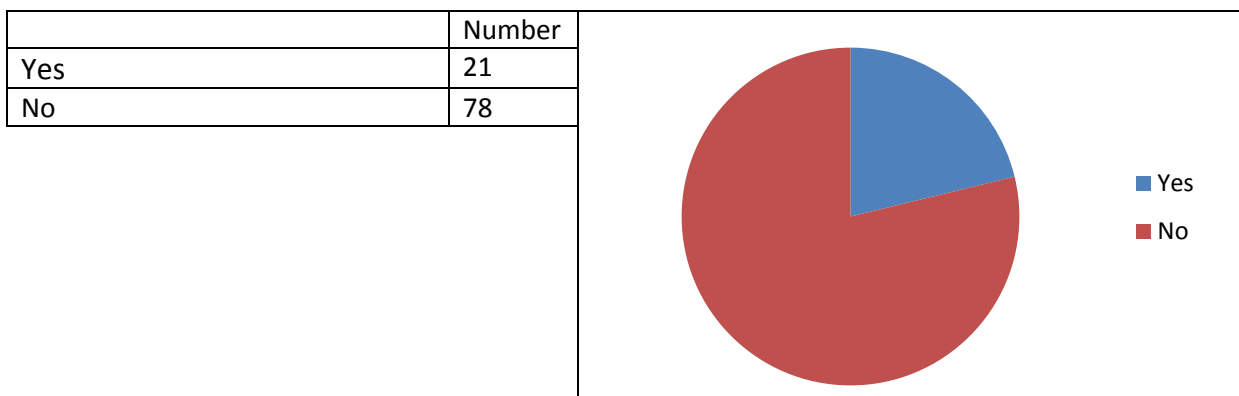
9.9 Ability to access required health services

Participants were asked if they could access health services in Redland City. The majority of participants (94%) indicated they were able to access health services.



9.10 Access to Home Care services

Participants were asked if they currently access home care services; One fifth of participants (21%) are currently accessing home care services. 17% indicated they did not know how to access home care services.



10 Final Comments

10.1 Most important issue faced by older people in the Redlands?

Participants were asked to comment on what they thought was the most important issue facing older people in the Redlands, 88% of participants responded to this question. The top three issues identified were transport, social isolation and the cost of living.

Transport

- *Accessibility - being able to get from one location to another at low cost and quickly. For example my house to 'My Horizon' or INDIGISCAPES requires 1 km walk to get a bus to Capalaba (Going away from destination) Then another bus back toward destination then walking across major road and walking another 800 meters. Depending on connection time, over 1 1/2 hours to travel (Participant, Alexandra Hills 60-64 years).*
- *Possibly Transport for some people unable to drive. Transport: Bus services are reasonable however services may not access this mode of transport due to their ability to board the bus due to arthritis or similar illness. CBD residents are well serviced - outside CBD? Social isolation: House bound seniors may be socially isolated. Meals on wheels experience highlighted some citizens (even those in villages) are isolated due to illness or poor social skills - perhaps home visits or phone calls would assist (Participant 80-84 years, Cleveland).*
- *Transport friendly services that are personal and inexpensive (Participant Capalaba, 70-74 years).*
- *Urgent transport to hospital in an emergency such as stroke or heart attack (Participant Capalaba, 75-79 years).*
- *Under cover facilities at bus stops; sun stroke/thunderstorms/rain (Participant Alexandra Hills 65-69 years).*
- *Transport; Footpaths; Expensive rates (Participant Redland Bay, 70-74 years).*
- *Transport and further need of more volunteers. The older people need to be listened to and treated in a positive and respectful way (Participant Alexandra Hills, 65-69 years).*
- *Staying fit and healthy and keeping in touch with the community (Participant Alexandra Hills, 55-59 years).*
- *Poor public transport – i.e. no trains beyond Cleveland (Participant Redland Bay, 60 – 64 years).*
- *The ability to get to their desired places without facing obstacles like uneven footpaths road and footpath flooding and a better more reliable transport services (Participant Cleveland, 75-79 years).*
- *Transport in general may be an issue (Participant Redland Bay, 55-59 years).*
- *Transport for older persons living in their own homes e.g. Star is expensive and limited bus availability (Participant Capalaba, 65-69 years).*
- *Transport; footpaths; toilets (Participant Victoria Point, 55-59 years).*
- *Transport infrastructure to meet growth in Redlands (Participant Redland Bay, 70-74 years).*
- *Crossing major roads safely i.e.: Shore street, Wellington Rd Traffic Lights Needed! (At that horrible roundabout) Where anyone, let alone older people can cross safely! Perhaps an overpass? (Or two?) (Participant Ormiston, 80-84 years).*
- *Transport and Communication - I still drive but for the ones in their own homes away from transport find it hard. Also I like the junk mail for information and specials however that does not happen in my area we have. (Participant Alexandra Hills, 75-79 years).*

- *PARKING Very difficult especially near library and railway. Lack of toilets and seating in parks. Some pedestrian crossings are dangerous - too close to corners and hidden by kerbside furniture (Participant Cleveland, 70-74 years).*
- *Transport. No Car you have to rely on public transport - hopeless. STAR is good, but has implications (Participant Cleveland, 75 – 79 years).*
- *Mobility and transport - focussed on owning a car and being able to drive (Participant Wellington Point, 60-64 years).*
- *It is hard to get around with existing public transport (Participant Wellington Point, 80 – 84 years).*
- *Poor access at railway stations (Participant Thorneside, 80-84 years).*
- *In particular access to the Wellington point Train Station is not access friendly. If we use the train we have to go to the Birkdale station (Participant Wellington Point, 65-69 years).*

Social Isolation

- *Social Isolation for some. An outreach programme for lonely seniors is a high priority. How to identify them? (Participant Thornlands, 70-74 years).*
- *Those older people with no family close by become isolated - leads to inactivity - maybe depression. Particularly in nursing homes where often residences have family visiting - outings etc. No longer able to meet their own needs independently - relying on home care/nursing care - waiting for individual nursing care (Participant Mount Cotton, 70-74 years).*
- *Loneliness and transport. (Participant Cleveland, 60-64 years).*
- *Physical and social isolation compounded by poor transport options. Financial hardship on limited income with visiting utility/living expenses (Participant Wellington Point 60-64 years).*
- *Social isolation when no family is close by (Participant Cleveland, 55-59 years).*
- *I understand that loneliness and isolation are the most important challenges which some seniors are facing. Besides community activities, domestic pets can ameliorate these issues. Any financial/training assistance that could be developed would be very helpful (Participant Sheldon, 75-79 years).*
- *For people who live alone, probably loneliness, although people sometimes need to be more sociable and need to be encouraged to join social groups. (Participant Cleveland, 75-79 years).*
- *Mostly isolation, causing severe loneliness with no family to call on. More information needs to be available to them; being a phone call away (Participant Birkdale, 70-74).*
- *To find company to give security. So easy to get used to not doing anything or getting out. There is still a lot of life to be lived. Go occasionally to RSL. Go on cruises 2 or 3 times a year. Need a cabin by the elevator. Going to Kentucky in November. Good way of meeting new people like trivia groups. (Participant Russell Island, 85+ years).*
- *Social isolation: House bound seniors may be socially isolated. Meals on wheels experience highlighted some citizens (even those in villages) are isolated due to illness or poor social skills - perhaps home visits or phone calls would assist. (Participant Cleveland, 80-84 years).*
- *Transport friendly services that are personal and inexpensive (Participant Cleveland, 70-74 years).*
- *With shut in (Older people) I would say, loneliness and fear of isolation, if no family members live near, or they don't care for their elderly relative, I am extremely fortunate to have a caring family, a helpful neighbour (Participant Redland Bay, 80 – 84 years).*

- *Some older people aging independently in their own homes are the most needy. Some are able to avail themselves to My Aged Care funding but others do not qualify but are still relatively socially isolated. It costs money to go to many of the places of activity and/or entertainment. One of the cheaper places is the Donald Simpson Centre, which doesn't have funding from poker machines and has now to find its own funding. It is an ageing centre and needs support enable it to grow and fill the need of a "rule" for those seniors who need it. (Participant Alexandra Hills, 75-79 years).*
- *I believe it is loneliness, followed by lack of fellowship, specifically men. I find many women to be aggressive, not gentle or lady like (Participant Thornlands, 80-84 years).*
- *Isolation, although some people don't want to go out (Participant Macleay Island, 80-84 years).*
- *I had to choose one then isolation and loneliness would be the most important as people can come to you which means transport and cost are removed. Their own stubbornness about ask accepting help; visitors, moving from their own home into a retirement village are often major issues as well Participant Wellington Point, 55-59 years).*
- *Isolation either due to living alone with no family support or network of friends. Transport to enable (Participant Wellington Point, 55-59 years).*
- *Statistically, 3 out of 4 of people over 70 have a hearing disability, the implications and impact are poorly understood, one of these is social isolation which can lead to cognitive decline (Participant Alexandra Hills, 80-84 years).*
- *For many, they need some special help to get back into life, and seem afraid to meet new friends, or try something new. They are missing out on so much. Some older people have no contact with their grandchildren, and equally some of these children have no grandparents. Perhaps there could be arranged an occasional blending here (Participant Thornlands, 85+ years).*
- *Maintaining contact with other people and keeping mentally and physically active (Participant Capalaba, 75-79 years).*

Cost of living

- *Cost of living is main concern - convincing seniors to get out of their living space and join activities (Participant Thornlands, 70-74 years).*
- *High cost of living; health issues; many older people feel isolated because they cannot use a computer, and so many thing are all via computer access (Participant Capalaba, 75-79 years).*
- *The cost of rates and other services provided; Availability of community accommodation for services at a reasonable price (Participant Capalaba 65-69 years).*
- *Financial ability to either stay in their own home with the huge increase in utility costs, rates, insurance and maintenance etc. Particularly when living alone. OR Being able to afford retirement or over 50's living (Participant Wellington Point, 70-74 years).*
- *Being able to afford to stay in own home with the cost of rates, electricity, water etc. continually rising (Participant Alexandra Hills, 70-74 years).*
- *Rising cost of utilities: Rates; Water; Electricity; Telephone; Traffic Congestion. (Participant Thornlands, 70-74 years).*
- *Discounts for people who pay rates on time for more than 5 years in a row (over 50's) (Participant Wellington Point, 55-59 years).*
- *The increasing cost of living when on a pension (Participant Redland Bay 75 -79 years).*
- *Increases in council rates is an issue (Participant Alexandra Hills, 55-59 years).*
- *Cost of living is huge (Water, Rates) (Participant Cleveland, 55-59 years).*

Home help

- *Seniors are able to stay in their own homes if desired. Services such as lawn mowing, gardening and household duties are readily available at reasonable prices to help with this. (Participant Thornlands, 65 – 69 years).*
- *Safety, good food, low cost, companionship. Help in maintaining accommodation, transport, talking and joining activities (Participant Capalaba, 55-59 years).*
- *Assistance in the home (Participant Thornlands 80-84 years).*
- *Maintaining independence and accessing facilities that allow you to maintain it (Participant Alexandra Hills, 55-59 years).*
- *Council used to provide services for the elderly (Cleaning gutters on houses, hand rails on all ramps and stairs, inclines from roads to footpaths for scooters i.e. Bloomfield - (Participant Cleveland 55-59 years).*

Communication

- *Knowing what is out there! Both in knowing about the opportunities for older people to contribute to the community and to participate in community activities AND in knowing what services are available to assist older people in engaging meaningfully in the community (Participant Victoria Point, 60-64 years).*
- *I believe many are unaware of the facilities and benefits available and where to access this information (Participant Birkdale 75 – 79 years).*

Health

- *Lack of health facilities that provide treatment and care of the aged within the city without the need to travel or be transported to Brisbane. In particular long term care. Participant Birkdale, 85 + years)*
- *Health care - Specialists and emergency waiting times. (Participant Thorneside, 80-84 years).*
- *Health, fitness, independence! (Participant Birkdale, 60-64 years).*
- *Limited services in our hospitals. Huge costs going into aged care facilities. (Participant Cleveland 55-59 years).*
- *Redlands Hospital discharging procedures. People are discharged and returned to North Stradbroke at odd times, without advice to local health and support services. Redland Hospital appointment times. Appointment times are not too appropriate for older North Stradbroke residents - unable to get back to island after appointments (Participant North Stradbroke Island, 60-64 years).*
- *The extended period of time for appointments for e.g. MRI's in the public system (Participant Redland Bay, 75-79 years).*

Housing

- *Lack of single storey houses and units for accommodation (Participant Thorneside, 80-84 years).*
- *To be able to afford living in the Redlands in own home independently. (Participant Redland Bay, 55-59 years).*
- *Appropriate choices in accommodation and aged care (Participant Redland Bay, 65-69 years).*

General comments

- *The Redland population has a high percentage of seniors that council and businesses are heavily involved in prioritising and welcoming younger people without, however, the follow up infrastructure. With this emphasis on younger people and families, seniors are easily ignored. But because Redland is a dormitory for people working outside and spending money OUTSIDE Redlands, the building of economic houses is left to seniors who LIVE here and are largely ignored. Redland needs to focus on being both an Age and Aged Friendly City (Participant Victoria Point, 70-74 years)*
- *Being left behind in this crazy push for growth at all costs (Participant Sheldon, 55-59 years).*
- *Getting access to services for older people (Participant Wellington Point, 80 – 84 years).*

10.2 How Redland City can become more age-friendly

Participants were asked if they have any other comments to make on how the Redlands could become a more age-friendly city. The themes of the comments that were given included:

Outdoor spaces

- *Most of our parks are underdeveloped. There are few with adequate tables, seating and cover to enable them to be pleasant destination for relaxation. Most have no landscaping and are various sized grassy areas (Participant Alexandra hills, 75 – 79 years).*
- *Council to upgrade foot paths in housing areas (and keep clear of vegetation) to try and get more people moving Install more pedestrian crossings on main roads outside of shopping areas (Participant Thornlands, 70-74 years).*
- *Some foot paths could be upgraded or made wider to cater for mobile chairs. (Participant Cleveland, 80-84 years)*
- *Some foot paths are hazardous and the pathways can be too narrow and dangerous edges of the path. Easily twist ankles because of the changes of height e.g. concrete is higher than the grass. (Participant Cleveland, 60-64 years).*
- *Make Bloomfield Street a pedestrian only precinct at Cleveland. (Participant Alexandra Hills, 55 – 59 years)*
- *Lights to pedestrian crossing at Shore and Wellington Street not safe. (Participant Alexandra Hills, 75-79 years)*
- *More seats in shopping centres and some stores i.e. Big W Capalaba; Kmart Capalaba Footpaths need to be upgraded (Participant Birkdale, 60-64 years).*
- *Provision of seating for seniors with large department stores (Participant Alexandra Hills, 80-84 years).*
- *Lounges in library are too low - people with hip and knee problems need lounges that are higher making it easier to stand. This also applies to ladies toilets at the library. As for the deck chairs in*

the park at Bloomfield Street, for seniors they are a waste of money and space (Participant Cleveland, 70-74 years)

Housing

- *More affordable retirement homes. The ones we have are so expensive. Maybe more relocatable home parks which could be a solution to a more affordable living and provide more of a community and security aspect. These homes would only be for over 55's and for permanent residents (Participant Redland Bay, 55-59 years)*
- *Generally, a lot of work is being done to make the Redlands more age friendly, but needs to be well advertised, breaking down the loneliness that many seniors are experiencing the Donald Simpson Centre work very hard at making this happen. Stop cutting funding to these places that are doing everything to make facilities available to seniors in the areas, any then the Redland City will be a lot more age friendly (Participant Birkdale, 70-74 years)*

Transport

- *Once my husband is unable to drive, transport will be an issue. Taxi would be only response. Driving on the island is not the same as driving on the Mainland (Participant Russell Island, 85+ years)*
- *Footpaths upgrade for mobility scooter and short cut paths between Redland Bay golf course and Victoria Point (Participant Macleay Island, 65-69 years)*
- *Extend the railway (Participant Redland Bay, 65-69 years)*
- *Improved car parking facilities near station, more seating in parks for both parents and seniors. Making road crossings more friendly to walkers, wheelchairs, baby prams etc. - include this as part of developers cost to save council money going forward. Pedestrian crossing only as they require repairs so when a party issue to reduce council costs. Improve access to Public transport in evenings some bus route cease at 6 pm. (Participant Alexandra Hills, 60-64 years).*
- *There is little oversight of the requirement to keep concrete footpaths clear. This is difficult for those with walkers, on mobile scooters and even for younger families with prams. There needs to be greater surveillance in the Redlands (Participant Alexandra Hills, 75-79 years).*
- *Lack of parking at the hospital and shopping centres. (Participant Cleveland, 55-59 years).*
- *I do my shopping at Cleveland and sometimes by necessity I have to park my car in the council owned area behind Woolworths. I find the area surface is terrible to trundle my trolley over. It is a Council disgrace especially as this business area is probably the highest rated area in the Redlands. I've been here 20+ years and never seen anything to the surface. Complained many times to council/no action. (Participant Thornlands, 85+ years).*
- *Improved infrastructure for the use of "Mobile scooters" in particular ramps to allow access and exit from footpaths. (Participant Birkdale, 85+ years)*
- *More frequent train and bus services. Reduction in costs of housing. (Participant Thorneside, 80-84 years).*
- *Door to Door bus service - know how to access these services and others. (Participant Thornlands, 65-69 years).*
- *More car restrictions area such as mall's where people can walk without fear of vehicles (Participant Cleveland, 75-79 years).*
- *Increase of STAR Transport. Number of Vehicles and volunteer drivers - Decrease ramping time at local hospital; increase staffing of nurses at critical hours at hospitals if necessary (Participant Capalaba, 75-79 years).*

- *Lower cost for public transport. All day one charge for public transport, as per NSW model. Ensuring access to wide footpaths in new developments and road upgrades (Participant Redland Bay, 65-69 years).*
- *Public transport is a big issue. Maybe instead of the large council buses, smaller more regular mini buses with more routes and stops within the suburbs. Do not try to be a city like Brisbane. Stay a large, laid back country town. (Participant Alexandra Hills, 55 – 59 years).*
- *Better transport services. Accessible transport - free home delivery for groceries (Participant Mount Cotton, 65 – 69 years).*
- *To me it is very important to stay fit and healthy as long as possible. However independence of getting around will have to be overlooked at more closely by governments as there is a push for getting older people off the road (Participant Birkdale, 60 – 64 years).*

Social activities

- *More activities for seniors to come together (Participant Redland Bay, 60-64 years).*
- *Seniors week is great - perhaps these could happen several times a year, rather than just one. I used to do ballroom dancing (of the traditional ballroom dancing quickstep, foxtrot etc. - which is not necessarily the way classes are done now) but it was in Smith Street hall during seniors week. It was at night time, and the 272 bus finishes at approximately 6pm. That is transport is insufficient to attend function (Participant Macleay Island, 80-84 years).*
- *Invites to community activities - regardless of age - older people enjoying being with young children, teenagers, mothers - as this maybe missing in their lives. (Participant Mount Cotton, 70-74 years).*
- *"Adopt" a grandparent would be great for children - a card, letter, drawing - sent to someone fortnightly - preschool visits. This possibly has been done - not aware of a continuing community group doing this outside of Christmas (Participant Mount Cotton, 70-74 years).*
- *Keeping occupied and integrated in society. For everyone who is aged: (And new to the district) Comprehensive brochure highlighting: information on services available, activities, places to see and things to do etc. tips to make life/living easier (Participant Redland Bay, 75-79 years).*
- *Address the problems of social isolation caused by hearing disability through identifying risk factors which cause social isolation amongst seniors. Provide inclusive activities (Participant Alexandra Hills, 80 – 84 years).*
- *More alfresco dining options (Participant Alexandra Hills, 55-59 years).*
- *More seniors discounts; Outdoor activities - exercise groups etc. (Participant Thornlands, 65-69 years).*

Community safety

- *Continued police presence around areas where there is hooning - Main Road, Wellington Point and Wellington Point Reserve. Larger/clearer signage - such as Pedestrian crossings. Increase lighting around parking areas etc. (Participant Wellington Point, 55-59 years)*

Planning and development

- *This is a hard question. As cities become larger the people within them get lost. Maybe the way of the future will be to build more user friendly homes or apartments. In reality, there should not be age friendly - we all need to live together, young and old. We need some leadership to look at these issues and come up with some type of framework (Participant Capalaba, 75-79 years).*
- *Age inclusive planning (Participant Wellington Point, 60-64 years).*
- *A proper plan to tackle seniors needs, health issues, population infrastructure balance; look at needs for families/school/lifestyles etc. to maintain Redland on a thriving, vibrant, economic Community. Love to see it! (Participant Victoria Point, 70-74 years).*
- *Provide facilities that are inviting to live in - safe and not crowded in like sardines; enable independent living with access to more care when needed. Rebates to help with cost of living (Participant Wellington Point, 55-59 years).*
- *An age-friendly city will not be achieved via the funds being used in Toondah Harbour Development. What could those funds be used for, to improve many areas of the city. Look good won't achieve, be good is what the young and old certainly need. Open meetings on a larger scale (Cultural Centre) between councillors and residents will allow the Councillors see and hear and understand what needs to be done. A videoed meeting will gain a valuable analysis. It is something everyone can see and think about. A survey can be looked at from "your" side and search for positives you desire. The negatives may be overlooked, ignored or lost (Participant Thornlands, 60-64 years).*

Community centres

- *Keep the Donald Simpson centre alive!! It is our most important asset and used by hundreds of people every week. For some people it is their only social contact. (Participant Cleveland, 75 – 79 years).*
- *Restore funding to the Donald Simpson Centre. (Participant Wellington Point, 60 – 64 years).*
- *Dedicated council funded building suitable for classes, sport and health activities, social activities. (Participant Capalaba, 65-69 years).*

Respect

- *Promote positive image of older people as part of a successful community (Participant Wellington Point, 60 – 64 years).*

Health

- *For widowers: How to cook healthy food (Participant Redland Bay, 75-79 years).*
- *Provide some type of subsidised gymnasium facility suitable for older people (Participant Wellington Point, 80-84 years).*
- *North Stradbroke Island requires a functioning morgue! Currently post life a person is collected in the am - undertaken and taken to the mainland. Then returned to the island for the funeral/burial. The Marine Rescue Centre has a morgue - but Redlands Hospital has discontinued due to it's not up to standard. This is culturally inappropriate. (Participant North Stradbroke Island, 60 -64 years).*

Cost of aged care

- *Age Care not so expensive; long waiting list for government age care residential; provision on public transport for broader numbers for those with walker and walking sticks (Participant Alexandra Hills, 65-69 years).*

Rates

- *Redland is ignored by the State Government. Does not register on the Federal Government rates. And in being poorly managed by the current council. (Participant Victoria Point, 70 -74 years)*
- *Not just Redlands. Higher rebates and concessions for pensioners; Do not overdevelop! Our infrastructure cannot cope as it is! We need out green belt! (Participant Redland Bay, 65-69 years).*
- *Rates are becoming a big ticket item for residents. (Participant Cleveland, 80-84 years).*
- *Find ways of doing it without talking about the aged. People are as old as they feel. (Participant Coochiemudlo, 80-84 years).*

Positives

- *We have all we need now. We love the Redlands. (Participant Capalaba, 65-69 years).*
- *In my opinion, the Redlands is an Age-Friendly City. My only suggestion is that some inducement/encouragement is made for medical/dental clinics to be established in all Major shopping centres. The superior public transport access would assist many seniors needing such services. (Participant Sheldon, 75-79 years).*
- *In my time in the Redlands it has improved to a great extent and I would like to see that continue (Participant Alexandra Hills, 75-79 years).*
- *This survey is excellent - provides a platform for older residents to have their say (Participant Wellington Point, 55-59 years).*
- *We find Redlands City is an excellent community caring for residents (Participant, Ormiston 75 – 79 years).*
- *I think in general Redlands is doing well - continued support for seniors in maintaining the home/accommodation of choice, easily accessible community activities, transport options, financial support are all important for an age-friendly city (Participant Redland Bay, 70 – 74 years).*

END OF REPORT
