Department for Communities

→ Age Friendly Communities
A Western Australian Approach

Government of **Western Australia**
Department for **Communities**
Seniors and Volunteering

World Health Organization

City of Melville

Acknowledgements

Introduction

The Department for Communities (DFC), in partnership with the City of Melville, took part in the World Health Organisation's (WHO) Age-Friendly Cities (AFC) Project. The Western Australian Age-Friendly Communities approach builds on the *Vancouver Protocol*[1], the methodology developed for the AFC Project, and incorporates the *Checklist of Essential Features of Age-Friendly Cities*, contained in WHO's *Global Age-Friendly Cities: A Guide*, developed as a result of the AFC Project undertaken in 33 cities in 22 countries throughout the world.

The City of Melville took part in WHO's AFC project to increase awareness of local needs and gaps and to identify improvements to make their city more age-friendly. The AFC approach adopted a locally-driven and "bottom-up" approach that started with the experience of older people regarding what is, and what is not, age-friendly, and what could be done to improve their community's age-friendliness. The knowledge and experience of public, private and voluntary service providers in the local community was then combined with the information from older people to provide a more complete picture of the community's strong points and barriers in regard to age-friendliness.

The City of Melville used the research findings in their community planning process and to develop the City's *Age-Friendly Melville Strategy: Directions for Seniors*.

What is an Age-Friendly Community?

An age-friendly community is one which:
- recognises the great diversity among older people
- promotes their inclusion and contribution in all areas of community life
- respects their decisions and lifestyle choices and
- anticipates and responds flexibly to ageing-related needs and preferences[2].

An age-friendly community promotes active ageing which is "the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age" (*Active Ageing: A Policy Framework*, WHO, 2002).

In an age-friendly community, there is a culture of inclusion shared by people of all ages and ability levels. Policies, services and structures related to the physical and social environment are designed to support and enable older people to "age actively", that is, to live in security, enjoy good health and continue to participate fully in society.

An age-friendly community is one of the most effective policy approaches for responding to demographic ageing. In June 2007, 17% percent of the Western Australian population was aged 60 years and over. By 2041, nearly one in three Western Australians will be 60 years and over. This demographic change is impacting on a number of regional areas at a faster rate than on the state as a whole. In 2001, people 60 years and over made up more than 20% of the population in three metropolitan local government authorities (LGAs) and eight non-metropolitan LGAs. By 2006 there were ten metropolitan LGAs with more than 20% of

---

[1] It was called the Vancouver Protocol in recognition of the generous support of the Government of British Columbia in hosting the first meeting of the AFC project partners. The purpose of the document was to guide country coordinators in planning the project generally to meet its objectives and in implementing the Focus Group Community Assessment of the Age-Friendly Cities project. The Protocol was developed to ensure that the methods were applied appropriately and uniformly across all countries undertaking the Age-Friendly Cities project.

[2] Adapted from WHO's definition of an age-friendly city.

their population aged 60 and over, while the number of non-metropolitan LGAs with a similar demographic make-up had risen to 35.

Steps to Take to Find Out if Your Community is Age-Friendly

The steps involved in the age-friendly community process outlined below will assist your community to identify the age-friendly features, age-friendly barriers and suggestions for improvements in relation to their physical and social environment. The approach enables communities to see themselves from the perspective of older people to determine how they can become more age-friendly.

In summary the approach involves developing a brief community profile and holding focus groups with older people; carers of older people; and service providers.

1. Community Profile

Firstly, a brief community profile should be developed providing information such as:
➢ number of residents
➢ numbers and proportion of older people (60 to 74 years and 75 years and over)
➢ social, ethnic and economic characteristics
➢ housing type and tenure
➢ distribution of public, private and voluntary services.

This information will provide a context for the age-friendly community project.

2. Focus Groups with Older People and Carers

Focus groups should then be conducted with older people and carers to investigate the age-friendly features; age-friendly barriers and suggestions for improvements in relation to eight topics:
1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Respect and inclusion
5. Social participation
6. Communication and information
7. Civic participation and employment
8. Community support and health services.

The suggested discussion questions are provided in Appendix 1.

A minimum of five focus groups should be held as follows:
1. Older people 60 to 74 years, from a low socio-economic status area background[3]
2. Older people 75 years and older, from a low socio-economic status background
3. Older people 60 to 74 years, from a middle socio-economic status background
4. Older people 75 years and older, from a middle socio-economic status background
5. Carers (unpaid) of older people who are too disabled or frail to participate in a focus group.

---

[3] Socio-economic status should be determined by a combination of factors – suburb lived in, highest education level attained and housing tenure (whether a home owner or renter).

Each focus group should consist of about eight to ten people. The gender composition of the groups should reflect the gender composition of the older people in your community. Efforts should be made to recruit participants from a variety of sources.

Each group should also have a mix of people with no disabilities, mild disabilities and moderate disabilities, representative of the wide range of ability levels within the older adult population. If your community has a significant proportion of older people from a specific cultural group, it is important to include people from these groups. In some cases, it may be appropriate to hold a separate focus group for these people.

The carers must be providing direct support to an older person living in the local community who is too impaired to take part in the focus groups themselves. The discussion questions for this group are based on the questions for older people (see Appendix 1).

If resources permit, it would be desirable to hold additional sets of focus groups. For example, two groups of each of the five types of focus groups listed previously.

In order to determine the composition of the focus groups, people who express interest in taking part in the groups should complete a Participant Information Form (see Appendix 2).

The focus group participants should be provided with the list of the discussion questions before the group is held (see Appendix 1) to facilitate the discussion. The discussion guidelines, containing the discussion questions and prompts, are provided in Appendix 3. The prompts are to be used to elicit further information after the discussion questions have been asked, only if required.

It is likely that each focus group session will take approximately three hours, including a short refreshment break. Each focus group should be run by a trained facilitator, assisted by a note-taker. During the session, the key points raised should be recorded by the note-taker on butcher's paper (or some other method that enables participants to view the information recorded) and displayed. The sessions should also be tape-recorded.

3. Focus Groups with Service Providers

Finally, three focus groups should be conducted with the following service providers:
1. Public service providers (e.g. local government staff)
2. Private service providers and
3. Voluntary (not-for-profit) service providers.

Each focus group should consist of eight to ten participants. As for the method outlined for the focus groups with older people, the participants should complete a Participant Information Form (see Appendix 2) and be sent the discussion questions in advance; key points raised during the discussions should be noted and displayed during the focus groups; and the discussions should be recorded. The discussion questions are again based on the questions for the older people (see Appendix 1 for the questions and Appendix 3 for the discussion guidelines).

4. Report

The age-friendly features, age-friendly barriers and suggestions for improvements for each of the eight topics discussed should be reported. The report should present the overall findings and the results for each of the focus groups, comparing similarities and differences raised in relation to the eight topic areas discussed for the

age-friendly features, age-friendly barriers and suggestions for improvement to make the community more age-friendly that were identified.

Specifically, the report should consist of

- **Executive Summary**: A brief overview of the research, presenting the main features of the community profile; a description of the participant sample and recruitment and selection; the main findings; and the main limitations of the study.

- **Summary** of findings for:
  - Older people[4]
  - Carers
  - Public service providers
  - Private service providers and
  - Voluntary service providers.

- **Community Profile**: A description of the community where the focus groups were held.

- **Methodology**: A description of the recruitment and sampling procedures, and characteristics of the participants.

- **Findings:** Comparisons across groups, and between the older people and carers and the service providers. Every topic covered in the focus groups, and all key elements (age-friendly features, barriers and suggestions) should be presented.

- **Limitations:** A description of the limitations of the study that influenced the results should be reported.

5. Prioritising Workshops

When the findings from the initial focus groups are analysed, the key themes and issues should be identified. It may be beneficial to then prioritise the key themes and issues that have been identified. One approach that could be used to prioritise the themes and issues is to conduct workshops, with the older people who took part in the initial focus groups, to prioritise the actions required to make the community more age-friendly.

6. Dissemination of Findings

It is important to keep the community informed about the research project findings and any subsequent plans developed, based on these findings.

7. Monitoring Implementation

The research findings, particularly the age-friendly barriers and suggestions for improvement, should be incorporated into a strategic plan. Progress towards implementing the recommended actions should be monitored. The older people involved in the project have the potential to become "Age-Friendly Ambassadors" and to be involved in monitoring progress towards the community becoming more age-friendly.

---

[4] Summary of findings for older people from specific cultural groups should also be included if you conduct focus groups for specific cultural groups.

Appendix 1: Discussion Questions

Questions for Distribution to Participants

<div style="border:1px solid black; text-align:center;">

Discussion Questions for Older People

</div>

Thank you for accepting to come to a meeting that will be held on (day and time) in (location) to talk about your (city/district/community).

Here are the questions that will be asked during the meeting. Please read them before coming and think what you may want to say about each one during the meeting.

Think about your positive as well as negative experiences in each area, and what improvements could be made.

1. Outdoor spaces and buildings

   - What is it like to step outside of your home to go for a walk in the fresh air, do errands or visit family or friends?

   - What is it like to go into buildings, such as government buildings or shops?

2. Transportation

   - Describe your experience using public transportation -- bus or train in your community.

   - What is it like to drive in your community?

3. Housing

   - What type of housing do you live in – house, villa, retirement village etc?

   - If your needs change, what are your choices for housing in your local area?

4. Respect and Inclusion

   - In what ways does your community show, or not show, respect for you as an older person?

   - In what ways does your community include, or not include you as an older person in activities and events?

5. Social Participation

   - How easily can you socialise in your community?

   - Tell me about your participation in other activities, like education, culture, recreation, or spiritual activities.

6. <u>Communication and Information</u>

- What is your experience getting the information you need in your community, for example, about services or events? This can be information you get by telephone, radio, TV, in print, or in person.

7. <u>Civic Participation and Employment</u>

- Tell me about your participation in voluntary work, if applicable.

- Tell me about your experience with paid employment, if you are employed now or if you are looking for paid work.

- Tell me about your participation in public community affairs, like community associations or local government councils.

8. <u>Community Support and Health Services</u>

- What is your experience with the services in the community to help older people?

Discussion Questions for Carers of Older People

Thank you for accepting to come to a meeting that will be held on (day and time) in (location) to talk about your (city/district/community).

Here are the questions that will be asked during the meeting. Please read them before coming and think what you may want to say about each one during the meeting. Please note you may find some of the questions are not relevant to you or the person you care for.

Think about the positive as well as negative experiences in each area, and what improvements could be made.

1. <u>Outdoor spaces and buildings</u>

   ▪ What is it like for the older person you care for to step outside their home to get fresh air, run errands or visit family or friends?

   ▪ What is it like for the older person you care for to go into buildings, such as government buildings or shops?

2. <u>Transportation</u>

   ▪ Describe the experience of the person you care for in using public transport - bus or train, in their local community.

   ▪ What is it like for you to drive the older person you care for around in their local community?

3. <u>Housing</u>

   ▪ Tell me about the type of housing where the older person you care for lives – house, villa, retirement village, nursing home etc.

   ▪ If the needs of the older person you care for change, what choices does he or she have for housing in their local area?

4. <u>Respect and Inclusion</u>

   ▪ In what ways does the community show, or not show, respect for the older person you care for?

   ▪ In what ways does the community include, or not include the older person you care for in activities and events?

5. <u>Social Participation</u>

- How easily can the person you care for socialise in the community?

- Tell me about the participation of the older person you care for in other activities, like education, culture, recreation, or spiritual activities.

6. <u>Communication and Information</u>

- What is the experience of the older person you care for in getting the information he or she needs, for example, about services or events? This can be information you get by telephone, radio, TV, in print, or in person.

7. <u>Civic Participation and Employment</u>

- If applicable, tell me about the participation of the older person you care for in voluntary work.

- If applicable, tell me about the experience of the older person you care for in paid employment, if he or she is employed now or is looking for paid work.

- If applicable, tell me about the participation of the older person you care for in public community affairs, like community associations or local government councils.

8. <u>Community Support and Health Services</u>

- What is the experience of the older person you care for with the services available in the community to help older people?

Discussion Questions for Service Providers

Thank you for accepting to come to a meeting that will be held on (day and time) in (location) to talk about (city/district/community).

Here are the questions that will be asked during the meeting. Please read them before coming and think what you may want to say about each one during the meeting. We want to hear your observations and professional experiences as a provider of services to older people

Think about the positive as well as negative experiences in each area, and what improvements could be made.

1. Outdoor spaces and buildings

   - What is it like for older people in your community to go outside of their home for a walk, to get some fresh air, run errands or visit family or friends?

   - What is it like for older people to go into buildings, such as government buildings or shops?

2. Transportation

   - What is the public transport system like for older people?

   - What is it like for older people to drive in your community?

3. Housing:

   - Tell me about the type of housing older people live in in your community.

   - If the needs of older people change, what choices do they have for housing in their local area?

4. Respect and Inclusion

   - In what ways do people who provide services to older people show, or do not show, respect for older people?

   - In what ways are older people included or not included in activities and events in the community?

5. Social Participation

   - How easily can older people socialise in your community?

   - Tell me about the participation of older people in other activities, like education, culture, recreation, or spiritual activities.

6.   <u>Communication and Information</u>

- How well do older people get the information they need in your community, for example, about services or events? This can be information by telephone, radio, TV, in print, or in person.

7.   <u>Civic Participation and Employment</u>

- Tell me about the participation of older people in voluntary work.

- Tell me about the participation of older people in paid work.

- Tell me about the participation of older people in public community affairs, like committees, community associations or local government councils.

8.   <u>Community Support and Health Services</u>

- Tell me about the health and community support services available to help older people in the community.

Age Friendly Communities

Participant Information Form

Older People

Name:_____Phone:_____

Address:_____Postcode:_____

Please complete this Information Sheet by ticking the appropriate box or writing in your answer. We need this information so we can describe the characteristics of the people who took part in this research project. If you have any questions, please contact ………… on …………….

1. Age at last birthday: _____

2. Sex: ☐ Male   ☐ Female

3. Present employment status:
☐ Retired   ☐ Work Full-time   ☐ Work Part-time   ☐ Unemployed

4. Present occupation or last major occupation:_____

5. How would you describe your current health?
☐ Excellent   ☐ Good   ☐ Fair   ☐ Poor

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

☐ Yes   ☐ No

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

☐ Primary School   ☐ Secondary School   ☐ Technical or further educational institution (e.g. TAFE)   ☐ University or higher

8. Do you rent, or own the home where you live?
☐ Renter   ☐ Home owner

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

☐ No-one else but me   ☐ Other relatives (Number_____)
☐ Spouse/partner   ☐ Non-relatives (Number _____)

☐ Children (Number_____)

10. What suburb do you live in?_____

_____
Please return this form to:.
For further information email .... or call ....

AGE FRIENDLY COMMUNITIES
Participants Information Form

Carers of Older People

Name:_____Phone:_____

Address:_____Postcode:_____

Please complete this Information Sheet by ticking the appropriate box or writing in your answer. We need this information about you so we can describe the characteristics of the people who took part in this research project. If you have any questions, please contact ………………. on ……………….

1. Sex: ☐ Male   ☐ Female

2. Present employment status:
☐ Retired   ☐ Work Full-time   ☐ Work Part-time   ☐ Unemployed (looking for work)

3. Present occupation or last major occupation:_____

4. What is the highest level of schooling you completed?
☐ Primary School   ☐ Secondary School   ☐ Technical or further educational institution (e.g. TAFE)   ☐ University or higher

5. Are you currently providing support or care to an older person(s) who (check all that apply):

☐ Is physically disabled   ☐ Is visually impaired
☐ Has difficulty moving or walking   ☐ Has dementia
☐ Is hearing impaired

6. What is your relationship to the older person(s) you care for?

☐ Parent/Parent in-law   ☐ Other relative   ☐ Non-relative

7. Does the person(s) you care for live in your home?

☐ Yes   ☐ No

8. In which suburb does the older person you care for live? _____

Please return this form to ..

For further information email ……………………….. or call ……………………….

AGE FRIENDLY COMMUNITIES
PARTICIPANT INFORMATION FORM

Service Providers

Name:_____ Phone:_____

Address:_____Postcode:_____

Please complete this Information Sheet by ticking the appropriate box or writing in your answer. We need this information about you so we can describe the characteristics of the people who took part in this research project. If you have any questions, please contact …………………. on ………………………

1. Sex: ☐ Male   ☐ Female

2. Present occupation:_____

3. In what sector of the community are you employed?

☐ Public sector (e.g. local government)

☐ Private sector

☐ Voluntary sector (non-profit)

4. How long have you been employed in this occupation in the local community?

☐ Less than 2 years

☐ 2 to 5 years

☐ Over 5 years

5. How much experience do you have with older people in your work?

☐	☐	☐	☐
A lot	A moderate amount	A little	None

Please return this form to ..

For further information email ……………………… or call ………………………

Appendix 3: Discussion Guidelines

Introduction

To commence the groups, a brief introduction should be given that explains the purpose of the focus group and the contributions expected from participants. For example:

> *"Good morning/afternoon. My name is …… Thank you all for coming along today and volunteering your time. What we are doing today is getting information from you about (city/community). We want to find out how "age-friendly" your community is.*
>
> *An age-friendly community is a community that enables older people to live in security, maintain their health and participate fully in society.*
>
> *We are going to talk about many different aspects of the community, including the environment, buildings, roads, and the different services and activities in the community.*
>
> *From your experience as (an older person/a carer/a service provider) I want to hear about the positive experiences, or good features of (city/community), that show the ways in which the community is "age-friendly".*
>
> *I also want to learn about the negative experiences, or bad features of the community that show the ways in which the area is NOT age-friendly.*
>
> *Finally, I want your suggestions on the ways to improve the "age-friendliness" of the community.*
>
> *There are no right or wrong answers. Every person's opinion is important.*
>
> *The session is being tape-recorded so that we don't miss anything you say. Be assured that you will not be personally identified in the final report.*
>
> *So that we can understand the tape it is important that only one person speaks at a time, and we will make sure that everyone gets a chance to have their say.*
>
> *Now, let's start with….."*

Older People

Warm up question
Please tell us your name, how long you have lived in the (city/district/community), one thing you like about living in the (city/district/community) and one thing you don't like about living here.

Outdoor spaces and buildings
First we are going to talk about outdoor spaces and buildings. I want you to focus on your positive experiences, your negative experiences, and I want to get your ideas for improvements.

What is it like to step outside your home to go for a walk, to get some fresh air, do some errands or visit people?

Ask about….
- Are there enough green spaces? Well maintained?
- Is there enough outdoor seating? Well maintained?
- Are there enough public spaces? Clean and pleasant?
- Are the footpaths well maintained? Free from obstructions? Reserved for pedestrians? Well-designed (non-slip, wide enough for wheelchairs, sloping kerbs)?
- Are there enough pedestrian crossings? Safe to use? Well-designed (non-slip markings, visual and audio cues, adequate crossing times)?
- Do drivers give way to pedestrians? Is there a lot of traffic?
- Are there separate cycle paths?
- Do people feel safe getting out and about? Are there measures to increase safety (e.g. adequate street lighting)?

What is it like to go into buildings such as government offices or shops?

Ask about…..
- Are services located together, convenient, accessible?
- Are there special customer service arrangements for older people?
- Do buildings have adequate signage? Seating or rest areas? Design features (elevators, ramps, railings, stairs, non-slip floors etc)?
- Are there enough public toilets? Well maintained? Accessible?

Transportation
The next area is transport in your community. I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

Describe your experience using public transport – bus, or train etc – in your community.

Ask about…
- Is it affordable? Costs consistent and clearly displayed?
- Are services reliable, on time? Frequent enough when you want to travel? What about on nights, weekends and holidays?
- Are local areas and services accessible? Can you get where you want to go? Well designed connections and routes?
- Are vehicles well–maintained? Accessible? Is there priority seating and is it respected? Are vehicles crowded? Feel safe on the vehicles?
- Are there specialised transport services for older people and disabled people?
- Do drivers stop at designated stops? Do they stop close to the kerb to assist older people to get off safely? Bus drivers courteous to older people?
- Are transport stops conveniently located? Easy to get to? Safe? Clean? Well lit and marked? Enough seating

- and shelter at transport stops?
- Is <u>information</u> provided about routes, schedules and accessible buses?
- Is there a <u>community transport service</u>?
- Are <u>taxis</u> accessible and affordable? Drivers helpful and courteous?

What is it like to drive in your community?

Ask about….
- Are <u>roads</u> well-maintained and well lit? What is the traffic flow like? Roads free of obstructions?
- Are <u>traffic signs</u> and <u>intersections</u> visible and well-placed? Traffic signs easy to understand?
- Are there <u>driver</u> education and refresher courses? Are they well promoted?
- Is there enough <u>parking</u>? Conveniently located, close to facilities? Safe?
- Are there <u>drop off spots</u>? Enough? Conveniently located? Safe to use?
- Is there <u>priority parking</u> and drop off spots for people with special needs? Are they respected?

Housing

Housing is the next topic we will cover. I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

Where do you live? In a house, villa, unit, retirement village or somewhere else?

Ask about…
- Is housing <u>affordable</u> in your area?
- Is housing well <u>constructed</u>? Do you feel comfortable in your home? Well-designed for older people – level surfaces, wide passages etc? Easy to get around in?
- Are there enough <u>home maintenance and support services</u>? Affordable?
- Are you able to <u>modify</u> your home if needed? Options and supplies available and affordable? Providers understand the needs of older people?
- Do you live <u>close to</u> services and the community?
- Do you feel <u>safe</u> at home – able to move about, and safe from crime?

If your home becomes unsuitable for you or your partner, what are your choices for more suitable housing in your local area?

Ask about…
- Are there enough <u>housing options</u> for older people in your area? For frail or disabled older people with appropriate services?

Respect and social inclusion

The next area deals with how the community shows respect for and includes older people. I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

In what ways does your community show, or not show, respect for you as an older person?

Ask about…
- Are older people <u>regularly consulted</u> by public, voluntary and commercial service providers on how to serve them better?
- Are there <u>services and products to suit varying needs</u> and preferences?
- Are <u>service staff</u> courteous and helpful?
- Are older people <u>visible in the media</u>? How are they depicted – positively, without stereotyping?
- Are older people <u>recognised</u> for their contributions?
- Are older people <u>respected </u>by younger people?

In what ways does your community include, or not include, you as an older person in activities and events?

Ask about….
- Do community events attract all generations? Accommodate older people's needs and preferences? Older people included in "family" events?
- Do schools provide opportunities to learn about ageing and older people? Older people involved in school activities?
- Do financially disadvantaged older people have good access to public, voluntary and private services?

Social participation

Let's now talk about social and leisure activities….Once again I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

How easily can you socialise in your community?

Tell me about your participation in other activities, like education, culture, recreation, or spiritual activities.

Ask about…
Are activities and events:
- Affordable – no hidden or extra costs?
- Conveniently located, accessible, easily accessed by public transport and well lit?
- Held:
    - Often enough?
    - At convenient times?
    - At various locations?
- Varied to appeal to a range of people - interesting?
- Well publicised – good information provided?

Is there outreach to include older people at risk of social isolation?

Communication and information

The next topic we will explore deals with information. Again I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

What is your experience getting the information you need in your community, for example, about services or events? This can be information you get by telephone, radio, TV, in print, or in person.

Ask about….
- Is information
    - Provided regularly?
    - Distributed widely?
    - Easy to understand?
- Is printed matter appropriate – wording, font size, and layout?
- Is there a centralised information source?
- Are automated telephone answering services clear and easy to follow?
- Does electronic equipment have large buttons and big lettering?
- Do you have access to a computer? What about the internet? Affordable? Can you access the internet in public places?'
- Is person-to-person service available on request?

- Is <u>verbal</u> communication to older people promoted?
- Are older people at <u>risk of social isolation</u> able to get information?

Civic participation and employment

Now I'd like to know about your experiences doing voluntary or paid work, and about your participation in public affairs. As always, I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

Tell me about your participation in voluntary work.

Ask about…
- Are there flexible <u>options</u> – range of opportunities to suit different interests?
- Is <u>information</u> provided on opportunities?
- Is <u>training/guidance</u> provided?
- Are volunteers <u>recognised</u>?
- Is <u>compensation</u> provided for personal costs?

Tell me about your participation in paid work, if you are employed now or if you are looking for paid work.

Ask about…
- Are <u>qualities</u> of older workers promoted?
- Are there <u>flexible</u> and appropriately <u>paid</u> opportunities for older workers?
- Are older workers <u>discriminated</u> against on the basis of age?
- Are workplaces <u>adapted</u> to meet the needs of disabled people?
- Are older people encouraged to take up <u>self-employment</u> opportunities?
- Is <u>training</u> provided for post-retirement options?

Tell me about your participation in public community affairs, like community associations or local government councils.
- Is membership of older people encouraged?
- Are older people consulted?

Community support and health services

Finally, I would like to know more about the community support and health services available in your community that help older people living at home. I would like you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

What is your experience with the services available in the community to help older people?

Ask about…
- Is there an adequate <u>range</u> of services?
- Do <u>home care services</u> include: health, personal care and housekeeping?
- Are the services <u>affordable</u>? Can financially disadvantaged older people access services?
- Are health and community support services conveniently <u>located</u>? Can you get to them via public transport? Are buildings well constructed and fully <u>accessible</u>?
- Are <u>retirement villages and residential care facilities</u> close to services and the community?
- Is appropriate <u>information</u> provided on services?
- Is service delivery <u>coordinated</u>? Is the administration simple?
- Do <u>staff</u> respect older people? Trained to serve older people?
- Does <u>emergency planning</u> consider older people?

Wrap Up

Before we finish, are there any other issues or areas we haven't discussed that you want to raise?

Carers of Older People

Warm up question
Please tell us your name and who you are caring for. Then please mention one good and one bad feature of the community for the older person who you care for.

Outdoor spaces and buildings
First we are going to talk about outdoor spaces and buildings. I want you to focus on your positive experiences, your negative experiences, and I want to get your ideas for improvements.

What is it like for the older person you care for to step outside their home to get some fresh air, run errands or visit people?

Ask about….
- Are there enough green spaces? Well maintained?
- Is there enough outdoor seating? Well maintained?
- Are there enough public spaces? Clean and pleasant?
- Are the footpaths well maintained? Free from obstructions? Reserved for pedestrians? Well-designed (non-slip, wide enough for wheelchairs, sloping kerbs)?
- Are there enough pedestrian crossings? Safe to use? Well-designed (non-slip markings, visual and audio cues, adequate crossing times)?
- Do drivers give way to pedestrians? Is there a lot of traffic?
- Are there separate cycle paths?
- Do people feel safe getting out and about? Are there measures to increase safety (e.g. adequate street lighting)?

What is it like for the older person you care for to go into buildings such as government buildings or shops?

Ask about…..
- Are services located together, accessible?
- Are there special customer service arrangements for older people?
- Do buildings have adequate signage? Seating or rest areas? Design features (elevators, ramps, railings, stairs, non-slip floors etc)?
- Are there enough public toilets? Well maintained? Accessible – suitable for disabled people?

Transportation
The next area is transport in the community. I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

Describe the experience of the person you care for in using public transport – bus, or train etc – in their local community.

Ask about…
- Is it affordable? Costs consistent and clearly displayed?
- Are services reliable, on time? Frequent enough when the person you care for wants to travel? What about on nights, weekends and holidays?
- Are local areas and services accessible? Can the person you care for get where they want to go? Well designed connections and routes?
- Are vehicles well-maintained? Accessible? Is there priority seating and is it respected? Are vehicles crowded? Feel safe on the vehicles?
- Are there specialised transport services for older people and disabled people?
- Do drivers stop at designated stops? Do they stop close to the kerb to assist older people to get off safely? Bus

drivers courteous to older people?
- Are <u>transport stops</u> conveniently located? Easy to get to? Safe? Clean? Well lit and marked? Enough seating and shelter at transport stops?
- Is <u>information</u> provided about routes, schedules and accessible buses?
- Is there a <u>community transport service</u>?
- Are <u>taxis</u> accessible and affordable? Drivers helpful and courteous?

What is it like for you to drive the older person you care for around their local community?

Ask about….
- Are <u>roads</u> well-maintained and well lit? What is the traffic flow like? Roads free of obstructions?
- Are <u>traffic signs</u> and <u>intersections</u> visible and well-placed? Traffic signs easy to understand?
- Are there <u>driver</u> education and refresher courses? Are they well promoted?
- Is there enough <u>parking</u>? Is it conveniently located, close to facilities? Safe?
- Is there <u>priority parking</u> and drop off spots for people with special needs? Are they respected?
- Are there <u>drop off spots</u>? Are there enough? Are they conveniently located? Safe to use?

Housing

Housing is the next topic we will cover. I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

Tell me about the type of housing where the older person you care for lives.

Ask about…
- Is housing <u>affordable</u> in the area?
- Is housing well <u>constructed</u>? Do they feel comfortable in their home? Well-designed for older people with disabilities – level surfaces, wide passages etc? Easy to get around in?
- Are there enough <u>home maintenance and support services</u>? Affordable?
- Are they able to <u>modify</u> their home if needed? Options and supplies available and affordable? Providers understand the needs of older people?
- Do they live <u>close to</u> services and the community?
- Do they feel <u>safe</u> at home – able to move about, and safe from crime?

If the needs of the older person you care for change, what choices does he or she have for housing in their local area?

Ask about…
- Are there enough <u>housing options</u> for older people in the area? For frail or disabled older people with appropriate services?

Respect and social inclusion

The next area deals with how the community shows respect for and includes older people. I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

In what ways does the community show, or not show, respect for the older person you care for?

Ask about…
- Are older people <u>regularly consulted</u> by public, voluntary and commercial service providers on how to serve them better?
- Are there <u>services and products to suit varying needs</u> and preferences?
- Are <u>service staff</u> courteous and helpful?
- Are older people <u>visible in the media</u>? How are they depicted – positively, without stereotyping?

- Are older people <u>recognised</u> for their contributions?
- Are older people <u>respected</u> by younger people?

In what ways does your community include, or not include, the older person you care for in activities and events?

Ask about….
- Do community events attract <u>all generations</u>? Accommodate older people's needs and preferences, including the needs of disabled older people? Older people included in "family" events?
- Do schools provide opportunities to <u>learn about ageing and older people</u>? Older people, including those with disabilities, involved in school activities?
- Do <u>financially disadvantaged</u> older people have good access to public, voluntary and private services?

Social participation
Let's now talk about social and leisure activities….Once again I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

How easily can the person you care for socialise in your community?

Tell me about the participation of the older person you care for in activities, like education, culture, recreation, or spiritual activities.

Ask about…
Are activities and events:
- <u>Affordable</u> – no hidden or extra costs?
- Conveniently <u>located</u>, accessible, easily accessed by public transport and well lit?
- Held:
    - <u>Often</u> enough?
    - At convenient <u>times</u>?
    - At various <u>locations</u>?
- <u>Varied</u> to appeal to a range of people, including those with disabilities - interesting?
- Well <u>publicised</u> – good information provided?

Is there <u>outreach</u> to include older people at risk of social isolation?

Communication and information
The next topic we will explore deals with information. Again I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

What is the experience of the older person you care for in getting the information they need in their community, for example, about services or events? This can be information they get by telephone, radio, TV, in print, or in person.

Ask about….
- Is information
    - Provided <u>regularly</u>?
    - <u>Distributed</u> widely?
    - Easy to <u>understand</u>?
- Is <u>printed matter</u> appropriate – wording, font size, and layout?
- Is there a <u>centralised</u> information source?
- Are <u>automated telephone answering services</u> clear and easy to follow?
- Does <u>electronic equipment</u> have large buttons and big lettering?

- Do they have access to a <u>computer</u>? What about the <u>internet</u>? Affordable? Can they access the internet in public places?'
- Is <u>person-to-person service</u> available on request?
- Is <u>verbal</u> communication to older people promoted?
- Are older people at <u>risk of social isolation</u> able to get information?

Civic participation and employment
(This topic may not be relevant for older people who are being cared for by a carer).
Now I'd like to know about the experience of the older person you care for with respect to doing voluntary or paid work, and their participation in public affairs.

Are any of the people you care for doing paid or unpaid, voluntary, work? (If no people being cared for are doing voluntary work or in paid employment then miss this topic).

As always, I want you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

Tell me about the participation of the older person you care for in voluntary work.

Ask about…
- Are there flexible <u>options</u> – range of opportunities to suit different interests?
- Is <u>information</u> provided on opportunities?
- Is <u>training/guidance</u> provided?
- Are volunteers <u>recognised</u>?
- Is <u>compensation</u> provided for personal costs?

Tell me about the participation of the older person you care for in paid work, if they are employed now or if they are looking for paid work.

Ask about...
- Are <u>qualities</u> of older workers promoted?
- Are there <u>flexible</u> and appropriately <u>paid</u> opportunities for older workers?
- Are older workers <u>discriminated</u> against on the basis of age?
- Are workplaces <u>adapted</u> to meet the needs of disabled people?
- Are older people encouraged to take up <u>self-employment</u> opportunities?
- Is <u>training</u> provided for post-retirement options?

Tell me about the participation of the older person you care for in public community affairs, like community associations or local government councils.
- Is membership of older people encouraged?
- Are older people consulted?

Community support and health services
Finally, I would like to know more about the community support and health services available in the community that help older people living at home. I would like you to focus on your positive experiences, your negative experiences, and your ideas for improvements.

What is the experience of the older person you care for with the services available in the community to help older people?

Ask about…
- Is there an adequate <u>range</u> of services?
- Do <u>home care services</u> include: health, personal care and housekeeping?
- Are the services <u>affordable</u>? Can financially disadvantaged older people access services?
- Are health and community support services conveniently <u>located</u>? Can the older person you care for get to them

via public transport? Are the buildings well constructed and fully <u>accessible</u>?
- Are <u>retirement villages and residential care facilities</u> close to services and the community?
- Is appropriate <u>information</u> provided on services?
- Is service delivery <u>coordinated</u>? Is the administration simple?
- Do <u>staff</u> respect older people? Trained to serve older people?
- Does <u>emergency planning</u> consider older people?

Wrap Up
Before we finish, are there any other issues or areas we haven't discussed that you want to raise?

Warm up question

Please tell us your name, who you work for, and the type of work you do. Then please mention one good and one bad feature about the community for older people living in the community.

Outdoor spaces and buildings

First we are going to talk about outdoor spaces and buildings. I want to hear about the positive and negative aspects, and I want to get your ideas for improvements.

From your observation and professional experience, what is it like for older people in the community to step outside their home to go for a walk, to get some fresh air, do some errands or visit people?

Ask about….
- Are there enough green spaces? Well maintained?
- Is there enough outdoor seating? Well maintained?
- Are there enough public spaces?   Clean and pleasant?
- Are the footpaths well maintained?   Free from obstructions? Reserved for pedestrians? Well-designed (non-slip, wide enough for wheelchairs, sloping kerbs)?
- Are there enough pedestrian crossings? Safe to use? Well-designed (non-slip markings, visual and audio cues, adequate crossing times)?
- Do drivers give way to pedestrians? Is there a lot of traffic?
- Are there separate cycle paths?
- Do people feel safe getting out and about? Are there measures to increase safety (e.g. adequate street lighting)?

What is it like for older people to go into buildings such as government buildings or shops?

Ask about…..
- Are services located together, accessible?
- Are there special customer service arrangements for older people?
- Do buildings have adequate signage? Seating or rest areas? Design features (elevators, ramps, railings, stairs, non-slip floors etc)?
- Are there enough public toilets?   Well maintained? Accessible?

Transportation

The next area is transportation. I want you to hear about the positive and negative aspects, and I want to get your ideas for improvements.

What is the public transport system like for older people?

Ask about…
- Is it affordable? Costs consistent and clearly displayed?
- Are services reliable, on time? Frequent enough when older people want to travel? What about on nights, weekends and holidays?
- Are local areas and services accessible? Can older people get where they want to go? Well designed connections and routes?
- Are vehicles well–maintained? Accessible? Is there priority seating and is it respected? Are vehicles crowded? Feel safe on the vehicles?
- Are there specialised transport services for older people and disabled people?
- Do drivers stop at designated stops? Do they stop close to the kerb to assist older people to get off safely? Bus drivers courteous to older people?

- Are <u>transport stops</u> conveniently located? Easy to get to? Safe? Clean? Well lit and marked? Enough seating and shelter at transport stops?
- Is <u>information</u> provided about routes, schedules and accessible buses?
- Is there a <u>community transport service</u>?
- Are <u>taxis</u> accessible and affordable? Drivers helpful and courteous?

What is it like for older people to drive in the community?

Ask about….
- Are <u>roads</u> well-maintained and well lit? What is the traffic flow like? Roads free of obstructions?
- Are <u>traffic signs</u> and <u>intersections</u> visible and well-placed? Traffic signs easy to understand?
- Are there <u>driver</u> education and refresher courses? Are they well promoted?
- Is there enough <u>parking</u>? Is it conveniently located, close to facilities? Is it safe?
- Are there <u>drop off spots</u>? Are there enough? Conveniently located? Safe to use?
- Is there <u>priority parking</u> and drop off spots for people with special needs? Are they respected?

Housing

Housing is the next topic we will cover. I want you to hear about the positive and negative aspects, and your ideas for improvements.

Tell me about the type of housing older people live in in the community.

Ask about…
- Is housing <u>affordable</u> in the area?
- Is housing well <u>constructed</u>? Do older people feel comfortable in their home? Well-designed for older people – level surfaces, wide passages etc? Easy to get around in?
- Are there enough <u>home maintenance and support services</u>? Affordable?
- Are they able to <u>modify</u> their home if needed? Options and supplies available and affordable? Providers understand the needs of older people?
- Do they live <u>close to</u> services and the community?
- Do they feel <u>safe</u> at home – able to move about, and safe from crime?

If the needs of older people change, what choices do they have for housing in their local area?

Ask about…
- Are there enough <u>housing options</u> for older people in the area? For frail or disabled older people with appropriate services?

Respect and social inclusion

The next area deals with how the community shows respect for and includes older people. I want you to hear about the positive and negative aspects, and your ideas for improvements.

In what ways do people who provide services to older people show, or not show, respect for older people?

Ask about…
- Are older people <u>regularly consulted</u> by public, voluntary and commercial service providers on how to serve them better?
- Are there <u>services and products to suit varying needs</u> and preferences?
- Are <u>service staff</u> courteous and helpful?
- Are older people <u>visible in the media</u>? How are they depicted – positively, without stereotyping?
- Are older people <u>recognised</u> for their contributions?

- Are older people <u>respected</u> by younger people?

In what ways are older people included, or not included, in the community?

Ask about….
- Do community events attract <u>all generations</u>? Accommodate older people's needs and preferences? Older people included in "family" events?
- Do schools provide opportunities to <u>learn about ageing and older people</u>? Older people involved in school activities?
- Do <u>financially disadvantaged</u> older people have good access to public, voluntary and private services?

Social participation

Let's now talk about social and leisure activities….Once again I want you to focus on the positive and negative aspects, and your ideas for improvements.

How easily can older people socialise in the community?

Tell me about the participation of older people in other activities, like education, culture, recreation or spiritual activities.

Ask about…
Are activities and events:
- <u>Affordable</u> – no hidden or extra costs?
- Conveniently <u>located</u>, accessible, easily accessed by public transport and well lit?
- Held:
  - <u>Often</u> enough?
  - At convenient <u>times</u>?
  - At various <u>locations</u>?
- <u>Varied</u> to appeal to a range of people - interesting?
- Well <u>publicised</u> – good information provided?

Is there <u>outreach</u> to include older people at risk of social isolation?

Communication and information

The next topic we will explore deals with information. Again I want to hear about the positive and negative aspects, and your ideas for improvements.

What is your experience of older people getting the information they need in the community, for example, about services or events? This can be information they get by telephone, radio, TV, in print, or in person.

Ask about….
- Is information
  - Provided <u>regularly</u>?
  - <u>Distributed</u> widely?
  - Easy to <u>understand</u>?
- Is <u>printed matter</u> appropriate – wording, font size, and layout?
- Is there a <u>centralised</u> information source?
- Are <u>automated telephone answering services</u> clear and easy to follow?
- Does <u>electronic equipment</u> have large buttons and big lettering?
- Do older people have access to <u>computers</u>? What about the <u>internet</u>? Affordable? Can they access the internet in public places?'
- Is <u>person-to-person service</u> available on request?

- Is <u>verbal</u> communication to older people promoted?
- Are older people at <u>risk of social isolation</u> able to get information?

Civic participation and employment

Now I'd like to know about the experience of older people with respect to voluntary or paid work, and about their participation in public affairs. As always, I want you to focus on the positive and negative aspects, and your ideas for improvements.

Tell me about the participation of older people in voluntary work.

Ask about…
- Are there flexible <u>options</u> – range of opportunities to suit different interests?
- Is <u>information</u> provided on opportunities?
- Is <u>training/guidance</u> provided?
- Are volunteers <u>recognised</u>?
- Is <u>compensation</u> provided for personal costs?

Tell me about the participation of older people in paid work.

Ask about…
- Are <u>qualities</u> of older workers promoted?
- Are there <u>flexible</u> and appropriately <u>paid</u> opportunities for older workers?
- Are older workers <u>discriminated</u> against on the basis of age?
- Are workplaces <u>adapted</u> to meet the needs of disabled people?
- Are older people encouraged to take up <u>self-employment</u> opportunities?
- Is <u>training</u> provided for post-retirement options?

Tell me about the participation of older people in public community affairs, like community associations or local government councils.
- Is membership of older people encouraged?
- Are older people consulted?

Community support and health services

Finally, I would like to know more about the community support and health services available in the community to help older people living at home. I would like you to focus on the positive and negative aspects, and your ideas for improvements.

Tell me about the health and community support services available to help older people in the community.

Ask about…
- Is there an adequate <u>range</u> of services?
- Do <u>home care services</u> include: health, personal care and housekeeping?
- Are the services <u>affordable</u>? Can financially disadvantaged older people access services?
- Are health and community support services conveniently <u>located</u>? Can older people get to them via public transport? Are the buildings well constructed and fully <u>accessible</u>?
- Are <u>retirement villages and residential care facilities</u> close to services and the community?
- Is appropriate <u>information</u> provided on services?
- Is service delivery <u>coordinated</u>? Is the administration simple?
- Do <u>staff</u> respect older people? Trained to serve older people?
- Does <u>emergency planning</u> consider older people?

Wrap Up

Before we finish, are there any other issues or areas we haven't discussed that you want to raise?