

Newcastle Voice Ageing at Home



22 July to 12 August 2009

Table of Contents

Executive Summary	2
Introduction	4
Methodology	5
Survey Findings	7
Residential expectations in 2020	7
Modifications made to housing	10
Modifications made to lifestyle	10
Future housing modifications	11
Future lifestyle modifications	13
Other subjects raised: transport, safety and out of scope	15
Finances	16
Information Requirements	18
Appendix I - Questionnaire and Focus Group Outline	21
Appendix II - Demographics	29
Appendix III - Topline Report	42
Appendix IV - Verbatims by Subject	52
Appendix V - Focus Group Notes	63

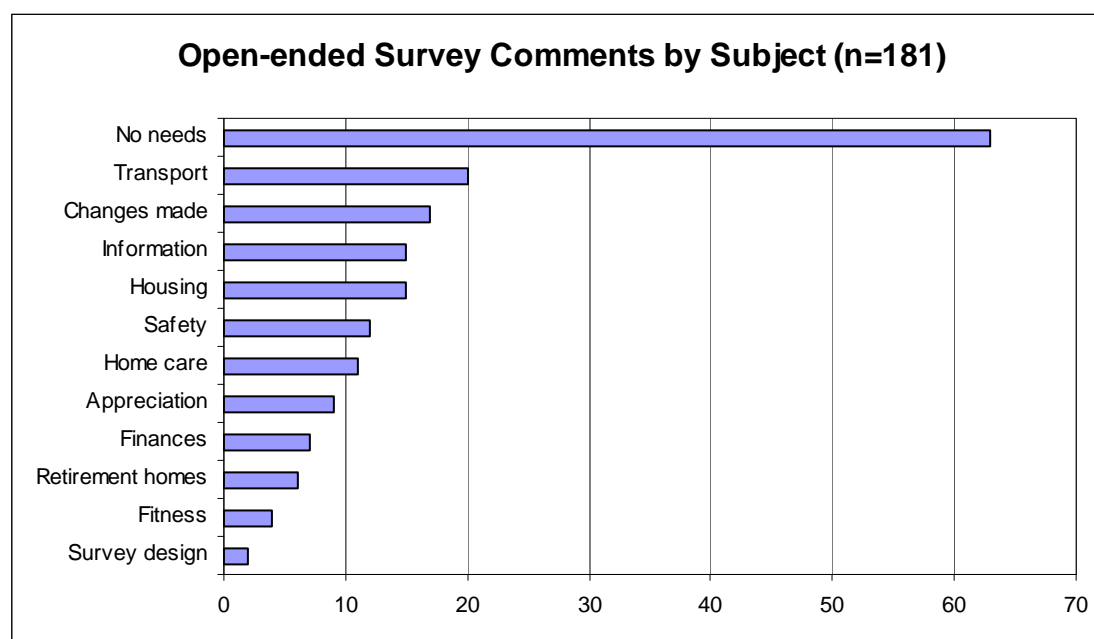
Executive Summary

Council's *Senior Novocastrian Policy* (2007) recognises that 'the number of senior Novocastrians will increase over the next twenty to thirty years, and acknowledges the importance of seniors' ongoing contribution to the vitality and rich heritage of Newcastle. Council seeks to promote a cohesive intergenerational community'.

The consultation was conducted on behalf of Aged and Disability Services to identify what people's requirements might be as they age or what modifications they may wish to make to their housing. This report summarizes the results of the ageing at home consultation which was conducted within the Newcastle LGA, through the Newcastle Voice community reference panel.

A number of engagement methods were implemented as part of the Ageing at Home consultation program. A survey and two focus group sessions were conducted. The survey was sent to 733 Newcastle Voice members and had a 48% completion rate (355 out of 733). Several panel members sampled contacted Newcastle City Council to say that they would be unable to complete the survey as they did not believe their lifespan would reach 2020. Focus groups were conducted during the first week of August to provide opportunities for more detailed discussion, and to test quantitative survey data.

The following chart is a breakdown of the 181 comments received via the survey, by subject.



Participants in this consultation expressed appreciation for being consulted in this way, with the view reflected that seniors are often disregarded or ignored as they age. Gathering input about possible strategies was well regarded, rather than Council applying academic solutions.

Most respondents indicate they expected to be living in the Newcastle LGA (90%), with their partner (68%) and in their own home (77%).

Key findings about modifications to housing and lifestyle are covered in detail within the report, with respondents indicating the extent to which they have already taken steps to prepare their homes so that they may continue to live at home independently.

The top five priorities for changes to home are:

1. Outdoor maintenance
2. Build a ramp to front or back door
3. Move to a smaller home
4. Lever handles to doors and taps
5. Renovate kitchen or bathroom

A key finding concerns the recognition of health and fitness as the most essential ingredients to living independently (71% of respondents). Many opportunities for improved facilities were identified: heated pools for aqua-therapy classes, community gardening competitions, subsidised gym memberships and shaded walking routes.

Increased, affordable support at home was identified. This could include medical or nursing services, home and garden maintenance services, or grocery and meal deliveries. A role for Council, either providing the information or delivering the services, was preferred among those who were not able to provide for themselves.

Other subjects raised were transport and safety concerns, as well as the financial requirements of ageing at home. The split responsibilities between federal, state and local government bodies were understood, and also a source of frustration.

The vast majority (90%) of survey respondents (both online and print recipients) have access to the internet in one way or another. However, when it came to accessing information about living independently, the proportion of those willing to go online drops to 44% of respondents. A relatively small proportion (5%) indicated they would like to attend an information session, yet there was significant interest in a physical location, rather than a hotline, to access required information. The important distinction made is about customer service, being addressed by knowledgeable staff on a variety of topics.

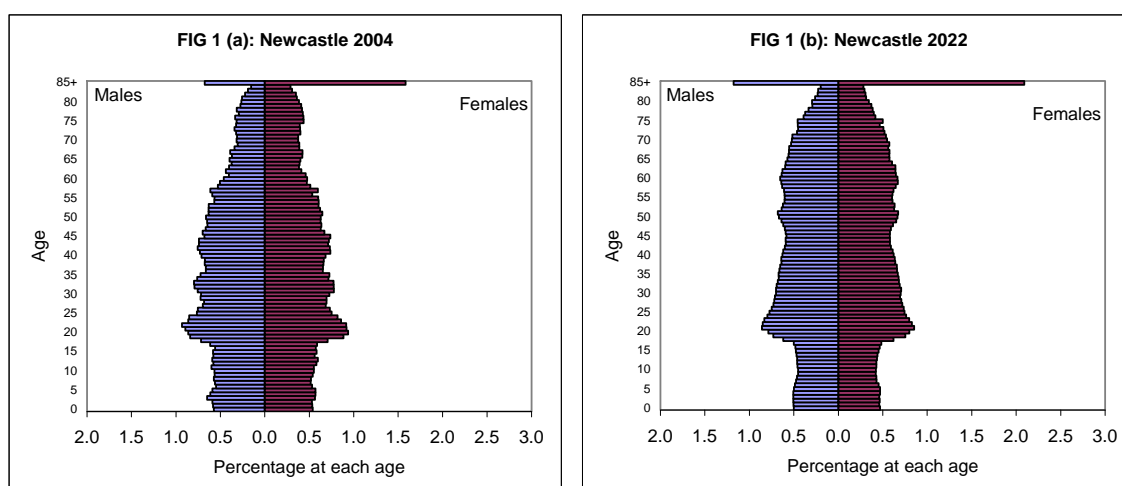
In all, the consultation has revealed a strong tendency to be self-reliant and taking steps to prepare for advanced age, combined with a broad recognition that some segments of the community may need more assistance in terms of information or services.

Introduction

A survey and two focus group sessions were undertaken as part of the consultation program to explore Newcastle LGA residents and ratepayer expectations about ageing at home from residents aged 55 years and older.

The Ageing and Disability Services unit seeks community input to be able to better provide information about adaptable housing and other services which may be required by an ageing population, in line with its role on the steering group *Positive Ageing Strategy Hunter Community*. Community input will inform the Development Control Plan.

A report commissioned by the Local Government and Shires Association (LGSA), *Planning the local government response to ageing and place (2004)* by demographers Baum and Jackson reveals that by the year 2020, one in five people living in Newcastle will be aged 65 years or older. This is a significant jump from current figures, and means that there will be increased demand among this population for many types of services - health, housing and financial. Between 2004 and 2022 the population of Newcastle is projected to increase, from its current 144,917 to around 156,440 (8 per cent). As Figure 2 indicates, the ageing population is expected to increase significantly.



Source: Baum and Jackson (2004), *Planning the local government response to ageing and place*, Local Government and Shires Association (LGSA).

The issue mostly affects homeowners between 55 and 75 years of age, who are either planning to stay in their own home or are downsizing to a different home nearby. Housing that presents barriers to access such as steps at the front and rear of the house, narrow corridors and unstrengthened walls result in homes that are difficult to renovate for short term or permanent disability that can come with ageing

Methodology

Data Collection

A survey, using a structured questionnaire with a total of 13 questions, was sent to Newcastle Voice members aged 55 and over. The survey was developed using the following headings: housing, adaptations, information, finance and next steps. The last question was an open-ended question to record additional comments. To control order bias, the Sparq system automatically rotated the presentation of items within certain questions on a random basis. A copy of the survey questionnaire and focus group outline is provided in Appendix I.

A survey invitation and link to the on-line survey was sent on 22 July. Electronic reminders to those online members who had not yet completed the survey were sent on 31 July, 5 August and 7 August.

The survey was duplicated, printed and distributed in hard copy to those Newcastle Voice members who requested printed surveys. The survey was mailed out on 22 July. A pre-paid envelope was included to encourage their return.

The survey closed at midnight on 11 August.

Focus group invitations were sent by letter and email to Newcastle Voice members aged 55 and over on 4 August, once indicative preferences were received from the survey responses. Furthermore, information about the focus groups was added to the Newcastle City Council website where members of the community were asked to register to a session. A media release was created about the consultation and opportunity to participate in a focus group, metamorphosing into a story which ran in The Post on 12 August.

Two groups were organised to suit participants' preference. Attendance at the focus group sessions was recorded via attendance registers:

Focus Group	Location	Time	Attendance
Focus Group 1	Merewether Community Centre	10 August, 2009 5:30-7:30pm	17
Focus Group 2	Wallsend Library	12 August, 2009 10:00am -12:00pm	15

Survey Area

Newcastle City Council Local Government area through Newcastle Voice panel members. The breakdown of the demographics by suburb is provided in Appendix II.

Sample Selection

A total of 733 Newcastle Voice members were surveyed. This number represents active, on-line and off-line panel members who are 55 years and older, have previously completed the Profile Study, and have confirmed their agreement to be a Newcastle Voice member (on-line members only).

Focus group participants were predominantly Newcastle Voice members, but also interested members of the public. The small number of participants in each of the sessions allowed for in-depth discussion.

Participants

The breakdown of the demographics by gender, age, and employment status is provided for the sample as well as for the respondents as Appendix II. The demographic information is managed in Sparq. In brief, results show that:

- 13.52% of respondents live in Merewether, 5.92% in Newcastle (CBD), 5.35% in Wallsend and 5.35% live in New Lambton.
- 75.77% of respondents are 55-69 years old.
- 45.94% of respondents live in the Inner City South & North planning districts.
- 41.50% of respondents are employed full or part-time.
- 81.84% of respondents have lived in Newcastle LGA for more than 10 years.
- The gender split was 54.93% male and 45.07% female.

It should be noted that being a Newcastle Voice member is voluntary, and therefore participation in its activities is also voluntary. The survey was open to Newcastle Voice members only. The focus groups were open to members of Newcastle Voice and the public.

Representation

The sampling frame for this survey was not representative of the population. This is due to the fact that all active Newcastle Voice members, on-line and off-line, aged 55 and over were surveyed. With the exception of Inner City South and Inner City North, the other planning districts are underrepresented. Similarly, Ward 1 and 2 are overrepresented and Wards 3 and 4 are underrepresented. Furthermore, panel members between the age of 55-69 represent a larger portion of the sample than members who are over 70 years old.

Data Handling and Analysis

The data handling and analysis was carried out using Sparq software

Trend analysis was conducted from the open-ended question and focus group responses. All responses, in the form of verbatims, are treated in confidence, to ensure the anonymity of respondents. No identifying information is included with any responses selected for this report.

Response Rate

The survey had a 48 per cent completion rate (355 out of 733) and a 51% participation rate (377 out of 733). That means that 51 per cent of respondents started the survey, but 3 per cent did not complete it. The participation rate includes off-line respondents who completed the survey but did not provide an identification number.

- 51% response rate (277 out of 544) from on-line Newcastle Voice members.
- 41% response rate (78 out of 189) from off-line Newcastle Voice members.
- 52% of respondents wrote a comment/suggestion through the open-ended questions.

Survey Findings

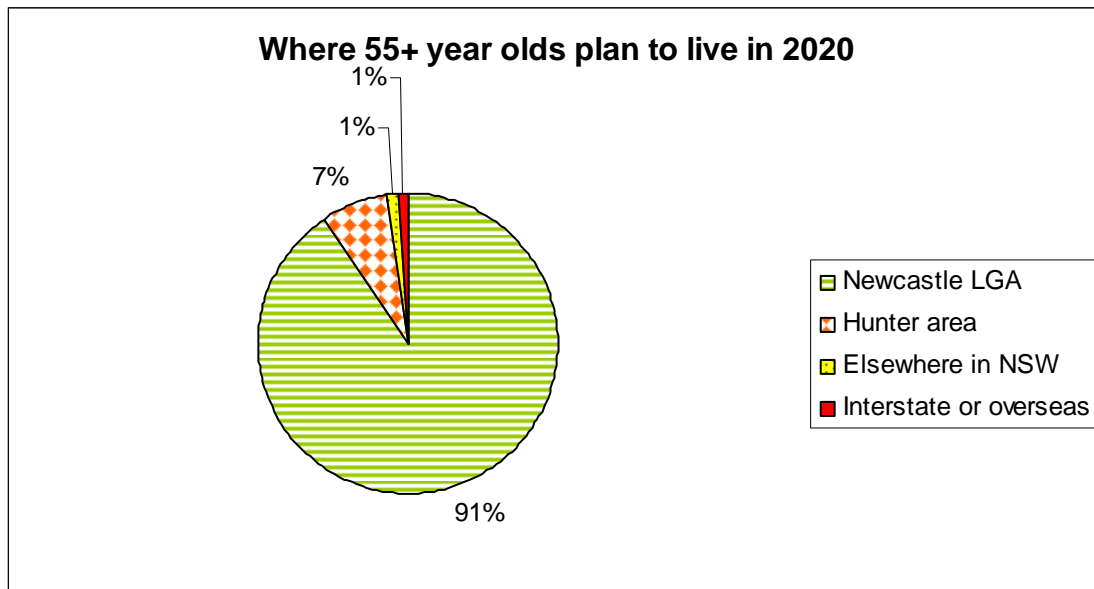
Residential expectations in 2020

When asked who they think they would live with in 2020, the majority (67.61%) of respondents said they would live with their husband, wife or partner. Over 29% of respondents (29.58%) answered that they would live alone, followed by 1.69% who plan to live with their children and 1.13% who plan to live with non-family members. These figures are supported by qualitative responses from focus groups. There is little expectation of moving in with their children when people advance in age. Contrary, discussions revealed that children are more likely to move in with their senior parents, either for short-term needs, or permanently.

The results revealed that panel members who still work full or part-time plan to live with their husband, wife or partner compared to living alone, while individuals who are currently retired plan to live alone and made up 80% of those who plan to live with their children. Furthermore, of respondents who think they will be living alone in 2020, over 64% are women.

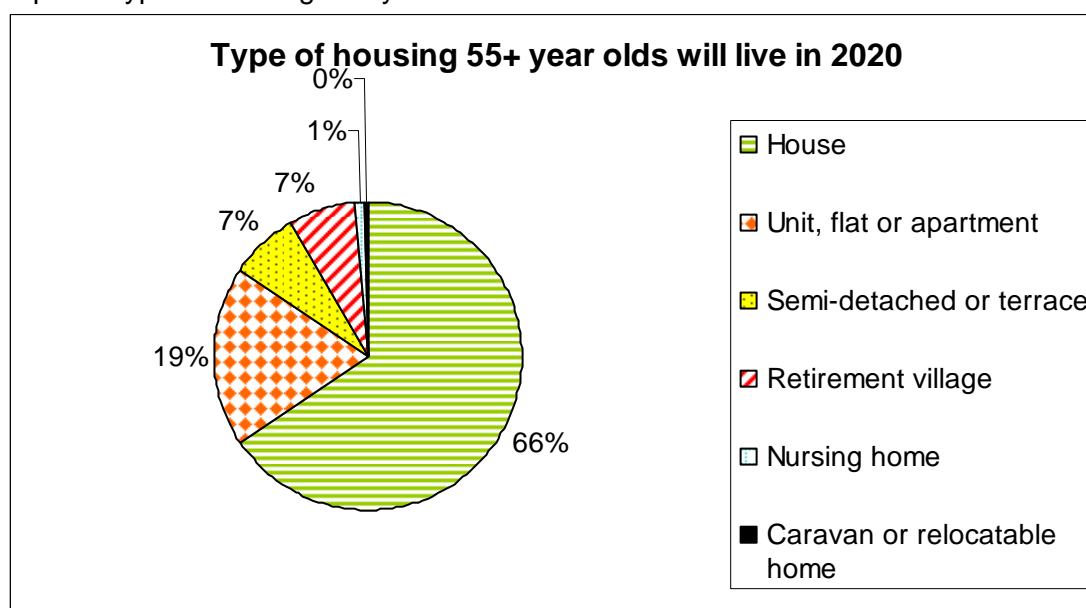
In general, 90.42% of Newcastle Voice members surveyed said that they plan to live in the Newcastle local government area in 2020. There are no significant differences to report when looking at the different age groups, genders, suburbs or employment status. This may be explained by the qualitative responses from focus groups where the majority of participants mentioned having extended families living in the Newcastle area. It remains a city with a highly stable population.

Graph 1: Where 55+ year olds plan to live in 2020



Respondents were asked what type of housing they think that they will be living in, in 2020. Over 65% said that they plan to live in a house, followed by 19% who plan to live in a unit, flat or apartment. Only 8% thought they would move into a retirement village or nursing home. Of those who said they plan to live in a unit, flat or apartment, a retirement village or nursing home (27%), 75% are already retired.

Graph 2: Type of housing 55+ year olds will live in 2020

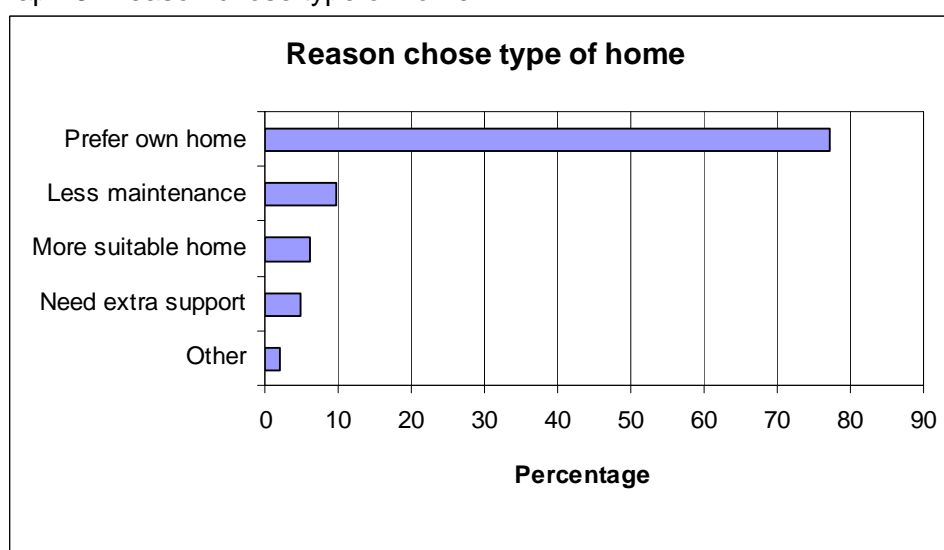


Respondents were asked why they plan to live in a particular housing type. Over 77% of Newcastle Voice members surveyed said that they would prefer to live in their own home.

Individuals living in Adamstown, Islington, Maryville and New Lambton Heights were more diverse in their responses, with 45% to 70% of them choosing something other than preference for their own home.

The results revealed that gender played a factor with individuals over 70 years old. More males (63%) than females (37%) said that they prefer to live in their own home.

Graph 3: Reason chose type of home



These numbers suggest a high degree of optimism that people's needs will be met, or that no problems need to be addressed. This view is supported in the open-ended comments, with the highest proportion of comments (36%, or 63/181 comments) indicating that respondents do not expect there to be any change to their requirements by 2020. Further exploration in the qualitative research supported this perception. Some indicative responses were:

- "My wife and myself have lived here for 47 years. No problems. I paint. My wife sings in a choir and at church. I do household maintenance. My wife is the gardener. We both play bowls at Merewether. On nice days we swim. We walk and exercise. Probus Club members. We do not see any problems ageing at home for many years."
- "Why should I take all these precautionary, often expensive, steps when it may not be needed later?"
- "We're the optimistic generation."

Two further considerations apply. It may be that the population of Newcastle is particularly resilient and healthy, or that, understandably, there is a degree of reluctance to plan for an uncertain future. Several comments illustrate these two possibilities:

- "It will depend on our health. Moving to a retirement village may be an option after 2020. Our current house is very suitable (being level and low maintenance) except will be too large."
- "At this stage our location and family support and health mean we are happy where we are."
- "I am currently quite well and physically capable but I would hope that as I become less so that there are sufficient resources in the community to assist me as needed."
- "It is very hard to project what could be happening in 10 years as circumstances can change very quickly."

A wide-ranging discussion about retirement facilities/nursing homes occurred in focus group discussions and in survey comments, suggesting there was a lack of information or misinformation in the community.. A sample of comments:

- "More info on entering nursing homes if current situations change (ie health): costs incurred, standard of care especially as most homes are privatised."
- "Cruel, inhumane places, no-one would choose to go into one. It's a choice made by your children for you, when you can't make that decision any more."
- "I think of them as homes full of dread!"

Modifications made to housing

The consultation revealed the extent to which people have already begun to make changes to their housing. These comments represent 9% (17 of 181 comments) of the open-ended response question in the survey, and a good proportion of the 'other' responses in the questionnaire. Responses fall into two broad categories: renovations or alterations to an existing home, or relocation to a more suitable home, whether that is in a retirement village, a different location or a different type of home.

Indicative comments from those who have already made changes to their homes:

- "I lived on the hill at Merewether, a steep block of ground and the government bus was taken away, which for anyone who cannot drive, took away their independence, isolated them. I took steps to look after myself."
- "We've put in two lifts – it was pretty straightforward, expensive, but less costly than it was 20 years ago."
- "A few years ago, we bought into a smaller house, with a smaller garden, close to the city. It's really important to me that we can walk to shops."
- "When we were 60 and 65, we made a three-way bathroom, with room to turn a wheelchair in the shower and loo, the toilet is separate from the shower. We had about 16 designs, but it wasn't hard to do."

Modifications made to lifestyle

Respondents' comments about changes already made to their lifestyles provide useful insights for future lifestyle-specific (or recreation) planning at Newcastle City Council:

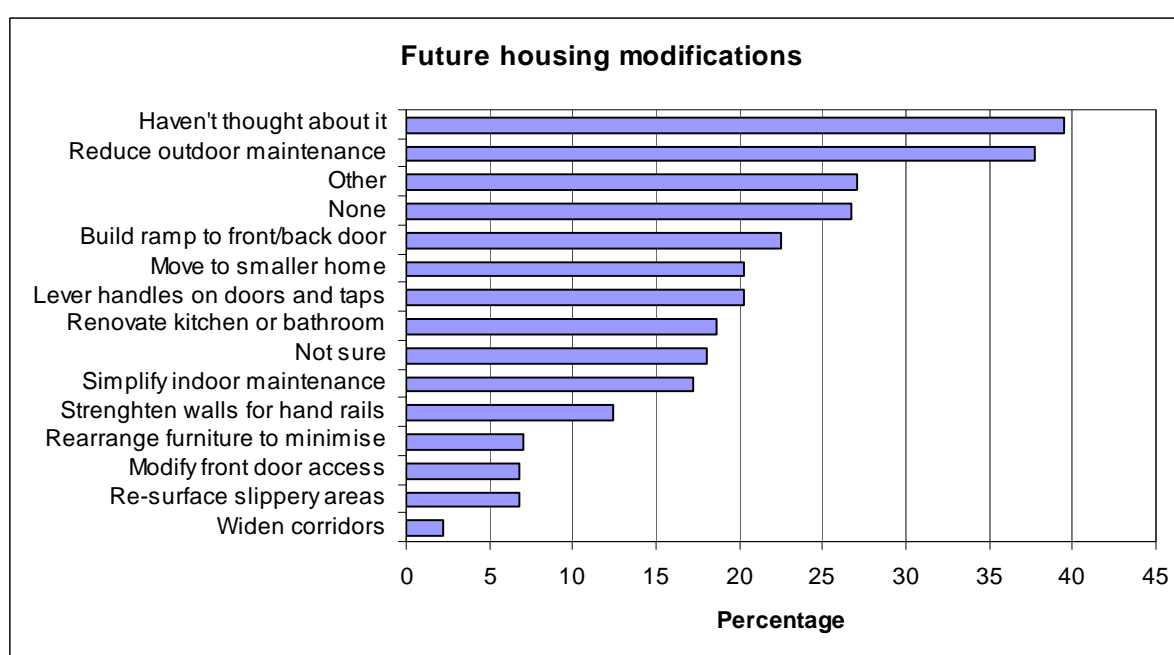
- "We travel more. We've got the balance between time and money right now, at last."
- "Our body strength will be our worry in time so we hope to stay here as long as possible with outside help."
- "I started acupuncture and aqua-therapy in a heated pool after a fall at work which forced me to retire. As Newcastle Council empty the pools in winter, I needed to find another venue to exercise in warm water. At Justin Norris Swimming Centre in Thornton I have taken part in aerobic classes and therapy sessions and found the benefit for my physical well being tremendous."
- "When I retired 30 years ago, I went to get a degree. Then I started (a local branch of a large educational organisation) with 12 people in 1990, we're at 450 a year now."
- "I qualified as a fitness instructor in my 80's."

Future housing modifications

The top five priorities with respect to changes the respondents are considering to make to their homes are as follows: reduce outdoor maintenance (37.75%), build a ramp to front or back door (22.54%), move to a smaller home (20.28%), lever handles on doors and taps (20.28%), renovate kitchen or bathroom (18.59%).

Over 39% of respondents had not yet thought about the subject. Of those who 'haven't thought about it yet', 80% are between 55 and 69 years old.

Graph 4: Future housing modifications



On examination of the 'other' category in Graph 4 above, most responses elaborate on work being considered, which could fall into the 'renovate kitchen and bathroom', 'simplify indoor maintenance' or 'reduce outdoor maintenance' categories.

In qualitative research, respondents support these results and shed further light on the types of changes which may need to be considered in future. They offer valuable community input for Council's planning:

- "Has NCC a set policy for people building compact one bedroom kit type homes in backyards? Given the large number of baby boomers that are coming our way, it would be an option for them to afford to remain independent if small kit type homes could be built in the yards of their children."
- "The final phase is to make front door access easy with a ramp off my front porch leading to a carport in the front yard. Will the car port be permitted by council's current regulations, or will other permission be necessary?"
- "Planning policies need to DIScourage the building of bigger, multi-storey homes that increase energy use."
- "Mobility and accessibility are the top issues – inside our homes too. Are the regulations easy to get wheelchair access into your home?"

The table below shows the top five changes to homes, prioritised by age group. Please note that categories “not sure”, “other”, “none, I haven’t thought about it” and “none” have been excluded from the table. The top five priorities by age group were identified by males and females with a virtual 50/50 split. Similarly, there were no notable differences between suburbs.

Priorities one (reduce outdoor maintenance) and five (simplify indoor maintenance) are the same across the two age groups.

Table 1: Changes to home, priorities by age

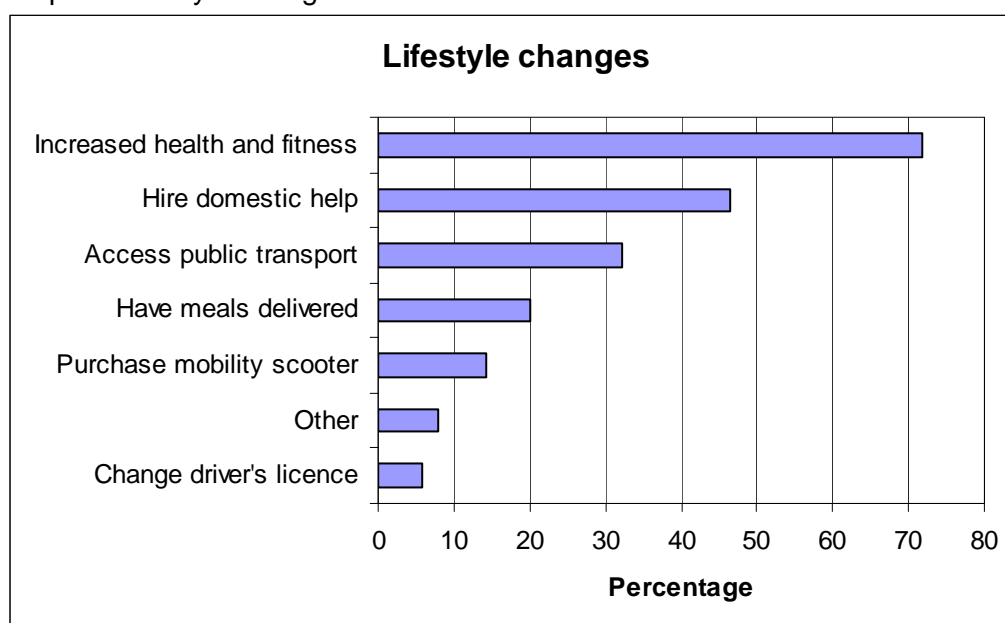
Age group	Priorities				
	1 st	2 nd	3 rd	4 th	5 th
55-69	Reduce outdoor maintenance	Move to a smaller home	Build a ramp to front or back door	Lever handles on doors and taps Renovate kitchen or bathroom (equal 4th)	Simplify indoor maintenance
70+	Reduce outdoor maintenance	Build a ramp to front or back door	Lever handles on doors and taps	Strengthen walls for hand rails	Renovate kitchen or bathroom Simplify indoor maintenance (equal 5th)

Future lifestyle modifications

Respondents were asked what changes they would make to their present or future lifestyle to ensure they stayed independent. Over 71% said they would increase their health and safety, followed by 46.48% who said that they would hire help with domestic chores, and 32.11% who would access community transport.

There are no significant differences to report when looking at the different age groups, genders, suburbs or employment status.

Graph 5: Lifestyle changes



In the focus groups, there was clear recognition that fitness and health play a major part in people's ability to remain at home, living independently. The following comments illustrate:

- "It would help reduce health costs if planning was implemented to offer suitable public transport and fitness facilities at minimal costs to the consumer. Why not start a program to utilize more school facilities after school hours and retain and develop venues such as swimming pools with trainers at an affordable price for everybody thus encouraging more participation from 6 years to 90?"
- "It costs the government \$300k to keep a person in a hospital bed, \$60K in an aged care facility. They could subsidise gym memberships/yoga/fitness activities for that value and save themselves a whole lot later on."
- "To encourage health and fitness in late middle age, Council should do whatever it can to encourage people to walk for leisure and recreation. The Brisbane CBD provides excellent examples of shaded walking routes. Also, gardening is an excellent source of healthy activity for older people. Council should look to encouraging street gardening competitions, community gardening projects, and gardening fairs."
- "Every day I travel to Warners Bay to the heated pool there, for my exercise classes to manage the pain (from arthritis). It takes me about 25 minutes one way."

High quality, domestic help in the form of medical practitioners, nursing support, home and garden maintenance providers are of keen interest:

- "I want work done in my home which I want done, not which someone else says I should have done."
- "Home Care through agencies partly funded by government programs is possible (I have that for my mother now) and needs to be better promoted and supported."
- "Deaf people have immense difficulties accessing services. This will extend as more older people suffer hearing losses. How can they access emergency services, make a doctor's appointment, reduce their isolation?"
- "I would like an 'odd job person' available at a nominal fee to do the jobs I used to be able to do, but can no longer. I tried to 'hire a hubby', but he was useless!"

Other subjects raised

Other subjects raised through the open-ended question and in focus group sessions centred around two key themes – transport and safety. This is consistent with broad community concerns in all age demographics.

Transport

Eleven percent (20 out of 181) of comments in the survey addressed transport needs of various kinds - and this issue was extensively discussed during the focus group sessions. The need to retain the rail service into the city was addressed on a number of occasions from residents from various locations. Below are some of the concerns about changing transport modes for older residents:

- “Keep Newcastle Rail. If that goes, I miss out on my weekly train trip – I have a disability and can stop easily on the train.”
- “If you stop the rail at Wickham, I won’t be able to get to the things I love about Newcastle, living in Beresfield: Civic Theatre, foreshore, outdoor activities.”
- “Leave train line as is, we currently use it to access local areas, also use to Central Sydney with luggage regularly. Will not use Wickham interchange if this eventuates, it will increase use of car.”

Bus transport was also discussed at length, with the following indicative comments:

- “I can’t afford to leave Tarro, I will need to be taken out in a box, so I most need public transport to be good there.”
- “I live in a hilly area and can foresee a need for door to door transport in the future.”
- “I live near a bus stop but the service - 235 - is not very frequent. I hope that as petrol gets more expensive and people use public transport more, the service will improve as I intend to use it as much as possible when I retire.”
- “Twenty years ago, when we moved to Maryland, there were good bus services to Kotara, and we were optimistic that our needs would be met. Now, there are fewer bus services, the stops have been changed and reduced, or the buses don’t even run.”

Many respondents are still driving their own cars and enjoy the mobility this provides. Some changes they would like to see made:

- “All of Maryland area is a 50km/h zone, there are signs there, but people don’t keep to that. They come through our street fast.”
- “I taught driving and mechanics, so take it from me – check around and find a good driving school and get a lesson so you know what you’ll be expected to know and do. You can fail instantly on some of the points.”
- “I live on a hill in an area not well serviced by public transport - most aged people in my street leave when they can no longer drive, which is a shame as they have lived here all their lives!”
- “I drove ambulances. More attention to street signs to make sure we can follow them – not so many you can’t read and follow them all, trees trimmed off them, clear instructions.”

Safety

Safety was raised by many people in various ways during the consultation (with 7% of survey comments), with pavement and road surfaces a key area highlighted for Council focus:

- “What I am more concerned about is the maintenance of footpaths and the provision of appropriate road crossing points that will allow me to exercise safely, through walking, and to independently reach shops and the library, and my local medical services.”
- “A safety audit of my home - electricity, surfaces, etc.”
- “More street lighting around our area.”
- “Neighbourhood Watch organisations need strengthening.”
- “Local inner city footpaths are constantly blocked by cars parked in driveways or directly across them.”
- “I would like a twice daily support system of contact in case of falls or serious illness. My fear is being alone and unable to help myself in case of an emergency.”

Out of Scope

Several topics, outside the scope of this research, were raised and are captured below.

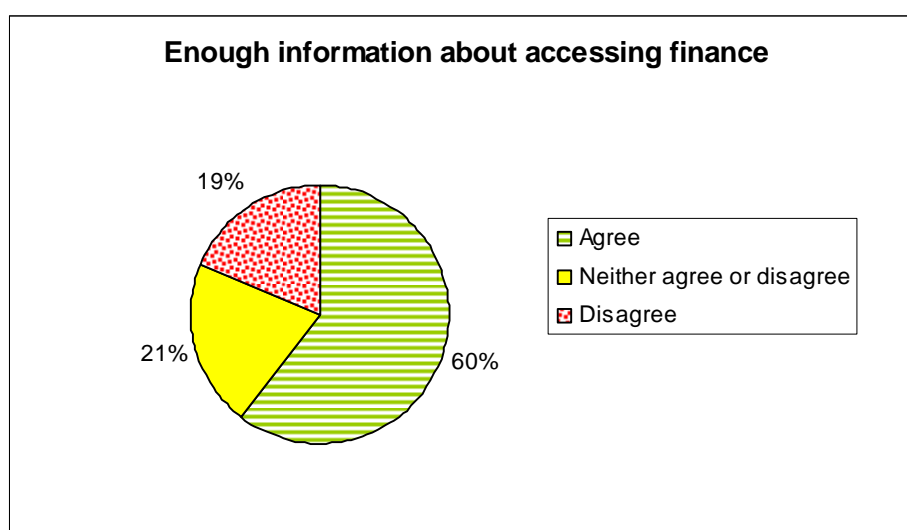
- The nature of the Local Government Act, which limits the amount of care a Council can provide an ageing population.
- The overlaps of state and federal jurisdictions with Council responsibilities in this area.
- The pet-unfriendliness of Council generally, limiting places where pets are allowed. This is important for an ageing population, especially in homes with one person.
- The difficulties of identifying the needs of disabled people over 55 – all types of disability: physical, hearing, visual.
- The limitations in public transport – why are they all one size? Why not introduce smaller buses for some steeper, less patronised routes?

Finances

The majority of respondents (60%) agree that they have enough information about accessing finance to make changes to their homes or help them move to a new home.

A greater number of residents from Islington, Lambton, Mayfield, The Hill, Warabrook, Wallsend, Wickham 'disagree' or 'neither agree nor disagree' that they have enough information about accessing financial information. There are no significant differences to report when looking at the different age groups, genders or employment status.

Graph 6: Enough information about accessing finance



The question was narrowly scoped as above, however comments from respondents indicated a much wider concern about finances, as the following indicate:

- "I hardly believe Council should be wasting time and resources on such a topic. Surely this is a State or Federal Government issue. Specific Aged Care aids are well documented to which Council should refer people."
- "The government will take your spare change once you convert your chief asset, the house, into cash. Be aware of the rules."
- "I can't afford to leave Tarro. I will need to be taken out in a box."
- "NCC should concentrate on delivering its core activities as cheaply and efficiently as possible. Other services and activities should be 100% user pays. Older people have very limited finance therefore minimal rates are very important."

As well as these concerns, there are those who have provided for their older age and are feeling better off financially:

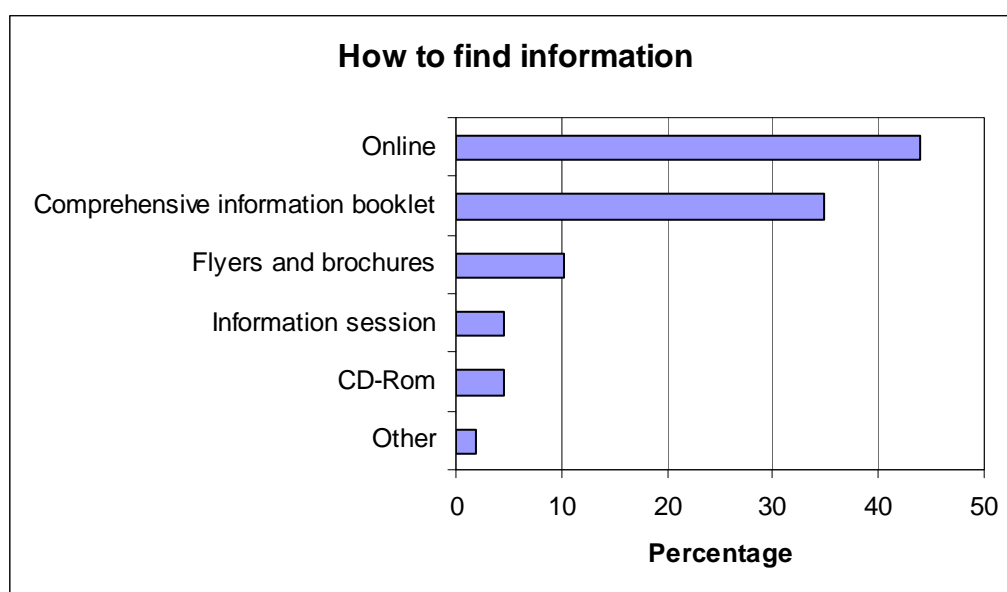
- "I believe I have realistic expectations about maintaining my ability to live independently based not only on my age but also my health and have been preparing my home and personal resources over the past several years."
- "Retirement is the best career move I ever made – I'm financially better off than when I was working, as I pay no taxes on my super and my wife's pension."
- "We purchased a property in Melbourne 10 years ago, jointly with friends. Our aim is to build 2 townhouses on the property after subdividing it, each would be designed for ageing. We also expect to be able to support each other as time goes by and in the event of any of the group becoming dependent or dying."

Information Requirements

Information sourcing

One of the major aims of this consultation was to determine the best way to provide information to residents who require assistance as they age at home. Both the **types** of information required and the **preferred sources** of information were explored through quantitative and qualitative means.

Graph 7: How to find information



Interestingly, 89.6% of respondents (which takes into consideration both on-line and off-line Newcastle Voice panel member respondents) have access to the internet either at home, work, family or friend's home or are visitors to the local libraries.

Taking the above into consideration, only 43.94% of respondents would like to find community information about living independently as they age on-line, compared with 34.93% who would prefer a comprehensive kit with information booklet, or 10.14% who would prefer individual flyers and brochures.

The following comments illustrate the interest in printed information:

- "In with the rates notices, not everyone has access to a computer, especially in this age bracket. Who to contact, hazards, and help available."
- "Information brochure about assistance already available to assist ageing at home that are easily accessible at shopping centres, doctors' surgeries, libraries, community health centres, also local newspapers."
- "My concern about brochures is that they must be regularly updated and available and need to include Council, state and federal sources of support."

There was extensive discussion about this age group's ability to use computers or the internet, which could guide future information provision - and also offers educational opportunities:

- "My mother is 75 and sought out how to get onto Facebook, the web, text messaging through her children and grandchildren."
- "I'm scared of computers, don't have the education of knowing what it all is."
- "Encourage people to be more proactive and independent by giving them information which will enable them to empower themselves."
- "We're on the internet more. I used computers at work so I have no troubles there."

Only 4.51% of survey respondents said they would want to attend an information session. When this was explored during the focus group sessions, people expressed vocal interest in face-to-face information:

- "People often don't know what's available and how to get help or where to get it."
- "We want to talk to a knowledgeable person, in person providing that service – by phone or at a physical location."
- "A shop front provided by NCC with all this information. A place we can ring up, a non-commercial place, one-stop shop for all our needs: safety auditor, buses, senior citizens club, activities and so on."
- "Having a central place to access information. At present, there are options available, but no easy way to find out about them, as they come from so many different sources."

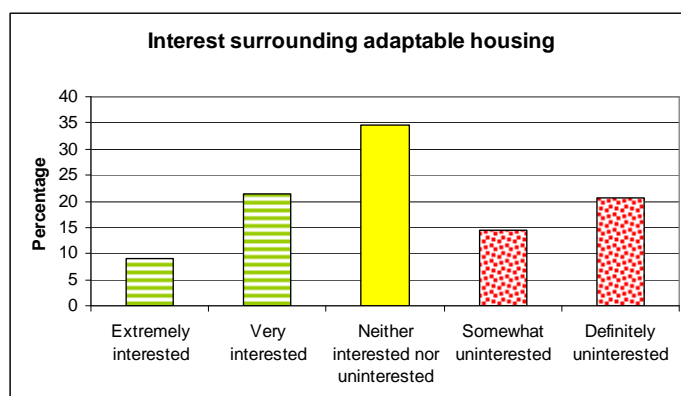
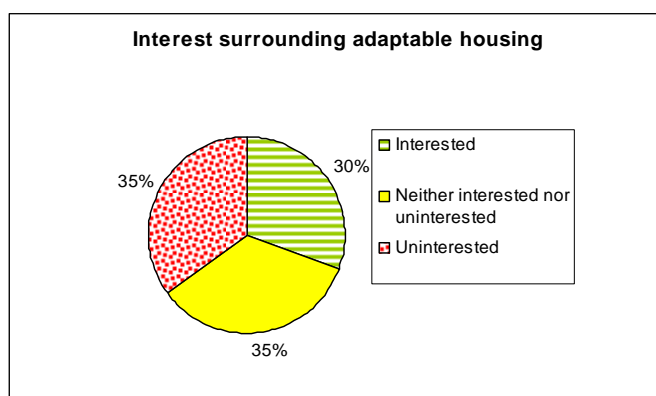
Information about

Among the respondents there was a strong feeling of either having the information required, or not needing any specific information. In the qualitative research, a number of subjects emerged which may be of further interest once necessity drives people to find out more.

On balance, respondents to this question are divided in terms of interest they have to finding out more about adaptable housing and how to make their current home better for them as they age. Respondents are split 30%-35%-35% between those who are interested, those who are neutral and those who are not interested.

There are no significant differences to report when looking at the different age groups, genders, suburbs or employment status.

Graphs 8 & 9: Interest about adaptable housing



It is apparent, that up to 60% of this population may be interested to know more about options and requirements of adaptable housing.

This report provides ample detail about the **types** of information which may be required and includes:

- "Info on access to medical services when visiting a doctor's surgery becomes difficult. Short of calling an ambulance."
- "To have a list of home maintenance people who are registered and will not overcharge for any repairs made to my home."
- "Safety audit for my home."
- "Cheaper medical alert access."
- "The information which assists home-owners to stay independent and out of care facilities."

Appendix I - Questionnaire and Focus Group Outline

Questionnaire: Ageing at Home

New South Wales statistics project that by the year 2020, one in five people living in Newcastle will be aged 65 years or older. This is a significant jump from current figures, and means that there will be increased demand for all sorts of services - health, housing and financial - among this population.

Newcastle City Council is now exploring community expectations about ageing at home from residents aged 55 years and older. We are asking residents to think ahead so that our services and building codes can be tailored to meet changing demands.

Please answer the questions to the best of your ability, based on what you think is *most likely* to occur by 2020.

Please send the completed survey back to Newcastle City Council in the postage-paid envelope provided (there is no need to put a stamp on the envelope) by **Wednesday 5 August**. We look forward to receiving your completed survey.

Many thanks
The Newcastle Voice Team

Click “Next” to begin.

Housing

Q1. Who do you think you will be living with in 2020? **Please select one response only.**

<input type="checkbox"/>	I will live alone
<input type="checkbox"/>	My husband/wife/partner
<input type="checkbox"/>	My children
<input type="checkbox"/>	Someone else's children
<input type="checkbox"/>	My brothers or sisters
<input type="checkbox"/>	Other relatives
<input type="checkbox"/>	Non-family members

Q2. Where does that mean you would be living in 2020? **Please select one response only.**

<input type="checkbox"/>	In the Newcastle local government area
<input type="checkbox"/>	In the Hunter area (Lake Macquarie, Port Stephens, Hunter Valley)
<input type="checkbox"/>	Elsewhere in NSW
<input type="checkbox"/>	Interstate or overseas

Q3. What type of housing do you think you will be living in? **Please select one response only.**

<input type="checkbox"/>	A house
<input type="checkbox"/>	A semi-detached house or terrace
<input type="checkbox"/>	A unit, flat or apartment
<input type="checkbox"/>	A caravan or relocatable home
<input type="checkbox"/>	A retirement village
<input type="checkbox"/>	A nursing home

Q4. Why would you make this choice? **Please select one response only.**

<input type="checkbox"/>	I prefer to stay in my own home
<input type="checkbox"/>	I prefer to live in a more suitable home
<input type="checkbox"/>	I will need the extra support
<input type="checkbox"/>	I prefer less maintenance
<input type="checkbox"/>	Other. Please specify _____

Q5. Which of the following changes to your home are you considering in the next year or two to make sure that you are able to stay independent? **Please select all that apply.**

<input type="checkbox"/>	Renovate kitchen or bathroom
<input type="checkbox"/>	Reduce outdoor maintenance
<input type="checkbox"/>	Modifying front door access
<input type="checkbox"/>	Simplifying indoor maintenance
<input type="checkbox"/>	Re-surface slippery areas
<input type="checkbox"/>	Rearrange furniture to minimise falls
<input type="checkbox"/>	Other. Please specify: _____
<input type="checkbox"/>	None. Haven't thought about it yet

Q6. Which of the following changes to your home might you make to your present or future home to ensure that you could continue to live there? **Please select all that apply.**

<input type="checkbox"/>	Build a ramp to front or back door
<input type="checkbox"/>	Widen corridors
<input type="checkbox"/>	Strengthen walls for hand rails
<input type="checkbox"/>	Lever handles on doors and taps
<input type="checkbox"/>	Move to a smaller home
<input type="checkbox"/>	Other. Please specify: _____
<input type="checkbox"/>	Not sure
<input type="checkbox"/>	None

Adaptations

Q7. What changes would you make to your present or future lifestyle to ensure that you stay independent? **Please select all that apply.**

<input type="checkbox"/>	Increase my health and fitness
<input type="checkbox"/>	Have some meals delivered
<input type="checkbox"/>	Hire some help with domestic chores
<input type="checkbox"/>	Purchase a mobility scooter
<input type="checkbox"/>	Change my driver's license
<input type="checkbox"/>	Access community transport
<input type="checkbox"/>	Other. Please specify: _____

Q8. 'Adaptable housing' is a term used to describe homes which have the provisions to be easily modified for ramps, handles in bathrooms, wider corridors or other changes which might be needed. How interested are you in finding out more about how to make your current home better for you as you age? **Please select one response only**

<input type="checkbox"/> 1- Completely uninterested	<input type="checkbox"/> 2- Somewhat uninterested	<input type="checkbox"/> 3- Neither interested nor uninterested	<input type="checkbox"/> 4- Somewhat interested	<input type="checkbox"/> 5- Very interested
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Information

Q9. Newcastle City Council would like to make it easier to find community information about living independently as you age. How would you **most** like to find this information? **Please select one response only**

<input type="checkbox"/>	A comprehensive kit with information booklets
<input type="checkbox"/>	Individual flyers and brochures
<input type="checkbox"/>	Online
<input type="checkbox"/>	CD rom
<input type="checkbox"/>	An information session I could attend
<input type="checkbox"/>	Other. Please specify: _____

Q10. Do you have access to the internet: **Please select all that apply.**

<input type="checkbox"/>	Yes, at home
<input type="checkbox"/>	Yes, at a family member's or friend's home
<input type="checkbox"/>	Yes, at work
<input type="checkbox"/>	Yes, through the local libraries
<input type="checkbox"/>	No

Finance

Q11. Do you agree that you have enough information about how to access finance to make changes to your house - or to help you to move into a new house?

<input type="checkbox"/> 1- Disagree Completely	<input type="checkbox"/> 2- Disagree	<input type="checkbox"/> 3- Neither agree nor disagree	<input type="checkbox"/> 4- Agree	<input type="checkbox"/> 5- Agree completely
---	---	---	--------------------------------------	--

Next Steps

Q12. Council plans to offer opportunities to come and talk to us about your future housing and care needs in a small group setting. When would it be most suitable for you to join us?

<input type="checkbox"/> 1- Weekday 10-12 noon	<input type="checkbox"/> 2- Weekday 6-8pm	<input type="checkbox"/> 3- Saturday 10-12 noon	<input type="checkbox"/> 4- I am not interested in attending focus groups
--	---	---	---

Q13. Please provide any additional comments or suggestions regarding your expectations about ageing at home. **Please be as specific as possible.**

Thank you for being part of Newcastle Voice – and taking the time to complete this survey.

We look forward to learning more from you as a member of Newcastle Voice.

Focus Group Outline – 2 hours

Introduction and Context – 15 mins

Introduction Anna Kasper.

What are focus groups?

Why hold focus groups?

Objective

Process/Agreements

Frame in others in the room

Logistics

Next steps/confidentiality

Residential Expectations – 20 mins

What's the best thing about getting older?

Where will you be living in 2020?

Who do you expect to be living with?

What type of housing do you expect to be in?

Is this housing the same or different from your current house?

How optimistic are you that your needs will be met?

Modifications made - 15 mins

What modifications have you already made to your home?

Was this straightforward?

What modifications have you already made to your lifestyle?

How is that experience?

What information would you have appreciated before you started?

Break – 15 mins

Modifications required – 30 mins

How will you need to modify your home, if at all?

How will you adapt your lifestyle?

What are you currently doing to improve your health and fitness?

What obstacles do you encounter?

What will be your expectations from Council to ease these changes?

What would be the triggers to make you think about these issues?

How would you assist others to begin thinking about this?

Information requirements – 15 mins

What are all the subjects which concern you as you age?

What information would you be likely to need?

What form would you like this to take? (materials, online, CD, session, drop-in centre etc)

Who will you expect this information from?

How best would you like to obtain this information?

How would you expect to find out about this? Where?

Other issues – 15 mins

Do you have any other observations related to this subject?

Close

Appendix II - Demographics

General Characteristics of Sample from Newcastle Voice

Length of time lived in Newcastle LGA

	OPTIONS	TOTAL	PERCENT
O1	Less than a year	9	1.25 %
O2	1 - 3 years	25	3.48 %
O3	4 - 10 years	86	11.98 %
O4	11 - 25 years	137	19.08 %
O5	More than 25 years	461	64.21 %

Gender

	OPTIONS	TOTAL	PERCENT
O1	Male	395	51.50 %
O2	Female	372	48.50 %

Age

	OPTIONS	TOTAL	PERCENT
O1	16-24	0	0.00 %
O2	25-39	0	0.00 %
O3	40-54	0	0.00 %
O4	55-69	539	73.53 %
O5	70+	194	26.47 %

	OPTIONS	TOTAL	PERCENT
O1	16-19	0	0.00 %
O2	20-24	0	0.00 %
O3	25-29	0	0.00 %
O4	30-34	0	0.00 %
O5	35-39	0	0.00 %
O6	40-44	0	0.00 %
O7	45-49	0	0.00 %
O8	50-54	0	0.00 %
O9	55-59	195	26.60 %
O10	60-64	191	26.06 %
O11	65-69	153	20.87 %
O12	70+	194	26.47 %

Own Property

	OPTIONS	TOTAL	PERCENT
O1	Yes	607	82.81 %
O2	No	107	14.60 %

	OPTIONS	TOTAL	PERCENT
O1	Residential	542	89.29 %
O2	Business	7	1.15 %
O3	Both	41	6.75 %

Home

	OPTIONS	TOTAL	PERCENT
O1	Separate house	559	78.29 %
O2	Semi-detached, row or terrace house	43	6.02 %
O3	Flat, unit or apartment	101	14.15 %
O4	Other	11	1.54 %

Employment Status

	OPTIONS	TOTAL	PERCENT
O1	Employed full time	160	28.99 %
O2	Employed part time	84	15.22 %
O3	Looking for work	11	1.99 %
O4	Studying	10	1.81 %
O5	Domestic activities/caring	29	5.25 %
O6	Retired	412	74.64 %
O7	Other [specify]	55	9.96 %
O8	Prefer not to answer	4	0.72 %

Suburb of Residence

	OPTIONS	TOTAL	PERCENT
O1	Adamstown	26	3.70 %
O2	Adamstown Heights	18	2.56 %
O3	Bar Beach	10	1.42 %
O4	Beresfield	16	2.28 %
O5	Birmingham Gardens	11	1.57 %
O6	Blackhill/ Lenaghan	1	0.14 %
O7	Broadmeadow	10	1.42 %
O8	Callaghan	0	0.00 %
O9	Carrington	8	1.14 %
O10	Cooks Hill	16	2.28 %
O11	Elmore Vale	13	1.85 %
O12	Fletcher	6	0.85 %
O13	Georgetown	9	1.28 %
O14	Hamilton	19	2.71 %
O15	Hamilton East	6	0.85 %
O16	Hamilton North	5	0.71 %
O17	Hamilton South	21	2.99 %
O18	Hexham	0	0.00 %
O19	Islington	15	2.14 %
O20	Jesmond	5	0.71 %
O21	Kooragang	0	0.00 %
O22	Kotara	19	2.71 %
O23	Lambton	25	3.56 %

	OPTIONS	TOTAL	PERCENT
O24	Maryland	17	2.42 %
O25	Maryville	12	1.71 %
O26	Mayfield	21	2.99 %
O27	Mayfield East	2	0.28 %
O28	Mayfield West	7	1.00 %
O29	Merewether	81	11.54 %
O30	Merewether Heights	7	1.00 %
O31	Minmi	3	0.43 %
O32	New Lambton	33	4.70 %
O33	New Lambton Heights	8	1.14 %
O34	Newcastle (CBD)	36	5.13 %
O35	Newcastle East	18	2.56 %
O36	Newcastle West	4	0.57 %
O37	North Lambton	9	1.28 %
O38	Rankin Park	7	1.00 %
O39	Sandgate	0	0.00 %
O40	Shortland	16	2.28 %
O41	Stockton	27	3.85 %
O42	Tarro	8	1.14 %
O43	The Hill	22	3.13 %
O44	The Junction	12	1.71 %
O45	Tighes Hill	9	1.28 %
O46	Wallsend	43	6.13 %
O47	Warabrook	5	0.71 %
O48	Waratah	14	1.99 %
O49	Waratah West	4	0.57 %
O50	Wickham	9	1.28 %
O51	I don't live in the Newcastle area.	9	1.28 %

Ward

	PD as % LGA	Ageing at Home survey sample %
Ward 1 (including the suburbs of: Carrington, Cooks Hill, Islington, Kooragang, Maryville, Mayfield, Mayfield East, Mayfield West, Newcastle (CBD), Newcastle East, Newcastle West, Stockton, The Hill, Tighes Hill, Warabrook, Wickham)	25	30.05
Ward 2 (including the suburbs of: Adamstown, Adamstown Heights, Bar Beach, Broadmeadow, Hamilton, Hamilton East, Hamilton North, Hamilton South, Merewether, Merewether Heights, The Junction)	25	30.61
Ward 3 (including the suburbs of: Georgetown, Jesmond, Kotara, Lambton, New Lambton, New Lambton Heights, North Lambton, Waratah, Waratah West)	25	17.94
Ward 4 (including the suburbs of: Beresfield, Birmingham Gardens, Blackhill / Lenaghan, Callaghan, Elernmore Vale, Fletcher, Hexham, Maryland, Minmi, Rankin Park, Sandgate, Shortland, Tarro, Wallsend)	25	20.09

Planning District

	PD as % LGA	Ageing at Home survey sample %
Inner City South	15.8	29.34
Inner City North	8	11.4
Hamilton	18	17.65
Mayfield	10.1	4.98
Lambton	19.5	14.52
Jesmond	6.2	4.56
Wallsend	13.5	8.98
Blue Gum Hills	7.2	3.70
North West	3.4	3.56

General Characteristics of Respondents to this survey

Length of time lived in Newcastle LGA

	OPTIONS	TOTAL	PERCENT
O1	Less than a year	3	0.86 %
O2	1 - 3 years	8	2.31 %
O3	4 – 10 years	52	14.99 %
O4	11 – 25 years	69	19.88 %
O5	More than 25 years	215	61.96 %

Gender

	OPTIONS	TOTAL	PERCENT
O1	Male	195	54.93 %
O2	Female	160	45.07 %

Age

	OPTIONS	TOTAL	PERCENT
O1	16-24	0	0.00 %
O2	25-39	0	0.00 %
O3	40-54	7	1.97 %
O4	55-69	269	75.77 %
O5	70+	79	22.25 %

	OPTIONS	TOTAL	PERCENT
O1	16-19	0	0.00 %
O2	20-24	0	0.00 %
O3	25-29	0	0.00 %
O4	30-34	0	0.00 %
O5	35-39	0	0.00 %
O6	40-44	0	0.00 %
O7	45-49	0	0.00 %
O8	50-54	7	1.97 %
O9	55-59	94	26.48 %
O10	60-64	101	28.45 %
O11	65-69	74	20.85 %
O12	70+	79	22.25 %

Own Property

	OPTIONS	TOTAL	PERCENT
O1	Yes	296	83.38 %
O2	No	50	14.08 %
	OPTIONS	TOTAL	PERCENT
O1	Residential	263	88.85 %
O2	Business	2	0.68 %
O3	Both	22	7.43 %

Home

	OPTIONS	TOTAL	PERCENT
O1	Separate house	280	78.87 %
O2	Semi-detached, row or terrace house	18	5.07 %
O3	Flat, unit or apartment	52	14.65 %
O4	Other	5	1.41 %

Employment Status

	OPTIONS	TOTAL	PERCENT
O1	Employed full time	80	27.21 %
O2	Employed part time	42	14.29 %
O3	Looking for work	6	2.04 %
O4	Studying	3	1.02 %
O5	Domestic activities/caring	11	3.74 %
O6	Retired	204	69.39 %
O7	Other [specify]	35	11.90 %
O8	Prefer not to answer	3	1.02 %

Suburb of Residence

	OPTIONS	TOTAL	PERCENT
O1	Adamstown	9	2.54 %
O2	Adamstown Heights	11	3.10 %
O3	Bar Beach	8	2.25 %
O4	Beresfield	10	2.82 %
O5	Birmingham Gardens	5	1.41 %
O6	Blackhill/ Lenaghan	0	0.00 %
O7	Broadmeadow	4	1.13 %
O8	Callaghan	0	0.00 %
O9	Carrington	3	0.85 %
O10	Cooks Hill	6	1.69 %
O11	Elmore Vale	6	1.69 %
O12	Fletcher	3	0.85 %
O13	Georgetown	4	1.13 %
O14	Hamilton	10	2.82 %
O15	Hamilton East	1	0.28 %
O16	Hamilton North	3	0.85 %
O17	Hamilton South	13	3.66 %
O18	Hexham	0	0.00 %
O19	Islington	6	1.69 %
O20	Jesmond	2	0.56 %
O21	Kooragang	0	0.00 %
O22	Kotara	5	1.41 %
O23	Lambton	7	1.97 %
O24	Maryland	5	1.41 %

	OPTIONS	TOTAL	PERCENT
O25	Maryville	6	1.69 %
O26	Mayfield	11	3.10 %
O27	Mayfield East	2	0.56 %
O28	Mayfield West	5	1.41 %
O29	Merewether	48	13.52 %
O30	Merewether Heights	4	1.13 %
O31	Minmi	1	0.28 %
O32	New Lambton	19	5.35 %
O33	New Lambton Heights	4	1.13 %
O34	Newcastle (CBD)	21	5.92 %
O35	Newcastle East	12	3.38 %
O36	Newcastle West	3	0.85 %
O37	North Lambton	5	1.41 %
O38	Rankin Park	4	1.13 %
O39	Sandgate	0	0.00 %
O40	Shortland	7	1.97 %
O41	Stockton	15	4.23 %
O42	Tarro	4	1.13 %
O43	The Hill	12	3.38 %
O44	The Junction	10	2.82 %
O45	Tighes Hill	4	1.13 %
O46	Wallsend	19	5.35 %
O47	Warabrook	3	0.85 %
O48	Waratah	5	1.41 %
O49	Waratah West	0	0.00 %
O50	Wickham	5	1.41 %
O51	I don't live in the Newcastle area.	5	1.41 %

Ward

	PD as % LGA	Ageing at Home survey respondents %
Ward 1 (including the suburbs of: Carrington, Cooks Hill, Islington, Kooragang, Maryville, Mayfield, Mayfield East, Mayfield West, Newcastle (CBD), Newcastle East, Newcastle West, Stockton, The Hill, Tighes Hill, Warabrook, Wickham)	25	32.14
Ward 2 (including the suburbs of: Adamstown, Adamstown Heights, Bar Beach, Broadmeadow, Hamilton, Hamilton East, Hamilton North, Hamilton South, Merewether, Merewether Heights, The Junction)	25	34.10
Ward 3 (including the suburbs of: Georgetown, Jesmond, Kotara, Lambton, New Lambton, New Lambton Heights, North Lambton, Waratah, Waratah West)	25	14.37
Ward 4 (including the suburbs of: Beresfield, Birmingham Gardens, Blackhill / Lenaghan, Callaghan, Elmore Vale, Fletcher, Hexham, Maryland, Minmi, Rankin Park, Sandgate, Shortland, Tarro, Wallsend)	25	18.04

Planning District

	PD as % LGA	Ageing at Home survey respondents %
Inner City South	15.8	34.94
Inner City North	8	11
Hamilton	18	15.79
Mayfield	10.1	5.92
Lambton	19.5	12.4
Jesmond	6.2	3.94
Wallsend	13.5	8.17
Blue Gum Hills	7.2	2.54
North West	3.4	3.95

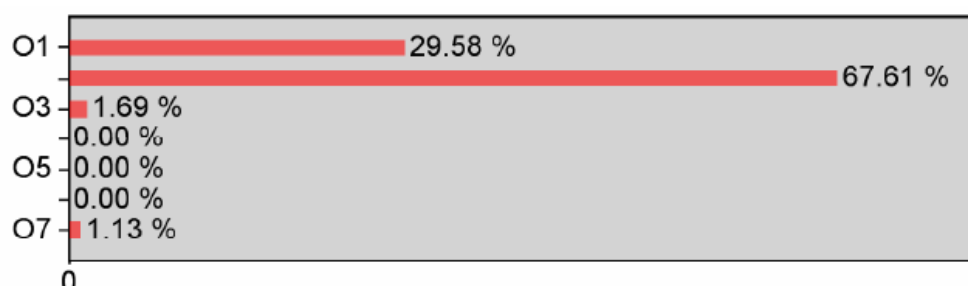
Appendix III - Topline Report

live_with: Who do you think you will live with in 2020?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	I will live alone	105	29.58 %
O2	My husband/wife/partner	240	67.61 %
O3	My children	6	1.69 %
O4	Someone else's children	0	0.00 %
O5	My brothers or sisters	0	0.00 %
O6	Other relatives	0	0.00 %
O7	Non-family members	4	1.13 %



where_living: Where does that mean you would be living in 2020?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	In the Newcastle local government area	321	90.42 %
O2	In the Hunter area (Lake Macquarie, Port Stephens, Hunter Valley)	26	7.32 %
O3	Elsewhere in NSW	4	1.13 %
O4	Interstate or overseas	4	1.13 %

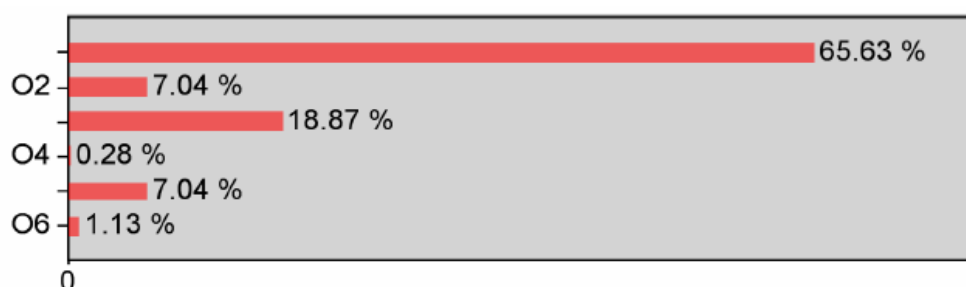


type_housing: What type of housing do you think you will be living in?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	A house	233	65.63 %
O2	A semi-detached house or terrace	25	7.04 %
O3	A unit, flat or apartment	67	18.87 %
O4	A caravan or relocatable home	1	0.28 %
O5	A retirement village	25	7.04 %
O6	A nursing home	4	1.13 %



Why_make_choice: Why would you make this choice?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	I prefer to stay in my own home	274	77.18 %
O2	I prefer to live in a more suitable home	22	6.20 %
O3	I will need the extra support	17	4.79 %
O4	I prefer less maintenance	35	9.86 %
O5	Other, Please specify	7	1.97 %

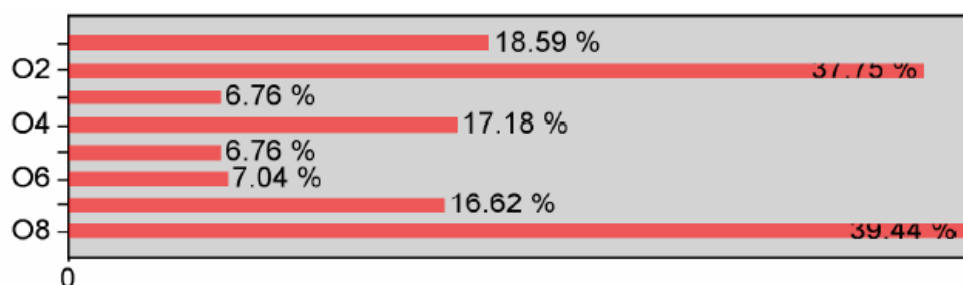


changes_to_home: Which of the following changes to your home are you considering in the next year or two to make sure that you are able to stay independent?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Renovate kitchen or bathroom	66	18.59 %
O2	Reduce outdoor maintenance	134	37.75 %
O3	Modify front door access	24	6.76 %
O4	Simplify indoor maintenance	61	17.18 %
O5	Re-surface slippery areas	24	6.76 %
O6	Rearrange furniture to minimise falls	25	7.04 %
O7	Other, Please specify	59	16.62 %
O8	None. Haven't thought about it yet	140	39.44 %

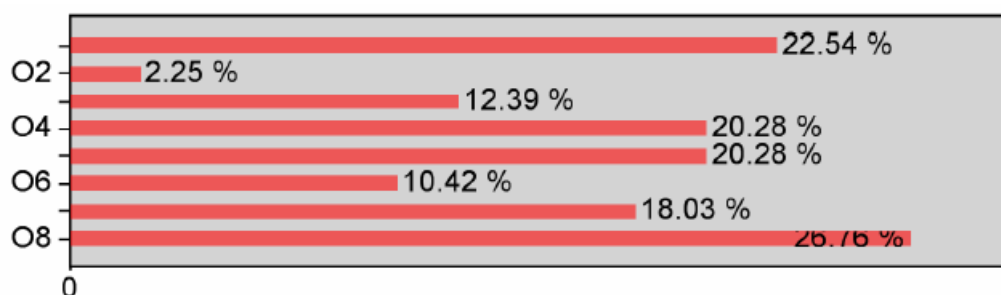


changes_home_live_there: Which of the following changes to your home might you make to your present or future home to ensure that you could continue to live there?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Build a ramp to front or back door	80	22.54 %
O2	Widen corridors	8	2.25 %
O3	Strengthen walls for hand rails	44	12.39 %
O4	Lever handles on doors and taps	72	20.28 %
O5	Move to a smaller home	72	20.28 %
O6	Other, Please specify	37	10.42 %
O7	Not sure	64	18.03 %
O8	None	95	26.76 %

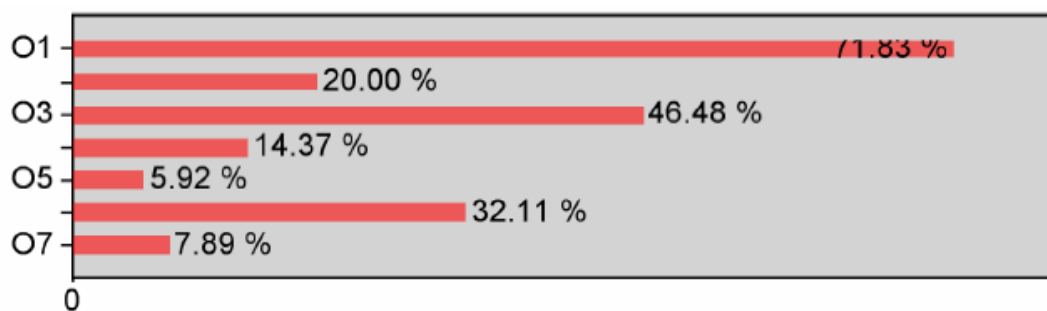


stay_independent: What changes would you make to your present or future lifestyle to ensure that you stay independent?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Increase my health and fitness	255	71.83 %
O2	Have some meals delivered	71	20.00 %
O3	Hire some help with domestic chores	165	46.48 %
O4	Purchase a mobility scooter	51	14.37 %
O5	Change my driver's license	21	5.92 %
O6	Access community transport	114	32.11 %
O7	Other, Please specify	28	7.89 %

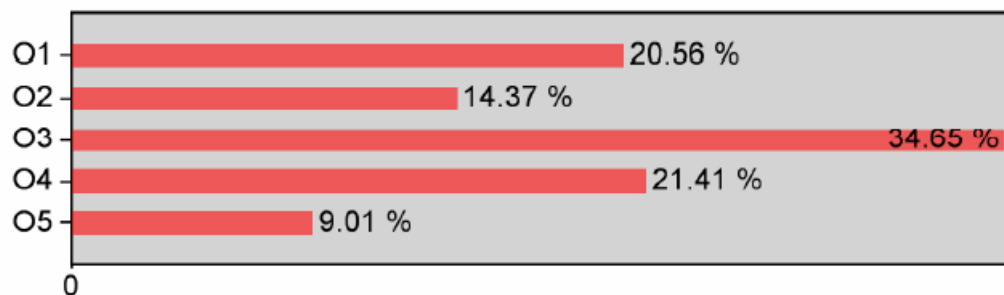


adaptable_housing: 'Adaptable housing' is a term used to describe homes which have the provisions to be easily modified for ramps, handles in bathrooms, wider corridors or other changes which might be needed. How interested are you in finding out more about how to make your current home better for you as you age?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Definitely uninterested	73	20.56 %
O2	Somewhat uninterested	51	14.37 %
O3	Neither interested nor uninterested	123	34.65 %
O4	Very interested	76	21.41 %
O5	Extremely interested	32	9.01 %

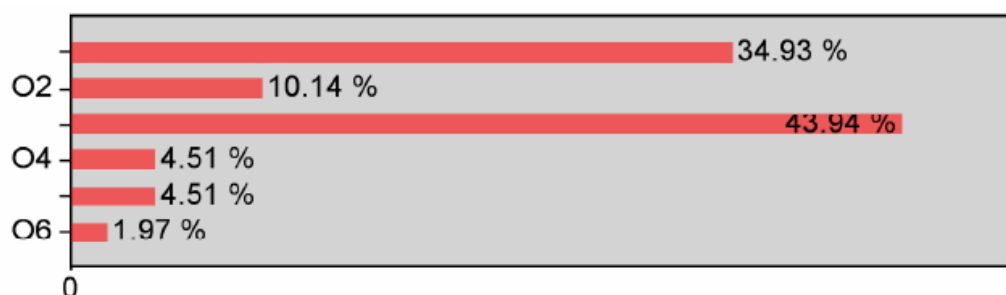


information: Newcastle City Council would like to make it easier to find community information about living independently as you age. How would you most like to find this information?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	A comprehensive kit with information booklets	124	34.93 %
O2	Individual flyers and brochures	36	10.14 %
O3	Online	156	43.94 %
O4	CD Rom	16	4.51 %
O5	An information session I could attend	16	4.51 %
O6	Other. Please specify	7	1.97 %

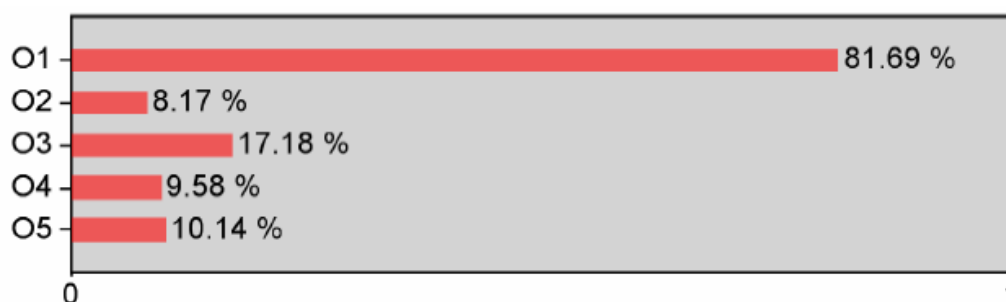


internet_access: Do you have access to the internet?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Yes, at home	290	81.69 %
O2	Yes, at a family member or friend's home	29	8.17 %
O3	Yes, at work	61	17.18 %
O4	Yes, through local libraries	34	9.58 %
O5	No	36	10.14 %

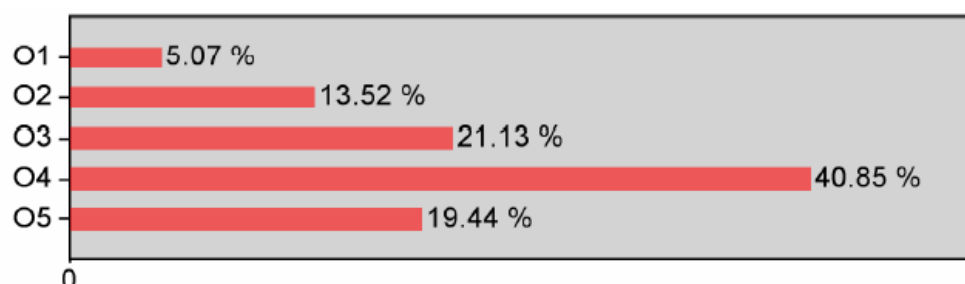


access_finance: I have enough information about accessing finance to make changes to my house - or to help me to move into a new house.

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Disagree completely	18	5.07 %
O2	Disagree	48	13.52 %
O3	Neither agree or disagree	75	21.13 %
O4	Agree	145	40.85 %
O5	Agree completely	69	19.44 %

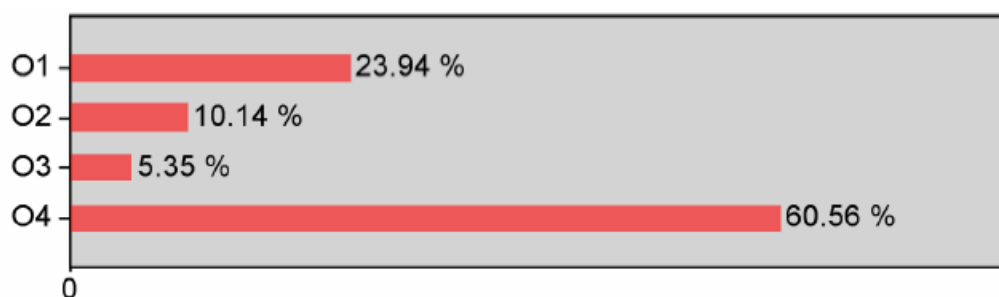


focus_group: Council plans to offer opportunities to come and talk to us about your future housing and care needs in a small group setting. When would it be most suitable for you to join us?

QUESTION TOTAL: 355

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Weekday 10-12noon	85	23.94 %
O2	Weekday 6-8pm	36	10.14 %
O3	Saturday 10-12noon	19	5.35 %
O4	Thank you, I am not interested in attending a focus group.	215	60.56 %



Appendix IV - Verbatims by subject

Verbatims from open-ended comments received in the survey (n=181)

Subject	Comment
appreciation	At this stage i feel I am not ready or need these changes. When I do I think the ability to talk to someone at home would be the ideal or if not at a small group meeting.
appreciation	I am happy that your are taking the time to plan for ageing at home. The problem of course is a much bigger one and relies upon help at home being available. My mother is now in aged care which is unsatisfactory. In trying to find out if she could stay at home the availability of aged care packages was a major obstacle. Nothing I know that could be dealt with at a local government level however.
appreciation	I don't find anything different beside your survey. Your survey was very complete and informative.
appreciation	I have answered these qns on the assumption that I may still be alive in 2020. I am 77 now so that would make me 88. My wife, God bless her, is 70 so, so she would be 81.
appreciation	Thank you for Newcastle Voice.
appreciation	I hope I don't need anything for the next 25 year but think this is a great idea
appreciation	It is a little early for me to consider this in detail. However, I am grateful to have it brought to my attention.
appreciation	thank you
appreciation	Thank you for then opportunity to contribute while I do not see the immediate need personally I know of a number of coupl where these ideas would be important in the near future.
appreciation	This survey is excellent. As you can see from my response, my wife and I have made changes to our home to make it easier for us to enjoy our time in our home as we age.
changes made	Expect to continue living in present home for several more years and able to look after myself.
changes made	Have already made some provisions
changes made	Have considered this issue at length and modified existing home - planning to downsize in the next 5 years. The licence will be an issue. As the state govt tightens these restrictions people are less inclined to go through any lengthy process and will just drop out. An assessment process is necessary - but some thought to simplifying this process would produce a better outcome I think.
changes made	I already have made some modifications to my current residence
changes made	I currently live with my husband in an apartment which was built appropriately to allow residents to age comfortably without making modifications. I am also currently fit and active.
changes made	I have already made changes to my home and plan to do more in the future to hopefully see me into old age
changes made	I have as much info as I require considering my circumstances - I am already in a village situation.
changes made	Looking to my older age and making sure my independence was maintained, I moved into an appartment 4 1/2 years ago, to ensure I had flat walking surfaces and easy access to public transport. No gardening/lawn mowing etc. I think all older people should plan for the future. I lived on the hill at Merewether, a steep block of ground and the govt. bus was taken away, which for anyone who cannot drive, took away their independence, isolated them. I took steps to look after myself.
changes made	My husband & I are really happy with where we live as it is very handy to buses, trains, shopping centres etc but think that in another 10 years it COULD be more realistic for us to move into a retirement village where we still have all our own facilities but have less maintainence and more people around us. It is very hard to project what could be happening in 10 years as circumstances can change very quickly.
changes made	My husband and I have already implemented many strategies to ensure we are able to continue to live in our present home independently for the forseeable future. We planned these changes to the house and garden when we embarked upon a transition to retirement schedule some years ago. We also have plans to maintain independence when either one of us dies.

changes made	My wife and I hope that living in a self help lifestyle retirement village will allow us to manage our latter years in comfort and safety
changes made	My wife and I have already moved to a more compact home with low maintenance features. We also have an investment unit in the city we can occupy to lessen our workload if we lose out mobility and ability to care for our gardens etc. We have already moved close to conveniences like shops buses and the like.
changes made	We are just building a new home in readiness for retirement within the next 5-7 years. Our new home will have sufficient inclusions to cater for our aging needs.
changes made	We have made mod's to the house, ie hand rails and ramp to back door. I am 66 and my expectations about 2020 are not positive.
changes made	We have modified some things in the house as we have aged (77 years) - hand rails, taps, easy care surfaces. Our body strength will be our worry in time so we hope to stay here as long as possible with outside help. Edna and Noel.
changes made	We live in a retirement complex and are well satisfied with all levels of living.
changes made	We purchased a property in Melbourne 10 years ago, jointly with friends. Our aim is to build 2 townhouses on the property after subdividing it, each would be designed for ageing. We also expect to be able to support each other as time goes by and in the event of any of the group becoming dependent or dying.
finances	more public transport in our area. a bigger rebate on our rates as it is very hard to manage on a pension with the cost of everything rising higher.
finances	By a careful, healthy diet and a focus on exercise, I hope to be able to stay independent as I age. I would encourage all older people to change their lifestyle to improve their health. With a regular exercise program, many older people will feel better and be stronger - hence less falls at home. Maybe council could offer incentives (reduced rates?) when a positive, continual change occurs in peoples lives.
finances	Carbon credits for the clean green air contributed by trees on my property, should be used as an offset, by way of a rate credit for pensioners, who can no longer afford to keep the trees trimmed for safety. Also please note, there are several holes in this survey, you ask for other points but there is no provision for them.
finances	Council review rates rebate for pensioners
finances	I hardly believe Council should be wasting time and resources on such a topic. Surely this is a State or Federal Government issue. Specific Aged Care aids are well documented to which Council should refer people.
finances	I question the need for Newcastle City Council to be involved in this study. In this day of State to Local "cost shifting" there appears to me to be no legal requirement for Local Government to be accepting responsibility for this work.
finances	NCC should concentrate on delivering its core activities as cheaply and efficiently as possible. Other services and activities should be 100% user pays. Older people have very limited finance therefore minimal rates etc are very important.
fitness	It would help reduce health costs if planning was implemented to offer suitable public transport and fitness facilities at minimal costs to the consumer. Why not start a program to utilize more school facilities after school hours and retain and develop venues such as swimming pools with trainers at an affordable price for everybody thus encouraging more participation from 6 years to 90. just think what it could do to prevent obesity and diabetes at minimal costs compared to curing them after they develop.
fitness	Not enough emphasis on personal health issues in this questionnaire. This is easily the most important issue.
fitness	The most important aspect of ageing is to maintain one's health and fitness. The best way to achieve this is to follow an exercise routine and avoid junk food. Prevention of disability beats 'cures' any time.

	<p>To encourage health and fitness in late middle age, Council should do whatever it can to encourage people to walk for leisure and recreation. This involves providing shaded walking routes - the Brisbane cbd provides excellent examples of these. Also, gardening is an excellent source of healthy activity for older people. Council should look to encouraging street gardening competitions, community gardening projects, and gardening fairs. To promote a concept of Walk and Explore, Council should do whatever it can to lobby State Govt to install lifts at railway stations around Newcastle. Having spent some years facilitating the care of a frail elderly relative, Council should look to providing 7 minute drop off parking bays in front of all doctors' and dentists' rooms, and encourage NSW Health to provide a similar arrangement at all hospital Admission and Outpatient departments in our region.</p>
fitness	
home care	<p>Access to local library and Senior Citizen clubs would be very important to us. In addition, availability of affordable and reliable nursing/care support</p> <p>Aging at home needs to be concurrently serviced by respite facilities for families to have a place to feel that their relative is safe. This survey does not address real situation. Most people have no idea what they want at this point in life. It is the carers who need to make these adjustments. Therefore far more support for carers who are sometimes aged themselves.</p>
home care	Delivgfery of groceries
home care	access to home help and maintenance that is affordable
home care	Each community should have a Senior Centre, which could provide volunteer support to the community.
home care	Home Care through agencies partly funded by government programs is possible (I have that for my mother now) and needs to be better promoted and supported.
home care	I suggest more garden maintenance provided at a reduced cost - trim trees and shrubs needs help.
home care	I would like an "odd job person" available at a nominal fee to do the jobs I used to be able to do, but can no longer. (I tried to "hire a hubby", but he was useless!!)
home care	People are keen to stay in their own homes as they age however there is insufficient support to quite often enable them to do so. More home care including maintenance is required, support services are inadequate at this time.
home care	Pool cleaning and gardening - will need assistance.
home care	Even though I cannot see myself going to a 'retirement village' etc, the thought of spending my old age at home by myself scares me. There are too many lonely elderly people, especially women, at home alone. Unfortunately I don't have any answers but envisage myself in good health as I grow older with a partner by my side.....living just up the road from a 'community hall' where young and old meet to catch up and socialize and 'keep an eye' on each other. We all need to work harder at being a 'community' that takes care of each other.
home care	
housing	<p>1. Upgrade hot water system to an solar pump system. (Savings - electricity, carbon footprint) 2. Re-roof pagola area to be more heat friendly</p> <p>As an over 55, I am already somewhat aware of the pros & cons with the difficulties of ageing and the questions raised about staying in your own home etc - through dealing with elderly parent/parents-in-law & grandparents in recent years. It is a question I think, that individuals need to address sooner than later as we start to age so that we have relevant and good information to enable good decisions. With the current global financial crisis and with the global warming problems we will all face over the next decade, the decisions the older community will have to make are even more important. Has NCC a set policy for people building compact one bedroom kit type homes in backyards? Given the large number of baby boomers the are coming our way, it would be an option for them to afford to remain independant if small kit type homes could be built in the yards of their children - they can remain mostly indepentant whilst having family and some security nearby - this idea would be limited though if council had no policy or were not open to the idea. Think about it. Maybe a good topic for the discussion group with regards ageing at home.</p>
housing	

	As I found with my ageing mother, having a central place to access information as at present there are options available but no easy way to find out about them as they come from so many different sources and take a fair bit of arranging, and without family this would be even more difficult.
housing	Council needs to look at encouraging people or developers to build suitable accommodation to suit single and older people eg duplex, granny flats, flexible houses that can be a 3 bedroom home or closed off later to make a 2 and 1 bed accommodation that would allow you to downsize later as circumstances change. This option would also make more housing more available. Have always thought that by the time you build the big 4 bedroom home, the kids are on the verge of leaving home so if you could just divide house into 2 by closing a connecting door or such and downsize, rent out the other half to someone else who needs smaller accommodation would be an ideal option.
housing	Being in my late 60's, still working fulltime, reasonably fit and healthy, I currently anticipate needing housing changes, support, services etc. , sometime after 2020 when in my eighties. I am well aware of the wisdom of moving to more suitable housing BEFORE it is absolutely essential, and of the value of adaptable housing (of which there is currently far too little..
housing	bring pressure to bare on state and fed govt. to ensure that the services are adequately provided for to cater for to projected health care needs of aging persons allowing them to stay in there own homes as long as possible
housing	I have been modifying my home over the past five years with a view to aging in it and the results are pretty good. The final phase is to make front door access easy with a ramp off my front porch leading to a carport in the front yard. Will the car port be permitted by council's current regulations, or will other permission be necessary?
housing	I really want to stay in my own home. It might be sensible later, to divide th house into Upstairs for us, with use of garden and pool, and downstairs for someone else with use of garden and pool. garden and domestic help would eventually be needed, and maybe a stair-chair-lift if i live long enuff to have dreadful knees like my mother.
housing	More privately run infrastructure to cater for those choosing to remain in their own homes (domestic and garden assistance)plus an alarm system in case of emergencies for single occupants.
housing	More self-care accommodation, smaller over 55 villages (6-8 units, villa style) in the inner suburbs, on a bus route to a major shopping centre.
housing	NCC should approve 2 bedroom granny flats, my wife and i need this for complete rest
housing	neighbourhood watch organizations need strengthening; planning policies need to DIScourage the building of bigger, multi-storey homes that incr4ease energy use; see New Zealand for how its Nurse Maude organization helps ageing people at home
housing	The cost of altering a home is to expensive for me and I will only be around for about 10 more years so I guess I will end up living with my daughter.
housing	The highest priority for me is finding in order to purchase a light, energy-efficient townhouse that is walking distance to shopping and a train station
housing	I would like a system that I know operates in some places where young people needing accommodation are matched up with older people needing help. This is organised and monitored. I see this as a system that can solve two problems at once and in the future would consider using such a system were it available in Newcastle.
housing	It is important not to stereo type . I think you should encourage High rise unit development with each unit being on a single level(no Stairs) and facilities in the unit development such as restaurant, doctors, laundry. handyman,nursing,storage,takeaway meals available-either to be user pay or subsidised accordng to financial position. This would lessen strain on aged care and ensure aging population remained connected with the community.
information	Personally not a problem as confident of continual family support for future needs.
information	However for the community any information provided by a Local or Government body would be helpful to the individual. From observation believe it is preferable health permitting for one to remain in familiar environment eg. family home.
	Easy access to care plans, not so complicated between so many parties.

	<p>I moved to my present unit in 1999 because I new that i needed to live in a safer environment than my former large family home. I believe my current unit is very safe for an elderly person. As i age, I think that help from people will be my greatest need - friendly social contact, help with shopping, meals, and problems that arise that I'm unable to deal with.</p>
information	<p>If and when needed, regular daily contact per phone from a knowledgeable person would be an excellent safety measure.</p>
information	<p>I think most people would prefer to stay in their own dwelling as long as possible but may need help to do this. They often don't know what's available and how to get help or where to get it. Local gov. has the names and addresses and ages of their residents so they could work together with the area health and other agencies to have a one-stop-shop for access to information about the help available.</p>
information	<p>Info on access to medical services when visiting a doctors surgery becomes difficult (short of calling an ambulance).</p>
information	<p>Information brochure regarding type of assistance already available to assist aging at home, that are easily accessible at shopping centres, Dr Surgeries, Library, community health centre, also in local newspapers a list of phone numbers where people can get information. MOST PEOPLE DON'T KNOW WHERE TO FIND HELP FOR ASSISTANCE TO REMAIN AT HOME OR TO GET HELP FOR RELATIVES.</p>
information	<p>Information in general needed badly.</p>
information	<p>It is very difficult to ascertain what I belief my needs will be in 10 years time. I am a fit & healthy 55 year old so find it hard to be realistic about what my limitations my be.</p>
information	<p>Information re services available to assist in maintaining independance need to be communicated more effectively. I have an elderly mother who may require these services in the near future & am unsure as to where & what is available. This includes state government services</p>
information	<p>It is very important people know where they can access information on all the questions posed. Information is available through state & Federal Govt.departments. Home care, DADHC, & through your local members. Encourage people to be more proactive & independant in regards to these issues by giving them information which will enable them to empower themselves.</p>
information	<p>My concern about brochures etc is that they must be regularly updated and available and need to include Council, State & Federal sources of support</p>
information	<p>My family would not be capable of taking on any responsibilty of the aging process - and I have always been an independant individual - only onset dementia or disability would change that - I am very interested in taking on Foster Care during the next 10 yrs whilst I am still capable to give a home/support to a needy child/children - but I need to relocate to a more suitable dwelling - further information regarding finance would be appreciated as I have just lost my home of 30yrs due to a badly handled (legally) property settlement issue I have had 15 1/2 yrs experience in the care industry in sydney and am very capable with all neccessary documentation in place any suggestions or advice would be appreciated</p>
information	<p>People need to be aware of the services that are available and how to access them.</p>
information	<p>Reliable high speed internet access would assist health carers to monitor older people remaining at home</p>
information	<p>To have a list of home maintenance people who are registered and will not overcharge for any repairs made to my home.</p>
information	<p>We have a mother who lives alone and it is difficult to find out what and where call in help is available and if financial assistance is available to pay for this assistance.Any kit should include information which assists home owners to stay independant and out of care facilities if they can do this.</p>
no needs	<p>2020 onwards might be a different proposition</p>
no needs	<p>Ageing at home may mean assisted living in an over 55's village environment.</p>
no needs	<p>Downsizing and reducing maintenance.</p>
no needs	<p>Ageing at home varies from one person to the next. Depends on where siblings live, if you are adaptable to change and financial circumstances at the time. What I may predict doesn't always come to fruition.</p>

no needs	<p>All my responses are based on an assumption that I will remain well enough to stay here (or move to a semi)... the possibility of further physical deterioration exists, and so my answers would change accordingly if that were to happen.</p> <p>Although I would like to stay in my own home this would become much more difficult if my husband became incapacitated or died. I would find it very difficult to maintain the outside of our home or the yard. In these circumstances I would probably need to move out of our home to a smaller and more manageable dwelling. As well my previous answers are dependant on me having good health and this assumption is a gamble.</p> <p>As we know not what will befall us it is not possible to answer this question. One hopes to stay healthy, active and independent as long as possible. God only knows and she won't tell.</p>
no needs	<p>At age 65, I have no current problems - so far so good! My views may change if I experience health or injury problems in the future.</p> <p>At present I am in good health and able to cope with house and garden chores. I have no idea when this circumstance might change. I hope that I will be in good health for some years.</p> <p>At present my wife and I are completely independent and do not require any assistance.</p> <p>At this stage our location and family support and health mean we are happy where we are</p> <p>At this stage we anticipate still being able to sustain an independent lifestyle.</p>
no needs	<p>Believe people should prepare early. Even before retirement.</p> <p>By 2020 (the horizon of this survey), I don't really expect to be in a position to require this kind of information or support, but I do think it's important for others who will need it. If I were 10 years older, I think a number of my responses might be different - I'm still at the "younger" end of "older".</p>
no needs	<p>By 2020 I will be 75. Most 75 year olds I know are fully functional in a normal home setting. I don't have reason to think I will be in a different situation. Ask me the same questions in 5 years, maybe the answers will be different.</p> <p>desire to remain in our own homwe but realise age is catching up & we may not be able to maintain our home in a few years, in which case we would probably look to a retirement village.</p>
no needs	<p>I am 75 years and my husband 79. As long as we have each other & are physically & mentally capable of caring one for the other, our expectations and desire are to remain in our own home.</p>
no needs	<p>I am an aged person and where I live is an old residential area with aged residents. Most of us know eachother through the Senior Citizens Association.</p> <p>I am currently healthy and active, involved in community affairs. However, I know this may not continue. I would not like to lose my independence. Aged care and nursing homes are not an attractive option to me.</p>
no needs	<p>I am currently quite well and physically capable but I would hope that as I become less so that there are sufficient resources in the community to assist me as needed.</p>
no needs	<p>I am healthy at present but should my health change then it will be necessary to review the way I live.</p>
no needs	<p>I am not ready to consider attending a focus group yet. Aged 62 presently. Both parents still live at their home.</p>
no needs	<p>I am on the verge of 70 years of age, my wife is 5 years younger. We both enjoy health of a standard that allows us to live easily in our present rather large house. Should our health deteriorate, we may need specific assistance / information of some kind.</p>
no needs	<p>I am still working full time and have not thought much about problems of ageing and living independently, that will come later I guess.</p>
no needs	<p>I anticipate having a live in carer if I live to be 85-90 or more</p> <p>If I have the funds.</p>
no needs	<p>I expect to be in my current home for about 15 years - then possibly go to a Self/Care unit within a facility.</p>
no needs	<p>I expect to be self sufficient</p>

no needs	I expect to remain at home until such time as it may be physically impossible to do so then I would seek aged care (hopefully not until nursing home required).
no needs	I have had the experience of my mother living her last year in this house with advanced dementia. She died at home, I just want me or a nominated family member to be able to manage my Aged Care Package and have good palliative care if needed
no needs	I hope eventually to be fairly self-sufficient - perhaps with delivery of groceries and family help.
no needs	I perhaps foolishly have not given 2020 much thought, so apologise for brief answers. As an active member of the community, so I at present I do not have any personal expectations on ageing at home. As a volunteer for Meals on Wheels, one of the things which could be addressed, is the isolation of many elderly people. Perhaps it is their choice, however many are living alone and their connection with the community appears limited. Of course many people like to live independent lives and not rely upon others. They may prefer not to access community centres to socialise with others. Small group contact may be beneficial rather than large gatherings at community centres. When old one tires easily and the act of socialising can be exhausting or intimidating so they choose isolation.
no needs	I still work and hope to do so for at least another 8 years but I am looking forward to retirement.
no needs	I will definately appreciate to get help and support to be able to live in my own home as long as possible-when I get older.
no needs	I will maintain an exercise regime (walking, swimming,weights)as long as I am physically capable of doing so. And will keep my pottery interests, social networks and community involvement likewise. I hope to live and die at home.
no needs	I will obtain information as needed thank you
no needs	I worked in community aged care for 15 years so have a pretty good understanding of the processes and the services available. I plan to use that knowledge, including keeping myself as fit and healthy as possible, to remain living in the community. I expect this will include "downsizing" or moving into a retirement village, and modifying my accommodation where necessary to support independence.
no needs	I would like to move to a lower maintenance house on a flat block when i get older. I would also like to be able to access extra help if I need it.
no needs	I would like to stay here 10 years or so longer if I am fit.
no needs	I would like to stay in my own residence for as long as possible, but will eventually downsize to a smaller property that does not need a great deal of maitenance,
no needs	I'm happy with the conditions I'm in now so I can adapt myself to these conditions.
no needs	I'm not sure exactly how I will be in the next 10 years, I find that my larger block of ground gets me down, but I am also on my super pension, I don;t have millions to move into a new place. So Catch 22 is, that I am forced to stay.
no needs	In 2020 I'll only be 66. I'm expecting to be independent with no specific needs for some time. Maybe 5 years after that I'll look at moving to somewhere on the flat and closer to shops but meanwhile I'll be enjoying the view from the heights.
no needs	In 2020, I'll be close to 100 years old. I hope to remain in my own home for the rest of my life.
no needs	It all depends how long we are both fit and able and who becomes disabled first
no needs	It is hard to know what is ahead. I have cared for my mother in our home and know that plans change rapidly when there are injuries or a persons health deteriorates.
no needs	It is my hope that I will be able to remain in my home always. I am able to do so at present. Circumstances can change, of which we have no control.
no needs	It is really difficult to know how you will live in 10 years because it does depend on your health, whether you have suffered any accidents, whether your financial situation remains stable
no needs	It will depend on our health Moving to a retirement village may be an option after 2020. Our current house is very suitable (being level and low maintenance) except will be too large
no needs	I've tried to be helpful in answering these questions, but, hopefully, my living circumstances will not change much between now and 2020

no needs	many decisions covering the next 10 years will depend very much so on health and any problems that may occur. A lot of the questions are purely hypothetical. Desire is one thing-realty may be something very different.
no needs	Mobility scooter, hopefully some years away, but safe use of road or footpath is a concern. Age pension will not cover home maintenance if other savings run out, so hope for casual work while able.
no needs	My own independence
no needs	My wife and I are aged 62 and 60 and are both reasonably fit for our age compared to our parent who all lived into their eightys
no needs	My wife and myself have lived here for 47 years. No problems. I paint. My wife sings in a choir and at church. I do household maintenance. My wife is the gardener. We both play bowls at Merewether. On nice days we swim. We walk and exercise. Probus Club members. We do not see any problems ageing at home for many years.
no needs	Our current situation is suitable.
no needs	Our situation would most likely change if either myself or my husband were to pass away in the next 11 years.
no needs	secure environment, close to public transport, rate reductions so financialy can still afford to live in area (inner suburbs)
no needs	Some of the items do not permit accurate and honest responses for my situation - therefore the survey appears skewed to determine that all people require adaptations as they age - not always the case.
no needs	staying independent and maintaining freedom by renting flats.
no needs	The costs when one of us passes away.
no needs	This is something I will anticipate maybe requiring in 2030+ not in 2020. We will make plans to move to another smaller one level home probably in around 20 years time
no needs	To stay in ones home is preferable. District housing care if necessary, with good home visits should be increased and encouraged.
no needs	We hope sincerely we have it all covered!
no needs	I don't understand the NCC doctrines it is difficult to obtain reliable information/consultation with community issues, except when the NCC is driving it - is this all a tick a box exercise?
no needs	I don't believe that this will be an issue for me in the near future and I will make easy adjustments when required.
retirement homes	I believe NCC should be actively identifying suitable areas in existing and new suburbs where over 55 retirement villages can be constructed, and pursue developers with the aim of assisting developers to construct luxury accommodation with amenities similar to "Elmormore Glen" at Elmormore Vale. This is the option I am considering, but there is a lack of choices.
retirement homes	Because of my own attitude. I am determined to stay in my own unit, if necessary, with all the help I can afford or acquire from local govenrment bodies, as long as I can. It is my belief, observing the lives of my peers, some of whom rush to villars, nursing homes or other facilities, that they deteriorate & stagnate.Despite having a busy & full filled life with my family I have learned to enjoy time alone & I am rarely depressed. People need to be prepared to face this possibility much sooner than when they age or become disabled.
retirement homes	Facing up to all conditions of change in life could be included in education at all levles.
retirement homes	MY biggest problem is procrastination. It is a disease called MANYANA (tomorrow - probably misspelt)
retirement homes	I think of them as homes full of dread!
retirement homes	More info on entering nursing homes if current situations change (ie health): costs incurred, standard of care especially as most homes are privatised, etc.
retirement homes	My husband and I are only 60 and plan to live in our home for as long as possible - as my parents are 95 and 94 respectively and still live in their own home I anticipate this to be for a long time. We have plans of building a nursing home in Hamilton in the near future catering for 6 star accommodation as we feel there are enough Novocastrians who are financially able to live in the style they have become accustomed to over the years.
retirement homes	Please feel free to contact me if you would like further information

	so far here in australia I would not put any trust in any nursing homes what i have seen of our political parties they would prefer all aged people over 70 DEAD it would in their eyes save the country from a large finacial burden.In Japan the young respect their elders, In australia they respect no one in nursing homes in NSW the staff that operate the home do not care enough about the elderly to them its only a job do your eight hours and get the hell out of it, and we are a poorer nation because we care little for the old and never will, this country plays a two sided sword when it comes to looking after the aged and party politics only takes an interest when they can see jobs on the line and getting a boost to their political agendas and councils have not got the finances to really help the aged and most likly never will yes we are a lacking in any compassionate support for our aged elderly and this could be shown to exist Australia wide. Our biggest problem in this country is we do not have are big enough population to cover all the Hospital demands
retirement homes	I have already made changes to my home as I have a disability. However, steep pavement ramps and uneven pavements make it hard to walk about safely in the street. It would be great if something could be done about these.
safety	I think more suitable paths and street access to homes. Some areas have uneven and in some cases no level walkways.
safety	Local inner city footpaths are constantly blocked by cars parked in driveways or directly across them. Many footpaths do not have a dip on corners suitable to use a mobility scooter, pram or walking frame to cross a road easily or safely.
safety	More street lighting around our area
safety	Need for safer footpaths for safe mobility to aid mobility.
safety	See attached. Footpaths in West Waratah page attached
	There is more to living independently than simply proofing a house against falls. I believe I have realistic expectations about maintaining my ability to live independently based not only on my age but also my health, and have been preparing my home and personal resources over the past several years. What I am more concerned about is the maintenance of footpaths and the provision of appropriate road crossing points that will allow me to exercise safely, through walking, and to independently reach shops and the library, and my local medical services.
safety	As an aged person, in the future, every effort should be made to keep people in their homes. It is more viable economically and socially and there should be primary medical care available through community aid centres to allow them to do so.
safety	I worry about falling and being alone. Cheaper medical alert items for help to be called would be good. Currently very expensive.
safety	I would like a twice daily support system of contact in case of falls or serious illness. My fear is being alone and unable to help myself in case of an emergency.
safety	I hope there would be a nurse who would make fortnightly calls at my home monitoring my health and well being.
safety	The biggest issue I found from talking to neighbours and because I experienced an attempted break in whilst I was on my own - was household security. Living in Newcastle East, does have it's drawbacks with lots of transient visitors for events . I can imagine as I age, as a result more vulnerable to threatening behaviour, that security will probably become my biggest concern.
survey design	I made an error about not being interested in modifications to our home. The program would not allow me to go back and change my response to 'very interested' rather than 'not at all intersted (the first on the list).
survey design	If you are doing a survey of us olds, why use such a small font for your questions?
transport	Access to better transport & parking
transport	Assistance with household chores and easy access transport is essential
transport	Better access to public transport to go shopping etc in the area I live in. Scholey St Mayfield.
transport	Don't stop the rail at Wickham or anywhere else. I use it to get to town and when I get older I don't want to be changing to another form of transport as I now can go right into Newcastle with no problems.
transport	frequent reliable public transport for the majority who can manage at home but would prefer not to drive as much as currently

transport transport	Good access to community services, i.e. medical, transport. I expect to use public transport more as I get older
transport	I live in a hilly area and can foresee a need for door to door transport in the future.
transport	I live near a bus stop but the service - 235 - is not very frequent. I hope that as petrol gets more expensive and people use public transport more, the service will improve as I intend to use it as much as possible when I retire. My suburb doesn't have a convenience store - this is not a problem at present but will become more important as I get older. I live on a hill in an area not well serviced by public transport - most aged people in my street leave when they can no longer drive, which is a shame as they have lived here all their lives! My house is single story but has steps into it from the garage. I am hoping to live here, but should I become unable to maintain the house or access it, I would prefer to stay in this area (Merewether) in a smaller dwelling, not a place targeting older people though!
transport transport	If I could rely more on public transport many of my concerns would be removed
transport	improved public transport (buses, trams, improved rail access. Doctors and other health professionals prepared to make home visits. Keep Newcastle Rail. If that goes, I will miss out on my weekly train trip. I have a disability and can stop easily on the train. All buses go to Newcastle Station only. Old age is something we all get. When you own your own home it can sometimes become too much. Units are too small to fit all your belongings in. Housing for the elderly must have no steps and a fair size bathroom.
transport	Leave train line as is, we currently use it to access local areas, also use to Central Sydney with luggage regularly. Will not use Wickham interchange if this eventuates, it will increase use of car.
transport	More accessible transport is needed to hospitals, medical centres and shopping centres
transport	More Disabled Bus Shelters Moving the hospital from Newcastle to John Hunter was stupid for an aging person (difficult and expensive to access) so investigate how to prevent authorities from making these stupid decisions. Trying to Cut the railway line into Newcastle is another one. Any assistance to help aging people to remain in their home, remain independent and self sufficient.
transport	my wife and I moved to our present address in Newcastle East 9 years ago. As services are close at hand we expect to be able to continue to live here. We rely on the train to visit our family in Sydney so we sincerely hope it will continue to run to Newcastle The questionnaire is too general - The needs of individuals vary very considerably according to their medical and other conditions eg. stroke victims may have mobility problems; dementia sufferers may have other needs, whilst those who are sight-impaired have yet other needs. Also, the location of homes, topography and proximity to facilities, shopping, medical facilities and public transport, marital status and nearness of relatives/support persons all impinge on the aged individual's ability to remain in their own home in familiar surroundings/neighbourhood.
transport	we moved into our unit because it would be a suitable place to spend our old age. e.g. lift, not much maintenance for unit holders. Convenient access to facilities in Newcastle although Royal Hospital no longer here.
transport	

Appendix V - Focus Group Notes

Focus Group Notes

Focus Group 1 - 5.30-7.30pm, 10 August, Merewether Community Centre

Where do you expect to be living in 2020?

- At home – 10 people
- In a retirement village/nursing home – 2
- Smaller home – 2

Much discussion about the nature of and care provided in nursing homes:

Cruel, inhumane places, no-one would choose to go into one. It's a choice made by your children for you, when you can't make that decision any more

I visit lots of nursing homes in this area, they are not like that. They are spotless and well-run, decent on the whole.

A nursing home is not like a retirement village at all.

If you move into a retirement village unit, then would that not be home again?

Change the Local Government Act, so that government can provide community aged care centres.

Here, government is very far away from its people. In New Zealand, people are much closer to government.

Discussion about the need to abolish the state level of government for better service provision.

We need caring institutions if you have to go into one. Staying home alone is not a good idea.

How optimistic are you that your needs will be met?

We're the optimistic generation.

Ensure we can stay in our own homes.

There are 90-year olds still competent – none of my relatives are in nursing homes, and I don't expect to go into one either.

Should focus on how to keep the 45-65 year olds fit and active. This is a big issue – prevention!

Security fuels optimism. Need transport and activities downtown.

Needs which will need to be met:

- Bus stops in the right locations (ie close to destinations)
- Community gardens
- Lighting and shade over bus stops and walkways
- Traffic lights which favour pedestrians (eg 4-way cross at Junction). Traffic lights which are switched to current Newcastle business activities, not still switched to BHP shifts up at Mayfield through Waratah – it's unchanged since then.
- Well-made paths and steps, smooth continuous paving, resting spot in the middle of the road
- Simplified access to transport changes – see Broadmeadow now for how not to do it! Bus station on Scott and Watt sabotages train/bus use now.
- Cars parked off the footpaths – book them if they're not!
- Security for physical safety and confidence

- 5-min drop-off zones at medical centres/specialists/hospital – so aged person in chair or frame can go in, while I park the car and meet them inside.
- Pet-friendliness – in lots of small units or retirement villages, you can't take a pet. Council is not pet-friendly, it's all rules for keeping them tied up or away.

We'll stay at home while we have our autonomy, meaning in our lives, and our own marbles.

"If you stop the rail at Wickham, I won't be able to get to the things I love about Newcastle, living in Beresfield: Civic Theatre, foreshore, outdoor activities."

"The change of transport modes is the problem – I won't be able or willing to change at Wickham."

Discussion about security and difficulty of walking from Wickham to beaches, Civic precinct, etc. The young and the old need public transport, with all their stuff – prams, walkers, sporting goods, sticks.

What modifications have you already made to your home?

Got into an easier home

A few years ago, we bought into a smaller house, with a smaller garden, close to the city. It's really important to me that we can walk to shops.

Changed the bathroom to one level, took out the bath, no cubicles for the shower.

We've put in two lifts – it was pretty straightforward, expensive, but less costly than it was 20 years ago.

Organised my garden, more bushes, installed a watering system.

Installed a lift for my shopping up to the door – then when I can't get up the stairs, I'll hop on it too.

Covered all the floorboards with carpet or tiles, so that I won't slip over.

Why should I take all these precautionary, often expensive, steps when it may not be needed later?

What modifications have you already made to your lifestyle?

We travel more. We've got the balance between time and money right now, at last.

I started acupuncture and aqua therapy in a heated pool after a fall at work which forced me to retire. As Newcastle Council empty the pools in winter, I needed to find another venue to exercise in warm water. At Justin Norris Swimming Centre in Thornton I have taken part in aerobic classes and therapy sessions and found the benefit for my physical well being tremendous.

In Queensland, the local councils have hired the privately owned pools and some pay aerobics instructors' fee. This has proved cost-cutting for the council and successful for residents needing therapy post-operative – knee and hip replacements.

Attend lectures and exhibitions at the State Library in Sydney. Beresfield Library is the pits – they could leverage from the State Library, create a local history section. It needs to be much more interesting.

I qualified as a fitness instructor in my 80's and attended the Vision 2020 conference of the federal government last year with that perspective.

There are two rules for our age group: 1. Hang in there 2. Enjoy yourself. 3. There is no 3!

What modifications will be required to your home?

I'm not aware of what modifications will even be needed.

Non-slip paint on a sloping path

A safety audit of my home - electricity, surfaces, etc.

There's nothing that Council can do for me.

Divide my home into two – two 1 bedroom homes, or a large shared home.

What modifications will be required to your lifestyle?

How crippled do you expect to be? Change your activities and stick to it. There's nothing to it really, you just have to stick to it.

It costs the government \$300k to keep a person in a hospital bed, \$60K in an aged care facility. They could subsidise gym memberships/yoga/fitness activities for that value and save themselves a whole lot later on.

There is a sickness industry in this country – the medicos make a profit out of it, so there is no mention of fitness and wellbeing, prevention!

Neighbourhood based fitness activities.

Assistance with declining eyesight – reading instructions online or in small print becomes more difficult.

Community aged health centres, online, connected with libraries.

Global warming consequences are not yet made clear to people – electricity costs, housing costs will go up, need to prepare and plan for this. Discussion about the degree of certainty of these changes.

Assistance with ensuring that trades people are not exploiting old people, an independent arbiter: does the work really need to be done? Is this an accurate quote for this type of work? What could be put off? What is good quality work? Contractors exploit old people; you would not believe how they add to the quotes, making them very expensive when they know that person doesn't know how to question it.

What information will be required to assist in making these changes? How would you like to find out this information?

In with the rates notice – not everyone has access to a computer, especially in this age bracket. Who to contact, hazards and help available.

A shopfront, provided by NCC with all this information. A place we can ring up, a non-commercial place, one stop shop for all our needs: safety auditor, buses, senior citizens clubs and activities, and so on.

Internet support for shop front.

Focus Group 2

10-12noon, 13 August, Wallsend Library

**What is the one most important thing to you about this subject of ageing at home?
The most important thing for Council to hear from you today?**

I'm modifying my house now – toileting is the most essential activity for staying independent at home. If you can't do that in a space that's wide enough, you can't stay home.

I want work done in my home which I want done, not which someone else says I should have done.

Transport/ ramps on footpaths – now I'm still driving, but what happens when I can't drive?

I drove ambulances. We are getting slower, our eyesight is failing, it's a fact. More attention to street signs to make sure we can follow them – not so many you can't read and follow them all, trees trimmed off them, clear instructions.

Getting government home care, it's just lacking. When I had my hip replacement, they came to clean, wash me, shop for me. Now I can't get those services on a war widow's pension anymore.

I can't afford to leave Tarro, I will need to be taken out in a box, so I most need public transport to be good there.

My mother has Alzheimers' and has been in a nursing home for 10 years since her assessment. She thinks I'm her mother now. I have macular degeneration and worry about how I'll get services I need.

Guardianship and power of attorney – who can you trust in your family? How to go about this?

Falling is my greatest fear – what to do then?

I think primary medical care should be in the community, so we can stay at home.

I rely on public transport in Waratah – we need sheds and seats at the bus stops!

Deaf people have immense difficulties accessing services. This will extend as more older people suffer hearing losses. How can they access emergency services, make a doctor's appointment, reduce their isolation?

We desperately need footpaths in Waratah West!!! It's a mixed community with students, young and old people. We'd like to stay at home, but what chance have we got if it's hard as soon as we get out the door?

Mobility and accessibility are the top issues – inside our homes too. Are the regulations easy to get wheelchair access into your home? We should be considering the 70-year olds, not the 20-year olds.

We're still perfectly mobile, we're caravanners. Past 75, your license gets harder to keep.

Isolation is the biggest concern – I don't know the people in my street, just the people either side.

The attitude towards the aged is hard to fathom. The government now says you've got to work to 67 before you get a pension, and yet most CEOs say over 45 is too old – and they're often past 60!

Use us to work out what's needed and the solutions, not what some university people would come up with. Sessions like this are very good.

Fitness gets no publicity, we have a sickness system – we need a healthy active aged group.

I've been on me own for 15 years, still seem to be going OK.

All of Maryland area is a 50km/h zone, there are signs there, but people don't keep to that. They come through our street fast.

We have first class neighbours but I fear isolation. As we get older, we get written off.

I taught driving and mechanics so take it from me – check around and find a good driving school and get a lesson so you know what you'll be expected to know and do. You can fail instantly on some of the points.

Where do you expect to be living in 2020?

In the same home, alone. Participants had already been doing so: 5 years, 28 years, 15 years.

I don't intend to sell in Carrington on a double block. I will not take the bath out.

In my own home until they take me out in a box, I'm staying home, exactly as it is now.

I have my child living with me – she's had an operation.

Daughter moved in for a short time to help me out.

Will you move in with your children? Laughter from the room.

Deaf people expect to be in a nursing home. The nearest one is in Blacktown, Sydney – the staff there sign (using sign language) for the 15 deaf people there.

Fifteen years ago, we moved into a new home. We had to get off the big block, close to the shops and public transport.

Council don't pay enough attention to noise from the Jesmond shopping centre. I'm talking about power tools and trucks at 1am, 2am, not the daytime noises of course. It took a long time, but we eventually got them to take notice and act on it.

How optimistic are you that your needs will be met?

Necessity changes what you can do – it might be a wish to stay at home, in the same place, with our partner, but necessity changes your priorities.

We've got a pretty labour-intensive garden, in another 15 years or so, it might drive us out.

Twenty years ago, when we moved to Maryland, there were good bus services to Kotara, and we were optimistic that our needs would be met. Now, there are fewer bus services, the stops have been changed and reduced, or the buses don't even run.

I'm in Shortland now, couldn't afford to move into a retirement village.

You have to think five years early about changing your accommodation, it takes time, and it's harder if you do it at the last minute.

The government will take your spare change once you convert your chief asset, the house, into cash. Be aware of the rules.

The Guardianship Board takes high fees – it shouldn't take our money. People aren't about to face reality.

You can't stay in Fairyland forever.

What modifications have you already made to your home?

Took the bath out, made a 3 foot wide shower space, with no step to get in. It cost a fortune, but it was straightforward to do, it's nice now.

When we were 60 and 65, we made a three-way bathroom, with room to turn a wheelchair in the shower and loo, the toilet is separate from the shower. We had about 16 designs, but it wasn't hard to do.

We changed houses in 2000, on one level, 4 bedrooms because we get visitors, a study, you can shut half of it off, so there's no housekeeping out the back

I had to sell the house in Waratah so I could leave my marriage. Now I'm in a nice relocatable home, 3 bedrooms with open plan living in Tarro. It's not Waratah, but it's probably more suitable for me now. And I bought a nice little car.

What changes have you already made to your lifestyle?

I'm doing more now! I'm on the Parents and Citizens Federation, the transport committee, volunteer in Carrington for seniors, Newcastle Voice.

Every day I travel to Warners Bay to the heated pool there, for my exercise classes to manage the pain (from arthritis). It takes me about 25 minutes one way.

It's no good sitting in a chair doing nothing, I knit and I crochet.

If you do nothing, you're looking for trouble.

When I retired 30 years ago, I went to get a degree. Then I started (a local branch of an educational organisation) in Newcastle – we had 12 in our first year, in 1990, now we have 450. There are lots of classes available, it's all run by volunteers.

The pain is the worst thing really, I knit to keep the pain at bay.

You've got to keep your mind going, doing all these things.

Retirement is the best career move I ever made – I'm financially better off than when I was working, as I pay no taxes on my super and my wife's pension.

I threaten my kids with going back to work so that I could have more time for myself. We're on tap for the grandchildren; I've started learning on the practice chanter, and I'm in the Hunter Valley Scots.

We moved from Merewether to Maryland so we could tone it all down. I manage the place on me own. I vacuum it every five years if it needs it or not!

We're on the internet more – I used computers at work, so I've had no troubles there.

We can't keep up with the technology of the internet. Applause

I'm scared of computers, don't have the education of knowing what it all is.

A District Nurse comes to my place once a year, checks me out and checks out my place.

Last time she told me I needed a non-slip mat in the shower. She's booked through my GP.

I couldn't dress myself after a broken arm and shoulder – so I gave a lot of it away! My son is a pretty good cook, a good shopper and driver and helped a lot. Now, after a lot of exercises done at home with a physio, I can bend down again, crochet again, it's lovely really.

What information/resources will you need into the future?

An index, printed booklet, of what's available to seniors – courses, community centres, U3A, markets, Probus Club events, sporting activities.

There are no fire alarms with flashing lights for hearing impaired/deaf people; and some of the frequencies of the loud ones can not be heard.

Could there be a seniors section in the front of the phone book?

Could young people be provided with information about where and how to build for when they're older? You can ask for wider doors now to suit the elderly.

Balancing rails on the sides of steps to be stronger than 100kg

Online is an obstacle – people don't write longhand anymore.

We want to talk to a knowledgeable person, in person, providing that service – by phone or at a physical location.

This could be linked to the Pensioners' Advisory Centre and Centrelink.

They've taken that phone service away now.

Friends often tell you information you might need.

You've got to want the information, it won't fall into your lap.

We don't always know what to ask for.

My mother is 75 and sought out how to get onto Facebook, the web, text messaging: her kids and grandkids got her into it.

We're often as sharp as tacks and can help ourselves.

I think a lot of old people will be knocked off or starved to death.

Lots don't get their wish to stay at home and get put into nursing homes. They need to be less glamorous perhaps and have more nursing staff, that care is essential.

Community groups could reduce our isolation – like Neighbourhood Watch or the Red Cross.

All participants in the group have relatives living in Newcastle and will build on that as they age.