

Living and Ageing Well Survey

Summary of **key findings**



About the survey

During August and September 2021, Casey City Council invited residents to take part in the Living and Ageing Well Survey. The Survey was conducted in response to **Commonwealth reforms** which will see **changes in the Aged and Disability Service Sector** over the coming years. As a result of these reforms, Casey City Council, like many Councils, is needing to consider how best to support seniors and residents living with a disability both now and in the future.

The purpose of the survey was to identify priority areas for Council to help seniors and people living with a disability to live and age well in Casey. The survey covered two main areas:

- Casey as a place to live for people of all ages and abilities, and
- Access to services, activities and supports.

There was a great response to the survey with **1,166 residents providing feedback**. Of those who provided feedback:

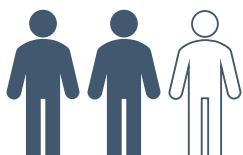
- About **three-quarters were aged 55 years and over** (73 percent)
- More than **one-quarter viewed themselves as living with a disability** (27 percent)
- Approaching **one-quarter identified as being a carer of a family member or friend** (21 percent).

We are pleased to now share key findings as well as our initial steps to respond to the feedback provided in the survey.

Key findings

Casey as a place to live for people of all ages and abilities

Many residents felt positively about Casey as a place to live for people of all ages and abilities.



Two out of three residents who responded to the survey rated Casey as an excellent or good place to live for people of all ages and abilities (64 percent). The remaining residents rated Casey as okay or to a lesser extent poor place to live.

To understand what Council could do to help make Casey a better place to live for people of all ages and abilities, residents were asked to select **their top three priorities for improvement**.

The overall ranking of priorities were:

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|---|--|----|---|
| 1 | Feeling safe when in the community (42 percent) | 7 | Options to support a healthy lifestyle (25 percent) |
| 2 | Suitability of parks and public spaces (31 percent) | 8 | Having a say on community matters (18 percent) |
| 3 | Range of social activities available (31 percent) | 9 | Housing options (15 percent) |
| 4 | Availability of community & health services (28 percent) | 10 | Training & employment opportunities (14 percent) |
| 5 | Getting around the community (25 percent) | 11 | Opportunities to volunteer (10 percent). |
| 6 | Finding information on services & supports (25 percent) | | |

Residents were also asked about barriers to living and ageing well. A key barrier experienced by many residents who took part in the survey was loneliness.



Two out of three residents who responded to the survey identified feeling lonely at least of the some of the time during the three months prior to the survey (63 percent).

Access to services, activities and supports

For residents to be able to access services, activities and supports they need to be able find information on what's available. **Many residents who took part in the survey identified using informal channels to find out about services, activities and support. The three most frequently ways were:**

- 1 **Internet search** (61 percent)
- 2 **Family member, carer or friend** (45 percent)
- 3 **Council website** (36 percent).

Residents were also asked if they had experienced barriers when trying to access services, activities and supports. Almost three-quarters of residents who responded to the survey (71 percent) identified at least one barrier. **The three most frequently identified barriers to accessing services, activities and supports were:**

- 1 **Long waiting times** (37 percent)
- 2 **Difficulties finding information** (29 percent)
- 3 **Concerns about having enough money to pay** (21 percent).

Residents were asked to **identify healthy ageing topics that would like to see more information on**. More than three-quarters of residents who completed the survey (83 percent) identified at least one healthy ageing topic they would like more information about. **The most frequently identified topics were:**

- 1 **Keeping fit and active** (38 percent)
- 2 **Reducing the risk of dementia** (23 percent)
- 3 **Looking after your mental health** (23 percent).

Next steps

Given the significant changes expected to the delivery of Aged and Disability Services and the barriers identified by residents when trying to access services, activities and supports, Casey City Council will pilot the following new initiatives:

- **An information and navigation support service** which helps residents to find out about and link in with the services and supports they need.
- **A case management and outreach support services** for residents who are especially struggling to access the services and supports they need.

In addition to the above Council will:

- Explore transport options for those who may be finding it difficult to get to services, activities and supports.

Council will also work toward becoming a more age-friendly city. An age friendly city is one where people of all ages and abilities can live a good quality of life. The first step will be to develop an **action plan** which responds to the feedback provided through this survey on Casey as a place to live.

Finally, thank you to all who took part in the Living and Ageing Well Survey and provided valuable feedback that will help shape the future directions of Casey.