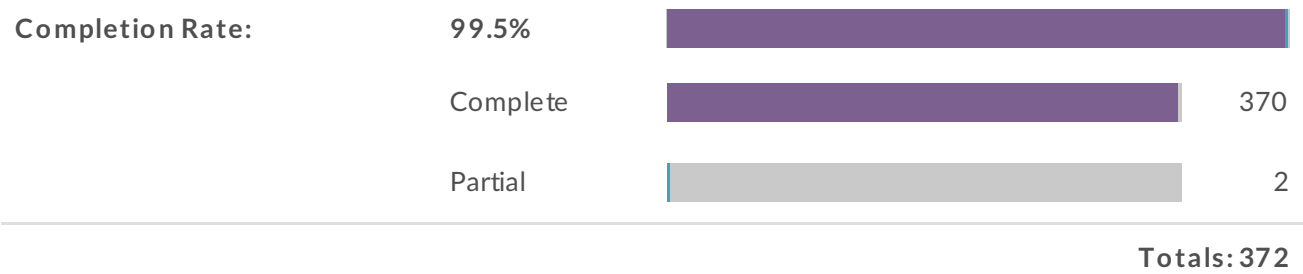
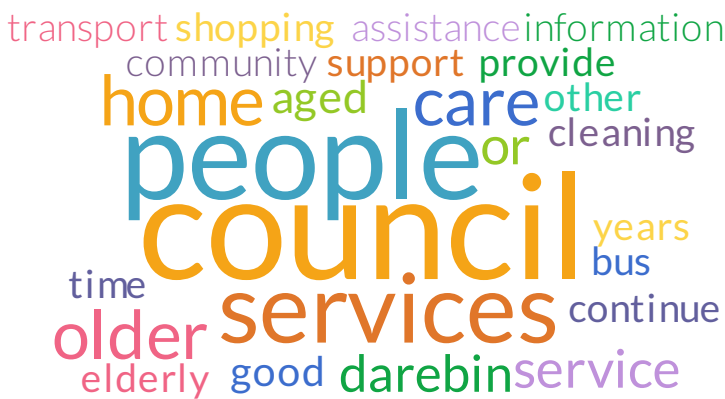


Age Friendly Darebin Review Feedback Forms

Response Counts



1. After reading the discussion paper, please provide your feedback here.



ResponseID	Response
2	Keep aged care with local councils. Don't privatise. Increase funding and more staff. Provide free activities and supports

ResponseID Response

PANEL HEARING Submission #20

- 3 Having read the terms of reference of the recently-appointed federal Royal Commission into Aged Care, I ask the panel what it aims to deal with that is not covered by the Royal Commission? I also inquire about the need for potential duplication. Who benefits? With respect, may I suggest that the panel close its deliberations completely until after the Royal Commission has reported finally? I can see no advantage in running a parallel or competing enquiry.
- 4 Having tried my best to absorb all the information after reading the discussion paper , I am more than convinced I need a degree just to understand all of the information I dont understand what are trying to tell me or why it has been decided by the government council and whoever else is involved to change the system , and if you have to change it for our benefit then make it painless for us ageing Australian . I have been accepted for an age care package level one and awaiting level two and all i have done the past few months is try and find a provider something I know nothing about . All i hear is money figures and numbers which make no sense to me If I accept the package I have to find a provider WHY? I am told i need a case manager to tell me if i am happy with my domestic cleaner and I have to pay her x amount of dollars a year from my package .Why cant this money be put to better use . I want to stay in my home and access services , but I am so overwhelmed with all these changes and it all seems so glorified . I feel like if i take the package I will have no say in anything anymore .If I stay with council until 2020 and everything folds then what happens to me and my husband . Another issue is the quality of work that is delivered will it change with the package , will the worker b more lenient in their approach to house duties . Because I dont attend any leisure centres as they dont offer very much for my needs especially Northcote . I do hope that something structural is reached by the year 2020
- 5 I would like Darebin Council to continue to provide the services they currently provide to older people.
- 6 For me the hardest thing is getting the garden done, or to get a gardener that I know I can trust. I have just taken on a package. The package can include gardening, but they have left it up to me to choose a gardener, I don't know how to do this and they say it is up to me. How am I going to do this?Why can't Council have a garden service, Council manages big parks and reserves, why can't you help oldies in their gardens. I tried to get out there with snippers, I tried to start the mower, I am not strong enough to do this myself.I find it very hard to understand the system, it took three months for me to wait for the package, and no one helped me during this time, I had a whole lot of people visiting me and assessing me, then there was no one for three months. I was so confused. I am worried about my neighbour, he is more befuddled than me, he is 86 and his wife died, he is going through the same process with trying to get a package, he has no hope of understanding how to do this.At least I have the safety pendant, and my neighbours watch for me and check on me if my blinds aren't up. I am worried about what I will do when I need more help and if I can't think straight like my neighbour. thank you

ResponseID Response

- 7 I am 69 I live in the commission flats in reservoir, they are very good. I attend the East Reservoir Seniors club, I like playing the Bingo, but it is only once a week, I wish I could do this more. This is the only group I go to. Council could put on some help to have more days that my group can do Bingo. We go on trips a few times a year, last time we went to Ballarat. It was good, I spent 20 dollars on the pokies and won \$400. I said to the others that after that I would not spend another cent. I will go out a winner. I used to spend too much on pokies. I decided I couldn't afford to anymore. Each year we have a good Christmas breakup and we have a sausage sizzle at bunnings to raise funds. I love coming to the club because my husband died 6 years ago and the club is my social life. I used services for the first time recently. I am scared of doctors, and going to the doctor, but I had to call an ambulance a few months back because I was so sick. Turns out my kidney was failing and I would have died. The Austin were good I was in intensive care, and I got support to come home. Your Community Health helped me a lot, a worker their helped me, lots of workers helped me with everything I needed. I now have the dentist there and a doctor there. They helped me with getting transport through Link transport, but you have to book ahead with Link. I don't have a taxi voucher, i use my friends taxi voucher if I am desperate. I only have 350 dollars a fortnight after rent and bills. So I can't have taxis without the half price. Transport to get to the Austin and to the doctor is most important now, I am scared about my health after I was sick, I have a lot of medication. I get the continent pads funding, that has helped me a lot. The health centre have helped me a lot. I don't need help in my home or a walker to walk with, I'll ask the health centre if I need something. I try to do what I can myself for now.
- 8 Home. Care services and social support should remain in local council portfolio, not centralised under federal government. Funding can be specifically targeted by federal government to ensure spent on aged care by councils
- 9 I have found the My Aged Care system to be very complicated and exhausting. I'm 71 and it's all up to me to research providers. My husband and I are waiting for a level 2 Home Care Package and we were told it could be 6 months or more. I'm not sure about all the things they charge you for under a package, even for someone to just ring you and ask if you're happy with everything. I was approved to have some hydrotherapy and lucky I asked a lot of questions because I found out that instead of my nearest service my referral went to Merri Health and they wanted me to go all the way to Coburg. I receive council services and the standard of cleaning is not good. The emphasis seems to be more on what they can't do rather than what they can do. The girl sits down for a chat and I get charged for that time, when I'd rather get a few more jobs done. Overall I think the hardest thing is having to make all the decisions on my own and no one wants to help me with that they all say I have to choose - but it's hard to know what to do, I have to make the decisions for both of us. It would help to have someone to talk it all through with to help me decide.
- 10 Australia is multicultural. There are many celebrations such as fete etc elderly can attend no matter the religion/background Eligible qualified staff should be hired and trained properly when taking care of elderly Programs for aged care should be provided such as embroidery (sewing), reading, coding etc for their wellbeing (such as Span Community Centre) Excursions for aged care services for elderly such as day trips with nursing staff and loved ones (Bus trips and High Tea) Christmas choir (elderly ppl being sung to even if they sing along)

ResponseID Response

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| 11 | Footpaths- I had a fall- went to hospital. The hospital did not organise Post Acute Care, and I did not know then that they should have. I live in Latrobe Village and I love it. I enjoy the Reservoir High School kids coming into the village. They do lots of activities, like collecting stories of older people and coming over to celebrate Christmas. |
| 12 | I am a Chinese resident, I have lived in Darebin for 9 years. There are not enough spaces for older people to gather. We meet in East Reservoir SCC but it's too small. |
| 13 | Improve footpaths I had a fall last week- tripped on a footpath- resulted in a gash on my forehead in Northcote. I took the bus to Northland. The bus was ok but coming home I tripped. It frightened me. Nobody helped me until two young girls came along. |
| 14 | Parks in Darebin- Toilets are always closed and/or there are no toilets. I am busy, I travel most of the year to Europe. When I'm in Australia I visit the library daily. I keep active and I walk everyday. |
| 15 | No library near Northland- makes it hard for people with no transport More is needed to encourage people (the young) to be challenged- more activities needed. Need more play centres for older kids 10-16 years. Parents and older people need seating/visibility to be able to see their kids I am from Saudi Arabia, and am worried about my kids, especially girls. Need to monitor and have safe spaces for girls |
| 16 | The Your Community Health Bus is difficult from an access point of view, and the seat belts don't fit me and there is not enough room between the seats. There should be rational suicide booths provided. For those of us who say fuck it, I've had enough - from Exit International. |
| 17 | Council are best placed to provide services to older people as Council can check on the people they employ, you need trusted workers. I walk everywhere, I do all things for myself, I come to the health centre for the social group and the physio. I visit my son in Reservoir, he has schizophrenia - he wants to move in with me. I have a health plan, my daughter is a nurse, My daughter is my power of attorney for health. My daughter does nursing in some of the aged care homes, residential care, she says you wouldn't want to put a dog in some of those places. That is concerning for older people. The Preston market changes annoys me, they have moved out a lot of stall holders and now there is a lot of empty space. They should charge less rent and get the space filled so there is more stalls. Council should continue to provide centres for older people, some groups don't suit some people, but you need them. It is important to have places to go, to have a chat. I attend the keeping connected group. Council should run groups or support groups to be run by others, like Your Community Health. It doesn't matter who, just make sure there are places for older people to meet. |

ResponseID Response

18 I live in Preston and I own my own unit and pay rates. When I worked I used to be a cleaner in a bank. I still try and clean where I can in my own home. Although I need help with this. The Council send staff to do this and they are nice. They tell me that my house is already clean, I like to do what I can. I also have help with the shopping. I use Link transport as well. I really enjoy the social outings and transport from Link Community Transport. I use Your Community Health a few days a week for the social groups which is great. The Link transport get me to the group. I don't think Council needs to be a service provider if there are others that can do it instead. Council could use their money on other things. I don't mind if the service is from Council, or if it is from another organisation. All the services are good to me, Link are really good, especially the outings. When I was in hospital a while ago I wasn't well, and my sister and brother tried to get me to make a will, they wanted me to give them my house, sign it over to them. I spoke to my doctor (GP) about this, he helped me say to my sister and brother that no I wouldn't do what they were trying to make me do. My doctor helped me a lot, I think it is important to help people that are being forced to do things they don't want to do. I don't talk to my sister and brother in law any more. I don't need for much, I like to help others.

19 I think you should help people help themselves I think helping people to work in their gardens, with them not just for them. For people who fall through the cracks I think you should reach out to them, maybe use other community members, other older people that can be trained to volunteer and reach out to the people who have put a wall up around themselves - because they have fallen through the cracks. Volunteers can maybe break the ice better for people who have fallen through the cracks - peer support - someone to guide a person back into life - the people that are lonely and who have thoughts that punish themselves. These people need to be reached out to and supported. For me I like to paint or play my guitar, If I didn't do this or if I didn't come out to the Men's shed, 5 minutes would be like a whole day and that's not good. Maybe Council could put on more barbeques for people who are lonely, bring people together. Maybe Council could bring together volunteers, talk about what volunteer options are available for people.

ResponseID Response

- 20
- I believe older people on pensions need low cost home maintenance options (including gardening) as they often do tasks that are too risky for themselves because private contractors are too expensive
 - I think the window and gutter subsidy still leaves pensioners out of pocket significantly
 - I think the \$4.60 community transport is a lot, I know it is door to door, but if you do more than one trip a week it is expensive on a pension
 - Ultimately I think health is the priority for council funding. Health is the biggest issue for all of us – accessing health services, providing health services, providing health information, helping us with the health system. It is so stressful for us when we get unwell and it is worse when someone loses their partner.
 - I use public transport and have had my prostate removed. Often I can't find a public toilet near where I am at the shops or bus stops.
 - I don't know anyone who doesn't own their own home or in retirement village. I can imagine it is not affordable for them to live on a pension.
 - We have good events at the club, but they have been cut back. When he explained about loss of numbers and asked whether there could be activities outside of the clubs he said – yes I suppose if they (activities) were not run by senior citizen groups (as we have rules we can only have seniors) but were open to all ages that could work (such as carpet bowls), we could have a number of teams then and meet once a week or fortnight.
 - We are never consulted about decisions council makes that end up impacting us. They make snap decisions and take away our right to choose what we want. For example: we have been told we have to stop our outings to venues that have pokies. We go there because people want to and they have seniors meals etc. No one in my group even touches the pokies when we are there. It is our group, we should get to choose. Also, not everyone has gambling problems, but we are now all victims to these rules. We should get more say before the council makes these decisions that affect us.
- 21
- I need more time from Council. I only get 1.5hrs cleaning a week and I have a big home which I don't want to sell. This time is not enough.
 - I would like more services available that help around the home to fix things and maintain my house. We seem to have to ring every time we want something.
 - This is my first day at a seniors club. I am very nervous, but it was the good work by the staff at Darebin who encouraged me to come. Since my husband died 4 years ago I have been very sad and lonely. I wanted to do something like this but was scared to. I am hoping to meet people here and be able to come regularly. I drive so, it wasn't because of that that I didn't come, I was just nervous.
 - There are many older people in my street (in their 80's) and they never leave the house. I don't want to be like that when I am their age, I want to be around people.

ResponseID Response

22 I would like to see Council support a homeshare option for Darebin; see HANZA and Homeshare Melbourne websites. Homesharing is a great option; it matches older people (or any person) with a spare room in their house with a person looking for affordable accommodation. It ticks so many boxes; helps support older people to live in their own home for longer by providing practical and emotional support; cuts down on isolation, gives them a sense of belonging and links them to others community members; helps residents to continue to live in Darebin when other types of accommodation have become unaffordable; creates a diverse and mutually supportive community. The Commonwealth has not included homesharing in the NDIS or MY Aged Care options so people find it hard to access and there is no program as yet that operates in the inner North. I want this program for my future; I want to stay in my lovely diverse and inclusive community and my beautiful house and garden but will eventually find it too big to manage as I and my partner get older. We would love to share our place, but we are wary of looking for someone without the safeguards a homeshare program can give. I also want to note that older people are not one homogenous body; we are very varied, not only by age but also by life experience. I slightly resent the current community discourse that there are too many of us, we are a burden, we cost too much, we live too long. I don't want to spend all my time with others my age. Mixed communities are healthy communities. I would like to see Council think less about older people as an age category and more about our community as an organism ie focus on housing; community connections; sharing resources; leisure and recreational opportunities; feeling safe and secure, volunteering; using active transport etc. All of these have population group dimensions (eg age, life stage, life experience, health or ability) but I wish we didn't start with what separates us, rather than what connects us. I think Council will have to move out of direct service provision a la HACC under the new federal government My Aged Care and NDIS which purport to be offering people choice and control but in fact simply open the way to private enterprise, profit making and pointless competition between providers. Local government is not well positioned to join this melee. Perhaps your role can be more of an advocate and practical supporter for our local community elders as they and their families try to navigate the new systems or simply those who for various reasons don't even try to access the new systems ..

23 1. Ensure security of elderly people 2.ensure that toilet/etc are readily available, clean and safe 3. ensure that rates are capped and resources are carefully used 4.Ensure that council meets its main charter of maintaining services such as roads, rubbish, security One that needs prompt attention: Please ensure and provide resources, signage etc. for the Northern pipe trail: OF URGENT ATTENTION IS A SIGN STATING: cyclists watch out for pedestrians. Ride slowly and carefully

24 I want services to continue as they are so that council can keep track about how elderly people are going in their home and that they are not just a number If i did not have council cleaner coming in I would not have anyone "keeping an eye on me: I think council should know what is going on with their elderly

25 Elderly people living in Darebin expect: Pleasant- cleaner, not overcrowded, visually attractive Safe Practical - to suit their physical and health limitations- level footpaths

ResponseID Response

- 26 1. Seniors need more public toilets along the high street shopping areas. The same applied to some parks (i.e. Zwar) where we walk regularly but at times have had to cut our visits short 2. Seniors Myki Card- you only know it has expired after touching on public transport. Some of uys dont record when we get out new cars- they expire in 4 years
- 27 Accessibility -Does council play a role in inspecting all community facilities, shops etc to ensure they are accessible to our aged residents & those with a disability Special skills - sekk at skills from community members knitting, painting, singing, embroidery etc and run classes for community members of all ages to learn those these skills (similar to u3A). Classes must be run locally. Reservoir does not have as much community facilities Mental health issues- should council employ welfare officers to monitor vulnerabe residents and ink them to relevant supports
- 28 Excellent program staff very helpful informative excellent meal provided
- 29 The council should provide all the existing aged care services. Expansion does not always work. There is not sufficient flexibility to support older people. For instance; gardening (very important), cleaning windows, transport, and lunch (in case of sickness). Reason: it is difficulty to arrange the cleaning with agencies that no-one knows. The same aplies to food, which is terrible (meals on wheels). Use to be good in the past. I am sure people will find the new Commonwealth Government System very confusing. Literacy barriers and vulnerability aer the major obstacles therefore they should be guided and supported in their choices by Welfare Officers or other important people occassionally. i.e home visits to help people navigate the system and understand options. Council should consider grants (i.e. petrol money or bonus of apprication) that support volunteering opportunities for older residents, including language specific supports. Someone should visit them regularly, to make sure they are not isolated and lonely, and encourage them to participate in daily activities. Comments regarding meals:-" limited options regardng cultural meals", "i have thrown them away", "i have had these begore and they were good. I really enjoyed them" Social isolation: having community members/elders offering linking supports to different clubs, activities etc to promote community engagement Transport for those individuals is going to be essential to help them access community events. Access to small buses Elderly people are vulnerable- getting private providers i.e. home maintenance to do work in an ungoverned fashion puts them at risk . Wh controls how much they charge? Local Government has these measures in place
- 30 1. Ensure security of elderly people 2. ensure that toilets etc are readily available, clean and safe 3. ensure that rates are capped and resources are carefully used 4. ensure that council meets its main charter of maintaining services such as roads, rubbish, security -> once that needs prompt attention- please snure and provide resources, signage etc for the Northern Pipe Trail. Of urgent attentio is a sign stating "Cyclists watch out for pedestrians. Riude slowly and carefully.

ResponseID Response

- 31 - navigation of system is difficult - information pack is like the 'baby bundles' - from a carer's perspective, trying to find assistance that is useful is very difficult - assistance no tailored long waiting list for equipment - you need a practical solution, not sympathy exercise programs in the community not supervised enough, or run by young people who don't tailor exercises to one's need, therefore you end up hurting yourself The groups that are tailored "Senior citizens clubs" are too tailored to involve 50-60 year olds why don't we have more people older and younger living close to assist - more community buildings - more information
- 32 Older Darebin residents, like my 90 year old mother, are waiting extended periods of time, over a year, to get aged care packages. In fact, my mum, died before ever getting an aged care package. She was offered two showers a week through the Darebin aged care services and a fortnightly house clean. She needed support with shopping, showering, cooking, getting to appointments, which her family provided. Many elderly residents don't have family support so while waiting for aged care packages they are living unsupported. I feel Darebin council could provide support for residents waiting to get a home care package.
- 33 Suggestion: In all applications and projects before council could be the requirement "How does this affect people over 65?"
- 34 As a group of women from Northcote I feel it's not fair that we have no activities in our own suburb as everything is in Preston
- 35 I rely on home help as my eyesight is poor and down the track will more than likely need more help. As I go to RMH and St V's. At the moment I am dealing with my problems ok. Thank you so much for your help it makes life a lot easier. Yours Wilma Eales
- 36 I am happy with the service provided to me
- 37 I think for age pensioners it is good for helping age care thank you. E.L Wright
- 38 Since the loss of my beloved wife (7-8 years ago) I have been overwhelmed by the support provided by local council in domestic duties and chores! Family though important, is far away and this support has been extremely helpful in my personal well being, mental and physical state! Thank you Darebin Thank you P. Lazaris
- 39 We are in cue for a level 3 package. Will it be sooner or later as time goes fast. Bills pile up and they never seem to stop Just a thought can rates, taxes etc be biannual (every 2 years) for Elderly rather than quarterly. Thank you Claudio.
- 40 I am a widow, living alone, very depressed and lonely. 1. Need home help 2. Garden Care 3. Home maintenance All very expensive and not very supportive. eg No mopping/cleaning under furniture allowed. NO gardening. No window cleaning. No curtains being washed etc. How does one feel in a home full of dust and unable to keep it clean? Worked hard all my life and feel like I am expected to commit suicide now.

ResponseID Response

41	Receive excellent service from council re domestic assistance, shopping (fortnightly) Gutter cleaning subsidy appreciated Home maintenance appreciated Would love subsidised/ free? exercise classes in Northcote area
42	I want council to continue to provide home support services as I have had them in my home for about 15 years. Those carers know me and I do not just want to be a number to someone else. I have made a special trip to Kingsbury bowling club to have my say about how strongly I feel about Darebin Council continuing to provide current services.
43	No library in Bundoora or Kingsbury. The library at the bowls club is heavily used. Nothing accessible in our area The local community news- where is the info re Bundoora or Kingsbury? It's all in Northcote or Preston- then there's no parking Reservoir, Kingsbury, Darebin and Thornbury- check if all bowls clubs in Older and Active. Can council provide a cleaner for solar panels? Windows/ gutters.
44	Council over-values properties so it can increase rates- the pensioner discount doesn't make up for the overcharging. We've got the best roads, parks, services. The speed limit in Spring St should be enforced.
45	Council is good, doing a good job, looking after the community very well, trying to ask and include everyone. I thank you
46	Improve lighting in walkways. Eg between Plenty Rd & Dunne St Reservoir- no lighting. Solar pathway lights would be good. I do most of my walking in the evenings. Designated Seniors' car parking is good- could be more of this at other shopping centres. We need 3 hrs because 2 hrs is not enough in Cleeland St Reservoir. Bike paths are good.
47	Improve footpaths There's too much high density housing development. Should have resident permit parking- it's hard to park near my house- but not permits for high-rise development residents where parking is not accommodated. We need more park benches near Regent station walkway. More places where older people can learn about computers
48	Access to shredding machines and local government customer service sites
49	More places to sit More police Look after trees better. There's a dead tree outside my house- should cut it down More parking at the market- can get very busy
50	I don't drive as I suffer from black outs. Ease of access to disability parking and a pass so that people can use this when taking me out. Safety- higher presence of police within the community. I hardly see any police presence in the streets More express trains on Mernda line
51	Graffiti- Millers Rd crossing Makes people comfortable in their community On fence- not conducive to feeling safe. Small step vandalism of public places to private spaces

ResponseID Response

- 52 The footpaths in the main shopping strip are very uneven and need urgent repair when older people walk along them, they could easily trip and have a serious fall. They are also filthy and in need of cleaning
- 53 Important to have facilities in good condition for rehabilitation purposes (ie hydrotherapy), aqua aerobics Encouraging volunteering Park and ride type of set up (with ample parking space) Awareness of local GPs - all residents need to be aware of this Help with cleaning gutters Air conditioning maintenance
- 54 Please keep the home help and shopping for the elderly and who ever in need. Thank you Get more street cleaners in Reservoir I have a very good home help worker Odette does a wonderful job thank you.
- 55 This feedback is provided on behalf of my mother who does not speak English. She has lived in the municipality for 35 years. Assistance from council has been received in the past, while my father was alive and suffering from Alzheimer's, he passed away three years ago. After reading the discussion paper, these are my mother's feedback: -Council should continue providing the service but consider expanding the aged care services to more home maintenance (lawn mowing, gardening) companionship (visiting the elderly few times a week especially those that live alone), bus service to attend some appointments and shopping. -The people that provide such service should be of caring nature and willing to be working in that environment. In many instances we found that some people do the work just to get an income and not necessarily because they like, service can be of poor quality. -It's currently difficult to find out what services are offered at Council level. I have made several phone calls to Council speaking with different people until I could find assistance for my parents. Often by trial and error, a person like my mother relies on family members to find assistance. -My mother is happy at home and, her intention is to live there until her last day. For this to happen assistance will be required. Elderly people need to receive information in writing e.g. a newsletter monthly listing council's services (new and old services) -Assessments are often too difficult to understand e.g. recently I contacted the council to gain information on a "panic alarm", I was told to have a Commonwealth (Medicare) assessment, when I got in touch with Medicare I was told that Panic alarms are not something they could provide, so I decided to let it go. This is just an example of how difficult it is to navigate the system. -I believe the council, as the immediate point of contact with the members of the community, should advocate for the elderly. -My mother would love to join social organisations (clubs) that provide common interest to her e.g. excursions, social lunch, knitting groups, exercises, walking, music, to name some areas (please no bingo or poker machines!) so far all clubs of Italian culture near my mother's address only offer bingo! It would be ideal to have Community areas where people could meet up once a week for one of the activities mentioned in the paragraph above, I don't think there are enough in the municipality. -The more active the elderly person is, the better, mobility is important not just for the body but for their mental health, loneliness is one factor that I can see in many elderly people. -It is important that Council provides a bus service to those who cannot drive and are unable to take public transport. E.g. my mother relies on family members or friends to attend a social group once a week in Whittlesea. On behalf of my mother, I hope improvement to services to the elderly can be achieved and be in place very soon.

ResponseID Response

- 56 Access to public space and opportunities for older residents to be physically active and participate in their community seems to be undervalued. Walking is the most popular physical activity and is essential to the mobility for many residents to get out and about. Concerns over road safety, falls in the street, footpath cycling and access to good walking facilities are important issues that should be addressed in any strategy. Please see attached reports from Victoria Walks. Dr Ben Rossiter Executive Officer, Victoria Walks Vice President, International Federation of Pedestrians Victoria Walks Level 7, 225 Bourke St Melbourne VIC 3000 Australia 03 9662 3975 0425 805 578
- 57 Darebin Council do an excellent job in providing services for the elderly while on CHSP and waiting for a home care package. The support provided during this time to my parents was nothing but excellent. The workers were kind and supportive. Better organisation and communication was needed around informing the client about rosters- time of visit and person attending. This service was slightly adhoc over the 18 months Council supported my parents. Council and the elderly, would benefit from 'case managers'/'liaison workers' to their elderly clients. Employing people who would manage the day to day services, keep the elderly informed, advocate for them as needed. Especially for those who have a specific barrier that prevents them from knowing what to do and how to go about doing it. While the person responsible in assisting the elderly move from CHSP to packages does an amazing job (it helps) is really needed more so during the period of providing these services. My biggest gripe with the 'system' has been when my father transitioned to a package he could no longer access his social group at Yanada House. A group he has been happily attending for 18 months. I would like to see the Council consider a scenario that when clients do accept a home care package, they can pay for their attendance at the group via their package. This would prevent unnecessary disruption to their routines which are so crucial with the elderly who may also suffer from Dementia (Yanada House's service). Council should consider enabling more volunteer workers, there would be many local citizens who might like to give back to the community.
- 58 I currently receive shopping and home cleaning assistance from the council. I want to continue to get this help from the council. Please don't make any change to my services.
- 59 I can not fault the help that you have given me over the short time I have been receiving it. Thanking you
- 60 Darebin services excellent for me
- 61 -More non-english speaking assistance for service provided at home -it would be very helpful if other services such as gardening, lawn-mowing, cleaning of gutters are more readily available -cleaning services are restrictive, can they expand these (without compromising safety of course) -information of services are not advertised or readily available so are under-utilised - how can Darebin council assist in home care packages being available quicker. Currently the waiting period of 9-12 months (minimum) is outrageous
- 62 Happy with home help from the Council thank you

ResponseID Response

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| 63 | Council needs more of an emphasis on ensuring aged persons homes are safe, secure and equipped with appropriate railing, safe footpaths and security Aged care services that are offered are great however i have been requesting a home assessment for railing due to poor ability to walk down steps and my requests have not been heard |
| 64 | What about people with multiple problems who are under 65 years of age and definitely need meals, transport, home care and shopping assistance People who have had trouble getting through to the NDIS People who have been under council services for over 13 years |
| 65 | I have read most of the Darebin Review while i have missed some of the services that have been slashed by the council, my fear is the time i need work to be done by a trade person, I start by calling on a number of persons and after I pass information I am let down! For instance, the washing of windows it is not easy finding one to come. I do not want hand outs it is service I want. At Mount Cooper Drive we have council people trimming the grass on one side, on the opposite side of buildings, cant they do both side of drive? I have only a small part in my garden that has grass. When a chap comes to cut my grass, I have to pay for the nature strip which is always dirty with leaves. |
| 67 | I would like the Council to help me with gardening, cleaning gutters, cleaning windows. Transport to doctors appointments and Clubs would be good in future. I am okay at the moment |
| 68 | Keep all services through Council and increase over time. Keep as they are through Council |
| 69 | More services should be provided for the elderly in their own homes such as cleaning, personal care, shopping, cooking and medication The elderly would be more independent, comfortable and dignified in their own home as opposed to elderly residences May also relieve strain on our hospitals and medical centres |
| 70 | Darebin council home cleaning helps me with doing something i struggle with. Excellent |
| 71 | We are quite happy with Council. They really help us when we need. Our group base activities are dance practice. Everyone enjoys it. Fionnuala is the person who looks after our group. She helps us a lot. Fionnuala is a very friendly person, also easy to communicate. I am very happy with her. The key issues is that about Chinese language and transport. Many people do not speak English, need help. Such as when answer the phone, call someone, read letter, search information etc... Old people do not have a car, need to pick them up all the time |
| 72 | Street could be cleaner people drink in the streets even though its an offence |
| 73 | Council should build nursing home in Reservoir More aged community transport that's affordable to go to activities more aged activities- physical movement Safety Edwardes Lane is an issue not safe, illicit activities, maybe cameras needed Noise issues around Reservoir- cars, trucks and driving too fast- unsafe for older people Mental health major issues for older people and Dementia- more mental health services |

ResponseID Response

74 Hel with road crossings transport to maret, doctors appointments not always children to help, especially those who dont have family dont want to stay home swimming pools and groups together to meet talk to eachother community groups going out at night and opportunity for going out together at night

75 Continue with home help, meal preparation & shopping services will be needed in the future Activities (physical) that are on offer in Reservoir/Preston are really beneficial. Northcote & Fairfield are too far due to traffic and not driving support to get to medical appointments- someone to take me I think council should provide gardening. Council to support people to stay at home

76 "Edwardes lake is like a little Switzerland in Australia"

77 The biggest problem is communication as nobody tells you anything, or they dont seem to know. My cleaning person is ill informed as anyone else. Nobody seems to tell you much about My Aged Care. Council are fine, i set the connection there. Im involved in a walking group but my Probus group has folded due t lack of numbers (West Reservoir). Im having a break this year I know a person experiencing borderline elder abuse. A son is taking control of his mother, and it is not good, whocan older people talk to? Communication and information about who you can trust I live n Broadway side, it is so hard to get across Edwardes Street. All the shops have closed in Broadway. I luckily still dirve, but I am worried about how to access this amenity when I cant drive

78 Use old library as a venue Bus for older people for shopping COMMunity garden near Regent station tables lawn bowls near Reservoir

79 Someone to help wash windows and blinds woud be nice but not a big problem Council is going a good job of everything Footpath in front of my house is unevenIf you want the cleaner to do a better job, get a private one

80 Gardening is impotrant for our older people as this is expensive for people on an Aged Pension I think it is good for Senior Citizens Clubs sometimes I can be scared and stay inside Transport is important as i dont drive and as i Live alone I get home care from Council for 4-5 years help with shopping and other things that family cant help with safe areas for people to cross road gentle exercise programs access (getting to) Reservoir leisure centre Being able to meet and talk to other

81 I'm happy with everything. The staff are lovely. Keep the good work up!

82 Public transport subsidy needed, even free. I can spend \$10 a day on public transport which is a lot of money for a pensioner. I don't drink or smoke. I reckon it's more than the cost of petrol. I want to get out, not be here all day. The cleaning help is a really good thing.

83 Transport should be free.

ResponseID Response

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| 84 | The toilet at Dennis station is often not open. The footpath near the station is very rough and uneven. The council should trim the tree in the laneway near Jessie St corner, rear of No. 16 My carers do everything, they are very good. |
| 85 | There are bed bugs in this building and cockroaches as a result of all the refurbishment There are isolated people. Not enough information for people to know about aged care services Transport- not many people have their own car, they rely on a few residents here especially if they don't have family. Community bus does not come up to Holmes St for pick up Shopping is a problem for people are frail. |
| 86 | Taxis are expensive. I no longer drive since I had a stroke so I rely on taxis. I have to wait a long time before a taxi comes. |
| 87 | You have helped me to get into this property so I am really happy |
| 88 | I have domestic assistance and shopping. The workers complain about my vacuum cleaner and bucket. It's very difficult to have a special mop, bucket and vacuum. Older people cannot afford to buy special equipment. There is no flexibility about cleaning, it's very rigid. My regular worker is Janet I am very happy. I am socially isolated, I have no friends. Shopping is only once per fortnight and my only social contact. I need to be able to trust, need a regular worker. I don't like a change. |
| 89 | I'm quite happy, quite independent. I have my 6 month review through council, I will ask for more services if I need it. I volunteer with MOSS. All trams should have no steps when you have a walker. A taxi card would be helpful. I come for lunch to the group twice per week. I do a lot of walking. I just love life I walk everywhere. There are a lot of scams around- here at MOSS we blacklist them. It is good to have reviews. |
| 90 | They do really good. Every morning they pick me up and bring me here. I call people and they do things for me. I usually go to Yanada. They charge \$7 which is good. I have had about 20 falls on the footpaths. I do not report it. I live in Thornbury in Normanby Ave |

91 I've lived in preston since 1965 - our footpaths were always mantained, now they are not. THE PATHS ARE VERY BAD, CAUSING ME TO TRIP, THIS nEVER USED TO HAPPEN - MAYBE IT IS THE TREES THEY PLANT - VERY BAD. I can't see - there are too many obstacles in front of me. Our road maintenance used to be the envy of freinds who would visit - I am legally blind , but there are no street signs. Many have fallen off - you must check these. street signs shoould be clear and irradescant so that you can see where you are. As well as looking after aged care - you also have to look at people with disabilities - things have to be made easier - there are no street lights in my street - if people are hiding I cant see - and when i rang council, you said reing jemma - jemma said ring council - council said it is not our responsibility. At night it is so dark in my street - better lighting - will make some things safer - please feel free to visit - Beauchamp St - fee free to come and look. I have used Council Aged care for maintenance - which i am very happy about - however you need to provide garden faciltiy - if you think long term - grass does not get cut, yards can look poor and neglected, the whole area starts to look like housing commission - you have to provided particular support to aged care people for their garden maintenance. My mother is 94 do you exspect her to do this? She can't - I have a friend in Brisbane who does have her lawns cut - why can't you do this - can't you see the benefit to the whole community? by keeping the place tidy it maintains our city at a certain level - let's not neglect it. - It then attracts shoddy people - people who won't attract culture and wealth into the community. I love Preston, my family has always lived here. It is like grafitti - if you don't get onto it straight away it spreads. When the grass is not maintained it makes the whole city look bad - it is like a cancer. I want pride in Preston and in our city More rubbish bins would be better - make them more colourful - a bit more colour - bright and happy. On the whole I like where I am - I love the changes with the market - Italian day was wonderful - it was packed- wonderful atmosphere - Macedonian day was also good - but please print things in Macedonian as well. I hope you have an African day - people come from all around, and these events are great I think we have good things on for older people - I think the council does a lot of good things for the older peoples activities. I am more than happy about this. Maybe the thing you should do better is transport for older people that can't get about easily - it is hard to get about - more transport facilities!

92 The only pop in i went to and can go to is number 8 at the Northcote Library, as I do not have a car. The appendices (page 11) state that beyond June 2020 the single entry point is My AGed Care. You will need to make this service more professional and use friendly as my dealings with them have been very annoying- they got my address wrong (Victoria Street), and said there was a one month delay for a person to come to my home to access my need for a chair for the shower. The girl who answered sounded very young. Perhaps you could employ older people. It would be helpful if Council provided help with minor repairs around the house. Apparently they have one 'gentleman'. I do not need a gentleman but would appreciate a Tradesman of the general kind! Please use a courtesy title when writing to older people. I am known as Miss Pergudia. Thank you.

ResponseID Response

PANEL HEARING Submission #11

- 93 1. Councils are the only providers that i know of who run social support groups, such as 'Yanada House'. They should be offered to those receiving home care pakages too. If you want a competitive edge, this is it, because there are not any competitors, demand is there to grow. 2. SOlution to affordable housing = advocate to change planning laws to allow "tiny homes" to be used as permanent dwelling, in backyards, on farms etc. They are cheaper, quality built homes. Not everyone wants a huge townhouse, with a mortgage that you would still be paying off in retirement. 3. Mobility equipment is expensive and could be subsidised to make them more affordable. Provide greater access to suppliers so people can try the equipment out. I dont know any suppliers in Darebin. Thank you kindly.
- 94 We want to age well and have service- the thing that we need- like cut the lawns, do the spouting, help me with the windows. We already got cleaning home help- so lucky to have.
- 95 Food options for people Not many options for people to access low cost food/meals WCCOC > offers: - breakfast at no cost lunch \$4.00 Monday-Thuesday Likes the opportunity to meet others in social settings and affordability of meals also goes to laneway lunches on Fridays Council would offer more of these opportunities by expanding in local areas and especially on weekends. Not much happening oin weekends. Transport is a factor in helping to see people.
- 96 Uses a mobility scooter- just enough room to get through down high street when cafes put out their chairs and tables. When people come out with their coffess or phones they dont look and this is dangerous. Need people to think and look Council's role to provide affordable support Get information from monthly info in letter box, and through Community Ramp at Northern CHurch is too narrow for scooter but the ramp at Northcote Library is larger and the scooter can get up. Can only walk up a couple of steps- anymore and I cant get up
- 97 People in disability who are ageing- people needing assistance who need deep/spring cleaning/regular or yearly cleaning/organisation of thins in the home. Gentle assistance to do this - not to stress people out particularly people in with mental health. - this is particularly for people who are not limnited to services- COuncil can mediate this process- using volunteers? - "Communtiy army" to assist people i.e. students in placement/volunteers - this council is great and trying out new models with community and trying it out with other communities. Council can encourage more and varied opportunities that can benefit the community
- 98 Activities- swimming and riding Swimming passes for people with disabilities as people cannot afford this- a three month pass to exercise their body- give person confidence- a gym pass training on bikes- physical activity to get yp and do things- be part of the action Service of being involved- give quality of life, gives independence/intergrity Things to do- go shopping, gym, swim- people want to but cant Gives you happiness and confidence People dont want to get lonely- be a lonely old man- they want to hold their head up and be proud Doctor to provide a report for the pool to verify with ID anbd give you three month membership for rehabilitation. Person can pay annual fee (\$45 for 3 months). Paying encourages you to go

ResponseID Response

99 More opportunities for older people to do more free exercise for older people exercise equipment that older people can use i.e. Moreland (Coburg Lake)

100 Reference: "Review of the Needs of Older People In Darebin" Point 3 of the review is the critical issue- i.e. to "help older people get the information (and help) they need as their circumstances change". The three key themes outlined in the Oct/Nov issue of Darebin Community News are no doubt spot on, but unless people know about what is available, at the time they need a service, advice ;or activity, the best services in the world are of no use to the person in need. Also giving people information ahead of their awareness of need is largely ineffective. It either doesn't seem relevant or is forgotten, including any literature provided. so the key question to be solved is how the elderly can get information or access to information at the point of need. 3 recent examples from our own circumstances: 1) I was hospitalized without warning for bowel surgery, and to visit me my wife needed to use a taxi. Only afterwards did we discover from a casual acquaintance that we were (probably) eligible for a half price taxi service. 2) We recently needed to deal with the Tax Office. This proved almost impossible by phone. So my wife visited a tax agent who was immediately able to telephone to the appropriate department, get the answer and arrange for the necessary forms to be mailed to us. The tax agent made no charge, but we should not need to pay for a private service to access a government service. 3) From time to time we need to access Centrelink pension information, reporting etc. We have been shown how to use computer access in the past, but since this only occurs from time to time (perhaps only annually) we have either lost the information or we simply can't work the complicated user-unfriendly computer system. So we have to catch a tram to Centrelink, or take the car and suffer a heavy parking fine because we thought an hour would be enough, when we had to wait much longer than that, including having to use a computer on site. So we don't know the answer, but have some suggestions: 1) A mailing (perhaps with the rates notice or separately) to all residents of pension age or whatever is appropriate, setting out a list of services available to the ageing/aged, or a booklet listing all available services likely to be needed by the elderly, plus contact information, (with advice to keep this handy by the phone or on the frig). A list of questions might be best e.g. Did you know that you may be eligible for- a half price taxi service; having a district nurse call to help you; getting your windows cleaned. Did you know that you would be welcome at- A men's shed; a group fitness class; U3A; etc. For further information or advice please contact our Age Friendly council staff on..... 2) Council officers trained in accessing services who can undertake for/with the elderly arrangements such as our 3 problems above which the elderly may find difficult or impossible (especially using the phone or computer to access services, or fill out forms.)

101 1. The way services are organised doesn't make sense. Needs community transport that loops around smaller local communities e.g. Community transport should be developed and routes to assist older people to not only get to their local services as well as enabling people to visit each other 2. Council could provide community transport for people to get to NCCOC lunches like the RSLs courtesy bus, but the courtesy buses are only designed to come to Pokies! Not good for community. Council needs to find where the needs exist and strengthen a model that supports community. 3. In Reservoir, not a lot of options for small meals. Trains from Reservoir to Preston for lunches- very affordable \$4 but wouldn't do it without a care. More options needed for people to access affordable meals- breakfast & lunch

ResponseID Response

102	Dear Council, The service provided by your staff is very good. Thank you Elwyn Cordiero
103	I am satisfied with the services provided
104	I say thank you to Darebin Community for support the older people, one client
105	I am all approved for my aged care, thank you
106	Dear Sir/Madam, The aged need all the care they can receive, to keep them in their own homes and not having to go to a nursing home N.Fisher
107	Council should continue to provide services as best it can. It is important that Council should interact with the local community because they are best placed to deliver the services instead of profit driven organisations.
108	My personal experience of being forced to negotiate My Aged Care that provision of services needs to be as local and accountable as possible (i.e. by the municipality in which you live and which is ultimately responsible to residents and rate-payers. Privatisation of services in Victoria i.e. Gas & electricity has no led to reduced cost and improved services, and I do not believe it will do so for the elderly either. Darebin Council should therefore (re)consider becoming a service provider for MAC. Charges for Case Management and Administration fees, plus the profit margin for physically supplying home care, shopping etc., should enable Council to continue to meet the needs of the local community and also to remain accountable to both the Federal Government and the people it represents. I hope Council can see its way clear to do so in the future.
109	- Not enough infrastructure e.g. fresh groceries, meat, milk - transport - aged care assistance i.e. social clubs, free gardening, day trips - arts and crafts to keep the mind active - free transport to take elderly who dont drive to markets
110	I like to have just ordinary services like provided by own Council at the moment
111	Married, been in Preston since 1958. Wonderful life, good Council, good neighbours. Good schools for our 5 children. Good for transport and shopping. We get meals on wheel- top service (we love our life in Preston)
112	TO whom is may concern, I would like someone to wash my curtains and hand them back up, as I cant reach up and I cant get down on the floor to do anything because i cant get up to tidy my cupboards. I would also like my verandah washed and the stps. I would like to have a time when the cleaner could just do things like that instead of a promise in the kitchen, bathroom and toilet. Just a time for the things that never get cleaned, just once a month or so. I could go on about a few other things but thats the gist of it (windows, walls, doors, mats). Any keep up the good work with your lovely luncheons. Regards, Shirley Hayes

ResponseID Response

113 I am 90 years old and have been receiving Council help for the last 7 years. The assistance provided has been most satisfactory and the people providing it have been excellent. I would like this situation to continue as it is. May L McHardy

114 As an older Aussie I find that the services that are given to me are of a good thing. I am picked up each Tuesday to do my shopping. They are really good hearted people maybe in the future I may need some assistance in cleaning my flat but at the moment I can do most of it myself. I will ultimately love staying with the Darebin Council because I find them the best

115 More affordable and regular garden maintenance for older people is desperately needed

116 At my age, I do not like change. I like it the way it is now.

117 -Older people within the neighbourhood: Council role: Permit older people to walk their local park with their dog and let their dog off the lead to play with other older people's dogs whilst they themselves meet and greet and engage in conversation as neighbours. Having a dog, taking the dog to the park and staying in the park has for me become the best and most effective way to meet my neighbours, their families and friends. If I did not have a dog I would not be able to stop and gather with people as much as I can now. I know there is something sad about this but it's the reality of our neighbourhoods. So please consider how important dogs are for bringing people to open spaces and using these spaces for exercise and social engagement and sense of belonging. Please let dogs have access to off lead areas in local parks. It's a key.

118 Public transport's very difficult with sticks/walker

119 The council should help older people and their families to help themselves to find the support we need. Teach the elderly to use the internet. They should be offered to be independent, shop around and see what's on offer if possible. We need guidance through the system. Connect the generations

120 Clients have requested community transport take them to hospital appointments like other councils. Staff have requested to do this but council have rejected. Community transport take clients to senior citizens clubs but they are left to fend for themselves. An idea would be to get a carer to meet the bus there and settle client in- not everyone is welcoming. Property maintenance numbers have increased as a lot of time was put into promoting the service. Possibly the time & resources could be put into other services etc community transport, senior citizens clubs, meals etc. Meals don't look appealing nor taste appealing. Maybe sourcing meals elsewhere or better presentation.

PANEL HEARING Submission #15

ResponseID Response

121 I was with Council for Home care, but I was encouraged to go for a package. I was on a level 2 Home Care Package with Freemasons. Council is like a level 6 compared to the Freemasons level 2. The Freemasons cleaner is terrible, the meals were also very bad. I miss Council's services. I have now cancelled the Freemasons. The Council meals and cleaning is far far better than the Freemasons package. Freemasons tried 3 meals providers for me, I couldn't eat them. Council's meals are nice, they taste fresh. I was paying more for the package for less quality. I am unhappy about my decision (to go to a package) - worst decision I have made. My wife was on a level 3-4 package before she passed away, that was better than the level 2. I have no services now, I cancelled, I will look at coming back to the Council service. In general I am really impressed by the attitude of the people at Darebin Council Aged Care services - the staff and the carers that I worked with they were not abrupt, they are great. The people at the Council food kitchen are fantastic. I have 3 issues about the retirement village I live in. 1. People are frightened to speak up when they have a problem in the village. People feel too vulnerable to speak up, they have a threat of being kicked out. 2. Rents - They go up regularly, some people have a 99 year lease they pay 240-250 dollars a month. Others pay double that - this is not equitable. 3. Gas and Electricity pricing - The pricing is controlled by the manager, we residents don't know if it is reasonable pricing or how much the commission the manager is making. Electricity prices are very high compared to private homes. The manager also charges a service fee to read the meter. We don't know if the gas bottle service is reasonable - we have no way of knowing. Who owns our land, if Council owns the land can you please do something about these issues. Finally, I am worried about a lot of the guys (men) in the retirement village here, they walk around with their head down - depressed and lonely. I worry about them. There are 300 people in the village but only about 20-25 people participate in the social activities. I don't know what Council could do about this?

122 - Streamline the support provided by having one key contact assigned to an elderly person who receives care. Confusion arises as too many different people contact me for the various services of support - Consistency in the support. For example, my husband has a support person showering him twice a week. He doesn't always have the same person and each person approaches the support differently; one cleans the bathroom floor after showering, the other simply leaves clothes on the floor. More consistency is required in the standard of support - A fridge magnet with key phone numbers of support (domestic/personal care support) to assist when medical appointments clash with support visits etc. and changes to times/days need to be made - Apart from the above suggestions for improving services, we are grateful for the assistance we have received so far. It makes a significant difference to living with an elderly person who has Alzheimer's. Thank you.

ResponseID Response

123	The Commonwealth should extend block funding beyond 2020 so the people of Victoria will have more certainty about aged care services. We need council to continue with their services but they can still adapt for the better, like updating or replacing services and employ more older people and train them or have them volunteer to do these services Make it more easy to find out how to get involved in this work, like one phone number and put it in you community newsletter every two months. And yes COuncil should give grants that support volunteering opportunities for older residents. Make it easy to get information for services like one phone number and one stop shop. We need more affordable housing in Darebin, it should be easier to get a granny flat put in the backyard for and elderly parent or relative or sibling to keep the family together so they can help eachother and there would be less people on the waiting list for public housing
124	There should be more classes for modern technology like mobile phones and computers for senior citizens
125	Two key issues in the COMmonwelaht Scheme that will disadvantage some older people is the centralised assessment, and the assumption that all service users will be able to discriminate between service providers and end up with what they need in care. Not all older people have families to help. When dealing with an illness or disability, cognitive ability may flactuate. What happens to those in early Dementia needing support to stay at home tec. With remote assessors, how can this possibly be assessed accurately? The council structure could be vital in catching people who "fall through the cracks", to advocate for frail aged who are being poorly services by dodgy service providers, and promote information exchange amond older people in Darebin- because that wont happen by phone from Canberra, with a barely trained call-taker operating from an algorithm. There needs to be a local safety net. Thanks
126	I am nearly 98 years old and I hope the Council will keep providing help for the old people who need it at a minimal price
127	Very happy with service as provided by council. Have been assessed for other services provided but have not taken advantage of using them
128	Maintain and if possible extend services to help older people stay at home- increase time allocated for big cleaning jobs at home- clean all rooms Greater provision and access to social activities to prevent loneliness and isolation Easy access to mobility equipment when needed- financial support - Help with funding to help older people have access to activities (leisure etc.) both in their mother tongue and in English Thankyou
129	I am concerned that Council will cease home help and will have to find services on my own. Also havig trouble getting information from My Aged Care
130	As we are older we need cleaning of ceiling fans and light fittings as we are not able to climb on ladders. This was taken away from our services

ResponseID Response

131	Language availability- especially as we start to forget outings and excursions- subsidised Volunteering is important Be good if there was a blood bank nearby, other health services
132	Sped and dangerous driving in our street is scary I got a quote to get my grass cut - they said \$80- i cant afford that- also garden maintenance Maybe subsidy They tell you to stay at home but it is expensive
133	Rubbish in the park doesnt get cleaned up Speed limits need to be reinforced
134	Rubbish truck doesnt collect green bin regularly break the bin leave bin tipped over on street sweepers dont clean the curb someone should help cut the lawn, help pay for it
135	traffix too fast, safety issues congestion, hard to manouvre in traffic - limited parking - very hard to get out of driveway due to ongoing traffic
136	Speed control i.e. speed cameras in neighbourhood street i.e. Macpherson Avenue Street design- sensible placement of trees, posts, traffic controls Higher frequency of street sweeping More police presence
137	Traffic noise- including garbage truck not good access to shops up this end of Reservoir Rates too high footpaths Nicola and Fionnaula are very good
138	I like the service that i receive today to continue
139	My husband had back surgery several months ago resulting in him not being able to walk around the house independently. His life is currently managed by myself. I receive outreach assistance and have my husband bathed three time a week.. Other services provided by COuncil also provide carers to look after him whilst i get some free time to myself to pay the bills and do the shopping. I have an outdoor ramp which i pay independently \$40.00 a month- a major expense for me is paying for adultnappies. A possible rebate in assisting costs for adult nappies would help me financially. There are far too many outgoing costs which rquire government relief.
140	At present, I receieve help twice a week Monday shower & clenaing, wednesday shower. Minor repairs to property home maintenance. I would like someone to do weeding. Thank you Staff at Darebin do wonderful work

ResponseID Response

- 141 It would be a sad day if we did not have Darebin Council. The services supplied to the aged are fantastic. I do not like the thought of 'My Aged Care' I've already written to the Federal Member Ken Wyatt plus the prime minister. Elderly people need to feel safe and secure. Who supervises the providers 'My Aged Care' have chosen. Support has always been given to me when I've had other appointments on my home care days. The thought of not being able to talk to people in Home Care "Darebin Council: is shocking. Why the federal government does this sort of thing is wrong to my way of thinking. The girls that come to me are fantastic. Elderly persons do not need the change a lot of young ones don't either. 'Aged care' do not supply inside home maintenance. I don't have meals on wheels. I'm told they are a pain in the neck. I have enough health issues without having to have My Aged Care. We want to feel free and happy in our old age not have to worry about changed to Federal Government decide to make for us. I support Darebin Council 100%. But don't change my two girls that come to me unless they are on holiday etc. The Darebin Council should be able to continue. Where are all the staff going? What a disaster. Keep sticking up for your Council and its residents. Thank you.
- 142 We have moved to Reservoir from Heidelberg three years ago. We are in the Latrobe Retirement Village. My husband is terminally ill with cancer. We have home help once a fortnight which is a wonderful service, the cleaning staff are great and very friendly. The service is in my husband's name. I am his carer. We have not have any other involvement in the Darebin Community as we have all we need within the Village. Thank you for the help we do receive, we are very grateful.
- 143 I was happy with the Council. If they provided home care packages I would still be with the Council today. I prefer to be with the Council.
- 144 Transport is a problem. Organising buses to take people on excursions is expensive. Can Council organise buses that are paid by Council to take up to 50 people. Can Council broker cheaper deals with bus companies?
- 145 Bus stops in front of my house make it hard for me to access or leave. I've had lots of conversations but this has stopped with Council. Not sure what to do.
- 146 How do people get the information they need? We need a booklet with all information about services. Every household should get a copy. In Arabic and English.
- 147 We want a bus to bring us from Reservoir to Coburg Senior Citizen Centre. Can the bus be more flexible and take us out of Darebin to Morland? I live on my own and need someone to do my lawn mowing. It is costly.
- 148 Speakers to speak about health and wellbeing: heart health, diabetes, high blood pressure. That would support people not going to the hospital. More toilets closer to exercise equipment. Accessibility of toilets: uphill/downhill Wheelchair access to steep. Edwardes Lake: not enough seating: tables/chairs/shady spots near the water
- 149 As the daughter of an older resident I have my own health issues and can no longer provide care to my mother. Can Council assist to get the other daughter from Lebanon to move to Australia. It would be cheaper for Australia in the long run.

ResponseID Response

150 Transport to get to the Arabic social group. To go on excursions, to visit friends. Moreland Council organises bus trips. Darebin buses should be more flexible across municipalities.

151 Older people need assistance to navigate complexities of the digital age i.e. online services, government website, bank websites. People over a certain age need access to easier parking. Meetings for older people who want to donate their skills to other people i.e. nutrition, exercise, easier mobility, organic food, composting etc. Exercise classes i.e. zumba, yoga

152 I am very happy with the home help I receive from Darebin and as this is all I require at this stage, I find it hard to make much comment. It is reassuring to know that there is much more assistance available when needed

153 I have just become housebound and have had to use aged care services My first experience in this field was finding regular transport. I did have an interview with Council and they recommended Link Community Transport. They have been excellent but if you have to take a longer trip they find it difficult to get volunteers to take you to the appointments and something they have to cancel due to unforeseen circumstances and that makes it difficult for a person. - I think if Darebin Council also had a transport service in conjunction with Link Community Transport it would be an asset. I know you can get transport to hospitals only but not to medical appointments. - Some older people in the community who have to stay at home and have skills could be used by giving them work to do at home. Some of the mundane jobs Council do could be delivered for those people to do at home. - Council could assist older residents including all cultures by hiring a but about four times a year going to a special place of history, having lunch on the way and socialising together or arrange a barbeque at Edwardes lake (need advertising)

154 Aged Care options: After reading the brochure: Aged Friendly Care- Darebin, herewith the following comments: - I would like very much Darebin Council to provide the service. It is a very much better option for older residents to deal with the familiar Council than a large, complex Aged Care System with complex paperwork and systems which are difficult to navigate. This created a lot of stress for elderly people unfamiliar in dealing with this issue. - I would certainly support that Darebin Council continue to advocate for its Senior Citizens for all of the above reasons - I would like to see more support for Dental Services for Seniors. The cost of private dental treatments is beyond the means of Seniors. The waiting list for Dental services is two years at the local Community Health Centre. Could consideration be given for a system of vouchers, which could be presented to dentists of your/my choice for a yearly checkup and possible follow up treatment - I am currently 85 years of age. I receive household help at the present as I am lucky enough to be still in good health, however, when this changes, I would much prefer Darebin Council to provide the extra services I may need as I wish to stay at home if at all possible

PANEL HEARING Submission #1

ResponseID Response

155 The council should still continue to deliver services to the older generation in Darebin. No older citizen should think that they are alone. Help should be given to all the lonely so that they don't feel cut off, isolated and depressed. Services should also be provided by the council to help the elderly with i.e. negotiating bills, learning new technology, and simple maintenance around the home. There should also be help available to ensure the elderly stay in their homes with ongoing help and aid them with health issues or find them an appropriate place that will care for their needs. No-one should die alone and think that they are vulnerable and a nuisance and not cared about to society.

156 Aged people need help with the garden. I am very grateful to Darebin City Council for the wonderful home care that you provide - your staff are just wonderful. I have a fortnightly help with the house cleaning and I have never had better help. I am 88 on 16th November still can drive and cope, except being able to vacuum and clean floors. I appreciate the library and I am an avid reader. Thank you to all at Darebin City.

157 I "requested" the Summerhill retirement park owners to remove gravel from footpaths beside main park roadways & seal with Bitumen 900mm wide access for mobility frames etc. (gravel gets into thongs and sandals footwears). I have need to clean by spouting gutters. Park rangers will not lend me a ladder or clean it for me - easy access from carpark! Council may have subsidies to use window and gutter cleaning tradesmen. Can we access Council bus to Northland or Greensborough shops if not fully handicapped? (how do we book) There are rusty BBQs in lovely settings with tables. The hotplates must be covered by stainless steel tops - health reasons. Rust gives serious stomach ailments in young and old people. We do not have fire wardens (with hats) or periodic fire drills. Buses to shops.

158 Aged care service should be provided by not-for-profit organisations like council especially for those more vulnerable. We believe Councils, being local, can provide these services effectively. For those who do not have a family to advocate for them, Council may need to provide an advocate or someone who can keep a check in on the vulnerable. No doubt Council services will need to expand to meet needs and this could provide more jobs. I am writing as mum's full-time carer. While mum was mobile and still had her memory intact, the service provided by council home care was very helpful and adequate. It supported her very well. Now that she has Alzheimer's Disease and has become less mobile needing 24/7 care, the one thing that may force me off council help to a Home Care Package is the fact that I myself need extra respite service even more so than home help or personal care for mum. This more respite for the carer is what is needed now that mum has entered a high care situation. It would be helpful if extra home respite could take place of home cleaning and personal care for mum. We need more than the 2 hours now given for respite. Council would have to take on the full Home Care Package service but this would probably need a whole extra department and an extension of Aged Care Council services to providing higher care to clients or carers.

**PANEL HEARING
Submission #16**

ResponseID Response

- 159 I think it is important that the council stays on as an aged care provider. They have been doing a great job over the years I have gone on a level 2 home care package and waiting for level 4. Now I get the garden and windows help with the council cutting back so much on maintenance. It is really hard for a home owner to find a safe and reliable tradesperson The Council should extend their services including garden, windows and gutters. I got more help that's useful for me, through a home care package
- 160 I am 78 years old and use Darebin in home personal care as I am also disabled. I developed a super bug infection after surgery in 2015 which took 2.5 years to recover which left me unable to walk without assistance. The staff providing my one on one assistance have become extended family. I think Darebin should continue providing home care. I was the executive director (of a company) and Darebin was recognised as one of the best providers of aged services against other councils. I am happy to be contact by phone and would like to discuss this further.
- 161 I have had Council services for 15 months, I can't say if Council or other organisations are better at providing services. I only know Council, but I am happy with the service I get. I would love to have more opportunities to get out and about, bus trips or to the pictures - even once a month - come to our housing estate at Agg Street and take us out!
- 162 About 80 % of the older people that live here at Agg St live alone and don't get visitors - Many people would love to have someone knock on their door. Check on people who may not be doing well. Even a phone call might be nice. Council should have meetings with older people to understand what volunteer opportunities could be available. I volunteer at Church of Christ, I want to continue to contribute as I get older
- 163 I live in public housing at Agg St Estate. it is important to have social options. I think Council or another organisation should come to us with an accessible bus and take us on outings. We need these outings to be cheap so that we can afford the trips. Social outings will bring our community together. We also need a lift to stay here, we are in 3 storey walk-ups, some of us have trouble with the stairs. It is hard to get repairs we need from the ministry of housing, they should respond quicker.
- 164 The essential point is that older people need to know what services are available. But people sometimes also need support. For myself - who would I go to other than the Council (to get this support and information)?
- 165 For some vulnerable people, they may not have material they need - such as furniture. St Vincents used to have a warehouse where you could pick up anything you need on a once-off basis. This is important for vulnerable older people. Someone should come here to Agg St Housing estate maybe once a month, drop off a leaflet, be around for a couple of hours to give people information or look in on them. Also material in the right languages. Council should do this.

ResponseID Response

- 166 (husband and wife feedback via Cantonese interpreter) - We enjoy group get together; would like more of these - We don't want to give trouble, asking for more groups - We would like to do more sightseeing trips (Ballarat, similar) to see more of the country - We would like interpreters to be present at future events as have very limited English and cannot understand what is being said - I cannot think of anything else to do that I haven't been able to, but would like to. We have family who are in contact weekly, and visit weekly also. We receive support from family and are not sure what will happen when family are unable to assist us in the future. We are aware there are some residents who do receive services from Council.
- 167 - I enjoy group get together; would like more - I Attend swimming 5 days weekly - I would like interpreters to be present at future events - I cannot think of anything else to do that I haven't been able to, but would like to - currently using public transport to attend Seniors Group, Preston Market and the community.
- 168 I now live with my elderly mother of 88 and I find it difficult to get my mother access to the council services on offer. I cant even begin to imagine how challenging it would be for her on her own. A simple task like booking a mini bus to transport her to and from a community hall which holds a weekly activity for an Italian club, required a minimum of 6 telephone calls and resulted in her friend being denied access due to not being registered correctly with Aged Care Services. This then resulted in my mother reluctantly having to travel on her own and ultimately refusing to take the up on the service a second time. The processes are tedious and unnecessary and time consuming. The easier our seniors can access the council services, the more they will use them. Seniors need services which assist them then and there, without a weeks notice of pre-planning, phone calls, permission slips and registration forms. Here's an idea, have some employees from the council who are of different cultural backgrounds going to the Preston Market and ask the seniors themselves. I can tell you that from feedback I have received from my mothers group of friends is that there are two distinct groups of seniors the shoppers and the tourists. There are those who would love to have a free transport service to/from the Preston Market and Northland shopping centre - just for Seniors - as less and less of them are driving now. This service to be used as a hop on/off from the hours of 8am - 4pm The other is a Council tourist bus where only Seniors had the opportunity to go out somewhere to visit, got picked up from home, had lunch provided and returned home - twice a week. Currently as far as I know there is only transport to bingo playing clubs. Not everyone's cup of tea. Again I cannot emphasize enough, the importance of speaking to the Seniors direct to assess their needs. As far as I am concerned - home help services - do not meet the needs of the elderly either as so many duties are not undertaken for OHS reasons. A spray and wipe can be achieved by the elderly themselves. Lifting up chairs, moving furniture to clean and scrubbing shower tiles is where help is needed and not offered by council home help. I do think that the social aspects for our Seniors need to be addressed seriously, because sometimes just a simple day out can lift their spirits so much.

ResponseID Response

169 Firstly I am concerned that the Darebin Council has overlooked disabled parking in some areas. An example being in McFadzean Avenue in front of the small group of shops. This was re-configured with new parking areas and trees but not disability parking. Considering there is a pharmacy here used by a great number of elderly people, I find this oversight ridiculous. Secondly, with the building of so many townhouses older people are being forced to look outside of Reservoir for housing. I would very much like to stay in Reservoir when I sell my home, but I don't want a townhouse which may present problems as I age. Why are we not seeing more single storey housing...it's money. More money in townhouses than single storey. Sad, a shame.

170 I was brought up to be independent all my life. Now in my 70s I have been informed that I have osteoporosis of the spinal cord, right hip and left ankle. Now I find myself having to ask for assistance to help me get things done, and being independent that hurts me more than what I have been diagnosed with, but I have no other choice. I already had a number of falls and I have to ask myself 'why me?'

171 I did not agree with some of the items on the discussion paper I believe to help aboriginal people the council should employ them not divest the services to aboriginal groups I do not agree with the so called choice. People want the council services not lower services from random less qualified staff. Yes the council should employ other older residents to assist and also help with the advocacy work. No the grants idea is a problem. Smart grants is a nightmare to use and most older people could not navigate it without help. Use the grant money to pay for staff to assist. Provide people and group emails and phone calls to link the elderly so they can meet up and provide outings and a bus to pick people up.

172 I worked for the City of Darebin for twenty-two years and was made redundant in 2017. In the last six years I was aware of decisions that the Darebin managers were making that had a major impact on the declining number of clients that were being referred to the support service I was working at. I have no doubt that there were and are many people within Darebin who could benefit from attending the social support groups and are unaware that they exist. A large number of residents in Darebin trust and expect that services that have existed for a long time will remain, eg home care, respite care, personal care and social support programs. These services have operated at affordable prices. Now Darebin is unsure how they can continue to provide these essential services, although some Councils seem to be able to manage this change and prioritise this vulnerable age group. If Darebin residents have to deal with private providers only, then the council is neglecting the very people who would benefit from Council services at affordable prices. Darebin Council needs to get back to basic principles and put its money in the direction of residents who don't have a voice but do have a great need to remain safe, healthy and social.

ResponseID Response

173 My wife is Greek. We lives in Preston with our hildren then shift to the City for 20 years for better schools. We have just shifted back to retire and get more light, space, less taggic and look after in laws. I have been involved with an band playing at nursing homes as colunteers but dont want to tavel three quarters of an hour to practice and dont like to go out at night much. I have gound it hard to find a musical group in West Reservoir that plays acoustic instruments and sings. I would like to start or be in a local Reservoir band (not brass, not pipe) that plays at venues acoustically and where I can walk or bike to during the day to play with other over 60's residents ta no,or minimal, cost, which could play at nursing homes, gatherings at Edwardes Park (mics and amps provided by Council) and for any event the Council wants as volunteers and advocates for Reservoir. How does that sound? I am not quite desiring lawn bowls but would meet for a croquet club but may have to join a bowls club. I miss community gatherings and involvement and even a Christmas party after retiring. I feel isolated and cant stand Facebook and I have deleted it but computer literate and use a smart phone - I would also like an art space where i could either pain with others or exhibit if I can be bothered painting again (too many canvasses and not enough storage) I dont feel as if biking on Edwardes street as the path is too close to cars and parked cars open doors- one major accident and im gone. I love the bike path down the creek but then have use the footpath to feel safe. I hopoe this helps with ideas P.S. I love the library

174 Firstly i would like to say i think council does a great job in provision of sevrices to the aged. My comments related to access to services after 2020 when initial contact is by phone, and how that may effect those more isolated because of a disability that may result in the person not realising they need help, have no one to act on their behalf and are unable to phone for help. I would like to see council use various databases and census information to identify people over 80 living alone and provide alert/alarm I.T. technologies to contact essential services when needed. Medical alarm and other alerts are now available, but identifying those who need assistance is the real issue. Thank you

175 I receive domestic assistnce for basic help with household tasks such as general house cleaning. I have COPD and am on 24 hour oxygen. My husband is in his 80's and assists with my care where possible, he takes me to all my medical appointments and my daughter helps when possible. My husband is also not in good health but does do more when possible. If our domestic assistance with the home is cut, we will find it very hard to upkeep and will find it hard in our age to age gracefully

176 I myself am very satisfied with the services you give to the elderly. I am also very satisfied with the services given to me, very caring people, when they arrive they both ask me how I am which is very much appreciated by me. I would like it to continue. Public transport is essential for lots of elderly people. Domestic assistance, shopping etc. Thank you

177 For the people who live in Ministry of Housing, I am a resident in the Agg Street Thornbury estate I live on the top floor and I deal with Disability injuries. Is there any thing that could be done to make things easier for me please due to my knee problems and others that I have to deal with. If so, please help my situation. Thank you I have had new taps put in my unit due to my wrist injuries as I am thankful for the taps that were installed

ResponseID Response

178	I am happy with my aged care services
179	Council should continue to provide all aged care services Can council please help us to find aged care information Can council help with equipmentn and scooter hire/purchase
180	Please provide a shuttle bus to commute pensioners to events i.e. clubc - Please assist pensioners of age to manicure gardens
181	Key issues: - Safety- both at home (against intruders) and public places- shops, roads, transport etc - Safe accessible areas- footpaths, parks etc -Housing - safe and accessible cost effective -Health services- accessible cost effective i.e. paying \$70 for a flu injection from a GP while the vaccine itself is free for seniors - Public transport- safe accessible, frequent and effective. Not just to city but across suburbs - Home maintenance and technological assistance (i.e. installing smoke alarms and installing virus protection from computers/smartphones) - activities to reduce isolation - services to encourage ageing in home safely - Awareness of self funded retirees- same issues but often willing to pay for individual services
182	The home/property maintenance provided by the Council is so extremely good. I have used this services to help me maintain my home with various jobs. At this time of writring, I am fortunate to now have to call on other aged care services available through Darebin Council and hope this continues. However, I also hope that all the aged care services provided by Darebin Council are not reduced in any way
183	Council provision of aged care services foster a sense of community and that local authorities care and support of older residents with practical assistance Key issues for older people" 1. Lack of mobility- public transport can be difficult to negotitate due to physical impairment 2. Lack of access to modern technology i.e. mobile phones, computers 3. lack of information about local events. We no longer receive printed local paper in the mail 5. Sense of isolation and the feeling that you have nothing worth while or of interest to contribute 6. Hopefully council will be able to cope with the changes in funding and use this to change, adapt and to improve aged care services instead of passing us on to solely private providers
184	We can envisage from past events that when 'things' get privatised, things pretty much fall in a big heap. This will be no different and unfortunately it will be the elderly and disadvataged who will suffer the most. I appreciate the opportunity to express my view but unfortauntely the government will do what they want all in the name of what is best for the people.
185	Darebin should provide elderly Darebin residents with extra home help to support use to continue living in an environment that makes us feel comfortable and happy with a sense of belonging Darebin does a wonderful job offering home help services to allow us to stay in our home. However, law services could be improved to create gardens that improve well-being for the entire community

ResponseID Response

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| 186 | Preston Council 'Home Help' for elderly citizens: In emergency situations would it be possible to help with bed making eg. changing the sheets? Neighbours are already helpful by putting out and bringing back in the rubbish bins. I'm just lucky that my neighbours do this for me because if you fill a bin with lots of prunings it can be very heavy. Can a 'window cleaning' service be included for occasional bird droppings? Neighbour also does the washing of bedclothes which I cannot cope with the situation of drying on a clothesline. I cannot reach up. As a result of a bendy back though thankfully no pain but difficulties arise when you live alone |
| 187 | Northcote had only 1 venue for this review- discrimination Two of these pop up venues had already been held by the time I received this discussion paper Aged people are forced to pay more because developers have moved in and changed up old homes chase lots of money, sold these home. Still lots of older people who have lived in city for generations are penalised. |
| 188 | Senior's concession for swimming and gym |
| 189 | I want to stay in my own home when the day comes ill take all the support i can get I dont feel safe along the walking tracks along the creek. Could we have cameras? Rates are too high because they've valued my house too high. I dont think its accurate. It would be good to have someone to do an individual valuation but they would probably charge you for it |
| 190 | Council should put a nice room and classes to do exercises near Northcote because there is nothing except swimming which is expensive. Social and good fun. |
| 191 | Re: your visit to Summerhill Retirement Village Recently I has rang council as i had been told i need to get a package if i need help in the home or maintenance The people that got back to me sent some papers, but I got completely confused, so just threw it out. It was great when i could ring council and they would do what i wanted. You recently changed the washers and they are worse than ever, so i will ring back. I miss that you do not clean windows, lawns, tops of cupboards and other things. It would be good if council could do these once again. I am 82 years old and can still clean myself but i know the time will come when i need help and i hope it will be council or you can help me through it. I am getting worried about it all once again. I hope Council can do these things again |
| 192 | At this time i am happy with the support that I receive from Council however gardening help would be a great help |
| 193 | Safety is an issue for me, what do you do for people (especially women) living alone. Street lighting in Fairfield from the train station to Fulham Rd (is poor). Not enough police presence. Every Saturday night I do thi swalk after going out to dinner but I feel unsafe on the way home. A lot of elderly people are barricaded at home for fear of going out |

ResponseID Response

194 2 concerns - 1. Street lighting - 2. Parking 1.inadequate lighting Duncan St. Fairfield - In 2017 I contacted council regarding inadequate street lighting. Council responded and advised me they looked at it and said it was adequate. The residents in our complex (6 of us are senior citizens) we like to dine out in Station St for dinner once a week). We all agree it is too dark and dangerous. There is also two alleys. On 30 April 2018 we wrote to Council again and included a petition signed by our residents. we got no response. In July 2018 I wrote again with our concerns - no response. 2. My apartment was allocated a stacker for parking in the basement of the building. i found the stacker impossible for me to operate. I am a senior citizen. I have been parking across the road from the apartments up until the new rules 3 hour parking between 8 am - 6 p.m. Now I cannot find anywhere to park. I notice the (Fairfield) Library Carpark there are six Permit Parking spots. i have observed over nearly three years they are mostly vacant. I know the nurse from the community health uses one and sometimes tradesmen. i do school pickups most days for my grandkids. When I come home about 4 pm these parking spots are vacant. I understand you don't issue permits to residents in apartments. Now that the rules have been changed, I would like to apply for a parking permit. If I can't find somewhere to park I will have to give up my car, that would make life very difficult. The car is my connection to community life and family roles - picking up my grandchildren. I receive Council services - staff are lovely people and Council should continue to provide services. Also - I would love to go places - if Council could organise bus trips for seniors - for instance Dromana. Bus tours to take seniors out, or to a concert or flower show. A coordinator might manage this.

195 Thank you for inviting me to a focus group, but I can't attend, I just got out of hospital, My husband has had cancer and now lymphodeama, and he is very unwell. We are receiving showers the both of us and cleaning, but it is not enough. The Council staff don't have enough time to do the tasks. We are waiting on a 2nd assessment, but it is confusing, it is taking too long. We want to stay in our home, but we are not getting enough support. I am only now just getting back onto my feet, so much is happening. I am at the stage where I don't know who to turn to. My son and Daughter in law are trying to help, but they have busy jobs. Council is good, but you are not doing enough for us at the moment. For elderly who have needs that are increasing, it is not enough.

ResponseID Response

PANEL HEARING Submission #9

196

As a person who cares for her elderly mother who has dementia and as a person with no family support/family network (I was raised as an only child), it is imperative that the wonderful (and priceless) services that places like Yanada House and Your Community Health provide remain in service. For example, Yanada House is dementia specific and I cannot stress enough the importance of this. My mum attends Yanada House once a week (she used to attend three times a week before the funding changes/cuts were implemented) and it has made a huge difference to her life. She has made new friends, she sings, dances, does gentle exercise, helps with the baking/cooking and does various other activities which help stimulate/exercise her mind, just to name a few. And all this is done in a secure and safe environment/facility. Very important. In addition to Yanada House, Your Community Health is also another invaluable service/facility. Mum attends the Monday Italian Social Group at the PANCH site and it has also made a huge difference to her life. Again, she has made more new friends, she sings (choir practice), goes on shopping outings, makes arts and crafts (to take home), attends lunch outings, participates in word games, just to name a few. And just like at Yanada, her mind is continuously being stimulated all the while being in a safe environment. But of course, a lot of this wouldn't be possible without the truly wonderful, professional and amazing team leaders/employees of Yanada House and Your Community Health (PANCH) and subsequently Darebin Council. Other very important aspects of these services is the continued provision of meals, transport services, in particular, the council busses (door to door pick up & drop off), monthly carer support meetings and outings. Another wonderful and priceless service and one that cannot go unmentioned is CarerLinks North. We carers need looking after also and CarerLinks North is paramount in it's ability to do so. I have used their services and it is comforting to know that they're there for us, whether it be for counselling, coaching, social get togethers, information seminars, relaxation, outings, respite, etc. In addition to all of this, I would also like to see Darebin Council continue in its vital role in providing Darebin residents with it's existing valuable support and services well into the future, especially as the ageing population increases, in a safe and welcoming environment.

197

I have home help through the Council each fortnight which helps me to maintain a clean and tidy home. Having this assistance helps me to stay on top of things and manage better all around. Each day I attend different classes at Reservoir Leisure Centre. Being active keeps me moving more. As well as being active there is the social element mixing with other people in my age group. If I had to pay more for this home help service, I would be forced to give up my membership at RLC. I feel sure this would have a negative effect on my state of mind, as I really enjoy these classes. Taking the Arthritis class a few times a week in the pool, has helped me with aches and pain from Arthritis. The Living Longer and Living Stronger class twice a week has helped me with balance issues. Yoga and Qi Gong once a week has helped me to reduce stress and anxiety. I feel grateful to the council that has provided access to these programs for people like me that wish to stay in their own home as long as they are able to.

ResponseID Response

198

I believe that Council should withdraw from CHSP service provision where there is adequate capacity through other agencies (e.g. assessment, home care, personal care, respite care) and monitor the remaining services such as delivered meals to see if suitable capacity develops. Council services have become too restricted by OHS and over onerous barriers. People require a range of supports that Council is unable or unwilling to provide. The more open market place may provide greater flexibility in meeting the range of needs (I hope this doesn't come at the cost of quality for residents and staff). A \$6M plus investment into roughly 3,500 seems extreme when this money could be dispersed more evenly to support a greater cohort of older people remain well in their community. Council has strengths in community capacity building, infrastructure and advocacy to support a range of initiatives that would have far greater reach. For example, reducing the disability threshold in the community allowing more people access or advocacy for more accessible public transport etc Partnerships with State government authorities could be useful in addressing housing and public transport needs. I would be loathed to see Council step into a space that is already adequately covered by other agencies such as volunteer coordination. I think it would be better for Council to support these agencies, whether financially or through a partnering approach. Social isolation and loneliness is and will continue to be one of the most pressing needs in our community, particularly for people who's ability to get out into the community is compromised. Council could assist in this area through working with other agencies (e.g. community health, community houses) supporting the engagement of volunteer and paid advocates, and community connectors/navigators, as well as events to bring people together. The facilities exist, but it requires some investment in people to help bring people together. Development and promotion of age friendly guidelines to assist existing community programs (maybe even an auditing program) understand and promote their "age friendliness" may also be useful. The roles I see Council playing into the future include: - A strong advocacy role, especially for those people that fall through the cracks, are marginalised or having difficulty getting the support they need - Acting as connectors to the service sector (especially given that Council has been an identifiable access point in the past) and/or helping people problem solve and connect - A funder and/or partner in the development of responses to social isolation and loneliness (including continuing to support seniors groups whilst they remain relevant to the community) - A community capacity builder, including at a local neighbourhood level - Provider of community infrastructure that enables people to access community facilities safely (including lighting, seating, good footpaths etc) - Developer and promoter of good public policy such as engaging and partnering with vulnerable groups such as LGBTIA and indigenous people, how to be aged friendly, promotion of positive ageing images and examples - A community linker, whereby Council could work with residents to identify and advocate for unmet needs

199

I urge you strongly to keep services beyond 2020. You get used to the people that come to you, I don't like new faces. I trust Council, I trust the workers through my home, that is a big thing for older people. A lot of people have to pay to get lawns cut. I got a \$200 dollar quote, I have a big block. I can't afford this so I am selling my home and moving to a smaller property. I hope my rates go down. Council services are good - Council should set up a lawn mowing service, I would prefer you do this instead of outsourcing this. I think it is cheaper for Council as you have your parks and gardens section that are already set up.

ResponseID Response

PANEL HEARING Submission #21

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| 201 | Council should continue to provide the high quality Council operated aged care service, with an adaptation that reflects numbers, and particular needs - that is - if from non-English speaking background - relocate oneself to a service that reflects your language. As a recipient of Darebin Services, people employed are of excellent quality, clearly training and skill by Darebin is very good. Darebin should have orientation and confidence to continue to meet the needs of its aging community give it has done such a good job for so long. |
| 202 | Planning for older people using techology and not having 'senior centres' or 'seniors groups' unwilling to change. Flexible thinking regarding housing and entitlement and rights e.g. calling MAC for window cleaning and gardening when living in a 'granny flat' on a property - how is this decided regarding the entire property. How to stay involved with grandchildren as they get older and their needs and your needs change? How can you still feel useful in our current society? How do we take advantage of experience and skills of retired people and assisting them to manage e.g. lighting in facilities. No matter what age - we want to be included and recognised in "community". We want to get out of the house we want to be safe e.g. safety at the crossing at corner High St and Westgarth St. How to contact one person for roads, not Vicroads, Council, Yarra trams or Utilities? Intergovernmental/interagency agreements to raise issues. Council staff to review the footpaths for safety. Extend traffic light times. |
| 203 | Would like to choose what I need. We need to feel safer in our community. I think the council,should continue to help us. Exercise classes, for people who can do exercises, easier classes ,for people with hip,and knee replacements. More things with home care. |
| 204 | For the past couple of years we have been living in a unit at Latrobe Retirement Village. We have been very happy with the service Darebin Council have provided for someone to come fortnightly to vacuum clean our carpet and wash down the floors in the kitchen and to clean our bathroom/laundry. These people come in without exception to do their work and are cheerful and efficient. Thank you also for your instructions covering summer conditions and understand the necessity for these to come into effect when forecast temperatures exceed 30 degrees. We are both in our eighties and appreciate the service you provide. Yours sincerely |
| 205 | To provide more and better services, more funds are obviously required. Good training of well selected caring workers is important. These people, to feel respected, must be paid well and exist in a respectful culture |
| 206 | To whome it may concern, I like the services as is. It's worked for many years quite well and i dont see any reasons of changing it. I believe the elderly people dont like major changes. And if everything is working well with us then there is no reason of changing it |
| 207 | I attend the Thursdays mixed group at Panch Health Bell Street Preston and I enjoy the get together of other people and am able to get there being picked up and driven home by their bus or taxi (at times). Very friendly and helpful staff |
| 208 | I am happy with my cleaning services |

ResponseID Response

PANEL HEARING Submission #14

- 209 I will be 85 years old in May 2019. I hope that the council can obtain continuation after 2020. I had 13 years of service by the Council, always hoped that I would see my life ending this way. I love the council and think perhaps I have been spoiled. Things I thought about: I am always feeling sad when my worker finishes. Note- would be good if each individual older person could connect with others on certain days. Each group could make things like knitting for some other cause, have a library (in the building) somewhere. To go and read and meet each other. Something like this would be good. I think the council is really terrific and do a good job now. I have no fault with the work and everything.
- 210 Main concern - safety- properly lit areas such as footpaths i.e no cracks, uneven areas, no bicycles being ridden on the footpath. Need to police streets Activity to access Physiotherapy at council operated areas. Have been told 'funding cut'. Unknown if Physiotherapy can continue in 2019 or very limited only. Monitor the use of mobility scooters in shopping centres. Driven too fast. Can take people out
- 211 Please continue to provide care and later when we need more then we can go to package care. Not everybody needs a lot at the start. The people that come to help should be respected and if they are in danger should not go back there its as simple as that. Garden help would also be good to get. Could we get home help to take us to doctors. Aboriginies should be treated as equals. The families should often make decisions where possible. Where possible, granny flats in a village like area would be good. Could mobility aids be rented? Not everyone can afford them. Connection with schools. Off peak free transport would be good. Im hearing that community groups are getting small grants. Council are punishing groups in the future by taking grants away if bus loads to/for meals at pokies venue where meals are cheap How can we afford to go to restaurants for a meal? The group that I go to have a monthly outing but by the time a bus is paid, and then if we go to a restaurant it is too expensive. PLEASE DONT do this. We look forward to the outing most members are in there late 70's. thanking you I volunteer once a week at a centre for older people
- 212 I am a self funded retiree thanks to my late husband who died 17 yrs ago my main issues are at this stage 1. Loneliness 2.no interest in cooking 3. When I become unable to drive transport and shopping 4. I suspect in the future house cleaning and maintenance 5 Then Self care. I am depressed about what the future holds
- 213 Im hoping that Darebin Council continues to provide the services that I have now and more clients, instead of another agency taking over. I do enjoy working on the Darebin Council meeting new clients of COuncil/ I am happy to see my regular clients.
- 214 I have read through the review and I feel that darebin provides extensive assistance to the seniors who reside in the area. Unfortunately I am restricted in mobility and unable to walk any distance but I belong to the Probus group in Preston and benefit from the Darebin Council grant to our Probus. I also receive assistance in home care each two weeks at very reasonable rates and this is of great assistance to me. Last year I took advantage of the Darebin offer to have my windows and gutters cleaned and will make an enquiry as to whether this is available this year. Fortunately I am able to remain in my own home at this stage. In the past six years I have been on the committee of the Preston Probus and arrange outings for the members. I use speakers for out meetings.

ResponseID Response

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| 215 | If you privatise, no matter what you do, in spite of your best intention, in the end it will be a disaster take for example the Telcos or the power companies. No consumer is happy. Please do not privatise it will not work thank you |
| 216 | Please can we get our bus back that the government took away from us just to save a few lousy dollars. This affects a lot of old people especially with disabilities who have trouble getting around. This would be considered aged friendly if they are serious about it a lot of people agree with us |
| 217 | Current delivery of CHSP by Darebin council is of high to excellent quality. Staff of high standard well trained and effective. Payment of staff better than private service providers and therefore are better in their practice. Darebin Council should consider bidding to become a provider of CHSP, using its commitment to maintain \$6 million per year, seek Federal Government allocation and maybe up its costs to clients, so as to continue to offer aged clients employment to CHSP workers and aim to maintain a balance, respectful and efficient and effective service to clients and employees |
| 218 | No 2 Theme: Built environment, transport & housing Improving ease and safety for older people to move around at home and in the COMMUNITY!!! Please, I beg you. Some decent, safe tram stops. Climbing up into trams is taking your life in jeopardy. I have had the doors jammed on me too many times & it hurts especially with the new trams. It is a long way up into a tram. I have been asked the same questions on p.14 of the magazine advertising local events, that all 10 of them were posted to me to give to my neighbours OVER & OVER & OVER during many years. Nothing except "Lip Service" is given to my answers/ requests. Please help. |
| 219 | We have been using an aged care service for over a year now. We are satisfied with the service as the lady helps clean the house. We feel we trust her because she works through the council. We feel if it goes private it will become very expensive and it will be difficult to know if we can trust these people. It is an important service which needs to be over looked by council to maintain its integrity and trust to the people. Thank you for your time |
| 220 | Thank you council for seeking feedback from the community about how older residents can seek assistance. I feel it is good and have help. Our area have activities for older and younger residents and this is council staff's good work. I hope that we live in a safe area. Other than increase police patrol, can utilise elderly residents to patrol areas, make them feel part of the community and able to contribute to the community. Hope council can consider setting up groups. |
| 221 | "Communication" is one of the key words. I am fortunate to have domestic help once a fortnight - Otherwise I would have very little outside contact. May I suggest a phone call once a week (at a prearranged time) would be appropriate. Many aged people have a little garden they take pride in. A volunteer system may be of assistance (No ladders and excessive bending etc) |

ResponseID Response

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| 223 | Footpaths are a hazard in some areas, particularly if hedges and trees are not being pruned and shrubs grow out of the gardens into the streets. Too many people are on their own. They don't have anyone to check on their welfare. Can the council set up a telephone line with volunteers giving older and lonely people a call to check on them or just for a chat? People are so lonely! I'm lucky to have a family |
| 224 | Older people need more accessible ATMs that don't charge fees in the more remote areas. When I want to get out my pension I need to travel. Some ATM facilities you just don't feel safe. We need more public toilets. |
| 225 | - Too much development with too many people and too many cars. - Since electricity is privatised older people can't navigate the system and don't know which provider to choose. - Older people need support to use the internet - Large groups of young people (probably backpackers) live in sheds or garages with no facilities or toilets. They use the garden tap to wash. - More support is needed for people who suffer from Dementia |
| 226 | - Council should support the sick and old who don't have a carer in the family. - Older people need support with paying bills and keeping track of their paper work. - Council should help older people with gardens and cut the grass. - Council should support older people to do the shopping. |
| 227 | Council should cap the rates for the pensioners. Some can't afford to stay in their own home because they cannot pay the rates and other bills. Some people have been in Darebin for over 50 years and need to leave because they are being pushed out through development and gentrification. |

ResponseID Response

- 228 Should Council continue to provide all of the existing Council operated aged care services or should the services be expanded, reduced or adapted? Yes. Council provides a great service at present. Please continue as long as possible and it would be good to have other home maintenance services added too such as gardening and gutter cleaning. Older people told Council that they want to get out and about and enjoy Darebin's public spaces, streets, shopping areas, toilets and parks, easily and safely. What can council do to make that happen? More events eg Focus on Europe/Asia all continents at local parks. One of the main deterrents is that events are so crowded and if you miss one its a long time to wait until another. Yarra and Melbourne Councils do a great free summer series where they showcase local parklands and council owned properties and draw the community together (it's important to get a mix as older people might want to hang around younger people more). Accessibility is an issue so maybe a bus service or maxi-taxi to assist transporting people to events will be helpful too (perhaps a community of uber-volunteers?) Portable toilets and food trucks are a great addition to these events as it reduces the mobility ask. Residents told Council that as they grow older they fear being isolated or lonely. What can Council do to assist residents to connect to community including groups in the City of Darebin. Senior citizens newsletters are helpful. Publications in multi-languages are helpful. Perhaps a consolidated Darebin neighbourhood house newsletter summarising what's on in each of the individual neighbourhood houses for seniors eg Jika Jika, SPAN etc. Perhaps establish local community groups ie similar to mothers groups where groups close to each other in proximity can be assigned a seniors group they can socialise with? Older people have a wealth of skills and experience to offer, and they told Council that they want to be active in the life of the community for longer. What would make a difference for older people to make a contribution? Perhaps Council could have a database of skills and occasionally call upon when organising community events (see point 2) or establish a quasi jobs board which seniors can tap into eg like air tasker for seniors
- 229 You run Pilates - But you run it outside. You make 80-year-olds do this out in the rain. I think it is disgusting.
- 230 I need help with finding someone to extend my carpark and hang new doors.
- 231 - Need for homecare help ie. cleaning - Transport for elderly to shops (free) - More functions elderly can go to
- 232 - Some bus stops don't have any overhead shelter, particularly the ones around Northland - There are no timetables at the Northland bus stop. They should also have timetables for the busses inside the shopping centre - The new disability carparks are too small, wheelchairs don't fit between the cars - We need more disability carparks since babyboomers are getting older

ResponseID Response

233	- Liaison with public hospitals is crucial. People just disappear into hospitals and no one knows what's going on. Then they get released again and if they don't have family or friends there is no one to check on their welfare and managing rehab or doctors appointments. - Transport to appointments for older people is an issue - There should be more information about the people that are up for election. You only see their faces on billboards around election time and then they disappear again. No one knows what they are doing, where they come from or what they stand for. - Language barriers are an issue for older migrants. Some people are very isolated and don't want to mix - People need to be better informed about the services that are available for them - Too many people are isolated and lonely
234	- Uneven footpaths - Street names are not visible - Street numbers are not visible - Noise from community venue in a residential area - Noise from alarm going off - The general level of noise in the late evening
235	Why doesn't Council mow the native strips? Resource existing activities sufficiently to enable continuity and cover contingencies
236	My dad passed away a few months ago waiting for a level 4 package. The waiting times are too long, people are dying. Council should advocate on older peoples behalf. Many people are on their own and need support to get the help they need. Treatments and gear are getting more expensive and the money that comes from the packages doesn't cover the expenses anymore. People on level 2 packages actually need to move to a level 3 or 4 package. Older people need help with the fast developing technology, how to use a computer, write emails, use the internet for shopping and socialising ie. Facebook, Gumtree, Ebay etc Staff needs better training to look after older people and their needs.
237	I believe the My Aged Care program is very good. I wish it could help the aged pensioners, especially those who are non-English speaking elderly. This makes them happy and extends their lifespan. I would like to express my sincere appreciation to Darebin Council and the Australian Government for helping us.
238	The pedestrian crossings should be painted in a brighter colour so it is easier to see, especially at night.
239	The native strips are not even, elderly people can easily trip over. Please repair. The age and disability should be advertised to the wider communities via email and newsletter.
240	Watch TV call daughter on phone stay in support for shower and breakfast- watch tv channel 10 i like to walk a lot with walking frame which makes it easier I take care of my daughter in laws dog named Focie I also have lunch in support I want to play bingo and games that I am good at

ResponseID Response

241 Consider offering gardening - hard to access GPs at community health -better information and a clear directory - who do you access for what - what services and for social connection - at moment, I am active- i got in contact for activities but more available in Reservoir- we need more activities here in Preston I have involvement in My Aged Care. Darebin threatened to fine me if I dont cut the grass. I cant! You should know who is older and help them. I am suffering MAC was a good quick service, The assessment was very quick. I was linked quickly to Physiotherapy- this was pleasing A group was supposed to be in Preston but the number was not right- from older and active I spend a lot of time on my own. It is lonely, but so are some of neighbours. Each person is individual but provide spaces to meet diverse. More transport on spare of moment- Link Transport have a wait

242 Darebin had a Pilates Program- indoors- but then they moved it outdoors - that became too hard. outdoors works better for younger people Isolation happens to you very easily. It would be nice somewhere to go, drop in and know others will be there. Senior Citizens centres are not for me- they are not for my generation- that is outdated. Something affordable. I think Councils need to stay service providers. I was in Moreland Market is great if you are

243 I go to a Zumba class in Preston 35-50 people come and six want to cut it out we want to have a public meeting and protest against this I love NARC- they have charge rate for older people More of this, I cant afford full rate and i need exercise

244 I live by myself, I have trouble walking and asthma In summer in hot weather i need electricity to stay on. I need someone to call me on these days I panic because i cant breathe. My Aged Care gave me a list of places for respite. I would like someone who I can call, who can take me there. If i am in danger, i need someone to call, someone to come and get me, I dont know who to turn to to organise respite. That day last year was so hard. I was so scared. May the council should have a person to give me information and support

245 Council support to the older people is a 'lifeline'. Give a family member who dont have... Friendship most of touch of love and care, being there for us weekly in each different service The staff always being there for us to make our day to look forward with the servicec With my disabilities, I cannot thank enough what these girls and boys visits of help made a huge difference in my life. I cannot thank enough or praise very highly. People we cannot be without Equality and fairness of services all through the yearI strongly believe we should be given this service opportunity to make our lives fuller as it is to continue. Without that we wont be the same

246 I think all the services you provide are essential The only services I have used so far are the smoke alarm and meals on wheels Since i began with the meals about 4 years ago, the amount of food delivered has massively reduced and the cost just keeps going up where out pension has not Please consider allowing more in this area

**PANEL HEARING
Submission #7**

ResponseID Response

247	I live at home I get cleaning from council. It is alright i need help to cut grass and pruning, clean the gutters (is this info available in italian?) I still drive , my wife doesnt We have half price taxi I do a lot of walking. I fell once, very badly i was hurt because of the footpath. I go to an Italian club in Brunswick. I do garedning at home. Gardening is a problem Council can help me- the future whe I cant drive
248	1. Assistance with paperwork and documentation for council and personal matters 2. Assistance with light gardening 3. Bi-annual spring cleaning 4. Outing of choice such as: movies, swimming, op shopping, beach 5. medical appointments 6. service focused assistance not regimented and limited 7. visit to library, socialisation 8. attending outings with Intellectual speaks with topics of interest 9. community transport
249	I greatly appreciate the cleaning assistance we receive fortnightly. as we are unable to perform this for ourselves. Do not have any family help dor this activity I feel strongly that it is so important to remain independent and remaining in your home is vital to physical and mental health
250	Council services are going a great job. But more services are needed for maintenance work- not just the standard services. Minor jobs such as cleaning house and a cheeky noises in manhole on roof. Sraff to be more alert and helpful on client instructions on file to follow up anything that is required by the client and to respect it. New staff dont seem to want to read the client's profile before entering the home this causes anxiety to the client. Please call and advise of new staff when regular is not avialable and to follow clients requests respectfully many kind regards
251	I respect and value Darebin City Council and so do all of my clients in the community, I have been employed for just on 20 years and have enjoyed every part and am very passioate in what i do for the community. This position has been secure and never had we ever had any regrets. Team leaders, colleagues are very supportive to client and staff. Concerns/problems are always addressed and rectified. We make sure clients are well looked after through monitoring and conversation and assessments. My concern is clients will not get the proper care and regularity in service and OHS issues that they might have in their environment. Darebin Council are trustworthy to clients/community. Darebin Council is reliable and consistent. We are local Government and we have a reputation to maintain. Clients feel very safe with us. We are sensible, logical and reliable and clients value all of us. We make the difference to the community/clients, I feel clients would be very upset/devastated with the change if we were not to support the community Many other service providers do not take into consideration the wellbeing or environmental issues of clients and consistent change of workers there is no stability, this would be devastating for the elderly. Council needs to find a solution to keep providing service to the community. Best place to be and work
252	Indigenous awareness and traditional owners to be valued Housing- affordable Free training for younger carers A system that promotes caring between older and younger Community arts- engagement - for elderly and yough to understand eachother and include technology Inclusive public places, community places Bus- transport Study Maori and looking after older and young

ResponseID Response

- 253 - Prive transportation (community bus) to social events and pensioner get togethers - continue to provide home help for elderly and sick -extend home help to Gardening services - a system of 'checking in' on elderly who live alone and may not have family or friends
- 254 On several occasions I have needed the services of the home maintenance team and more recently i had domestic assistance. I found both services very good and feel these services need to be continued. Often at Northcote Plaza, i see elderly people pushing their shopping jeep by themselves in all sorts of weather. I wonder if they know they can get council help. Many of these people have poor english so maybe they dont know how to ask for help. Leading up to elections candidates send letters to voters in many different languages, maybe council could do this once a year to let older people know what services are available to them P.S. I have a very sick elderly mother in hositalnand do not have or energy to go into this any further. Many thanks.
- 255 As a life long resident in Darebin, I am currently using the aged care services of cleaning which have improved my quality of life and allowed me to remain in my home for longer. Please continue this great service and other services provided.
- 256 The council should continue to provide all of the existing council operated aged care services In addition, I would like the Darebin city council to provide these services: - lawn mowing services including wipper snipping, edges etc - window cleaning - roof gutter cleaning - mobility equipment and aids and provide funding in this area - introduce more activities relating to social interaction to allow older people to communicate and enjoy social activities and be more physically fit and healthy - Furthermore, any financial support for aged care services through frants or other meals would be of great help with the frequency of existing services within the council I am currently very happy with the council's aged care services being provided and their staff Thank you
- 257 Fixing the foothpaths so elderly people do not trip or injure themselves People to do a little weeding so why not employ those who aer on benefits and want to work
- 258 I love the work i do , and am very proud of the services we provide If clients lose council servces it would never be the same. CLients are worried they wont receive the same quality of service. Some clients have expresed they dont want anyone else. We provide an outstanding, high quality service and it should not be changes. Im very proud of the work i d. It gives me a lot of satisfaction that im helping someone that is vulnerable and it makes me happy. We could provide extra services in the future such as enabling clients to attend appointments, visiting their partners in nursing home, visiting family, relatives, friends close by, maybe a drop off. Taking clients to see a movie. I have had a number of clients asking me to take them to a friends house or visiting partners in a nursing home but was only allowed once and it was only to be a drop off. When i took this client she was so grateful. Do not underestimtae the value of council services. Clients would be freatly affected if council decide to discontinue services. I think it could aggevt their wellbeing. Keep this in mind, and it will be more difficult for us as a workforce becuae of our age.

ResponseID Response

259	Hi to whomever, I suggest you could improve LE Cotchin Reserve in Reservoir by adding exercise equipment like some other parks there are none neaerby. I also suggest the idea of creating the promenade like in Europe where people meet and gree at their local squares in Italy, Greece and Spain & probably France I see local italians meeting but they know eachother and have lived in the area for 40 years. I am new to the area and feel a bit isolated. I go to the library but everyone keeps to their ethnic groups You could suggest areas to 'meet and greet' say twice a week- Tuesdays and Thursdays 6pm forwards on daylight savings, and 1-3pm during winter- no attendance during bad weather Take you own chair/folding table for cards, boccee or just meet and greet Even take music or an instrument, ut a sign up in deisgnated parks- meet and gree and days to meet Advertise over Darebin
260	The information that I have read from a district nurse provider - older people want to maintain their independence and stay in their home
261	I think that the Government should grant extra money to the council so that they can carry out services that we need As a CHSP, I am grateful for the Domestic and shopping services that I have been given. Maybe the council could look at window cleaning and help to maintain our gardens as most already people can not do pruning etc
262	My aged is 95 years old I am quite satisfied with what the COuncil provide me with tha tis meals five days a week and cleaning once a fortnight I am, I think more fortunate, than a lot of elderly folk, in that I have a very caring family. DVA is very good for gold card holders having serves overseas for four years in the R.A.A.F 1942-1946 I am very grateful for all the assistance i receive having lost my girl eighteen months ago, having been with her for 70 years
263	Take older people shopping lonely change is ok use old library in Reservoir- why not use it for something? Centrelink Go to library everyday Bike repair in Reservoir is the best thing they have ever done Trees in Edwardes street Duck feeding is not good
264	For the elderly and those with serious illness (such as cancers) but still not reach their retirement ages, the government shall not force them to work. More benches are needed at the community bus stops, so that people can have some seats while waiting for the buses. Thanks
265	1. I suggest to re-open Stop 52 (toward Bundoora direction) for Tram no. 86. 2. When Darebin Council organises the yearly Senior Festival in the future, I hope it can combine all the different ethnic groups instead of having just the Chinese group , this way it will allow us to blend into the mainstream of Australia society. (We could have Chinese, Vietnamese, Greek, Italian..., one group each)
266	(1) We have to wait for a long time to get on the buses on Saturdays and Sundays. Please install more benches at the bus stops so that the elderly people can have seats while waiting for the buses. (2) There only activity facilities for kids and no equipment for the seniors on the playground in the park. Please install some facilities for the seniors. Thank you.

ResponseID Response

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| 267 | A lot of older people want to contribute or volunteer – help us with this. Technology – How can we be supported to use it? It can be very daunting. Managing pin numbers, keeping information secure. It is embarrassing to have to ask for help. But it is amazing what you can learn. We have plenty of time (retired). How can older people continue to contribute and have achievements in later life? Be valued and supported to achieve goals. |
| 268 | I am disappointed in Council, they came for the cleaning, but they don't do it how I like it. You should leave it to other providers who do a better job. Help older people get out and about, to centres – Spend more on your libraries and leisure for older people. There is not enough information about how to find exercises for my husband. |
| 269 | Housing – I can't afford my private rental – Council should work with other Government (state) for housing solutions. It affects me directly, I have no hope as I am living with a son who has major problems. I am 65 next month and will need to work for longer than I intended. Council could do support work or advocacy when we have to deal with government agencies, Centrelink, housing – help us get outcomes. |
| 270 | I am so happy with my service from Council, the workers are beautiful, I am so happy with Council and so thankful for all the help. Please keep the support coming from Council. |
| 271 | Make pedestrian crossings easier at a range of different centres – especially shopping centres – this makes older people feel more confident to access the community. |
| 272 | All Council does for me is take my money (rates), but I understand that social services are needed. Maybe protect rights of older people – Help them understand how to be safe when dealing with critical life changes such as entering a retirement village. Protect them from profit makers who might take advantage of them. |
| 273 | I have contacted Council 3 times about Cheddar Road/Ruthven Rail Station pedestrian crossing. They say it is Vicroads. If I need the train, you have to take your chances crossing, for people who can't move quickly this is very dicey. If Council is age-friendly it would consider these types of traffic issues and safe access for older people |
| 274 | We should get better information about services, but also how to access retirement homes. A lot of organisations take advantage of you, they take a lot from you. Government and Council should work together to protect older people in situations where profit making organisations exploit seniors. In the last days of our lives we should be comfortable. We have worked and paid our taxes all our lives. |
| 275 | Straighten out the concrete footpaths so we don't fall over. We want less concrete jungle – less development. I have had my knee replaced, I rang Council, all I wanted was help for a short time, but that wasn't possible. Years ago you also had a lawn service, that doesn't seem to happen anymore. We need this. Short term help is important. |

ResponseID Response

- 276 Council are wonderful at the services you provide us. If we ever have to change service provider – we are unsure how to do this, and who can we trust? How do we know if they will do the right thing? The windows and gutters program is difficult, because how do we find a trusted service, no one can help us with this.
- 277 Relying on websites to provide access to information means many people, even with some computer skills, find difficult to learn what they want to know. Housing – Can Council encourage/force developers to provide a percentage of low-cost housing as part of a build? This could apply to buildings over a certain size e.g. 12 flats with 2 low cost. Venues – 1) Council is very generous with the free access it allows to many venues. The demand is increasing which means more groups are trying to find space for their activities. The development of more space is needed. 2) At some venues there is no Wi-Fi provide. Many class room educational activities make use of internet and similar technology. A wider range of interests could be catered for if this was available. Grants – The criteria and limitations applied to grant applications could be broadened to cater for a wider range of activities involving older people. Currently, the emphasis is on younger people. Recurrent rent is excluded. U3a Darebin spends much of its income on rent at SPAN. This comes back to the lack of available space in free venues
- 278 Our ministry of housing flats are too dark, the lighting is not good enough. Security lights would be good. People could trip or fall. There are also issues with crime and drugs locally, you don't know who is out in the dark. We have complained several times, but it is not responded to. Maybe the Council could have someone support us to make a difference and get an outcome with the Housing Ministry. We fought for ages for Broadway speed limit – this finally was achieved, but people still speed terribly down Broadway. Speeding needs enforcement. The Housing Office rings me once a week to see if I am alright. Maybe a service could call me more than once weekly, I am on my own and I have had a fall in the past. Council should make it their business to knock on doors where older people live, see if people are ok and if they need anything. Give that a go. There are some people quite vulnerable that can't get around.
- 279 There used to be a bus down Strathmerton Street (reservoir) it was the 561 bus route. It used to go to Latrobe. It was very handy. The bus also used to stop out front of an old blokes house for him to get on (not an official stop, he couldn't walk to the stop). It took us to the station and to Summerhill village. A lot of people now have to walk all the way to the service station on Broadway. This (the absence of the route) really affects our ability to get into the community. There are a lot of flats of older residents in Strathmerton Street. I had a heavy fall, bruising to my face and stitches in my hands. It was on the footpath outside Love's real estate (on Broadway). I couldn't take a photo of the broken concrete path because of my injured hands. Later I wrote to Council and complained, they said if we have no photo you have no case. The concrete is still in poor repair. Council didn't care. I could have died!
- 280 Can Council put information about services for older people in the local paper? Or maybe an email newsletter. Simple language information for people. People need to know how to use the respite system. It can be very expensive, but there are cheaper options that people don't know about. I am lucky as I had a good worker at Northern Hospital who showed me. You need a good case worker to help. We need better public transport – you can't get on a bus with a wheelie walker

ResponseID Response

281	I find there is not enough information about where to get help. One of my neighbours died at home alone, he was found after 1 week. Council should check in on people to see if they are ok, or if they need support. People need hints about home safety, e.g. a personal alarm, or keeping a phone on you. Maybe have a register of older people that need support. Door knock people to see they are ok. People could opt in or out.
282	Transport for Elderly to health service for doctors appointments - especially if not that mobile.
283	Planting the wrong trees that lift the footpath is always a worry. complaint made to Council about neighbours yard that is overgrown and hoarding is a fire risk for my house too - you cannot even see the house - and it is over run with possums, rats and foxes.
284	Maintenance of footpaths needed to improve - condition appalling - people get injured from uneven surfaces - consistent angles needed. More public seating - top of hills More public rubbish bins - to keep tidy - more people will use if there
285	Community trips that are value for money - \$40 dollars is too much. Go to adventurist places not just lunch_ want to go places - more adventure. Frightened of the support services available - who in Council/Community services. GP didn't k now anything about what available through Council. Use the Libraries - would be nice to know how to use Council. Newsletters don't tell you much. Like doing things that don't cost money. Not looking for social things - but going to places I wouldn't have thought of going - and provide transport - show public transport options - open up the world. Bushwalking! More accessible walking footpaths/ rest stops in shade. Steps should be smaller/lower - Go beyond the regulations.
286	Footpaths are overcrowded with bicycles and trolleys - this is an impediment to those with mobility needs. Traffic lights are too fast. Need to run across the road
287	parks - People are sun concious, there should be shade in parks and play ground equipment - the equipment gets hot. More Water taps and drinking and toilet amenities The garbage collection leaves the bins thrown around, this breaks the bin lids and impedes the path. I love that everything near me in Preston - Market, Northland and Trains. More home care to allow people to live at home and allow people to be independent. people need to be active - more activities and community space.
288	- the council should keep supporting community transport and social outings for isolated community members and focus on social interactions ie. go to the gallery or cinema etc. - help to maintain social connections, and foster physical and mental health - Social mentoring!!
289	I have been receiving services through Council for years and I hope it stays like that!
290	- too much graffiti - fix the footpaths - more seating

ResponseID Response

- 291 It is so hard for us (people in the Greek community) what is going on in Aged Care and what all these changes mean. A lot of people don't know that there is help available for them. Council should be there to tell us where we can get help and who we can trust.
- 292 Council should be an advocate for older people. I have low vision and am struggling with the uneven footpaths. Council should also support people to improve their health through information material, talks, classes etc. Keep the rates down for older people so they can afford to spend their older ages in Darebin.
- 293 Fix up the footpaths and get Reservoir level crossing done
- 294 Council should continue to provide Aged Care services. I don't want to use another provider. They continue charging when I'm in the hospital or I cannot be at home for another reason.
- 295 I don't want to lose my services through council!
- 296 Keep supporting the libraries. Darebin has excellent libraries!
- 297 - Council is good at supporting the people in their homes but inflexible. Workers need to be able to help us with the garden - renovations in and around the house (painting, fixing things, pruning) - help with assessing work that needs to be done in and around the house and help to find an affordable service to get the job done. No one can afford the prices that are being charged on a low pension. Houses and gardens need care!
- 298 I'm 93 and my life is good. Everything has been improving over the decades. I can do my shopping once a week and a regular bus service picks me up and drops me off. The bus even lowers the stairs for me! The streets are safer, cleaner and better to walk on Darebin age care services are the highest quality and the staff are lovely and well trained.
- 299 Health Transport Community Functions
- 300 I am very satisfied by the care provided by the Council.
- 301 I would like a 'packed' deal re cleaning, shopping, personal care and meals on wheels through Darebin Council.
- 302 LIVING IN YOUR HOME - Council doesn't provide nursing assistance, gardening assistance. - What is in-home respite?? - More information (like this discussion paper) to inform residents what is actually available to them - There are a lot of elderly people who do not own a computer - hard copies are still necessary - My Aged Care takes an incredibly long time to get back to people - who are the other recommended service providers? - I'm happy with Council workers and I'm hesitant to change.
- 303 More seating around shopping centres and supermarkets. Fix the footpaths near traffic lights and pedestrian crossings.

**PANEL HEARING
Submission #18**

304

A variety of papers have been published in the past on the positive impact children have on the physical and mental health of people in their senior years. This can identified at intergenerational learning/care. Intergenerational learning programs are defined as planned ongoing activities that purposefully bring together different generations to share experiences that are mutually beneficial. Recent research, data collection and early evaluation by Professor Anneke Fitzgerald and her team at Griffith University, Queensland - <http://www.intergenerationalcare.org/> shows the vast list of physical and mental benefits of intergenerational care. Prof. Fitzgerald's program focuses on the educational, workforce, economic and social benefits that intergenerational learning programs bring to Australia. This project aims to evaluate two models of intergenerational learning programs within community day care settings to benefit older people and carers, and younger children (3 – 5 years). The two models of intergenerational learning programs being evaluated are: SHARED CAMPUS MODEL Aged day care and child day care centres offer their programs on the same site with shared infrastructure and facilities. The intergenerational care program is then provided in a multi-function room common to both aged care and children care facilities VISITING CAMPUS MODEL Centres are located separately and either children or older people are transported to the other site and intergenerational activities are held on that site for 1 – 2 hrs, twice per week The intergenerational care model is already established in America and parts of Europe but is yet to be seen in Australia. This facility could not only provide significant support of Darebin's senior community members but be the leading example for Australia's future model of care and support for Australia. Benefits of Intergenerational Learning Programs FOR OLDER PEOPLE • Provide older adults with a sense of purpose • Enhance the dignity experienced by older people • Alter communities' perceptions of older adults and the ageing process from negative to positive • Improve the social outcomes of older people • Encourage older people to remain living in their home for longer FOR CHILDREN • Provide an opportunity to learn from and connect with the older generation • Helps improve the behaviour that children show towards older people in general • Improvements in children's pro-social behaviours of sharing, helping and cooperating • Decrease likelihood of juvenile delinquency in later life Darebin should consider a grant to trial intergeneration learning/care opportunities for senior members of the community seeking community and social care opportunities. Benefits are not only received by the participating members of the community but also the unpaid carers of the person like a spouse, child or relative. Attached are a variety of articles and documents that explain in detail intergenerational care. I look forward to providing more details with the support of Griffith University to Council on 6 December.

305

Could the Council help older people to navigate the aged care system? Council should help to coordinate between health services, hospitals, rehabilitation, doctors etc.

ResponseID Response

PANEL HEARING Submission #13

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| 306 | <p>Thank you for the thorough way Council is canvassing the opinions and desires of the Darebin community. My husband and I are residents of Darebin, both in our seventies and determined to live independently in our own home. We have had excellent experience of Council based care in another municipality. I strongly support Aged Care Services being administered and even expanded by Council. There is a well founded mistrust, in the community, of Aged Care Services offered by the for-profit sector. Self-regulation by these providers has clearly failed and services have become more and more expensive and of a lesser standard. I believe this has been driven by the profit motive which brings with it: the hiring of under-trained, revolving skeleton staff, minimum food and basic outcomes, all glossy brochures notwithstanding. I don't want that!! I am deeply concerned that the care, which we will probably need in years to come, may be beyond our limited budget; of a poorer standard and possibly even require us to sell our home in order to finance it. I trust Darebin Council to provide us with the services required to enable us to live independently and with dignity in our own home. I am not particularly interested in choice and believe it to be something of a "Smokescreen" to make older residents believe that this may mean better standards. I am aware that all levels of government in recent decades have been shedding themselves of service provision: (water, power & energy, railways, etc.) EVERY time, this has resulted in poorer outcomes: insufficient maintenance and a dereliction of duty. Good governance, for me, includes the provision of best quality services which even the poorest citizens can access with confidence. This is part of what it means to me to live in a Democracy. Please continue to pushback on all efforts to dismantle Aged Care Services in Darebin. Thank you.</p> |
| 307 | <p>The different generations should support each other and learn from each other. Older people could help the young with child care or accommodation and young people can support the elderly with physically demanding chores like gardening or helping to clean the windows or computer lessons. Improve security and help people feel safer in their neighbourhoods and on the streets.</p> |
| 308 | <p>Mum and Dad are doing well. They are 70 78. They go dancing twice a week with the Italian Group. The main problem is the language. They call me up to read things - letters etc. Their English is not so good.</p> |
| 309 | <p>Strathmerton Street Reservoir needs pedestrian lights. I live in public housing with lots of older people. We are afraid when crossing the road as cars do not give way to us at the roundabout.</p> |
| 310 | <p>Lower Council rates for seniors. Where's the money Council has saved over the years from the reduction in services, bin collections etc? I get My Aged Care, I fell last year and broke my hip. Kincare wouldn't give me more hours.</p> |

ResponseID Response

PANEL HEARING Submission #17

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| 311 | I have been employed with the City of Darebin for almost 9 years. It has not been uncommon for employees to stay with this organisation for longer. Staff are trained and regularly kept up to date with current CPR, First Aid, Manual Handling and OHS requirements. As a team we are consulted, listened to and supported via team leaders and peer support meetings. We are professionals and accountable dedicated to the care and wellbeing of our clients and the community as a whole. Our service is valued because it is about community and the way carers in Darebin inform clients about services, activities, advocate on their behalf and monitor needs and keep everyone connected. Council, do not give up on people. In all circumstances, Council endeavour to make sure all clients particularly those more vulnerable are supported and informed. We are recognised and trusted. I feel that Council is an already capable organisation that could be used as a connecting/monitoring service. particularly for those who are alone do not have a spokesperson/advocate. In my experience, these are the people who will be forgotten. Council can be a leading role in this area. |
| 312 | Traffic. Do something about the traffic. We travel from Flowerdale periodically to come to Northland and the traffic is a nightmare. |
| 313 | My car slips on tram tracks. Special queues for older people in shops so they don't wait too long. |
| 314 | I would prefer Darebin to continue with the services. I do not like change at my age (91) and much prefer to have some control over my life with simple information provided. I am receiving home care and I am very happy with that. I use taxies for transport as I can't get to public transport. We need more seating in places such as Northland, Preston Market and other places. Older people cannot walk very far at a time. |
| 315 | My mother struggles with her health. Ill health makes people depressed. Mum has limited social contact, other than 3 hours shopping with my sister each week. Parents resistant to external support. My sister is the main carer - she is depressed. |
| 316 | When we join a Council Leisure Centre we should be able to use Leisure Centres anywhere. Sometimes it suits me to use Moreland but sometimes Reservoir suits better. There should be agreement for people to go wherever they are. This will help when visiting family etc. |
| 317 | I am a carer for Darebin and have been for over 15 years. My opinion is the Council needs to go back to basics. As clients tell me they miss ow it used to be when they would ring the office they would speak to a girl who knew who they were and would do their best to help with whatever they needed. If there was a change with their service, different carer or time they would be informed. This doesn't happen any more. they never know who is on the other end of the phone. I hear at least twice a week how they wish it could go back to the way it was. As a carer, I also feel the same and things are very negative. Back to treating clients and carers as people, not numbers. Back to basics. |

ResponseID Response

318

To create an Age Friendly Darebin is to ensure that the building blocks are in place to facilitate older people achieving a high level of health and wellbeing. Key to this is the continued provision of tasty, nutritious meals. These meals should continue to be readily available and accessible to all older people whether they choose to continue to receive meals delivered to their home or whether they wish to eat them in a social setting. Darebin's current delivered meals service is invaluable as it enables people access the service to regain a level of wellbeing and recommence participating in activities. Darebin was one of the founding members of the leading shared services in Victoria Local Government, Community Chef. They invested in this social enterprise to ensure that their residents would have food security and access to tasty, nutritionally balanced, culturally diverse meals. Community Chef is based in Altona and employs 55 people from a range of cultural backgrounds, many of whom are new immigrants and of low socio-economic status. Excess meals are provided to Foodbank Victoria, Free-of-charge so that those in the community that are unable to access meals services through government funded programs have an avenue to do. As Darebin's older community evolves, so to must its delivered meals program. Council could consider making the meals available in a range of innovative ways; - As a grab-and-go item at local independent grocers - Using volunteers to deliver to the home - Pick up from council depots - Council running café-style establishments throughout the municipality All the while continuing to support the social enterprise of which they were the founding members and ensuring that the food served meets the national guidelines and hence eligibility for funding.

319

**PANEL HEARING
Submission #12**

I greatly appreciate the opportunity to give feedback. I commend Darebin Council for giving me, and other residents living in Darebin, the opportunity to respond to the discussion paper "Towards an Age Friendly Darebin, Opportunities, Constraints and Options". My sincere thanks to the CEO and staff who have made themselves available for discussions at public meetings and with me personally. The City of Darebin needs to change their delivery of services to people over 65 in Darebin to respond to CURRENT Federal Government major reforms to age care funding. I am confident that Darebin Council will continue to respond to changes in a responsible, detailed and appropriate manner. I have two major concerns to the bigger picture. 1. Federal Elections in 'the early part of 2019'. It would seem prudent to await the outcome of the next Federal election as the outcome could result in more or different changes to Aged Care Policy. The current discussions now would not be wasted as whatever changes occur at a Federal level of government Darebin Council will have a clear view of community opinion relating to Aged care, especially Home Support in Darebin. "In action, watch the timing" is a wise ancient saying that particularly applies to outcomes emanating from this review. 2. A market based competitive environment has significant disadvantages and advantages. Disadvantages. History records, and sadly continues to record, 'the market' engages in an energetic pursuit of profit at the expense of quality of service; government under resources regulatory authorities and imposes insufficient penalties as a deterrence for non-compliance to performance regulations; the media becomes the 'vehicle' to expose poor standards of service delivery, significant suffering of damage and loss to consumers, due to the failure of 'self-regulation' and/or the lack of proactive investigation by regulatory authorities. Advantages. Consumer choice is increased and flexibility is improved, with some capacity to improve services. Consumer choice is a major positive factor that is focused upon in the new policy proposal. However the question arises, Is the Federal Government's focus to 'save money' or improve the quality of service? In the light provided by history we are entitled to be cautious and somewhat skeptical! Conclusion. Ironically the main problem facing Council is that their current Aged Policies and Services are highly successful and greatly valued by constituents. Council staff are responsive, they monitor and respond to compliance issues and are responsible; contractors are carefully chosen and monitored and local government is generally more sensitive and responsive to the electorate. I am reminded of the popular saying, "If it's not broken don't fix it". The other thought that comes to mind is the contradiction most of us face when saying we want change, but when push comes to shove, most of us resist change. Given a political climate now, where the community has good reason to distrust politicians of any persuasion (are they telling the truth? are they genuinely sincere? are we being told all 'the facts'?); in this environment, Darebin Council must make decisions, continue to improve services and respond to change.

ResponseID Response

320 As an employee for the council for many yera and my love for the elderly, it is a absolute honour that i could provide services for the elderly, meeting them, helping whenever i could, and working for the council. The values and services that as an employee provides for the elderly, cannot be expressed enough! Lots of elderly have expressed their concern of losing their community support worker. We are family to the elderly, and that alone speaks many words, we employees help our elderly with love, compassion, an ear to talk to, when sometimes a family member cant do. If they lose the services from council, it would be losing a family member. The council is age friendly, supports the community and if thats not there, again i say they will lose in the end. Darebin should be always in my opinion, be there for the elderly, it's a shame that there is not enough time to spend with clients anymore, as there's been lots of cut backs to services/help for the elderly. Why change whn things were perfect. Now, i feel im rushing to complete my work and trying to spend time with the elderly. Dont please dont cease services. Other agencies cannot compare to the quality and great service they currently receive, from us. In that said, continue for many many yeras to provide service for the elderly- because the elderly rock and hopefully one day we might need it too!

321 I am happy with the services since 5 years

322 I notice int the discussion paper, that after 2020 there will be more service providers advertising and competing for customers. How are these providers vetted, as elderly people are very vulnerable and as we are seeing in Nursing Homes are being robbed and abused by some carers. Privatisation can be exploitative and not always cost effective - a big concern as these businesses are only after a profit and CARING for the elderly or disabled doesn't turn a profit.

323 Council should keep people living at home rather than retirement villages. Co -housing - odler people and younger people. Improve transport system for people with limited mobility - e.g. low buses. Side -walks (footpaths) holes and uneven partts are a problem for people on scooters. Places for older people to get together. keep market open plan - do not make it 'groovy'. Gym - encourage older people to use gym, give classes, do it in parks.

324 We haveonly pride for the high quality care and professionalism of the carers and Darbein Aged Care services to our mother The carers are well-skilled and compassionate and eager to provide needed assistance Their up-skilling is crucial and the service Darebin provides exemplary. I think Darebin should provide care or have the ability to provide care to all the elderly irrespective of whether they are lvel 1-level 4, if required. Perhaps a service of providing wheel chair buses or transport when required to attend appointments or go to respite To help prevent elderly slipping through the cracks perhaps home visits by aged care representative biannually, just to make sure elderly is ok could be trialled.

ResponseID Response

- 325 It is concerning that aged care services will be removed from council and appointed to independent commercially funded entities CHSP is a council initiative that looks after its older constituents. Access to information is difficult for aged people. It assumed a level of computer skills. Information should continue to be posted to homes. A reassessment of care plans should be undertaken to determine whether the elderly person requires other services. Those who have English as a second language are not inclined to inquire or reach out for assistance. Information is difficult to find. Is a resident's current assessment passed onto My Aged Xare? A comprehensive roll out must be implemented to ensure all people are aware of what the changes will be and how to access them. The council has an infrastructure to services its residents- why remove it?
- 326 Yes the council should continue to provide aged care services but when it comes to home services, the services should allow more flexibility. Due to doctors appointments it may be stressful for aged people to not be able to change their home support on designated days. Also home cleaning support should be more flexible in listening to what the aged care person wants, not just the same service every week. The council should provide seating along main streets for aged residents to be able to sit as they become tired when going for a walk to the shops. Yes there is seating at main shops- but not along the way. Also, main roads should be kept clean from leaves and other debris should be cleaned more regularly Using the community buses to access clubs is too restrictive. You have to place to be away from home for the whole day as the bus has to go via a certain route to get to the club or you can only stay a limited time at the club because the community bus picks up at a certain time. Too restrictive. Need perhaps a voucher or pick up services (direct)
- 327 As I have had services from your Council I am more than happy for all I have. I have had the help for 10 years. Do not change.
- 328 I'm more than satisfied with council services. My home carer is a joy. I am highly suspicious of federal government intervention. To me this system is a move toward privatization. Council knows its constituents, should be left alone to continue with service provision.
- 329 My mother has had services for many years from council. I value the continuity. I have always found council staff to be very good, trained, trustworthy and competent. With this new system, putting all the responsibility on the recipient is a recipe for disaster. When it comes to choosing a provider- Oh my God, who do you choose? I can do the groundwork for Mum, it's hard enough for me, but she couldn't do it herself.
- 331 1. Council should continue to provide all existing services to older people. Local services are more sensitive to recipients' needs. 2. Good quality information etc: There should be an expert telephone "citizens' advice service" for older residents, because this is the way older people have traditionally sought advice. While agencies and the government will increasingly refer inquirers to the internet, we all know how time consuming and frustrating this can be. 3. I would like Darebin libraries (and Northcote Town Hall) to be resourced to provide a greater role in supporting older (and younger) people to participate in socially inclusive activities. 4. Older people are not homogeneous, and benefit from involvement with younger people. Activities/interests should aim to attract people across age groups.

332 The City of Darebin should expand and adapt the services formerly known as HACC. This should also include ensuring that younger people who require Aged Care services (such as Koori elders who have care needs earlier in their lives and those of us with chronic illness who are considered ineligible for NDIS and are thus eligible for and receiving support through MyAgedCare) do not fall through the cracks. We need both the entry level service and then professional support to find appropriate funding as our needs increase. A great benefit of Darebin's service, in comparison to the many new agencies providing care, is that because of good employment conditions in the past, Darebin has a loyal workforce of staff who have been in the job for a long time, and wish to stay in their jobs. Long term employment for staff gives the best outcomes for the care recipients. We can establish rapport, we get to know people, staff can see when we aren't going well. Some of us are really isolated, and regular carers who know our foibles make all the difference. A service that can attract and retain long term staff with good and pay and conditions is the best option for clients. Darebin needs to return to providing good working conditions to enable this. And if this service can expand again beyond entry -level service, then there won't need to be traumatic shifts from one agency to another as needs increase. There does need to be greater flexibility with in-home care, such as some provision for emergency respite. Transport options (carers taking people to medical appointments) would also increase independence, safety, and quality of life - not to mention utilisation of necessary medical care and getting appropriate checkups. ~~~~ Darebin Council has a role in advocating for the needs of the vulnerable members of its community with service providers and all levels of government. I would like to see my local council do more of this on my behalf. Darebin can further assist this community by encouraging more in-home or home visiting services from GPs and pathology nurses and lobbying for this with other levels of government and their appropriate departments (such as Medicare). (I don't access medical care when I am at my most frail because I'm too frail to get there. I need my GP to come to me). ~~~ Mobility around Darebin would be improved with better footpaths and kerb ramps! This includes ensuring that kerb ramps are not so steep as to cause jolting when used. We need properly accessible tram stops all the way to West Preston. Normal accessible taxis are as rare as hen's teeth - but a council managed, on-call, wheelchair/scooter friendly taxi for local trips xould also greatly assist many of us.

333 Help in the home cleaning hours not adequate enough. 1.5 hours per fortnight not long enough if a refrigerator or freezer needs cleaning, some dusting help with cleaning a kitchen cupboard as it gets difficult to get down to them. If the need arises little things which take time all as you realize extra time. An extra shopping now and again would be very much appreciated. I hope the government will continue to support Darebin Council in the future as we are used to the workers who help us and we also get to know who is coming into our home and we both try to support one another (worker and client).

ResponseID Response

334	I'll be 65 years old in 2020 and I live on the disability support pension. I have Traumatic (and painful) spinal fracture and serious issues with depression and severe mental illness. From 1981 to 2007 I worked at home as a carer for my elderly sick parents who have now died. I live at home and I would love the home help and shopping service to continue, as the assistance I receive is wonderful. The lady from Darebin City Council arrives at my unit every alternate Wednesday and does a very good job. I very much want the help to continue I'm under 4 specialists, one GP, a podiatrist and a physiotherapist who are all very helpful. I keep socially engaged with my friends and family and Open House (located in Macleod) they have programs every day and the men's shed on a Tuesday (but I don't always go to the shed) And I go to the movies with my family a lot. I am a low care home help recipient and when I age more I would like to go on recreational activities like lawn bowls – that would be good for me. My family is a big support to me, we all help each other out when someone's got a problem. I want my family and my doctor – and my sister (my medical power of attorney) to help me exercise choice and be in control. To get the information and guidance I need, the Council can communicate with me with letters and phone calls. The people who can help advocate for my needs are my doctors and family and the outreach nurse.
335	it's great that Darebin helps with things like cleaning gutters, changing light globes and windows, it is a real challenge to be able to afford the upkeep of a home and I have noticed many older people whose houses are very run down because of this. When you get quotes for work people see that you are old and alone and they quote a huge amount for the work, people feel like they can charge whatever they like and you cannot "get a fair deal".
336	1. Hope to increase facilities for elderly. (There are play equipment in the parks but there are no exercise equipment for elderly). 2. For the elderly and those with serious illness (such as cancers) but still not reach their retirement ages, the government shall not force them to work. 3. More benches are needed at the community bus stops, so that people can have some seats while waiting for the buses. Thanks
337	I would like to be able to get help with transport to medical appointments. Taxis are expensive even if half-price. It's hard to afford things on the pension. Like they told me about the windows- I have to get someone do the work I pay, then I do the papers, and get like a, some refund, only \$120. That's not much when you get someone professional they charge a lot of money. Can't always get the family to do things and take me places, they have things to do themselves. I have the lady come to clean. So many different ones. I like to have the same one please.
338	My mum. She likes Council's carer. So she chooses Council's services. We hope we can keep this service for the community. We are carers. We have a family to look after.
339	When temperatures are forecast to be 30 degrees or more, shopping needs to be available early morning. Currently, my time in the middle of the day is far too late and I struggle with it. I would like a regular lady for shopping and cleaning, otherwise, I am finding it too stressful. I

ResponseID Response

340 We have provided a great service to the community for a long time. The clients are very comfortable seeing a familiar face, especially as some of us are locals ourselves. This in turn, also seems to give the clients more confidence in us. The clients feel supported by us, knowing that we are all fully qualified & have continuous training throughout the year.

PANEL HEARING Submission #19

341 • I wish to strengthen one view expressed in the recent council commissioned legal opinion, that in continuing to provide age care services Council may NOT be so precluded by government requirements regarding competitive tendering. • It would require some very precise definitions and full disclosure to ensure there was a 'level playing field' in many aspects, eg : proportion of packages retained by private providers for other than front of house servicing such as an overarching administration fee. • If all was disclosed in my opinion , on equal terms, council could still compete. • Anecdotal evidence in a case provided to me, confirms my belief that there is a strong likelihood of a decline in the quality of service provided to clients eg. one employee, once of a local council who then transferred to a private provider was required to almost double the number of clients serviced in same time! • One aspect of Council care that must be addressed to ensure continuity is that there is also a feedback component from the council care- giver regarding client health and circumstances or general concerns.

PANEL HEARING Submission #2

342 Very impressed by services provided already that are not CHSP funded Vulnerable people 'falling in the cracks'- do you give information of services to medical practitioners who may suggest these services to patients? Getting information- brochures at library. Letterboxing/a person to speak to who is familiar with available services Beyond the home- more disabled toilets or more (room) in toilets to accomodate walkers and equipment Insist shops i.e. High sterr get rid of steps and make accessibility compulsory for wheelchairs Equipment- Hire, maintain, subsidise Housing- lobby state government re: public housing, legally require developers to include two units in every block for low income Volunteering- council provide full time coordinator to interview for volunteerng and arrnage training- rights and responsibilities of voluntary then refer/match to requests from sport of community centre- their bodies to pay for police checks

343 When i applied for my job, 14 years ago, i did so because i wanted to help members of my local community that are in need. Every single day whilst at work, i assist the elderly and play a small part enabling them to maintain their independence. It is something i take great pride in, and it's a role that make me feel fulfilled. I love my job. Not knowing that I might not be part of this anymore, makes me feel sad. I believe the new providers coming in, wont have the experience like Darebin have. We do all te trianing courses, so we can provide good services to all clients of Darebin.

344 I currently have been working at Darebin for 18 years and value my role in council. Council workers are dedicated and very professional and really enjoy providing the best value care service. My most valuab;e part of my role in the community transport is getting out everyday and seeing my clients and the appreciation they show for the service. My clients on the bus rate the home care services as the best. They regularly talk about the carers that go in from council and have nothing but praise for their professionalism and quality of service given. The clients actually feel like carers are part of their own family. The trainng that council workers are given make them the best source of carers compared to private companies where there is no continuity of care

ResponseID Response

- 345 Key issues i think older people could have help with: 1. Sometimes older people have to sell their home because they cant afford the up-keep or repairs, to their home. If they ring someone for a quote, they are quoted whatever the person wants to quote. The older person has no idea of the real cose, and with out repairs to their home this could cause accidents or even death. 2. Aged people who can not cut their lawns can not pay to have them cut for it is too costly for them. If they can cut their own lawns but cant do the edges due to pain in hands no oe will come out just to cut edges 3. Be able to receive half price taxi cost even if you can still drive, but need to use public transport becuse you cant take the car and public transport is far too hard on the body
- 346 I am a community support worker with 24 years service. As a Darebin CSW i have regular clients and i am able to monitor the clients and detect any changes if i have any concerns and notify the office. Clients feel comfortable with us and are able to talk to us Sometimes when i arrive i find a client feeling a bit low but by the end of the service be it domestic, personal care or shopping, I see a lift in their sprirts, which is very rewarding We have the support of a team leaderr and peer support they ar only a phone call away if needed. Clients often mention they would like staff to be able to escort them to appointments and they would like Darebin to provide a gardening service. The services that we currently supply enable clients to continue living in their own homes which is what they want to do.
- 347 Sorry I missed your group session. AS a resident of Preston for the past 61 years, I would like to say how grateful I am to have been receiving Council home care, shopping assistance and home maintenance - I think for the past 10 years or more. I am hoping that the Council will continue these services FOREVER - long after I have gone. I find that we are allocated staff one for home care and one for shopping and apart from holidays or illness, the same person comes as my carer for each service. AS I get older, it is important to know the person, and her name, who comes every week as my memory is not as good as it used to be and it is lovely to be able to greet a smiling face and say "Hello" and feel proud to have remembered the name of that person. It is also important to be bale to trust the workers from Darebin - and if there is a complaint to know that I can ring and have the matter dealt with (this only happened on one occasion and the council quickly resolved the issue). Elderly people need to have both support, and people who come into our homes in which/whom they can trust and Darebin Council provides us with both and we know we are safe in their care. I would not like to have to go to an agency where I could not place my trust in different people coming in and out of my home - or possibly make a complaint which is not dealt with by the agency and I am misleadingly told that it has been dealt with. Elderly people need to have trust, to feel safe and to know the people who are coming into their homes - especially in this day and age. Keep up the good work Darebin

ResponseID Response

348 I have moved my house a couple of times during the past 25 years, so I have been with different city council. In my experience, Darebin city council is the best in terms of taking care of older people. I had been to Reservoir Senior Citizen's centre for some activities last year, Fionnula Spillane has been so great and she was working so hard (I am sure she is still working hard) to look after the groups there, she came to the evening events many times, this is what I had never seen in the other city councils. Aged care is so important to every family, there are many non-English speakers in Darebin city council area, that makes things harder for your councillors. The councillors in Darebin Council are very good in terms of helping the people who are from non-English background, you are the only city council I know to set up the time to help senior groups for filling out the forms and reports. I remember Fionnula offered to help us with the English application, Roberto made an appointment with us to explain how to apply for the grants. The city council venues are great, it helps the older people to get out from their house, meeting people especially people who speak the same language, it would be nice to have more city council venues in the Fairfield area. The grants program is also great, it provides the financial support for older people, it is a good idea to give on-off grants which will improve accessibility across the community. I suggest whoever accesses a city council venue and grants to register an incorporated association so that every group would be following the same rules of associations incorporation reform act 2012. In conclusion, Darebin City Council has done an excellent job for the local community in many different ways, I am so glad that I live in the area that belongs to Darebin city council.

349 I have been advocating for open spaces in Darebin that link across community like "open backyard" since 2008. The concept is not just to have "hubs" of parkland for local residents within 500m of their homes. It is to invite walking and cycling to each other's unique locations. It is to have variety and not just replication. All groups I have initiated toward this approach to "local" community have been dissipated or redirected by other demographic groups leaving me between other service ideas and interactions. The emergence of gated cities for some ageing residents, while meeting needs within their selected locales tends to disconnect from the larger community. The inherent nature of younger families renting but unable to afford to buy locally, disrupts the enthusiasm of developing local sites. Younger "elders, as I have now become, are no longer competitive to create a business out of aspects of these communal processes that council has allowed. My foundational skills have been undermined. My personal needs have increased. I have become isolated by the calls upon me to care for elders and children elsewhere. Who am I within this community now?

350 The Council to continue to support the aged group as in the past years. It is not enough support from the private agencies and it's much more costly. Also to allow any ethnic group asking for support. Also to support the aged with the aged care application and not to send the applicant to the Group (My Aged Care) that council officers currently recommend.

351 Physical and built environment Older people need safe, well-designed and maintained infrastructure. The old, the very young and the physically handicapped or sensorily impaired often have similar needs in this regard. Footpaths Specific current problems include: 1. Uneven and broken paving. Trucks cut corners and break up the paved edging, and the textured plastic which helps visually handicapped people navigate. Tree roots from unsuitable street plantings (e.g. plane trees) push up concrete pavements, which are then unsatisfactorily shaved down or patched, leaving an uneven surface.

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Unsuitable tree species such as plane trees should be phased out. More needs to be spent on footpath maintenance. 2. Outdoor dining permits on public footpaths have

created a major impediment to safe, pleasant and efficient pedestrian movement. Our forebears designed our footpaths for pedestrian movement, not for the profit of café owners. Yes, some revenue is generated for council from permit fees, but at an unacceptable cost of loss of amenity and safety. The amount of pavement left for walking (and wheelchairs, walking frames, prams, shopping buggies etc) is too small, even before café owners and patrons move the street furniture around into the remaining path. Coffee drinkers position their dogs, baby pushers etc on the remaining footpath, further blocking the public walkway. For public safety, footpath table permits (with rare exceptions, e.g. where there is an alcove well away from foot traffic) need to be phased out. Need for comfortable seating Council should always provide seats with backs. There are too many benches without backs scattered around the municipality. These seats may look trendy, but they are uncomfortable. Some peculiar "artistic" bench constructions (e.g. on the east side near the pedestrian crossing in Station St Fairfield) are virtually unusable, except for someone to sprawl over, and they create dangerous obstacles. Some more classic seats, with backs, on the Arthur St side of the Fairfield library, facing the street, would provide a pleasant resting place away from traffic. Preserve and extend the network of pocket parks Elderly people, and children, as well as the general populace, appreciate pocket parks with seats, maybe a picnic table and some play equipment. One local tiny park I perceive to be at great risk is the triangular park located next to the railway underpass in Wingrove St Fairfield, diagonally opposite Fairfield Primary School. Illegal parking has been tolerated on part of the park for years. Although this park is still shown in green on the planning maps, there is what now appears a threatened permanent improper encroachment of car parking along the railway edge of the site, making this already tiny park even smaller. Council, please save and rehabilitate the whole park for the benefit of the community: part of it should not be commandeered to provide parking for the primary school expansion next door. Adequate lighting on walking and cycle paths. Paths are safer if they are lit. The new shared path along Yarana St Alphington leading to Alphington Station is heavily used, but there appears to be no provision for lighting. Noise Many public places are intolerably noisy, especially to those with tinnitus or deafness accompanied by "recruitment", which painfully amplifies some sounds. Many older people in particular suffer from these conditions. By-laws should, I suggest, prohibit the diffusion of noise/music in public places, including in shopping strips, and shopping malls. Northland, for example, is so noisy with canned music that I never go there if I can possibly avoid it. And there is a particular CD shop in Northcote Plaza which blasts out all day long, and the noise can be heard along the whole length of the public walkway Loneliness of the elderly It is a pity that all the council owned facilities like the libraries and Northcote Aquatic and Recreation Centre close on public holidays. The old and the lonely are cut off from these regular activities in public facilities precisely when they might most benefit from being out and about in public spaces, surrounded by other people. Christmas is the worst time for absolutely everything to be shut. Not everyone wants to go to church, or to a charity meal, and not everyone has a family. Council could consider subsidising the swimming pools/gyms to remain open. This might have health benefits for the community at large as well! General considerations I submit that council needs to be cautious about moving more resources into welfare, without proper consideration of financial constraints. Commonwealth and State governments have the broad constitutional responsibility, and the revenue base, to cover extensive welfare expenditure; local government does not. Council's revenue source is rates, a property tax which takes little account of income. If the revenue base is narrowed further, for example by extending the concessions currently accorded pensioners, and/or giving them to others, that will create anomalies between different groups of people on low income, while reducing council revenue just

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at the time when extra demands are being created on that revenue. If concessions are to be accorded, they should be capitalised as a debt secured against the property in

question, properly indexed, and retrieved by council when a property is sold. Furthermore, the current slackening in the property market will mean an adjustment down of current property values, which in the medium term will result in lower council revenue. Council rates for comparable properties are already higher in Darebin than in neighbouring Yarra. I do think it was somewhat unwise for council to invite submissions, suggesting, for example, that people might like to say that council should move into providing affordable housing. That is a state government responsibility, and even the state government is having difficulty funding housing. A council budget is not a wish list for Santa.

352

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353

Keeping active and fit is important. Keep Zumba going provided by Darebin Council - it's great, fun, most of the group is over 50 - so important. Less people needing support if these things are provided. Zumba - 6-7pm each week - Tues of Wed - it's wonderful - beautiful for fitness and wellbeing. Keep it up and going - thanks.

354

Edwardes Lake Park: BBQ area should be covered. We've had to cancel our BBQ three weeks running due to poor weather. The BBQs are often out of order. They could use more maintenance.

355

1. More than 3 hours per fortnight for a hairdresser/shopping excursion would be welcomed (3 hours per week would be preferable). 2. More assistance would be welcomed around the house. At the moment I receive 2 hours cleaning per fortnight where a helper comes over & helps me hang my washing & then proceeds to do some basic floor cleaning using a mop & vacuum cleaner. 3. I love my garden but receive no help to maintain it & rely on assistance from my son who lives nearby as well as what I can do myself. Any assistance would be most welcome

ResponseID Response

356 I think we are very lucky to have this service. There is a lot of help out there for older people. I and my husband have been having this help for over 30 years. Now on my over 90 I appreciate this help still. Yours sincerely Nola Jolli

357 1982 arrived at Arbor Ave. Darebin very generous to the aged. Assisted me with 1/2 g utter cleaning. As we live on our own (we married in 1945) John, Darebin staff, 9am alternative weeks, vacuums, cleans toilets, bathrooms, is skilful and friendly Twice weekly top tucker, Street cleaners, garbage, recycle collections regular. Enjoyed top day on 7th November, 11am-2pm - 8 oldies questions and interesting responses. Jette & other staff so experienced and friendly. Looking forward to any future dates.

358 Keep up the good work that you are already doing.

359 Keep up the good work that you are already doing.

360 Home and Garden Maintenance Council can facilitate this in terms of recommending a reasonably priced gardener and handy person. The lack of maintenance and gardens overwhelm some people and force some seniors in to aged care early. A cleaner street always looks good for Council. Many are able to pay for the work to be done, but lack the strength to do it themselves. Engaging seniors in community and voluntary work Council could engage seniors community and voluntary work in work. Seniors do not need money to keep a family, they have some financial means of supporting themselves. It is the feeling of inclusion that is more important than any financial contribution. The money paid to them would offsets costs of transport, petrol, parking and lunch etc. All levels of government should be engaging seniors in this type of work. Eg. Santosh travels to RMIT two days a week and helps out. It costs him nearly \$10 in travel plus the cost of lunch. The Northern Region Indian Seniors Association

361 We have a number of issues that we wish to discuss; 1. Parking at meeting venue rear of Reservoir Community Centre - not all members have disabled or extended parking permits, therefore inconveniences the rest of the members. Our meeting goes for 4 hrs, whereas the parking limit is 2hrs. Parking around the area is almost impossible. 2. We believe there is a complimentary bus available by Darebin Council, for a number of services. Would it be possible to have use of this service for one or two outings for our members once or twice a year? 3. Apparently, we are restricted to selected lunch venues because gambling venues are nearby. We choose to go to Food Star in Plenty Rd Reservoir or RSL Club in Spring St Reservoir mainly because of transport, and easily accessible by the majority of members. But because Gambling facilities are at or near the venues, we have been advised against attendance at these venues, and funding may be withdrawn. 4. We wish that Darebin Council would provide outings similar to other Councils, eg. Shire of Whittlesea has a program where they have monthly outings for their senior citizens, for a very minimal cost to them.

362 I think I would prefer Council to provide aged care packages. The Council has good worker support, in-service, not for profit and local.

ResponseID Response

- 363 the services through the Council are quite satisfactory except going through age care. I did this a while back and ended up getting the job done privately because it took so long. Maybe Council should advertise their services more of what we can get and what they have cancelled.
- 364 Very happy with cleaner and maintenance service.
- 365 I would like to have Darebin Council to continue their homecare services
- 366 Home Help: The same CSW who looked after my husband is still helping me. Thank you. It means a lot that I have that person who knows so much about me. Trades People: When I need a tradie I feel it is a problem as a woman living on my own. Could Council have a list of tradies that we could trust? i.e. qualified, police checked? We see on TV there are many tradies who rip off people and are not qualified. It will help me live at home independently for longer. Cleaning: I'm happy with what I've got. It would be good to have people to do the heavier cleaning I need eg. back of fridge or oven. Guttering: I asked someone to do guttering they said they had an ABN but after paying I got no receipt. Money/cash: Getting services at the door is a problem. Centrelink paralyse savings which encourages people to stash money at home. Technology/Internet: Is there assistance available? Welfare Checks: We just discovered Telechat & Telecross - advertise it more.
- 367 Shopping: - Older people need more time for shopping. Sometimes Council only gives people 1,5 hours per fortnight. Transport: - Problems with getting Link or Darebin Bus at short notice. - Link can be unreliable. They dumped my shopping on the footpath after I had been shopping. - Taxi - Transport authority refused me a half-price taxi card.
- 368 Foot paths - too numerous to mention: steps where there should be a ramp. Hand rails needed in too many places. You cannot read what is written.
- 369 Replacing cars with bikes will not help the elderly. The elderly need cars.
- 370 Very keen that Council services continue - you can trust the workers - same workers. Like having a friend or a neighbour. More say in the Leader - if the mayor can have a page why don't they run "conversations" any more. Too much emphasis on property! Council should stop high rise development for 5 years to allow everyone to assimilate.
- 371 Evening fun and affordable exercise as many older people babysit or care for someone else during the day. An evening exercise class like the Tuesday night Zumba (of which I attend) is needed in Darebin. Between 25-40 women attend this class weekly. More people would attend but currently this class is now allowed to be advertised I have been told. This is very disappointing as the more people getting exercise the better. It would be great if the review panel would attend a Zumba class to see what affect a zumba class to community. Hope to see you there Thanking you

ResponseID Response

372 Firstly thank you for: 1. Domestic cleaning- Very grateful 2. Home maintenance- especially Fionaula Spillane. She would ring me to see how i was feeling the first four months after back surgery. I was in a lot of pain and depressed and alone and Fionaula's phone calls and encouragement was very comforting to me during that time I would like if domestic cleaning could be extended to two hours also have many activities in the afternoons more are early morning which i don't think suits everyone. I find afternoons and nights very lonely and long like social events to make friends etc. I appreciate your consideration for my request. Kind regards

373 I believe it is essential for council to continue to provide all of the existing council operated aged care service- particularly in relation to domestic assistance, personal care, flexible respite, and social groups. If it hasn't already done so, council should consider providing fact sheets and guidance materials to older people and their families/carers which identify (1) the services available through council, and (2) the processes to obtain those services. It is unclear what the practical impact/consequences will be of the Federal Government's plan to move all CHSP funded services to a market based competitive environment (from July 2020) For example will the increase in providers mean that council is no longer the relevant contact to apply for services? Having multiple providers advertising directly to residents can potentially be confusing to some. It is also unclear whether any changes to funding from 2020 will affect how older residents are assessed as requiring assistance- there should be more services for older persons as and when they need them

2. If you would like to include documentation to support your feedback, please upload it here.

2 Files Uploaded

3. Are you providing this feedback on behalf of a group or as an individual?