

Ageing well on the Mornington Peninsula



Positive ageing community conversations
Engagement Summary Report
December 2023

Conversation Co.



MORNINGTON
PENINSULA
Shire

Mornington Peninsula Shire acknowledges the Bunurong people, who have been the custodians of this land for many thousands of years; and pays respect to their elders past and present. We acknowledge that the land on which we meet is the place of age-old ceremonies, celebrations, initiation and renewal; and that the Bunurong peoples' living culture continues to have a unique role in the life of this region.

Executive Summary

The 2023 Positive Ageing Community Conversations were held in three locations across the Mornington Peninsula Shire. The conversations (also known as summits in previous years), are a gathering of residents who represent the older (over 55 years) age group and are a means to discuss ageing on the Mornington Peninsula for the purpose of informing the progress of the Shire's Positive Ageing Strategy.

This year, the Mornington Peninsula Shire worked in partnership with Conversation Co to design and deliver the Positive Ageing Community Conversations. A total of 220 people participated in the conversations, representing residents, service providers and partners, Shire Councillors, Shire staff and Peninsula Advisory Committee for Elders representatives.

The Conversations focused on three questions. What supports ageing well on the Peninsula? What makes it difficult to age well on the Peninsula? What are your big ideas to enable people to age well on the Peninsula? The discussions were lively and the input from participants represented commonalities but also the diversity of lived experience of the older population.

The findings were captured according to the Shire's Positive Ageing Strategy 2020-2025 which lists 9 domains. The domains are based on the World Health Organisations Age Friendly Cities and Communities Framework. Overall, the forums captured the positive aspects of living on the Peninsula as well as challenges, useful ideas, and opportunities to improve communities to ensure that older people can age in place on the Mornington Peninsula.

The key findings focused on the following.

- Access to health services and improved public health services.
- Support to navigate the aged care and disability support systems.
- Digital technology support
- Multiple options for accessing information (including translated information)
- Impacts of social isolation and loneliness
- Building a culture of inclusion
- Affordable and accessible activities and events
- Planning for changing demographics and needs
- Developing the arts sector on the Peninsula
- Greater investment in roads, paths, and parking
- Improved public and community transport
- Inclusive design of open and indoor spaces
- The impacts of climate change
- Cost of living pressures
- Support around grief and loss
- The prevalence of elder abuse and mental health issues impacting on older people

Next Steps

Keep people updated:

Issue a statement and update the Council project page thanking participants for participating in the project and for sharing their ideas. A full report and summary report will be listed on the Shire's Positive Ageing website.

Share the data:

Even after this initial stage a substantial level of data has been collected that can be used by other agencies and organisations to plan the Project. Consider ways the Shire can share this data with the relevant stakeholders to advocate on the community's behalf.

Adhere to the Local Government Act 2020:

Keeping participants informed in engagement and the project is called 'closing the loop' - the information loop is currently open. Participants have shared their ideas and their feedback through the engagement process and are waiting to see what happens next. A new requirement of the Act requires councils to share the information that has been collected and inform the community as to how this will shape thinking.

Data to inform the Shire's Year 4 and 5 of Positive Ageing Strategy Action Plan:

Data collected from the community conversations will be used to help guide and develop the year 4 action plan for Positive Ageing. This will ensure all actions are relevant and based on community need.

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Introduction

Positive Ageing is a term that aligns with a worldwide trend to shift the narrative around the increasing ageing population, increasing longevity, and attitudes to ageing and older people. Positive Ageing encourages us to consider the later stages of our lives as ones of continued health, happiness, meaning, social connection, relationships, and resilience.

Mornington Peninsula Shire (The Shire) worked in partnership with Conversation Co to design and deliver the Positive Ageing Community Conversations for 2023. The Positive Ageing Community Conversations (forums) ultimately aim to understand what it means to age well on the Mornington Peninsula and to learn about the challenges to ageing well on the Peninsula. The forums are an important means of tracking the progress of The Shire's Positive Ageing Strategy 2020-2025 (the Strategy) that guides a whole of Council and whole of community approach to positive ageing. The Strategy was informed and guided by older members of the community, service providers and members of the Peninsula Advisory Committee for Elders (PACE) and sets out a framework for developing age-friendly communities on the Peninsula.

The Strategy is closely aligned to the World Health Organisation's (WHO) 'Global Framework for Creating Age Friendly Cities and Communities' which lists eight key domains. A ninth domain titled Quality of Life has been included in the Shire's Positive Ageing Strategy to encompass important additional wellbeing objectives (i.e., impact of climate change, dementia-friendly communities and changing the lens on death, dying and bereavement). The Positive Ageing community conversations encouraged discussion with a focus on this domain framework with engagement activities focussed on barriers, enablers and supports for each domain.

Figure 1: World Health Organisation (WHO) Global Age-Friendly Cities Domains



Source: Adapted from World Health Organisation (WHO) Framework (2007), *Global Age-Friendly Cities: A Guide*.

Aim

The aim of the community conversations was to:

- Inform community on the progress and delivery of the Shire's Positive Ageing Strategy 2020 – 2025.
- Share information on current opportunities, services, community groups and programs that support ageing well on the Mornington Peninsula; and
- Understand current needs, priorities, and challenges to ageing well on the Mornington Peninsula.

Overview

The community conversations were opened by Councillor Lisa Dixon and Councillor Antonella Celi. Other speakers included the Shire's Manager, Community Partnerships, Chris Munro and community partners Karyn Seymour, Age Strong Network Coordinator, Peninsula Health and Clare Harwood, Volunteer Driver and Board member, Peninsula Transport Assist. These presentations set the context for the forums, highlighted key statistics about the older population on the Peninsula, shared progress of the Positive Ageing Strategy and shared information about current programs, activities and work that supports ageing well on the Peninsula.

Participants took part in conversations and activities to discuss the following engagement questions:

- What helps us to age well on the Peninsula?
- What makes it difficult to age well on the Peninsula?
- What are your big ideas to enable people to age well on the Peninsula?

The community conversations were organised into groups of 8 at tables supported by a Table facilitator and a scribe. The day was facilitated and supported by Conversation Co and Shire staff who introduced questions and discussion topics, provided guidance for conversation, and developing ideas, thematised data to report back and answered participant questions.

An overview of the sessions is shown in table 1 below.

Table 1: Simplified Positive Ageing Community Conversations agenda.

Positive Ageing Community Conversations AGENDA	
Hastings Hub Nov 8th, Rye Civic Hall Nov 13th, Peninsula Community Theatre, Mornington, Nov 15th	
<ul style="list-style-type: none"> ● Welcome and Introductions -Councillor Lisa Dixon (Hastings & Mornington) /Councillor Antonella Celi (Rye) ● Overview of the session ● Population profile ● Icebreaker conversations ● Our shared progress towards ageing well - Chris Munro ● Activity 1: Think about what it is that allows us to age well on the Mornington Peninsula ● Stories of collaboration and age friendly services created on the Peninsula: Q&A and group discussions with Clare Harwood (PTA) and Karyn Seymour (Peninsula Health) ● Activity 2: What makes it difficult to age well in our communities on the Mornington Peninsula? ● Lunch ● Activity 3: What does this community need to enable people to age well that has not been discussed so far” – DREAM big! ● Reflections and next steps ● Evaluation 	

An information desk was in the foyer providing participants with a wide range of communications on programs, activities, and services available on the Peninsula.

The forums also coincided with the launch of the newly updated Staying Active, Engaged and Informed Directory. This Directory lists the wide range of community activities and programs and is divided into local regions. It is a collaborative project of Peninsula Health, Frankston City Council and Mornington Peninsula Shire. Copies were provided for every attendee and are available online here: [Keeping Active, Involved and Informed - Mornington Peninsula Shire \(mornpen.vic.gov.au\)](http://mornpen.vic.gov.au)

Figure 2: Keeping Active Directory

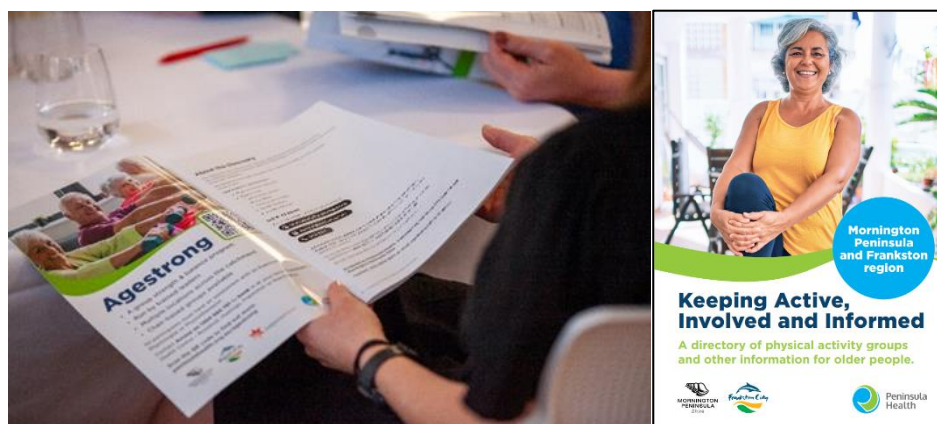


Figure 3: Hastings Community Conversations



Promotions

The Shire carried out a paid social media campaign to advertise the positive ageing community conversations. The social media posts were seen 63,855 times, resulting with 1,170 clicks through to the website. The cost of the campaign was 43 cents per result. These results show a very successful campaign, with a well-targeted and invested audience.

The Shire promoted the sessions on their website, in the Mornington Peninsula News, Positive Ageing Newsletter, Peninsula Essence and via email. Evaluation feedback demonstrates these were successful tools for advertising the sessions. The Shire developed a promotional flyer and designed new Positive Ageing branding pull up banners, tablecloths and tear drop banners.

Table 2: Social media results

	Impressions	Reach	Results
Social media (paid campaign)	63,855	21,739	1,170

Promotional poster and banner



Are we ageing well?

Join our **Positive Ageing Community Conversations** to share your thoughts on ageing well on the Peninsula.

- **Hastings**
Wed 8 Nov, 10am – 1pm
Hastings Community Hub
- **Rye**
Mon 13 Nov, 10am – 1pm
Rye Civic Hall
- **Mornington**
Wed 15 Nov, 10am – 1pm
Peninsula Community Theatre

If you're aged over 55, a family member, support worker, aged care provider, community group, local business or interested in positive ageing, we invite you to attend!
Complimentary lunch provided.

Transport available if needed.
Book your free tickets over the phone or online:
mornpen.vic.gov.au/positiveageingconversations
 5950 1695




Positive ageing



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on the Mornington Peninsula

Who participated?

A total of 220 people participated in the engagement activities. The highest participation was at the Mornington Positive Ageing Community Conversation with 97 participants, followed by the Rye Positive Ageing Community Conversation with 54 participants. It is worth noting that some staff and PACE members attended multiple community conversations and the facilitator training session.

Table 3: Participation by engagement activity

Participants	Hastings Community Conversation	Rye Community Conversation	Mornington Community Conversation
Residents	20	30	65

PACE members	4	6	6
Service Providers	5	6	5
Council staff	8	10	18
Councillors	2	2	3
TOTAL	39	54	97

Strategies to support participation in the events:

- Upskilling the table facilitators who were Shire staff, community partners and PACE volunteers to ensure confidence and a positive experience.
- Hosting three Community Conversations at key locations across the Shire
- Community bus providing transport to the events.
- Providing a range of hardcopy information and materials for participants
- Providing morning tea, lunch, and a coffee cart with some table service.
- Providing tote bags and pens to thank participants for their time and contributions.



Key findings: Ageing Well on the Peninsula

This section presents feedback from the community conversations. Free-text comments and suggestions collected from all engagement questions were categorised under the related WHO domains. This section analyses participant feedback on questions.

- 'What helps us to age well on the Peninsula?' with a total of 304 comments (comments in purple)
- 'What makes it difficult to age well on the Peninsula?' with a total of 407 comments (comments in green)
- 'What are your big ideas to support ageing well on the Peninsula?' with a total of 176 suggestions (comments in blue)

Overall, 'Community Services and Health Services (212 comments)', 'Outdoor Spaces and Buildings' (132 comments), 'Social Participation' (131 comments) and 'Communication and Information' (104 comments) were the most topical domains for participants, with 'Civic Participation and Employment' (52 comments) and 'Housing' (54 comments) the least mentioned domains.

From the data overall, we can see that there were more positive comments for 'Quality of Life' and 'Civic Participation and Employment' than negative ones. Overall, there were less suggestions for ideas to support ageing well, than general feedback on domain topics. This demonstrates a meaningful engagement and appreciation of the complexity of ageing and developing holistic approaches to issues.



Table 4: Total number of comments related to each WHO domain for each of the questions posed.

WHO domain	What helps us to age well?	What makes it difficult to age well?	Big ideas to support positive ageing	Total mentions
1. Community Support and Health Services	85	97	27	212
2. Outdoor spaces and Buildings	41	74	17	132
3. Social Participation	72	39	20	131
4. Communication and Information	17	60	23	104
5. Transport	15	60	21	97
6. Quality of Life	36	19	19	75
7. Respect and Inclusion	12	24	16	57
8. Housing	5	30	19	54
9. Civic Participation and Employment	23	13	15	52
10. Other	10	11	N/A	39

Comments for each question, under each domain, were then further refined and analysed thematically. Some comments contained more than one theme and have been counted accordingly. The following sections will present the themes that emerged under specific domains. The number in the bracket indicates the number of comments coded under that theme.

Domain 1. Community services and health services

An Age-Friendly community has appropriate, accessible, and affordable community support and health services.

What helps us to age well on the Peninsula?

Domain 1 was the most reported domain with a total of 85 positive comments surrounding community and health services. Overall, positive reflections pointed to the worth of organised and facilitated group activities and provision of community facilities for sport, exercise, and recreation.

Positive feedback formed the following themes:

- **Sport and recreation services (26 comments)**

- Access to Shire and Belgravia Leisure facilities i.e., gyms, pools, and exercise classes at Yawa, Dunn's Rd Rec Centre, Somerville Recreation Centre
- Outdoor activity clubs, sports clubs, i.e., tennis, swimming, yoga, pickleball
- Positive mentions surrounding programming and advertisement - Keeping Active, Involved and Informed Directory

"Age strong/YAWA facilities" "Tai Chi" "Walking football"

- **Organised/facilitated group activities, clubs, services (25 comments)**

- Availability of community-based activities and not for profits: U3A, cooking classes, repair cafes
- Availability of Council provided services, groups, and activities, i.e., library services, Men's Sheds, gardening, community houses, senior citizens organisations.
- Availability of private providers, organised activities, outings, events. i.e., Simply CARE Community at Rosebud
- Variety of activities to suit changing needs as people age.
- Affordable group activities and services
- Suggestion: Provision of further information about organised/facilitated activities to be made available

"Simply CARE private company in Rosebud - very nice group who help with activities/support" "Group activities - chair exercises, line dancing, prime movers"

- **Healthcare, aged care and disability services (16 comments)**

- Access to public health facilities and hospitals
- Access to variety of healthcare services: specialist, allied health, wellbeing
- Home help, domestic care, My Aged Care services, and assessment
- Strong ambulance and emergency care services

"Health care assessment -Amanda - wonderful experience" "Medical support that is available - hospital and medical specialist that are available - short wait times"

What makes it difficult to age well on the Peninsula?

Community support and health services also contained the most feedback surrounding barriers and challenges with a total of 97 comments. Thematized and summarised feedback is displayed in table 5 below.

Table 5. Issues/barriers identified.

Theme	Description/Summarised comments
Advocacy for improved public health and aged care is needed (40 comments)	<ul style="list-style-type: none"> ● Lack of equipment, facilities, space in public healthcare ● Privatisation of healthcare services ● Lack of bulk billing services ● Council withdrawal from aged care services has left gaps among private providers. ● Support at home; home maintenance and domestic care services are needed. ● Difficult to secure continuity of care. ● Wait times, support and advocacy for elective surgery, specialist care. ● Improved mental health care for carers is needed. ● Lack of healthcare staff, lack of consistency and relationship building ● Lack of consistent appointments ● Lack of access to appropriate/ tailored health and aged care services ● Stretched emergency services. ● Lack of palliative care ● Lack of respite care ● Lack of rehab services ● Lack of allied health ● Lack of pharmacies ● Lack of community-based and preventative health programs
Support for system navigation is needed (15 comments)	<ul style="list-style-type: none"> ● Need for support transitioning to private providers after Council withdrawal from aged care services. ● Consumer advice needed for finding reputable home help, aged care, gardening services. ● Support needed for finding cleaning, odd jobs at home, repairs. ● System navigation to support carers adapting to changing needs. ● Support with securing/navigating aged care assessment. ● Support for navigating end of life services
Equitable access to services is needed (12 comments)	<ul style="list-style-type: none"> ● Lack of service delivery responsive to the needs of unique locations/communities on the Peninsula ● Local GP access ● Distance to healthcare services ● Concentration of services in Mornington ● Distance to sport, gentle exercise, and recreation facilities (hydro-pools, gyms, classes)
Wait times, availability of programs and services (12 comments)	<ul style="list-style-type: none"> ● Long wait list for community programs; U3A, library programs, hydrotherapy, YAWA ● Scheduling of programs, activities, or classes unsuitable (weekends, nights)
Create service linkages with community based, NFP and private sector support (12 comments)	<ul style="list-style-type: none"> ● Volunteer or community-based garden maintenance programs ● Link home repairs to Men's ● Sheds ● Need for women's support services (home help, repairs) ● Respite services ● Partnerships with TAFE for home help, gardening, care services

Theme	Description/Summarised comments
Support with technology (6 comments)	<ul style="list-style-type: none"> ● Library services to assist with technology. ● One on one support ● Troubleshooting support ● Computer literacy classes ● Support understanding scams
Affordable group activities (5 comments)	<ul style="list-style-type: none"> ● Concessions for sport and recreation centres ● Cost limits participation in health and wellbeing activities, programs
Social and infrastructure planning is needed to support changing needs (4 comments)	<ul style="list-style-type: none"> ● Reduced access to services as population grows. ● Competition for services between residents and visitors ● Lack of specific professions to service the community; trades, specialist health care
Other, mixed responses (8)	<ul style="list-style-type: none"> ● More police presence for safety and security ● Separate spaces in public facilities for seniors to exercise ● Language and cultural barriers in aged care and health care services ● Healthcare and support services need to take a wellbeing approach to mental health above prescribing. ● Services for financial advice ● Support with banking ● Information about wills and probate

Big ideas to support ageing well on the Peninsula.

There was a total of 27 suggestions presented for big ideas to support ageing well under the community and health services domain. Common themes that emerged were:

- **Health services (14)**
 - *“More bulk billing services rehab services, public services.”*
 - *“We need a better integrated community health program to operate in the preventative space support programs for older people.”*
 - *“Access to specialists across the peninsula needs to expand.”*
- **Information (3)**
 - *“Video on My Aged Care or MyGov.”*
 - *“Easy access to information.”*
- **Volunteer/charity work (1)**
 - *“Collaborate with larger charity groups to increase productivity and effectiveness and raising money.”*

Domain 2 - Outdoor spaces and buildings

Age-Friendly communities are attractive, safe, and have accessible outdoor spaces and buildings encouraging active participation for older people within intergenerational spaces.

What helps us to age well on the Peninsula?

There was a total of 41 positive comments under the outdoor spaces and buildings domain. Common themes that emerged were:

- **Community facility for exercise and recreation (13 comments)**

- walking trails, beach walks
- exercise equipment in parks
- intergenerational play equipment and facilities
- pet parks and dog walking
- public gardens

“Pet parks which is a good place to connect with other people- Christmas party for dog owners - Senior citizens/U3A”.

- **Opportunities for engagement with the natural environment (11 comments)**

- fishing on piers, beaches,
- enjoying natural beauty,
- walking trails, open spaces

“Scenic locations (also for photography)”

- **Accessible infrastructure (8 comments)**

- Availability of equipment to support use of outdoor spaces and buildings: beach wheelchairs, beach matting.
- Availability of seating, ramps, handrails and other features in local businesses and Council buildings
- Good maintenance of existing infrastructure: clear pathways, hazards removed, space for walkers and mobility scooters, ramps, increased lighting.

“Getting around is easier in Hastings with a mobility scooter (footpaths and shops without steps”

- **Parking: (5 comments)**

- Accessible parking, wider car parking spaces,
- Free parking,
- Availability of parking spaces
- Shade and canopies for parking during summer

“Newer buildings have bigger car park spaces - senior parking spaces, pram friendly spaces, car spaces for people with a walking stick, better lighting - delineate the curb”.

What makes it difficult to age well on the Peninsula?

There was a total of 74 comments related to barriers surrounding outdoor spaces and buildings. Summarised feedback comments are displayed under common themes in table 6 below.

Table 6. Issues/barriers identified.

Theme	Description/ Summarised comments
Maintenance and expansion of pathways, pedestrian routes, and roads (41 comments)	<ul style="list-style-type: none"> ● Maintaining pathways and bike paths (mowing, surfaces, repairs) ● Lighting in public spaces ● Create more footpaths, pedestrians walking on roads, areas of focus: Melbourne Rd and Dundas Rd, Mornington main street, ● Linking existing pathways and walking trails to extend routes. ● Uneven footpaths ● Lack of pedestrian crossings, areas of focus: Daly St and Truman's Rd, Nepean Hwy, Hygeia St Rye, ● Road maintenance, high risk areas: Nepean Hwy/Dromana Pde, ● Disability access; ramps, curbs, wider footpaths ● Access to the foreshore ● Disability parking needs repair: Rosebud Plaza ● Improve line marking, traffic slowing. ● Ease congestion on busy roads
Invest in community facilities. (6 comments)	<ul style="list-style-type: none"> ● More rubbish bins at the foreshore ● Public toilets ● More dogs on lead signage ● Drinking stations and taps. ● Repairing bus stops and public places from vandalism
Parking (12 comments)	<ul style="list-style-type: none"> ● More parking spaces: Mornington, Rye ● Support for registration for parking permits ● Enforcement of disability parking spaces ● More parking at public hospitals ● More disability parking spaces ● Free parking for older people ● Wider car parks for accessibility
Inclusive design for older people (14 comments)	<ul style="list-style-type: none"> ● Intergenerational playgrounds ● Lack of play spaces ● Seating on fishing piers ● Seating public buildings: Centrelink, post office, ● Visibility of signage for vision impaired ● Public toilet doors heavy, difficult to use. ● Shopping jeeps
Other responses (1 comment)	<ul style="list-style-type: none"> ● Animal management enforcement- stop dogs rushing

Big ideas to support ageing well on the Peninsula.

There was a total of 17 suggestions presented for big ideas to support positive ageing under the outdoor spaces and buildings domain. Common themes that emerged were:

- **Accessibility (7)**
 - *“More seniors parking at key facilities/ main streets.”*
 - *“More and better footpaths on both sides of the road.”*
- **Health services (2)**
 - *“Add hydrotherapy to more existing buildings rather than new swim centres to save building cost.”*
 - *“YAWA is really great in ensuring we have access to hydro/rehab.”*
- **Arts and culture (2)**

- *“Support for an arts and culture precinct.”*
- *“Cinema needed, arts and culture centre, southern peninsula.”*

Domain 3 - Social Participation

Age-friendly communities offer a range of inclusive opportunities to connect and participate.

What helps us to age well on the Peninsula?

Participants shared a total of 72 positive comments related to social participation. This was second most reported domain for positive comments, with the following themes:

Reflections on the Mornington Peninsula community (30 comments)

- Strong social connections with local groups, neighbours
- Diversity of local clubs and social groups
- Rural lifestyle and sense of community compared to Greater Melbourne
- Arts community
- Large demographic of retirees- retirement lifestyle create connections.
- Maintaining good connections with friends, family, spouses
- Maintaining connections with other communities i.e. going to visit hometowns etc.

“Lifestyle community - connection and socialising with neighbours”

“Hastings - friendly - people smile at you and talk - always someone to help e.g. - if you drop something or use a walking stick”.

- **Group activities (18 comments)**

- Local clubs (cultural, hobbies, societies)
- Variety of inexpensive group activities
- Arts, music, and theatre groups
- Community houses activities
- Conversation groups, chatty cafe
- Library activities
- Talks, presentations, films.

“Singing group, golf, music, concert, bands and Choirs”.

“Chatty cafe - Crib Point, City House - Cafe Chat”

- **Events (7 comments)**

- Low-cost events, concerts
- Movie nights
- Seniors Festival

“Lots of live music venues - Rosebud Rockers - Rosebud bowls Tues night”

- **Hospitality and other local businesses (6 comments)**

- Local cafes, supermarkets friendly staff support nice outings and social connection.

“Coles Express coffee - friendly, inclusive, kind and thoughtful”

“Village glen helps people to feel safe and connected”.

- **Sport and recreation for building social connections (7 comments)**

- Participants who pointed to exercise or recreation activities as a way of strengthening social connection with similar interest groups
- Walking groups, swimming, golf, bowls, dancing
- **Opportunities for intergenerational interactions (4 comments)**
 - Activities and events for families
 - Opportunities to skill share, converse and meet between young and old.
- **Physical environment creates spaces for social interaction (3 comments)**
 - Enjoying the beach, bushland, walking trails

What makes it difficult to age well on the Peninsula:

There was a total of 39 comments exploring barriers to social participation on the Peninsula. Summarised comments under themes are displayed in table 7 below.

Table 7. Issues/barriers identified.

Theme	Description/ Summarised comments
Social Isolation (10 comments)	<ul style="list-style-type: none"> ● Living alone ● Isolation of carers ● More support needed to attend group activities, accompany and support to build social connections. ● “Fractured relationships” can lead to further isolation. ● Difficulty reaching out for support. ● More outreach needed to support isolated people. ● Lack of motivation, poor mental health
Supportive infrastructure/ culture for supporting social participation (8 comments)	<ul style="list-style-type: none"> ● Slow lanes at supermarkets, supportive and friendly staff ● Support needed building hobby clubs, finding friends with similar interests. ● Gender diversity in social clubs ● Affordable programs and activities
Lack of community arts programs and facility (7 comments)	<ul style="list-style-type: none"> ● No cinemas ● No arts and culture centres ● More community social events needed. ● More functions at community halls
Availability of social activities (5 comments)	<ul style="list-style-type: none"> ● Wait times and availability of programs and group activities impacts social participation. ● Opening hours of recreation facilities, group activities is restrictive. ● Opening hours of private business, hospitality and cafes is restrictive
Other mixed responses (9 comments)	<ul style="list-style-type: none"> ● Social connection is disrupted by safety and security issues- perceptions of safety in public spaces. ● Lack of IT skills leads to social isolation (x3) ● Changing banking and postal services impacts social participation, incidental catch ups (x2) ● Opportunities for intergenerational social interaction needed. ● Accessing ‘what’s on’ information. ● Fear of scams, online security impacting social participation ● Impact of tourism on social participation, i.e., busy cafes, lack of parking or access to facilities

Big ideas to support ageing well on the Peninsula.

There was a total of 20 suggestions presented for big ideas to support ageing well under the social participation domain. Common themes that emerged were:

- **Group activities/events (11)**
 - *“Opportunities to try a new activity with no commitment (and no cost) e.g., try before you commit to any activities.”*
 - *“More activities for seniors at night.”*
- **Intergenerational opportunities (3)**
 - *“Further develop intergenerational programs to develop relationships between generations.”*
 - *“Memorial Park kids’ playground - could this be turned into an age friendly playground.”*
- **Information (3)**
 - *“Make sure resources are readily available on community groups/ events.”*
 - *“Communicate through.....shopping centre pop ups”.*
- **Sports, recreation, and outdoor fitness (2)**
 - *“Lots of activities/recreational opportunities.”*
 - *“Hit and Giggle, sports on the weekend, non-competitive. Recreational opportunities, weekend availability for a social outing.”*
- **Increasing opportunities and inclusion of males (1)**
 - *“Access to information improve male participation... should clubs improve advocating social connections for men.”*
- **Arts and culture (1)**
 - *“Improving the arts and culture precinct and community.”*
- **Volunteer/Charity work (1)**
 - *“Human library - hire a person, can be run through volunteers.”*

Domain 4 - Communication and information

Age-Friendly communities have appropriate and timely information in a range of accessible forms.

What helps us to age well on the Peninsula?

There were a total of 17 positive comments surrounding communication and information. The following themes emerged:

- **Multiple options for getting information (9 comments)**
 - Receiving information through networks, services, or community groups
 - Senior citizens directory
 - Keeping active directory
 - Information centres
 - Face to face or drop in centre information as a way of building social connections.
 - Information through libraries
 - Social media
 - Suggestion: need support navigating technology

“Promotion of council activities via the Presidents of Clubs - pass on the info”

- **Confidence in knowing what is available (6 comments)**
 - Accessing services
 - Advice on reputable services and programs
 - Updated online information.
 - Accessing info to support choice and individualised care.
 - Council communications have improved over the years.

“Ability to access services and confidence with community services /support and know what is available”.

What makes it difficult to age well on the Peninsula?

There was a total of 68 comments describing the barriers or issues related communication and information, displayed in Table 8 below.

Table 8. Issues/barriers identified.

Theme	Description /Summarised comments
Use multiple forms of communication and information sharing (34 comments)	<ul style="list-style-type: none"> ● Lack of knowledge of what is on or what is available. ● Over reliance on online communications is exclusionary ● Letter box drops, hard copy information. ● Expos and events ● Transport information sharing ● Face to face communication ● Resident run noticeboards ● Resident run Facebook pages ● What's on in Mornington Peninsula News ● Local paper needed. ● Meet and greet event for local groups. ● Info packs

Theme	Description /Summarised comments
System navigation capacity building (13 comments)	<ul style="list-style-type: none"> ● Education and information on aged care services, eligibility, entitlements, referral, and assessment ● Build capacity to navigate care systems. ● Education on when/how to transition or change services as we age. ● Practical support for carers ● Outreach information services ● Advertise local and affordable home maintenance services, builders. etc ● Information for disaster risk reduction and emergency services
Technology and online information (9 comments)	<ul style="list-style-type: none"> ● Lack of internet access ● Council website is clunky and difficult to use. ● Feeling left behind with technology ● Reliance on social media is exclusive. ● Expectations to use technology for information. ● Library services to support computer literacy. ● Support for one off tasks (Eventbrite, bill paying)
Link up with other services/business to share info (5 comments)	<ul style="list-style-type: none"> ● Advertise services in GPs, Libraries ● Hairdressers and barbers, local cafes are a good source of finding out information
Online security information (6 comments)	<ul style="list-style-type: none"> ● Create alerts or directory for scams. ● In person information/seminar for online security ● "Safe trades" website/training to protect residents from being scammed
Other, mixed responses (1)	Seniors' information expos for West side of the Peninsula

Big ideas to support ageing well on the Peninsula.

There was a total of 23 suggestions presented for big ideas to support positive ageing under the communication and information domain. Common themes that emerged were:

- **Information (11)**
 - *"Having info in hard copies, good for those who don't feel comfortable with digital tech. Look at ways of providing face to face opportunities to let socially isolated people know what is available E.G., drop-in centres at shopping centres/phone lines."*
 - *"Hub with information (where)you can access all the information, (an) extension of the library with very connected staff (that) offers further information and support of booking into groups. It could be run by volunteers."*
- **Technology support (6)**
 - *"Library service regarding computer and software, support/knowledge, using understanding of needs. Special slower understanding of computer concepts."*
 - *"Promoting library tech support (tech mate)."*
- **Council support/advocacy (3)**



- *“Online shopping portal - set up with an officer you tell them what you want to buy, and they assist you to ensure you're not going to be scammed.”*
- *“Have (Council) service desks in shopping centre.”*
- **Financial planning, legal guidance, and retirement (2)**
 - *“Assistance impartial advice at reasonable prices for funds.”*
 - *“Easy access to information re financial + legal rights.”*
- **Group activities/events (2)**
 - *“Keep ensuring information is easily accessible”.*
 - *“Look at face to face opportunities to let socially isolated people know what is available.”*

Domain 5 – Transport

Age-Friendly communities provide accessible, affordable, and appropriate and safe transport.

What helps us to age well on the Peninsula?

Participants shared a total of 15 positive comments surrounding the transport domain in which the following themes emerged:

- **Positive experiences of Council and Community transport services (6 comments)**
 - Dial a bus.
 - Peninsula Transport Assist
 - Community transport options are essential to support social participation and access to community programs and health services.
- **Good public transport connections in participants locales (4 comments)**
 - Having good community connections to support PT use, riding with a friend.
 - Living in a convenient proximity to shops and services for easy and short trips.

“Having a network of friends - catch the bus to Hastings”.

- **Supportive infrastructure for using public transport (3 comments)**
 - Seating and shade at stops, stations
 - Accessible platforms
 - All ability information for using PT services, times, and requirements.

“Point Nepean station - getting out and about more accessibility”.

- **Other (3 comments)**
 - Transport in general
 - Safety checks for drivers and advocating PT use

What makes it difficult to age well on the Peninsula?

There was a total of 60 comments sharing barriers related to transport on the Peninsula. Themes and summarised comments are displayed in Table 9 below:

Table 9. Issues/barriers identified.

Theme	Description/ Summarised comments
Public transport linkages - routes (32 comments)	<ul style="list-style-type: none"> ● No transport available on weekends and nights (Council and PT services) ● Transport to and from bus stops and train stations, distance too great to walk. ● Expand train services. ● Smaller vehicles for more frequent services ● Connecting beaches and bays ● Direct routes connecting East and West ● Environmentally sustainable transport ● Routes connecting smaller and larger townships
Accessible transport (15 comments)	<ul style="list-style-type: none"> ● Being unable to drive presents a barrier to living a healthy and connected life. ● Disability transport options needed. ● There is a lack of driver training to support people with mobility requirements and disability.

Theme	Description/ Summarised comments
	<ul style="list-style-type: none"> ● Share cars for bespoke trips. ● Affordable transport for specialist appointments (Melbourne etc) ● Personal transport - more female drivers ● Free public transport ● Lifts and equipment needed on PT. ● Assistance or support person needed to accompany riders
Affordable Transport (5 comments)	<ul style="list-style-type: none"> ● Fuel costs are a barrier. ● Taxi costs ● Lack of affordable public transport
Maintenance for safe transport (4 comments)	<ul style="list-style-type: none"> ● Congestion ● Development and subdivision creating busier roads create unsafe driving conditions, particularly for slow drivers. ● Road maintenance is needed to promote safe active transport
Location and access to transport (3 comments)	<ul style="list-style-type: none"> ● Physical distance to services is a barrier. ● Physical distance for those who cannot drive. ● Prefer to avoid long car trips
Other mixed responses (3)	<ul style="list-style-type: none"> ● Not feeling safe on Public Transport (x2) ● Need accessible information for transport schedules and access information

Big ideas to support ageing well on the Peninsula.

There was a total of 21 suggestions presented for big ideas to support positive ageing under the transport domain. Common themes that emerged were:

- **Public transport provision, increased operation, improved routes (12)**
 - *“Bus routes improvement, more effective route services.”*
 - *“887 express bus, great service, needs to be more frequent.”*
- **Peninsula service, community bus (4)**
 - *“Peninsula bus service”*
 - *“Community transport for Mornington Peninsula Shire, why was this stopped?”*
- **Free public transport (2)**
 - *Free public transport.”*
 - *“Off peak free for seniors all week.”*
- **Maintenance (1)**
 - *“Please fix potholes in roads, cut the long grass on Jetty Road roundabouts, can’t see the traffic when driving.”*

Domain 6 - Quality of life

Age-Friendly communities where people can maximise health and wellbeing by being active and fully engaged.

What helps us to age well on the Peninsula?

There was a total of 36 positive comments surrounding quality of life from participants. In particular, the natural environment and lifestyle of the Mornington Peninsula came through as strong themes. The following themes emerged:

- **Environment (24 comments)**
 - Access to natural environment
 - Beaches
 - Fresh air
 - Natural beauty
 - Being outdoors
 - Quiet and clean environments
 - Environments conducive to sport and leisure
 - Weather

“Environment - beach, walking, proximity to leisure activities, active living, before work in nature”

- **Access to healthy and delicious food (5 comments)**
 - Wide variety of food available
 - Farm gate and local produce
 - Community minded food systems
 - Healthy food and diet
- **Location (4 comments)**
 - Proximity to services and amenities
- **Animals (3 comments)**
 - Having pets to provide companionship.
 - Walking the dog

What makes it difficult to age well on the Peninsula?

There was a total of 19 comments related to quality of life. Feedback comments are thematised and summarised in table 10 below.

Table 10. Issues/barriers identified.

Theme	Description/ Summarised comments
Cost of living (5 comments)	<ul style="list-style-type: none"> ● Financial support needed with rising costs. ● Asset rich and cash poor communities ● Education for cost saving measures (clothing, groceries etc) ● Financial literacy education ● Support for retirement planning
Grief and loss (4 comments)	<ul style="list-style-type: none"> ● Normalising death and dying ● Counselling and support for grief and loss ● Information, options, and choice for death and dying
Elder Abuse (5 comments)	<ul style="list-style-type: none"> ● Support services for elder abuse ● Understanding power of attorney

Theme	Description/ Summarised comments
	<ul style="list-style-type: none"> ● Wills and probate ● Emotional abuse ● Support for women ● Advocacy for elder abuse in care service/with carers ● Lack of empathy in services
Mental health (2 comments)	<ul style="list-style-type: none"> ● Support for senility ● Depression and anxiety ● Social isolation
Climate change-environment (2 comments)	<ul style="list-style-type: none"> ● Reduce pollution. ● Climate action ● Preparedness for extreme temperatures and climate events
Other, mixed responses (2 comments)	<ul style="list-style-type: none"> ● Support to find hobbies for retirement. ● Negative experiences can lead to disengagement, loss of confidence

Big ideas to support ageing well on the Peninsula.

There was a total of 19 suggestions presented for big ideas to support positive ageing under the quality-of-life domain. Common themes that emerged were:

- **End of life planning, palliative care (5)**
 - *“End of life needs to be talked about more, can die well if you plan it.”*
 - *“How to get information, funeral, death, dying, dying at home, end of life, advanced care planning, dementia.”*
- **Other (4)**
 - *“Cooking classes for special dietary needs.”*
- **Ageism, cultural awareness training and education (3)**
 - *“Community education for local businesses to increase awareness around dementia, complex behaviours for older people.”*
 - *“Keep the conversation going on breaking down stigma e.g., ageism, dementia, end of life etc.”*
- **Cost of living (2)**
 - *“Cost of living, more affordable to live on the peninsula.”*
 - *Food insecurity, rental costs and other costs of living, more access to these supports.”*
- **Financial planning, legal guidance, and retirement (2)**
 - *“Opportunities pre and post-retirement to improve people's preparation and planning for ageing well.”*
- **Health services (1)**
 - *“Services to help living well with long term health issues.”*

Domain 7 - Respect and Inclusion

Age-Friendly communities make older people feel valued, respected, and included.

What helps us to age well on the Peninsula?

Participants shared a total of 12 positive comments related to respect and social inclusion, of which the following themes emerged:

- **Inclusion (8 comments)**
 - Culturally safe services, diversity inclusion, accessibility to services, understanding ageism, equitable access to services on the Peninsula.

“Access/support...all ability to information - to know where to go and where to go”?

- **Community committed to social cohesion and inclusion (4 comments)**
 - Mutual respect
 - Community spirit

“Not an ‘us and them’ society in peninsula - very inclusive vibe of the community”

What makes it difficult to age well on the Peninsula?

There was a total of 24 comments related to respect and social inclusion. Feedback comments have been thematised and summarised in table 11 below.

Table 11. Issues/barriers identified.

Theme	Description/ Summarised comments
Discrimination (8 comments)	<ul style="list-style-type: none"> ● Discrimination towards CALD groups ● Stigma around financial hardship and insecure housing ● Lack of support for older people reverting to their first language ● Culturally specific support needed. ● Ageism and feeling like you are not being taken seriously. ● Lack of respect from younger generations and service provider
Equity and inclusion across the Peninsula (5 comments)	<ul style="list-style-type: none"> ● Reputation of particular areas: ‘need to lift Hasting’s image’. ● Advocacy for Western Port image ● Equitable access to services and programs
Create safe and inclusive spaces for older people. (3 comments)	<ul style="list-style-type: none"> ● Build cultures of inclusion: slow lanes in supermarket, slow lanes at the pool for older people ● Understanding ageism and older people’s needs in customer service. ● Women’s inclusion in programs like Men’s Shed
Feeling safe (3 comments)	<ul style="list-style-type: none"> ● Safety and security around some public spaces ● Perceptions of safety and social issues; loitering, graffiti, break-ins ● Not being taken seriously by police
Other/mixed responses (5 comments)	<ul style="list-style-type: none"> ● Respect in communications and expectations (expectations for computer literacy, banking, services) ● ‘Hostility to skilled migration’ in face of workforce shortages ● Education for seniors’ rights: ‘powers of attorney’ ● Difficulties with lack of respect at Centrelink

Big ideas to support ageing well on the Peninsula:

There was a total of 16 suggestions presented for big ideas to support positive ageing under the respect and social inclusion domain. Common themes that emerged were:

- **Group activities/events (4)**
 - *“Smaller groups that you can feel like you are contributing too. and not feel overwhelmed.”*
 - *“Groups and activities - offer weekend activities as well as weekdays for people who are working etc.”*
- **Ageism, cultural awareness training and education (6)**
 - *“Keep the discussion around respect and social inclusion going.”*
 - *“Social inclusion needs to be front and centre not just in policy.”*
 - *“Main street is friendly usually but come summer holidays it changes, how to improve this sings advertising "inclusion" respect ”.*
- **Health services (3)**
 - *“Men’s shed to be more inclusive.”*
 - *“Equitable access to culturally safe health services”*
- **Intergenerational opportunities (3)**
 - *“Buddy up with school and retirement facility.”*
 - *“Intergenerational connections, identifying groups and passions where there are gaps.”*
- **Financial planning, legal guidance and retirement (2)**
 - *“Legal education workshop (including) carers and power of attorney (planning).”*
 - *“Opportunities pre- and post-retirement to improve people’s preparation and planning for ageing well. Finding info, trying new activities, volunteering, being socially connected to fill that gap work has had.”*
- **Increasing opportunities and inclusion of males (1)**
 - *“Volunteer and organised groups have far more women than men- need to create more initiatives to increase more participation.”*
- **Council support/advocacy (1)**
 - *“Review council policy of premises hire for seniors focus groups.”*
- **Information (1)**
 - *“Advocacy for health literacy/brochures in multi languages, large front, wording that is easily understood. Education for service providers.”*

Domain 8 - Housing

Age-Friendly communities have appropriate and affordable housing options to enable people to age in place with good access to services.

What helps us to age well on the Peninsula?

Participants shared a total of five positive comments surrounding housing on the Peninsula. This included reflections on positive aspects in the housing domain currently but also ways to create a positive housing environment in future. Summarised comments included:

- **Positive precedents for over 55s living (2 comments)**
 - Over 55s community housing developments
 - Lifestyle villages, specialist accommodation

“Scandinavian Dementia Village - physical village to live independently in a community with services e.g., post office, bank, health services, access to intergenerational programs and building relationships”.

- **Opportunities to downsize (2 comments)**
 - Appropriate low maintenance ‘minimalist’ homes for older people
 - Would like more development for smaller and accessible homes.
- **Positives of low density living (1 comment)**
 - Interest in preserving beach frontages, green wedge, and environment.
 - Prefer big properties, rural lifestyle, and open space.

“The reason [for] the green belt - large land areas - low density housing - no over development, no subdivision “

What makes it difficult to age well on the Peninsula?

There was a total of 30 comments surrounding challenges related to housing. Themes and summarised comments are displayed in Table 12 below:

Table 12. Issues/barriers identified.

Theme	Description/ Summarised comments
Housing supply (11 comments)	<ul style="list-style-type: none"> ● Lack of housing options for downsizing ● Lack of public, social or community housing ● Rental crisis is impacting older community members. ● Homelessness is creating safety and security issues for older people in the community.
Lack of affordable housing (10 comments)	<ul style="list-style-type: none"> ● Rental affordability ● Holiday rentals ● Older residents are being proceed out of the Peninsula
Discrimination (4 comments)	<ul style="list-style-type: none"> ● Homelessness and housing insecurity impacting older women. ● Stigma surrounding financial hardship and social housing
Overdevelopment (2 comments)	<ul style="list-style-type: none"> ● Concerns about over development of the Peninsula ● Concerns about developing natural areas, foreshore
Lack of appropriate housing (4 comments)	<ul style="list-style-type: none"> ● Support for home modifications for aged and disability tenants in rental housing ● Appropriate housing for disability

Theme	Description/ Summarised comments
	<ul style="list-style-type: none"> ● Climate change: retirement homes and residential aged care homes are not fit for extreme temperatures, lack of insulation

Big ideas to support ageing well on the Peninsula:

There was a total of 19 suggestions presented for big ideas to support positive ageing under the housing domain. Common themes that emerged were:

- **Integrated well planned housing options (14)**
 - *“Needs sympathetic planners to allow greater density that is integrated and well planned.”*
 - *“More housing options and living options and (support with) transition to smaller homes.”*
- **Shared housing (3)**
 - *“Intergenerational house sharing, opportunities for students and older people to share housing.”*
 - *“Home share programs.”*
- **Rentals (2)**
 - *“Too many Airbnb’s destroying communities.”*
 - *“Large amount of rentals, putting pressure on rentals.”*
- **Information sharing (1)**
 - *“Community notice boards (to advertise house sharing opportunities).”*

Domain 9 - Civic participation and employment

Age-Friendly communities provide opportunities to contribute and feel valued by participating in paid and voluntary work.

What helps us to age well on the Peninsula?

There was a total of 23 positive comments related to employment, volunteering and civic participation.

- **Volunteer opportunities (14 comments)**

- Cater to a wide variety of skills and interests.
- Volunteer work keeps people active, social and gives people purpose.
- Volunteer organisations are welcoming and inclusive.
- Suggestion: Greater advertisement of available opportunities

“Volunteering opportunities improve quality of life - many different types available”.

- **Civic opportunities (7 comments)**

- Involvement with Council; planning, feedback, PACE (Peninsula Advisory Committee for Elders)

“Level of council involvement: Mornington Peninsula Shire is a cut above other councils”.

- **Education and learning opportunities (5 comments)**

- U3A, Historical society, intergenerational education, gardening

“Gardening at the Briars”

What makes it difficult to age well on the Peninsula?

There was a total of 13 comments exploring barriers to civic participation and employment. Collated and summarised feedback is displayed in table 13 below.

Table 13. Issues/barriers identified.

Theme	Description/ Summarised comments
Communication, information, and support (4 comments)	<ul style="list-style-type: none"> ● Lack of database for available volunteer opportunities ● Support for over 55s to change careers, job search, upskilling. ● Support needed for potential volunteers understand requirements, complete Working with Children Checks etc. ● More mentoring and working supported needed. ● Support building confidence to volunteer again
Groups need more volunteers. (2 comments)	<ul style="list-style-type: none"> ● Volunteer drivers are needed. ● Groups are folding without adequate volunteer pools and support
Other mixed responses (7 comments)	<ul style="list-style-type: none"> ● Safety and security impacting volunteering i.e., Vinnies Mornington ● Civic participation through supporting local business. ● General comments i.e., ‘barriers to volunteering’, ‘retirement = no paid work’

Big ideas to support ageing well on the Peninsula.

There was a total of 15 suggestions presented for big ideas to support positive ageing under the civic participation and employment domain. Common themes that emerged were:

- **Volunteer/Charity work (9)**
 - *“More information on how to become a volunteer, sessions run at the library.”*
 - *“Volunteering opportunities displayed, with a coordinator to match volunteers with the organisation.”*
- **Information sharing (3)**
 - *“Easy access to information.”*
 - *“Video on My Aged Care or MyGov.”*
- **Retirement planning (1)**
 - *“Finding info, trying new activities, volunteering, being socially connected to fill the gap that work had.”*

Other areas explored.

What helps us to age well on the Peninsula?

There was a total of ten positive comments that did not fall under a domain.

These included general comments like: “all of the above” and “yes” but also explored personal motivations and reflections: “sense of purpose - routine”, “goals and passion”, “independence” and “keep busy”.

What makes it difficult to age well:

There was a total of 11 comments discussing barriers that did not fit under a particular domain:

- *“If English was not your second language”*
- *“Choice retail shops - E.g. No target in area and too many alcohol shops”*
- *“Gambling harm (pokies as a way to connect)”*
- *“Smoke alarms need more support services”*
- *“Too many grocery shops”*
- *“Not enough help in an emergency- who do I call”*
- *“No jet skis or limited place for them”*
- *“Main st Mornington changing for worse - burger bars and real estate agents”*
- *“Fear of the unknown”*
- *“Some negative experiences - people not getting back not taking names”*

Engagement evaluation

Participants who attended community conversations alongside Shire staff members and PACE members were invited to provide feedback on the engagement process to support evaluation and improvement. The number of respondents for each feedback method is displayed in table 14 below. This section presents feedback from the community and staff surveys.

Table 14: Participation in feedback surveys

Evaluation method	Participation	Total
Community members survey	95	104
Internal staff survey & PACE members	8	
Email	1	

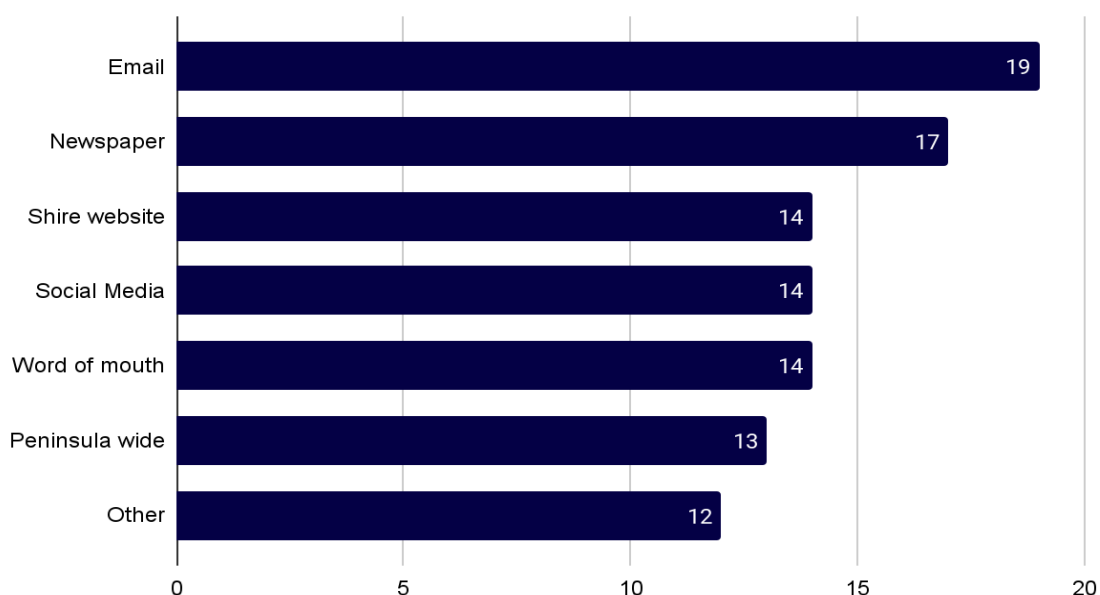
Attendance

Internal staff and PACE members were asked to select which Positive Ageing Community Conversations they attended, Hastings, Rye and Mornington. There was a total of 8 respondents and most respondents attended more than one event. Hastings was attended by 7 participants, Mornington by 4 participants and Rye by 3 participants.

Communication

Community member participants were asked the question; *How did you hear about the Positive Ageing Community Conversations?* There was a total of 103 respondents.

Figure 4: How participants heard about the events

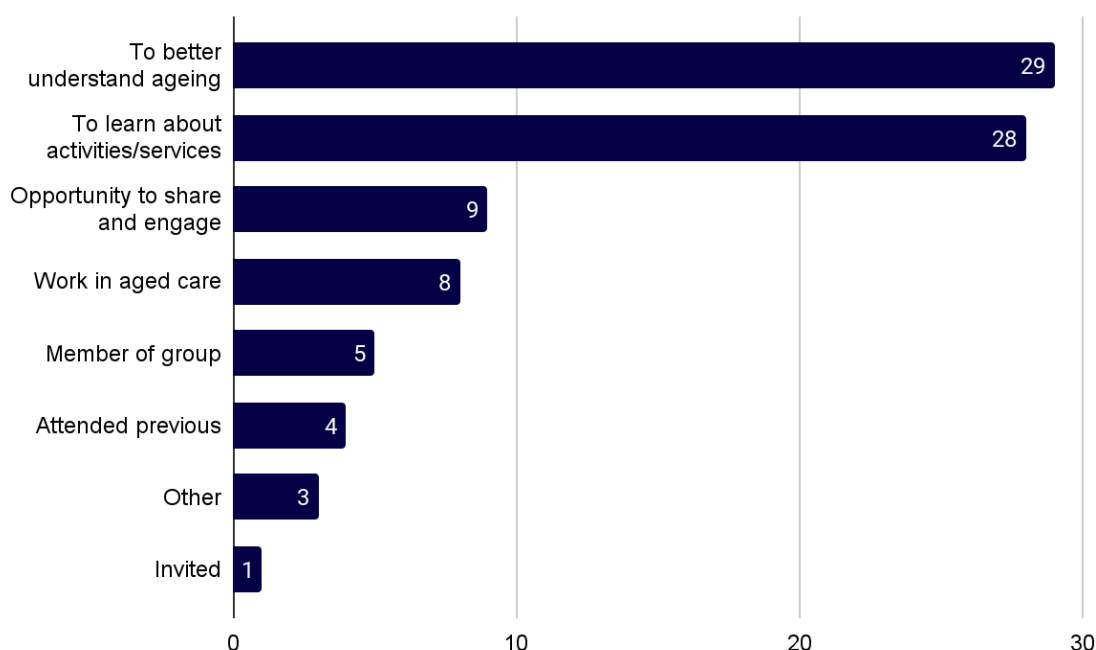


Other comments included:

- *PACE*
- *Peninsula Buzz*
- *At a group meeting*
- *Involved in the running of these conversations.*

Community participants were prompted to share their motivations for participating in the sessions. From free-text comments the following themes emerged displayed in figure 5.

Figure 5: Community motivations to attend the Community Conversations



Other comments included:

- *“The Peninsula wide newsletter”*
- *“Death of partner (wife)”*

Are we on the right track to support our community to age well?

Community member participants were then asked the question; *“Thinking about some of the topics and issues covered today, including the 9 domains of an age-friendly community, do you believe we are on the right track to support our community to age well?”* There was a total of 95 responses. 87% said ‘YES’ and 11.6% said ‘UNSURE’ and 1.1% said ‘NO’. Participants were then asked to provide a reason for their response.

Participant views on the Shire’s progress towards an age-friendly community

- *“Still areas needing to be addressed however Shire doing well in areas”.*
- *“Need to see actions”.*
- *“I don’t think MPS has allocated professional budget to actively support”.*
- *“Many topics discussed, and I hope many topics are actioned. “*

- “Fantastic discussion - lots of opportunities to unpack ideas and get feedback from the community. Discussion was robust. “
- “An informative and inclusive session “
- “Great to hear the big changes for areas and what is currently available”.
- “Lots of opportunities to participate practical solutions explored as well as wish lists comprehensive and inclusive discussions with everyone at our table”.
- “Only because it was the first time, I heard about it today. Well organised, balance between providing info and collecting feedback”.
- “I think the domains of age friendly community are great and we are on the right track”.
- “I loved how well this was organised and that we were able to discuss live situations”.
- “Have not been great improvements. Perhaps that is because they have not been well publicised”.
- “But would like to see particular issue of access for disadvantaged (economically and socially)”
- “Need to explore further”.
- “There are many “opportunities to say connected, plus age well on the peninsula the Shire just needs to look at different ways to get the message out”.
- “Good to be asked, not told what is good for you?”

Other Feedback

Community participants, staff and PACE members were asked ‘*What could we improve on for next year’s community conversations?*’ Suggestions are explored in table 15 below.

Table 15: Suggestions for improvement

Theme	Verbatim Quotes
<p>Share outcomes and close the loop (12 comments) Participants who enjoyed the reporting back from last year’s event and would like to be kept up to date with the actions of Council and the outcomes of their work. Participants who suggested further actions to be taken.</p>	<ul style="list-style-type: none"> ● <i>Report back on how Council maintains its WHO membership. (It was also done today - reporting back on actions) Report from PACE group would be interesting.</i> ● <i>“Many of the ideas getting done”</i>
<p>Clarifying purpose, improved facilitation (14 comments) Participants who made positive comments on structure and facilitation or suggested further clarification on the group’s purpose or remit was needed to support meaningful conversation. Participants who wanted further support from facilitators.</p>	<ul style="list-style-type: none"> ● <i>“It would be good if table facilitators had some training in how to facilitate”.</i> ● <i>“Provide an agenda”</i> ● <i>“Real meaningful questions that ask about or cover specific issues”.</i> ● <i>“Written list of tasks and names responsible, assigning facilitators and scribes before the event. Detailed run sheet with times and go to person for troubleshooting”.</i>
<p>General positive comments (11 comments)</p>	<ul style="list-style-type: none"> ● <i>“It was well facilitated and wonderfully attended”.</i>

Participants who were satisfied with the format, content and locations of the summits.	<ul style="list-style-type: none"> • <i>“Continue with 3 summits”.</i> • <i>“Locations and format well chosen”</i>
<p>Advertisement & enrolment (12 comments)</p> <p>Participants who struggled with Eventbrite or did not think the event was adequately advertised to be representative of the Mornington Peninsula. Suggestions to time the next event closer to Seniors Week to expand participation and advertisement.</p>	<ul style="list-style-type: none"> • <i>“Get more men involved”.</i> • <i>“Encourage more residents to attend, use community groups as a way to recruit, perhaps with an incentive?”</i>
<p>Extend topics covered (5 comments)</p> <p>Participants who would like to have addressed further issues or precedents in the community.</p>	<ul style="list-style-type: none"> • <i>“My Aged Care”</i> • <i>“Perhaps bring in a speaker that runs a positive program on the MP”.</i> • <i>“Information from community groups”</i> • <i>“More information on home support”</i> • <i>“More local services sharing what they offer”</i>
<p>Access (4 comments)</p> <p>Participants who wanted better disability access at chosen venues, more options for participation: night session for working people, hybrid session to include more participants who cannot travel.</p>	<ul style="list-style-type: none"> • <i>“More bannisters”</i> • <i>“Be more inclusive of disabled and physically and mentally impaired people”.</i>
<p>Mixed responses (7 comments)</p>	<ul style="list-style-type: none"> • <i>“Public more in shopping centres”</i> • <i>“All was good. Maybe a Rosebud venue next time?”</i> • <i>“Services - was addressed “</i> • <i>Vegetarian options separated.</i>

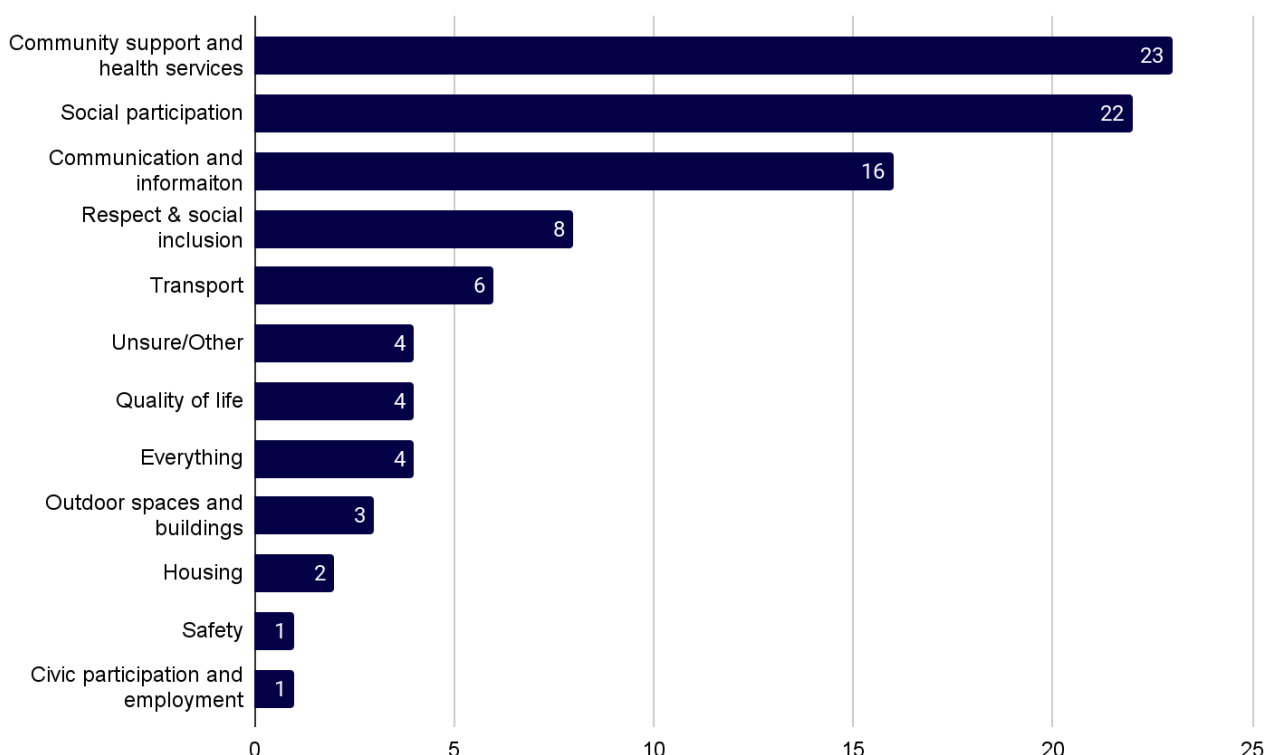
Additional suggestions for improvement included:

- More/better advertisement (6 comments)
- More presentations (2 comments)
- Actions, responsibility and follow up (3 comments)
- More or longer sessions (4 comments)
- *“I like the smaller workshops - more personalised”.*
- *“I would love to see more youth connecting with elderly (retirement villages)”*
- *“Feasibility survey is establishing a public hydrotherapy facility in Mornington”.*
- *“More technical support available for seniors”*
- *“Not spending too long on subject”.*
- *“In Mornington it felt like the format was slightly changed from the one I attended at Hastings, and it felt like there were a lot of presentations / talking 'at' the participants before we got to table discussions. I think it would be good to break up presentations with round table discussions”.*
- *“Advertise at villages nursing home”.*
- *“More info on home support”*

- *“Be more inclusive of disabled and physically and mentally impaired people”.*
- *“Nationally, we are supposed to be a multicultural society, not much evidence of this in this meeting”.*

To understand the efficacy of how discussions and presentations were structured, community participants were asked the question; *What is the most important issue for you when it comes to positive ageing? Please indicate if it was not addressed at today's Community Conversation.* The feedback in figure 6 below reflects the overall engagement findings.

Figure 6: Community members' most important ageing issues



Overall, participants indicated their issues were addressed by community conversations. Participants who selected 'other' responses included the following comments:

- *“Too early to make me say”.*
- *“Get it right”.*
- *“choice”*
- *“mindset”*

Other Feedback

Community participants, staff and PACE members were asked *‘What could we improve on for next year's community conversations?’*. Respondents from both surveys shared the following ideas displayed thematically in table 16 below.

Table 16: Suggestions for improvement

Theme	Verbatim Quotes
<p>Share outcomes and close the loop (12 comments) Participants who enjoyed the reporting back from last year's event and would like to be kept up to date with the actions of Council and the outcomes of their work. Participants who suggested further actions to be taken.</p>	<p>Report back on how Council maintains its World Health Organisation (WHO) membership. (It was also done today - reporting back on actions) Report from PACE group would be interesting. "Many of the ideas getting done"</p>
<p>Clarifying purpose, improved facilitation (14 comments) Participants who made positive comments on structure and facilitation or suggested further clarification on the group's purpose or remit was needed to support meaningful conversation. Participants who wanted further support from facilitators.</p>	<p>"It would be good if table facilitators had some training in how to facilitate". "Provide an agenda" "Real meaningful questions that ask about or cover specific issues". "Written list of tasks and names responsible, assigning facilitators and scribes before the event. Detailed run sheet with times and go to person for troubleshooting".</p>
<p>General positive comments (11 comments) Participants who were satisfied with the format, content, and locations of the summits.</p>	<p>"It was well facilitated and wonderfully attended". "Continue with 3 summits". "Locations and format well chosen"</p>
<p>Advertisement & enrolment (12 comments) Participants who struggled with Eventbrite or did not think the event was adequately advertised to be representative of the Mornington Peninsula. Suggestions to time the next event closer to Seniors Week to expand participation and advertisement.</p>	<p>"Get more men involved". "Encourage more residents to attend, use community groups as a way to recruit, perhaps with an incentive?"</p>
<p>Extend topics covered (5 comments) Participants who would like to have addressed further issues or precedents in the community.</p>	<p>"My age(d) care" "Perhaps bring in a speaker that runs a positive program on the MP". "Info from community groups" "More info on home support" "More local services sharing what they offer".</p>

<p>Access (4 comments) Participants who wanted better disability access at chosen venues, more options for participation: night session for working people, hybrid session to include more participants who cannot travel.</p>	<p>“More bannisters” “Be more inclusive of disabled and physically and mentally impaired people”.</p>
<p>Mixed responses (7 comments)</p>	<p>“The additional accessible Planned” “Get it right “ “Public more in shopping centres” “All was good. Maybe a Rosebud venue next time?” “Services - was addressed “ Vegetarian options separated.</p>
<p>N/A Nothing, I’m happy (6 responses)</p>	

Community participants, staff and PACE members were then asked if there was anything further, they would like to add. The majority (37 comments) shared general positive comments and thank yous. Additional suggestions for improvement included:

- More/better advertisement (6 comments)
- More presentations (2 comments)
- Actions, responsibility and follow up (3 comments)
- More or longer sessions (4 comments)
- Other mixed responses (13 comments)
 - *“I like the smaller workshops - more personalised”.*
 - *“I would love to see more youth connecting with elderly (retirement villages)”*
 - *“If it’s used”.*
 - *“Feasibility survey suggests establishing a public hydrotherapy facility in Mornington”.*
 - *“More technical support available for seniors”*
 - *“Not spending too long on subject”.*
 - *“In Mornington it felt like the format was slightly changed from the one I attended at Hastings, and it felt like there were a lot of presentations / talking ‘at’ the participants before we got to table discussions. I think it would be good to break up presentations with round table discussions”.*

What worked well?

Internal staff and PACE members were asked; ‘What worked well?’ with 8 respondents providing a response. The highest response was the presentation and activities (4) followed by the skills of the facilitators (2), multiple locations (2) and catering (1), Councillor speech (1).

Recommendations

1. Circulate this report to all participants of the 2023 Positive Ageing Community Conversations, PACE members, Positive Ageing Steering Committee Members, positive ageing partners and make it available on the Shire website.
2. Table the report as part of the Councillor Delegate Report at an Ordinary Council Meeting.
3. Be clear about the purpose of the consultation and how this informs actions. Provide updates throughout the year of the progress.
4. All feedback and suggestions in this report to be used to inform the progress of the Positive Ageing Strategy 2020 to 2025 and to inform the relevant teams, project leads and partners of the needs and issues of relevance to the older members of the community.
5. Continue to host the Community Conversations in 3 locations on the Peninsula. Consider other locations in 2024. Conversation Co. recommended as facilitators for 2024.
6. Consider a different time of year to hold the Conversations to accommodate Senior's Festival workload.
7. Provide an improved means of registering for the events that accommodates those who cannot register online and clearly informs all those who do register online that their registration is successful. Follow up with all those who registered via telephone to encourage attendance and check on transport needs.
8. Promote more broadly and via poster deliveries and notice boards. Promote via other organisations newsletters and notice boards.
9. Consider a means to engage a wider diversity of older people (i.e., men, LGBTIQ+ communities, diverse cultural backgrounds, older people with disabilities, Aboriginal and Torres Strait Islanders, carers, aged care residents). Also include people who are soon to retire or are early retirees and those who are not available during normal working hours.
10. Provide current information for all participants prior to and on the day of the event on two key areas that were raised frequently at the 2023 Community Conversations. Footpaths and Pedestrian Access and Home Care Services.
11. Ensure that all table facilitators are trained and allocated a table prior to the event.
12. Consider a means of showcasing local initiatives (i.e., short video), strengthening connections, encouraging partnerships and ways to harness the contributions to further improving the Mornington Peninsula as a place to age well.
13. Revisit the questions asked at the Community Conversations and consider proposing meaningful questions that cover more specific topics and that will still help inform the strategic direction of positive ageing.

Figure 7: Councillor Antonella Celi and Councillor Lisa Dixon at Positive Ageing Community Conversations Rye and Hastings



Quotes from attendees.

“Appreciation for the opportunity to attend and a sincere thank you to all presenters and staff from the Shire.”

“I felt we covered so many relevant topics on ageing positively.”

“We would like to thank the Shire for arranging the Positive Ageing Conversations which we both have just attended at the meeting at Rye. We found the information and discussion excellent making us better aware and informed on the wide range of facilities and activities made available by the Shire for us ageing ones. We will make sure we continue to keep informed and involved in these positive activities made available to us”.

“Cindy and Ella were great facilitators and supports. Table facilitators were well supported in their roles through the guide and workshop prior to the Summits. Well organised, well attended and community well represented.”.

“Congratulations on a great well organised session. Thank you for all the hard work”.

“Thoroughly enjoyed talking to the other participants at our table. Great venue for the summit”.

“Having the 3 locations, amazing to capture what's happening in each area. Connections - seeing people swap numbers and make new connections was a highlight of mine.