

NEEDS ASSESSMENT FOR

OLDER PEOPLE (55 YEARS +)

IN THE MANLY LGA

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January 2004

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1.0 DEFINITION:

The Department of Local Government identifies the target group of older people in their Social and Community Planning Guidelines to mean any person aged over 55 years.

However, it is important to recognize the diversity that exists in the aged population, because there are significant differences within the forty-five year age group from 55 years to 100 years.

2.0 DEMOGRAPHICS:

At the time 2001 Census there were 8,638 people aged 55 and over in the Manly LGA, representing 22.98 % of the total population. Manly has a lower proportion of this category of people than Northern Beaches (24.24 %), but bigger than Sydney (20.42 %).

Table 1: Number of People aged 55 and over, Manly, Northern Beaches and Sydney, 2001						
	Manly		Northern Beaches		Sydney	
	Persons	%	Persons	%	Persons	%
55-59 years	1867	4.97	12459	5.68	194968	4.88
60-64	1378	3.67	9515	4.34	152135	3.81
65-69	1159	3.08	7450	3.40	126257	3.16
70-74	1313	3.49	7460	3.40	120239	3.01
75-79	1254	3.34	6908	3.15	101312	2.53
80-84	925	2.46	5052	2.30	66895	1.67
85-89	494	1.31	2868	1.31	36543	0.91
90-94	188	0.50	1087	0.50	13772	0.34
95-99	50	0.13	310	0.14	3645	0.09
100over	10	0.03	32	0.01	513	0.01
Total	8638	22.98	53141	24.24	816279	20.42

Of people aged 55 years and over, 44% were male and 56 % were female.

Chart 1 compares Manly's 55 years and over population, as a percentage of the total population, with the Northern Beaches and Sydney regions, with following trends emerging:

- The proportion of the 55-69 year age group is lower in Manly (4.97%) than in the Northern Beaches (5.68%), but slightly higher than in the Sydney region (4.88).
- Manly has a lower proportion of the 60-64 year age group (3.67%), than both the Northern Beaches (4.34%) and Sydney (3.81%) regions. The 65-69 year age

group is also lower in Manly (3.08%), than the Northern Beaches (3.40%) and Sydney (3.16%).

- In comparison to the 55-69 year age groups, previously discussed, the proportion of people aged 70 years and over in Manly is higher than both the Northern Beaches and Sydney.

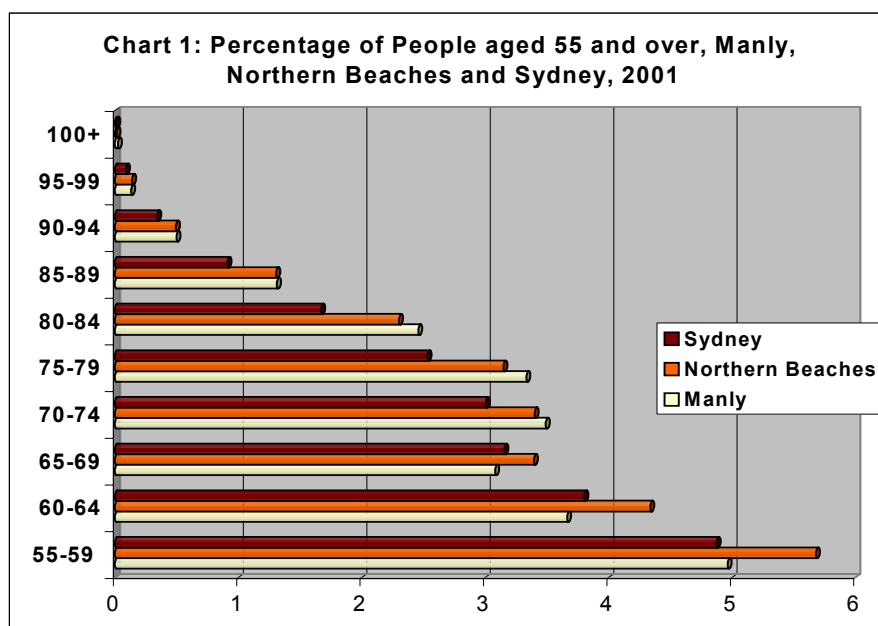


Chart 2 compares Manly's proportion of people aged 55 and over, by suburb (of the total suburb's population):

- Clontarf and Balgowlah Heights have the highest percentage of people aged 55 and over, both with over 25 %.
- Seaforth (21.8 %) and Manly (22.4%) have the lowest percentage.

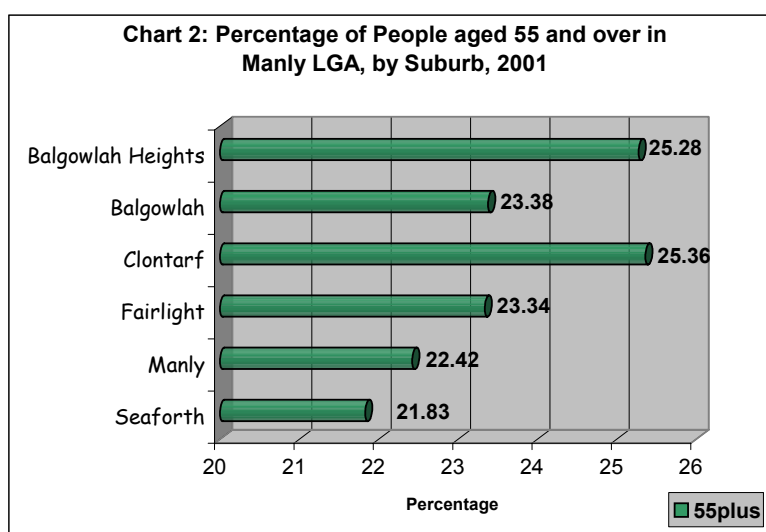


Chart 3 indicates that:

- in comparison to other suburbs Clontarf has the highest proportion of the 55-69 category of people (15.5%), and the lowest proportion of the 80 years and over category (1.98%).
- Manly has the lowest proportion of the 55-69 year age group (10.93%), but the highest proportion of over 80's (5.23%).
- The 70-79 year age group is over-presented in Balgowlah Heights, with 8.77%.

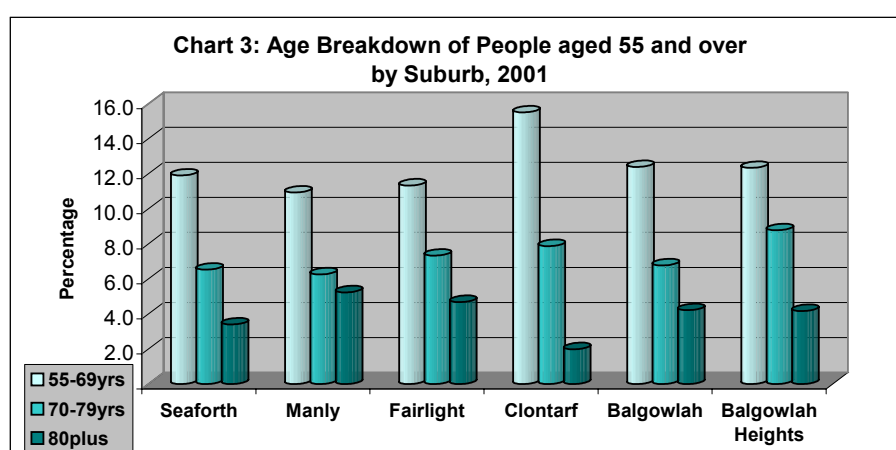


Chart 4 and Table 2 represent the changes over time, in the proportion of people aged 55 years and over in Manly LGA, by age breakdown:

- The percentage of people aged between 55 and 69 years in the Manly LGA has dramatically declined between 1991 and 1996 from 13.85 % to 12.01 %, and further continued to decline to 11.72 % in 2001.
- Also the 70 to 79 year category of older people has declined between 1991 and 2001 by 1.33 %.
- In comparison to other categories of older people the category of people aged 80 years and over has increased from 1991 to 2001, by 0.73 %.

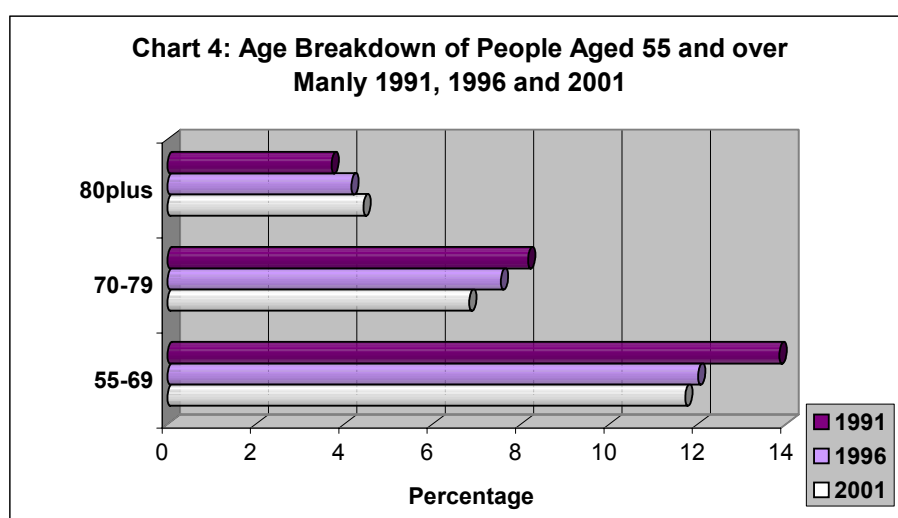


Table 2: People aged 55 years and over, 1991 - 2001

	1991		1996		2001	
	Total No	Percent	Total No	Percent	Total No	Percent
55-69	4833	13.85	4355	12.01	4404	11.72
70-79	2848	8.16	2737	7.55	2567	6.83
80plus	1296	3.71	1510	4.16	1667	4.44
Total	8977	25.73	8602	23.72	8638	22.98

2.1 Household Characteristics

Chart 5 reflects the marital status of people aged 55 years and over, as the percentage of the total male (55 yrs and over) population and the total female (55 yrs and over) population:

- Of the total male population 70% are married, according to the 2001 Census. In comparison to males only 47.1 % of females are married.

- But there is a huge difference between the proportion of males (8.9%) and females (31.9 %), who have been widowed.

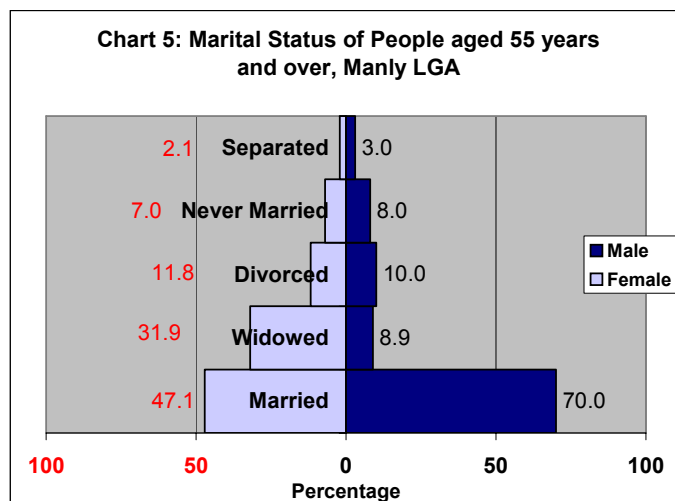
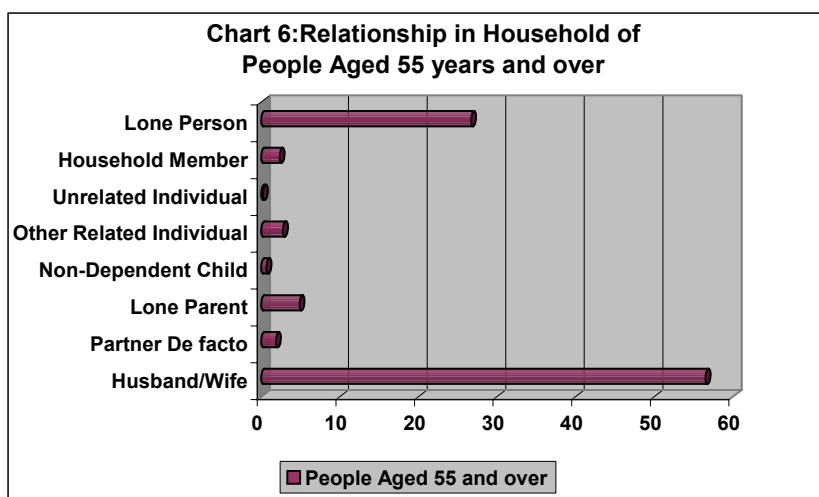


Chart 6 reflects the relationship in the household of aged people, as a percentage of the total aged 55 years and over population:

- The Husband/Wife relationship is mostly represented, with 56.6%, followed by the Lone Person household relationship (26.7%) and Lone Parent (4.9%).



2.2 Labour Force and Occupational Structure

2.2.1 Employment

Of the total 55-64 year old population, 58.89% is in the labour force, and 34.05% not in the labour force. This differs significantly from the 65 years and over age group,

which has only 10.77% in the labour force, and 78.73% not in the labour force.

Of the total number of employed people aged 55-64 years 60.4% is employed full time, and 37.4% part time. This compares to the 65 years and over age group, which has 32.3% employed full time, and 62.8% employed part time.

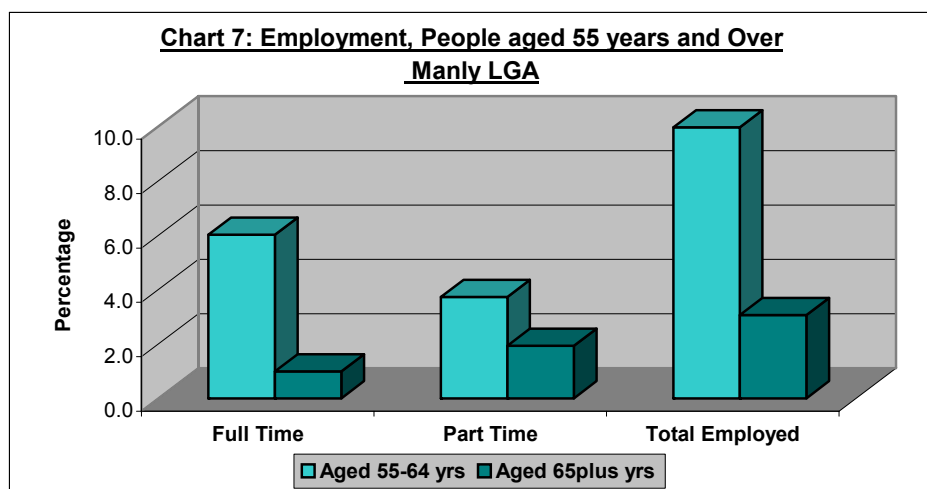
Of the total number of people aged 55-64 years in the labour force, 97% are is employed and 3% are not employed.

**Table 3: Labour Force Status, People Aged 55 years and over,
Manly LGA**

	People Aged 55 - 64 years		People Aged 65 yrs and over	
	Persons	% of 55-64 Pop	Persons	% of 65 plus Pop
Employed: Working Full-Time	1119	34.48	184	3.41
Employed: Working Part-Time	693	21.36	358	6.64
Employed: Not Stated	42	1.29	28	0.52
Total Employed	1854	57.13	570	10.57
Unemployed: Looking for Full-Time Work	35	1.08	0	0.00
Unemployed: Looking for Part-Time Work	22	0.68	11	0.20
Total Unemployed	57	1.76	11	0.20
Total in Labour Force	1911	58.89	581	10.77
Not in Labour Force	1105	34.05	4246	78.73
Not Stated	229	7.06	566	10.50
Total	3245	100	5393	100

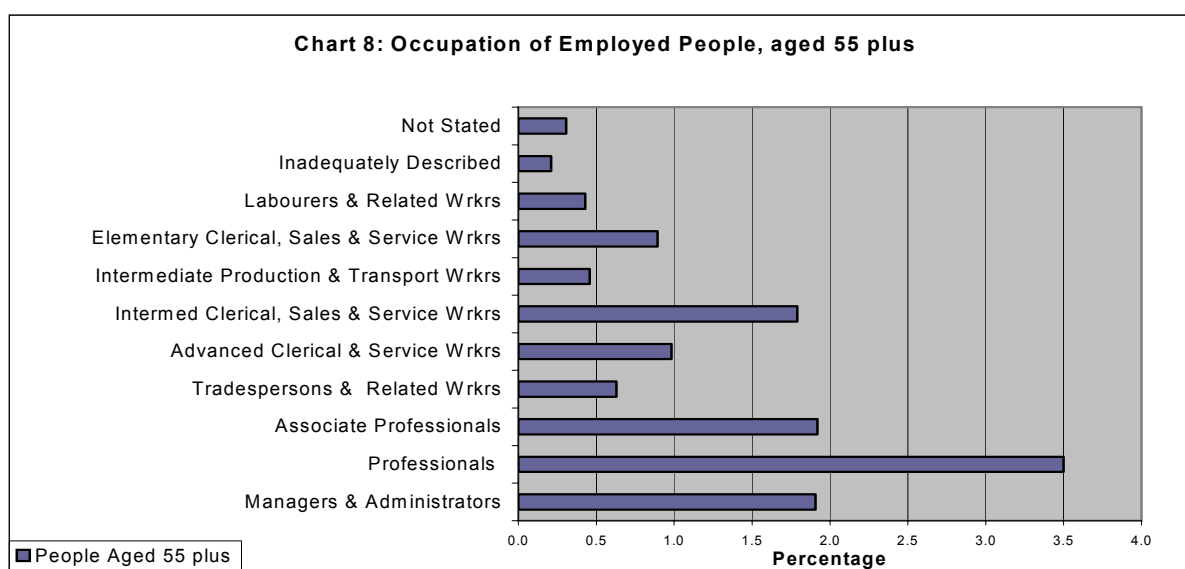
Chart 7 compares the proportion of 55-64 years, and 65 and over years age groups by labour force status, as the percentage of the total employed population (including not stated):

- The 55-64 year age group makes up 10% of the total employed population, with 6% being employed full time and 3.7% part time.
- The 65 years and over age group make up only 3.1% of the total employed population, with 3.7% in full time employment and 1.9% in part time employment.



2.2.2 Occupation and Industry

The occupation structure of employed people, aged 55 years and over is dominated by those employed as professionals, which is followed by associate professionals, managers and administrators, and intermediate clerical, sales and service workers. The lowest proportion are employed as labourers and related workers, and as production and transport workers.



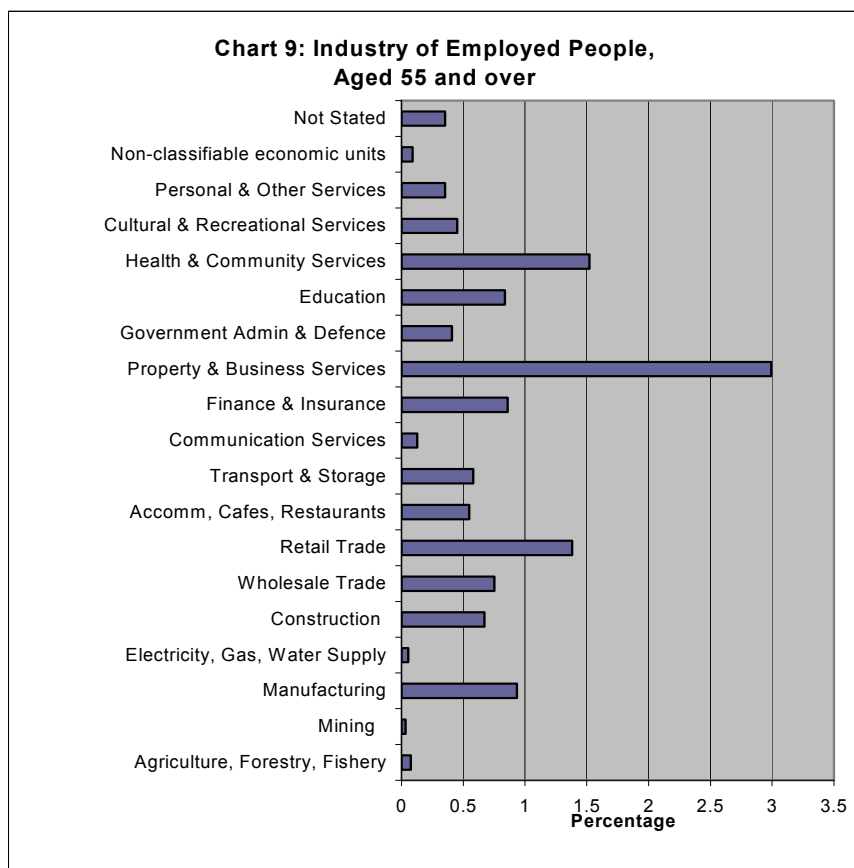
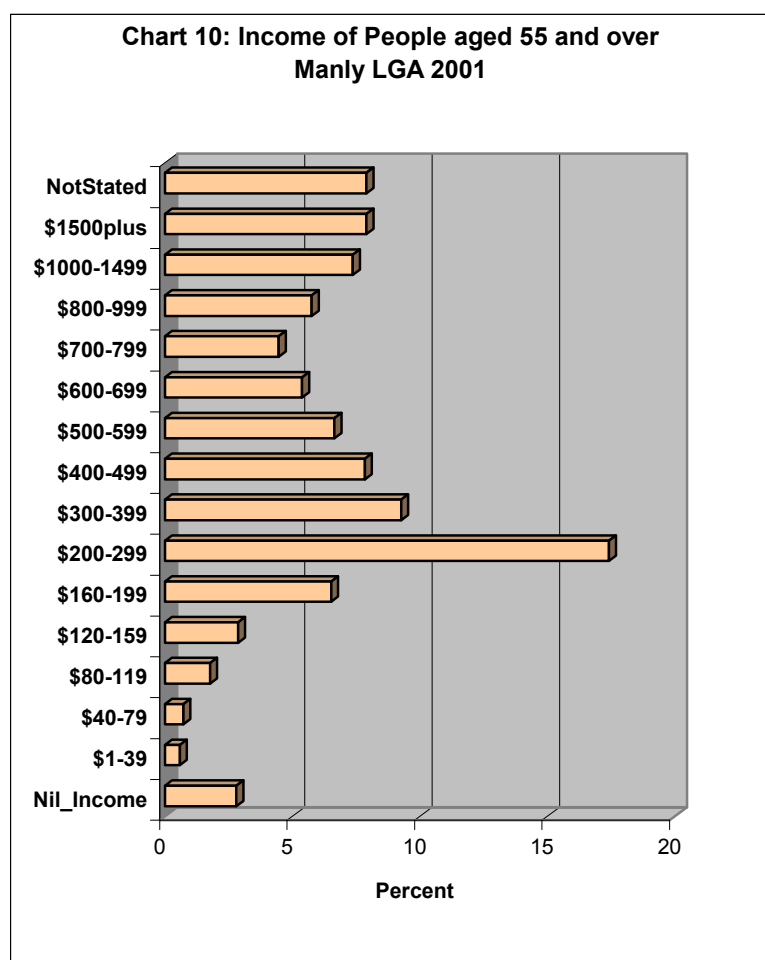


Chart 9 shows that:

- The industries in which people aged 55 years and over are mainly employed are property and business (3%), followed by health and community services (1.52%), retail trade (1.38%) and manufacturing (0.93%).
- The lowest proportion of employed aged people is employed in the mining, agriculture/forestry/fishery, electricity/gas/water supply and communication services industries.

2.3 Income



From Chart 10 it is evident that:

- the highest proportion of people aged 55 and over have an income of \$200-\$299, with 17.4%, followed by the \$300-399 and \$400-499 income range.
- The \$1500 plus and \$1000-1499 categories are also highly presented.

2.4 Demographic Trends:

The ageing population trend is evident both nationally in Australia, and in other developed countries. The ageing population is:

"... the inevitable result of fertility remaining at low levels over a long period associated with increasing life expectancy. By 2051, the population of NSW aged 65 years and over is projected to almost triple its present size, increasing from 12% of the population in 1999 to 24-27% in 2051" (ABS, 2000a, p.2).

Manly has experienced a steady decline in the proportion of people aged 15-24 years, from 14.4% in 1991 to 11.2% in 2001. ABS (2000a) explains that such changes are related to the increase in the proportion of older people:

"The ageing of the population is further affected by the declining proportion of the population aged 0-14 years, which has the effect of raising the median age. Consequently, the age structure of the population is projected to change noticeably by 2051, with a greater concentration of people aged 50 years and over and small declines in the number of young people" (2000a p. 10).

3.0 CONSULTATION METHOD

Consultation to assess the needs of older people included a range of methods, both qualitative and quantitative:

1. Focus group
2. Surveys of older people
3. Service providers
4. Literature review

3.1 Focus group

A focus group was conducted with 18 older people at the Thursday Wentworth Club at the Manly Community Centre on 4 December 2003. Six men and twelve women attended, with over half being aged over 71 years of age. The consultation addressed the following three questions, allowing an open forum for discussion:

- What do you like about living in Manly?
- What are the issues facing older people in the Manly LGA?
- Have you used Council services before? If so, tell us about your experiences and whether you encountered any barriers to accessing these services.

3.2 Surveys of older people

Several existing groups were accessed to take part in a survey to assess the needs of older residents. Standard questions were used in all surveys (see Appendix), with slight adaptations, depending on group accessed and return instructions. Open ended questions were deemed most appropriate, to ensure participants were provided the opportunity to discuss openly their concerns.

Surveys were distributed to:

- Meals on Wheels

300 surveys were provided to the Manly Meals on Wheels Service to hand out to their volunteers. A drop-box was provided at the office for completed surveys, and a period of three weeks for completion was allowed. 160 surveys were provided to the Meals on Wheels service for distribution by the volunteers to clients. A drop-box was provided at the office for completed surveys to be returned by volunteers, and a period of three weeks for completion was allowed. There were 20 useable surveys returned from Meals on Wheels clients, and seven from volunteers - a total of 27 surveys. The questions on both surveys were the same thus could be analysed together or separately using SPSS. See Appendix C for a summary of findings.

Clients were mainly 80 years and over (70%) and volunteers mainly between 55 and 79 years (57.2%). There were more female clients and volunteers (12 and 4) than male clients and volunteers (8 and 3).

No clients or volunteers spoke a language other than English in the home. The majority of both clients and volunteers lived in the Manly LGA (89.5% and 57.1% respectively). The remainder lived in Warringah LGA.

- Manly Central Probus Club

30 surveys were sent to the Secretary of the Club for distribution and completion at their November meeting. The Secretary was asked to return completed surveys to Council. Five completed surveys were returned.

Due to the small number of responses, SPSS was not used to analyse these surveys, and answers were interpreted in a qualitative fashion and included in the consultation results.

- Northern Beaches OMNI (older men, new ideas) group

12 surveys were sent to the Secretary of the Northern Beaches OMNI group for distribution and completion at their November meeting. The secretary advised that only one of their members was a Manly resident, and therefore one survey was returned.

Due to the small response, SPSS was not used to analyse this survey, and answers were interpreted in a qualitative fashion and included in the consultation results.

- Manly VIEW Club (for older women)

40 surveys were sent to the Manly VIEW Club for distribution and completion at their November meeting. The Secretary coordinated the return of completed surveys to Council. Eight completed surveys were received. Of those who gave their age, three were 70-79 years old, and one was over 80. All respondents were female and none spoke a language other than English at home. All lived in the Manly LGA with most (4) living in the suburb of Manly. These surveys were analysed using SPSS and a summary of findings is contained in Appendix D.

- Manly Computer Pals for Seniors

30 surveys were sent to the group for distribution and completion at one of their regular meetings in November. The Vice-President coordinated the return of completed surveys to Council. There were 10 respondents; five were aged between 55-69 and five were between 70-79. The majority of respondents were female (70%). None of the respondents spoke a language other than English at home. Most lived in the Warringah LGA (60%) with the remainder in Manly LGA. These surveys were analysed using SPSS, and a summary of findings are included in Appendix E.

3.3 Service providers

Key service providers in the area were contacted to provide context and crucial input to the issues facing older people in Manly. These included representatives

from:

Northern Sydney Health
Aged Care Assessment Team
Meals on Wheels
Manly Community Centre

- Manly Social Plan Implementation Committee (SPIC)

Consultation also occurred through a focused discussion of aged issues at the Manly Social Plan Implementation Committee (SPIC) held in September 2003. Members of the Committee include several local service providers, community representatives, key council staff (planning and community services), and Manly Councillors. Representatives from Northern Sydney Health Promotion, Meals on Wheels and Manly Community Centre took part in the discussion.

- Home and Community Care (HACC) Forum

Manly, Warringah and Pittwater Councils combined to conduct a survey of HACC service providers. A survey of services providers was emailed around to members of the HACC Forum prior to the December 2003 meeting (see Appendix B). Members were encouraged to complete the survey and bring it along to the meeting for return. Thirty members attended the meeting at the Northern Beaches Interagency in Narrabeen. A presentation of the social planning process was provided, and completed surveys were collected. A total of 15 surveys were returned, and were analysed using SPSS, the findings of which are attached as Appendix F. Service providers were asked to indicate which area/s their services covered, with the choices being: Northern Beaches, Northern Sydney, NSW, and "Other". None of the services covered NSW or "Other" areas. The 15 services surveyed covered the following areas:

- Northern Beaches - 12 services
- Northern Sydney – 6 services

Service providers were asked what percentage of their clients were from the Manly, Warringah or Pittwater LGA's, with fourteen of the 15 service providers answering:

Percent of clients	Number of Services in LGA		
	Manly	Warringah	Pittwater
0 – 20%	9	4	5
21 – 40%	3	5	6
41 – 60%	1	3	1
61 – 80%	-	2	2
81 – 100%	1	-	-
Total	14	14	14

From the table above, it is evident that the Warringah LGA has the largest percentage of clients followed by Pittwater LGA and then Manly.

- Northern Beaches Cultural and Linguistically Diverse (CALD) Social Plan consultation

To develop the 2004 Northern Beaches CALD Plan, Manly, Warringah and Pittwater Councils jointly consulted the Indonesian, Serbian and Tibetan community through focus groups, the Northern Beaches Multicultural Network and key service providers. Outcomes relevant to older people have been included in this needs assessment for older people.

3.4 Literature review

Several relevant sources of literature were reviewed, in conjunction with analysing consultation results. One of the key documents to support the issues presented, was a review of the 'Manly Council Aged Needs Assessment' prepared in June 2001 by Michelle Bainbridge. This is a comprehensive report which included surveys and discussions with service providers, surveys with older residents and a focus group at the Balgowlah School for Seniors.

4.0 REVIEW OF SERVICES FOR OLDER PEOPLE

4.1 Service usage/ awareness

Older people were asked by way of a survey of various groups which services they used or were aware of. The following reveals that Manly Library was the most accessed, or known Council service, revealing the following:

Meals on Wheels Clients & Volunteers:

- Manly Library (77.8%)
- Car parking stations (74.1%)
- Manly Senior Citizen's Centre (66.7%)
- Events & Festivals coordinated by Council (63.0%)
- Andrew "Boy" Charlton Manly Swim Centre (44.4%)
- Manly Council Customer Service Centre (33.3%)
- Manly Visitor Information Centre (29.6%)
- Precinct Community Forums (22.2%)
- Manly Environment Centre (14.8%).

Manly VIEW Club (mature aged women):

- Manly Library – 75%
- Festivals coordinated by Manly Council – 75.0%
- Manly Art Gallery & Museum - 62.5%
- Meals on Wheels – 50.0%
- Manly Senior Citizen's Centre - 50.0%

-
- Car Parking Stations - 50.0%

4.2 Gaps

More Community/ public transport
More Social support for older people
More home based care services
More nursing home places

5.0 CONSULTATION RESULTS:

5.1 Why do older people like Manly?

When older people were asked what they most liked about living in the area, and what was important to keep for future generations, surveys from Meals on Wheels, mature aged women (Manly VIEW Club), and Computer Pals for Seniors, as well as results from the Thursday Wentworth Club focus group revealed the following:

- Beaches and waterways
- Open spaces
- Climate and sea breezes
- Sense of community, lifestyle and diversity
- Close proximity to facilities and services, including ferry

These results were analysed both qualitatively, and quantitatively using SPSS.

5.2 Summary of Issues

The key issues facing older people, arising from consultation have been summarised as:

- Physical access (including transport & parking)
- Sense of community
- Health
- Social Isolation
- Independence
- Accommodation
- Safety
- Multicultural
- Policy Framework

5.3 Priorities

Accessible public transport emerged as the top issue facing older people.

A comparison (qualitative) of outcomes from the focus group with the Thursday Wentworth Club and surveys of the Manly Central Probus Club and Northern Beaches OMNI, revealed that safety on pedestrian areas ranked highly as a key issue. This was followed by the need for more transport options, longer free parking limits and lack of variety in Manly's shopping mix.

A comparison (quantitative) of the other surveys, revealed the following similarities between respondent groups:

Transport issues, especially accessible public transport, were ranked highly in the following surveys:

- Survey 2: Meals on Wheels (clients and volunteers)
- Survey 3: Mature Aged Women
- Survey 4: Computer Pals for Seniors
- Survey 5: Survey of Providers of Aged Services

Social isolation/loneliness was ranked highly in the following surveys:

- Survey 2: Meals on Wheels (clients and volunteers)
- Survey 5: Survey of Providers of Aged Services

In-home assistance was ranked highly in the following surveys:

- Survey 2: Meals on Wheels (clients and volunteers)
- Survey 5: Survey of Providers of Aged Services

5.4 Consultation sources

As issues have been discussed, the following abbreviations have been used to note their consultation source:

TWC	Thursday Wentworth Club
OMNI	Older Men, New Ideas
MCPC	Manly Central Probus Club
NSH	Northern Sydney Health
SPIC	Manly Social Plan Implementation Committee
NBCALD	Northern Beaches Cultural & Linguistically Diverse Social Plan consultations
HACC	HACC Forum surveys (analysed using SPSS)
MoW	Meals on Wheels surveys (clients & volunteers)
VIEW	Manly View Club surveys (older women)
CPals	Computer Pals for Seniors

5.5 Issues, Needs and Strategies

ISSUE:	1.0	PHYSICAL ACCESS
Need:	1.1	Increase Pedestrian Safety

Older people are concerned about their safety when on pedestrian and footpath areas. They feel a constant danger from people on skateboards and push bikes riding on what should be pedestrian areas. This was particularly evident around The Corso and the Manly Wharf area (TWC, OMNI, MCPC).

There was also concern about footpath access because of the encroachment of outdoor eating areas in Manly, particularly around Darley Road (TWC). This was also raised in 2001, where concerns were expressed about the increasing number of tables and chairs that have appeared on the footpath outside cafes, making continuous path of travel difficult (Bainbridge, 2001).

Suggested strategy:

- **Ensure more rigid enforcement of appropriate use of pedestrian zones in the Manly CBD**

ISSUE:	1.0	PHYSICAL ACCESS
Need:	1.2	Increase maintenance of footpaths

In 2001, older residents cited maintenance of footpaths as an unmet need. Many older residents believed that the footpaths were not constructed properly or that they were damaged or uneven. Damaged footpaths pose a health risk to all people in the community, but particularly older people, with the rate of falls and falls related injuries increasing with age and frailty (Bainbridge, 2001).

Manly Council currently identifies trip hazards and conducts regular maintenance. Consultants have also been commissioned to implement a PAMP (Pedestrian Access Mobility Plan) for the Manly CBD from Raglan Street to Ashburner Street. With the recent demographic profile highlighting Balgowlah Heights as having a higher proportion of older people, this location may need greater attention (SPIC).

Suggested strategy:

- **Ensure ongoing monitoring and improvement of footpath maintenance to ensure safe usage (as per 3.1)**

ISSUE:	1.0	PHYSICAL ACCESS
Need:	1.3	Improved community and public transport

For many frail-aged people who no longer drove, it was difficult to get to and from the Manly CBD area. There was also an identified lack of transport available to

access the Manly Senior Citizens Centre (TWC). An analysis of surveys of aged service providers revealed that the majority (37.2%) highlighted transport and access as a key issue. A more detailed analysis revealed a need for more accessible/ regular public transport, along with provision of special transport, or individual transport and a community bus (HACC).

Meals on Wheels surveys of both clients and volunteers highlighted accessible public transport as the top issue facing older people (16.1%). When asked what Council could do to improve the issues identified, 13.2% stated a need for more accessible public transport, and 7.9% stated the provision of a community bus or special transport for older people. When asked if the Northern Beaches was lacking in any services for older people, 13 respondents (48.1%) answered yes, with the most frequently given responses related to transport.

A survey of Computer Pals for Seniors revealed that the top issue (ranked equal first with community safety/crime and parking) facing older people was public transport (13.3%).

As a person ages, accessibility to and availability of transport can greatly affect their independence and participation in social and community life. Transport is a major contributor to older people accessing services, goods and services, and social opportunities (Australian Bureau of Statistics, Older People NSW, 2000).

In 2001, consultations through the Aged Needs Assessment highlighted that 12.7% of older people stated transport was one of their main unmet needs in the area, particularly related to accessing transport to Manly Hospital and other medical facilities (Bainbridge, 2001). The proposed 'Better Buses North' changes by STA in 2003 were of particular concern to many older residents in Manly, with some suburbs being left without a bus route. This in turn can lead to loss of independence and social isolation (SPIC). Several older people mentioned the poor public transport and bad roads linking Manly to the top of the Peninsula, and also from Manly CBD to the Eastern Hill at night, and the infrequent bus service to the Manly Hospital (MCPC).

In 2001, according to 40.5% of the agencies surveyed, transport was a commonly reported gap in their services. It was also highlighted by agencies as being one of the most under provided services in the area (Bainbridge, 2001).

The Home and Community Care (HACC) Service presently provides funding for community transport for outings and shopping excursions. However, this funding covers the whole of the Northern Beaches area. The Manly LGA only receives community transport for 1-2 days per week, which is inadequate to meet current need (SPIC).

Suggested strategy:

- ***Support local agencies to investigate funding opportunities to expand community transport for the Manly LGA***
- ***Lobby Sydney Transport Authority to maintain and improve the bus service for older residents on the Northern Beaches***

ISSUE:	1.0	PHYSICAL ACCESS
Need:	1.4	Longer free parking

For those older residents who drove their own cars, some felt that a longer time was needed for the free accessible or disabled parking bays currently provided in Manly. The suggestion was to raise the current limit from 2 hours to 3 hours (TWC). Currently, Council provides several accessible parking bays outside the Whistler Street parking station, with no time restrictions. However, those entering Council's parking stations for accessible parking are still limited to 2 free hours.

A survey of Computer Pals for Seniors revealed that the top issue (ranked equal first with community safety/crime and public transport) facing older people was parking (13.3%).

There was also a request for the general parking time limit in parking stations to be extended from 2 to 3 hours. The feeling was that older people sometimes needed more leeway on parking limits to allow enough time for medical and other appointments. The comment was that they "didn't move around as quickly as younger people", so deserved a concession on current parking limits (TWC).

It was stated that some rangers had been particularly rude when enforcing parking, which they felt was unnecessary (TWC).

There was also a need for a drop off and collection point outside the Wharf, as at present there was no space allocated for this purpose, only to allow buses to stop (TWC).

Suggested strategy:

- ***Review the current limit on free accessible parking bays within parking stations***
- ***Investigate extending the current limit of two free hour parking to three free hour parking within parking stations***
- ***Council's Traffic Committee to investigate a drop off and collection point outside Manly Wharf***

ISSUE:	2.0	SENSE OF COMMUNITY
Need:	2.1	Improve cleanliness of Manly

Consultation with older residents revealed a strong sense of community and pride in the appearance of Manly. Older people were particularly concerned about the dirtiness or 'seediness' of The Corso, which they felt was not helped by shopkeepers failing to clean and maintain the areas outside their premises. The filth created by the number of pigeons evident outside the food outlets, and the number of discarded cigarette butts was felt to exacerbate this problem.

Many felt that the Manly Wharf Interchange needed attention, as it was barren and dirty.

Several residents mentioned that Manly used to have a huge range of floral displays, and was colourful and vibrant, but this has been lost over the years (MCPC, TWC).

Suggested strategy:

- ***Council to improve cleansing regime for the Manly CBD and work with retailers to clean public eating areas***

ISSUE:	2.0	SENSE OF COMMUNITY
Need:	2.2	Increase shopping variety

Also evident through consultation was the issue of balancing the needs of older people as residents of Manly, and the expectations of visitors. The range of retail and food outlets was heavily criticized, with one comment being that “Manly just seems to be promoted as a place to come and eat, although its much more than that”. Many older residents felt that the range and variety of shops in Manly were inadequate, especially for the elderly. They felt the focus was on retail outlets for visitors or young people (e.g. surf shops). Most had to travel to Warringah Mall to access a broader selection of shops for their needs (MCPC, TWC). 11.1% of Manly View Club survey respondents indicated that there was a need to encourage better shops for local residents.

Suggested strategy:

- ***Council to investigate planning mechanisms to broaden the range and variety of shops available in the Manly CBD***

ISSUE:	3.0	HEALTH
Need:	3.1	Reduce fall injury

Northern Sydney Health has identified the following key health issues facing older people:

- Falls, and the associated immobility and reduction of independence

Falls are the leading cause of hospitalizations due to injury in NSW, accounting for about 30% of all hospitalizations. In 1999-00, there were 36,787 hospitalisations of NSW residents following a fall. More than half of those hospitalized following a fall (53%) were aged 65 years or more. In this age group, the hospitalization rate for fall-related injuries was almost one and a half times that for males. Admissions to hospital for fall-related injury are currently estimated to cost \$324.2 million each year. By the year 2050, the expected ageing of the population could result in an escalation of the cost of fall-related injuries to \$644.7 million (NSW Department of Health, 2002, p. 231).

Council can obviously go someway towards reducing the incidence of falls by

ensuring adequate monitoring and maintenance of footpaths in the Manly LGA.

Suggested strategy:

- ***Ensure ongoing monitoring and improvement of footpath maintenance to ensure safe usage (as per 1.2)***

<i>ISSUE:</i>	<i>3.0</i>	<i>HEALTH</i>
<i>Need:</i>	<i>3.2</i>	<i>Provide exercise opportunities</i>

Northern Sydney Health report that there are many older women who are choosing not to take, or have stopped taking hormone replacement treatment (HRT). This can result in more cases of osteoporosis, and the need is for more weight-bearing or strength training programmes for older women. Physical activity has a preventative effect on coronary heart disease and stroke, is beneficial in the treatment of high blood pressure (hypertension) and the prevention of falls (NSW Health Department, 2000, p. 26).

An excellent form of exercise is walking, as the NSW Health Department state "in the Older People's Health Survey adequate physical activity was defined as doing at least 30 minutes of vigorous or moderate activity or walking on at least five days in the last week" (2000, p. 26). Walking could be encouraged by provision of a range of accessible walking tracks in the Manly area, similar to those developed and currently promoted by Mosman and Pittwater councils.

Suggested strategy:

- ***Investigate accessible walking tracks, with the view to develop walking maps and establish walking groups for older people***
- ***Support the Manly Community Centre to establish an Aged Wellness Group***

<i>ISSUE:</i>	<i>4.0</i>	<i>SOCIAL ISOLATION</i>
<i>Need:</i>	<i>4.1</i>	<i>Reducing isolation</i>

This was identified by several key service providers and SPIC as a key issue facing older people. Increasingly, Meals on Wheels are seeing clients who would benefit from having a volunteer going into their home to sit with them, to ensure that they eat their meals (some are left untouched), or to just have a conversation. The need for volunteers to access older people in their own homes to reduce isolation was also identified as a need at a recent HACC planning day, however funding has not been secured for such an initiative. Northern Sydney Health also identified the issue of social isolation, often as a result of mental illness. HACC Forum surveys revealed that social isolation, loneliness and depression was the second highest issue (16.3%) identified by service providers. 8.1% of survey respondents indicated there was a need for a 'volunteer visiting service/ support, possibly Council coordinated. 93.9% of service providers believed that there was a need for greater assistance from Councils for aged care generally, and in coordinating volunteers/ supporters to help combat social isolation (HACC).

In 2001, agencies highlighted the lack of help for isolated older people as both a gap in their services and also as a frequently requested service. They believed there should be more help provided for the isolated aged in the community. Most of the suggestions related to having a form of direct service delivery to these isolated people, through telephone calls or visits. As one older lady said, "I just want someone who could ring me up. I have some special needs and I have no family near me" (Bainbridge, 2001).

Suggested strategy:

- ***Investigate funding opportunities or volunteer networks to work towards increased social contact for older people in their own homes***

<i>ISSUE:</i>	<i>4.0</i>	<i>SOCIAL ISOLATION</i>
<i>Need:</i>	<i>4.2</i>	<i>Need for a drop-in centre</i>

Going some way towards reducing the issue of social isolation, was the often voiced need for a centrally located and accessible drop-in centre in Manly where older people could meet, have coffee and socialise (TWC, MCPC).

The Senior Citizens Centre is available for use as a drop-in centre for older people. However, not many older people accessed the Centre for this purpose, either as a result of its location outside of the Manly CBD, or that 'well-aged' older people do not wish to acknowledge their status as 'senior citizens'. As a result the Thursday Wentworth Club was formed, which meets on the 1st floor of the Manly Community Centre every 1st and 3rd Thursday. St Matthews also has morning tea every day except Tuesdays and Thursdays; this is open to all ages and provides a venue for social contact. There is also a Thursday Friendship Group which meets.

Whilst it would appear that there is currently a broad range of meeting places for older people, this need still arose as an identified need through consultation (TWC, MCPC).

Suggested strategy:

- ***Investigate the need for a centrally located 'drop-in' centre for older people***

<i>ISSUE:</i>	<i>5.0</i>	<i>INDEPENDENCE</i>
<i>Need:</i>	<i>5.1</i>	<i>Remaining independent</i>

The desire to remain independent and in ones own home, was often cited by local service providers as being crucial for the wellbeing of the frail-aged community. There has been a growing consensus about the desirability of avoiding inappropriate admission to institutions and enhancing opportunities for older people to remain living in the community, in the most independent setting possible (Northern Sydney Area Health Service, March 1996). Combined with the rising life expectancy age, this has increased demand for home support serviced needed by older people.

In 2001, of those agencies that responded to having gaps in their services or frequently requested services, the primary need cited was for more home based services in the area. Most home support services are located outside of the Manly LGA, in either Warringah or Pittwater. Their location out of the Manly LGA could partly contribute to the lack of knowledge by some older residents of the services existence (Bainbridge, 2001).

Northern Sydney Health reported that many older women are pressured into selling their homes by their family, because of the perceived inability to cope alone, even though they would prefer to live independently (SPIC). Surveys returned by aged service providers in 2003 (HACC) revealed that 'more subsidized in-home assistance' was the third most important issues facing older people (14%).

Many older people in the area are still living in their own homes, although they may only be living in one room. They might access a range of services such as nursing services, Meals on Wheels and home maintenance, to allow them to continue living independently (SPIC). Two key home support services available for Manly residents are Home Maintenance Services and Manly Meals on Wheels.

As of September 2003, Manly Meals on Wheels were delivering 180 meals/day, 900/week, or 4,000/month. They report an increasing demand for Meals on Wheels in the Manly area, and of note is the increase in meal deliveries to boarding houses in Manly.

Home Maintenance Services is a Home and Community Care (HACC) funded service, provided throughout the Manly, Warringah & Pittwater LGAs. The Manly community (mostly frail aged) has been able to access this facility, with 34 jobs being undertaken in June 2003, equivalent to those performed in Pittwater. On average, this service is accessed by 30 clients/month/LGA. 26 clients in the Manly LGA have had home modifications conducted (up to \$5,000 in value). Overall, there is a sense that access to this service has improved however there remains the need to promote the service to the community, possibly through Precinct newsletters or the Manly Daily (SPIC).

The Aged Care Assessment Team (ACAT) help older people obtain a range of funded services to enable them to live in their own home, or enter an aged care home. ACAT can arrange HACC services to assist older people to remain living independently, which could include home nursing, help with house work, delivered meals and transport to shops or appointments. ACAT also assess and allocate Community Aged Care Packages (CACP), which are designed to provide a coordinated package of community care in the home. As of September 2003, ACAT had 56 people on their waitlist for CACP's in Manly, and their area of most need is providing for the 80 years plus group. CACP's generally allow for 4-6 hours/week once or twice a week. The main providers in the Manly, Warringah and Pittwater areas are Wesley Gardens, Community Care, Anglicare and the Benevolent Society.

ACAT are restricted in the number of CACP's they can provide in the Manly area. This is based on a formula equating to 100 places for 1,000 people aged over 70 years. However, this also includes nursing home beds and hostel places. The

concern is that the demand for these services is for the 80 years and over age group.

There is an obvious need to not only ensure the adequate provision of home support services in the area, but to ensure local residents are aware of these services to allow them to live independently, if they so wish. Together with Warringah and Pittwater Councils, Manly Council provides a Services Directory for Older Residents. This free directory provides details on all the key services for older residents in the area.

When service providers (HACC) were asked if they believed whether existing services met the needs of older people on the northern beaches, 93.3% of respondents (14) answered "no". Those that answered "no" were asked to state what improvements/additions could be made to aged services in the area. Responses generally fell into two broad categories:

- Requests for additional funding to expand services – generally, and more specifically for transport, in-home services and initiatives to combat social isolation.
- More publicity and information sharing – to increase the knowledge of services available so they can be better accessed, and to allow for better information sharing and coordination between aged care service providers.

Suggested strategy:

- ***Increase awareness of the MWP Services Directory for Older Residents***
- ***Lobby the Department of Health and Ageing to review their current formula for the provision of community aged care packages, particularly for those aged over 80 years***
- ***Lobby Department of Health and Ageing and the Department of Ageing & Disability Home Care for additional funding for home based care for older residents***

ISSUE:	6.0	ACCOMMODATION
Need:	6.1	Increase nursing home places

The Needs Assessment from 1999 identified long waiting lists for nursing home places as an issue. Since 1999, two more nursing homes had closed in the Manly area.

The Aged Care Assessment Team (ACAT) help older people obtain a range of funded services to enable them to live in their own home, or enter an aged care home. As of September 2003, ACAT had 56 people on their waitlist for CACP's in Manly, and their area of most need is providing for the 80 years plus group. ACAT are restricted in the number of CACP's they can provide in the Manly area. This is based on a formula equating to 100 places for 1,000 people aged over 70 years. However, this also includes nursing home beds and hostel places. The concern is that the demand for these services is for the 80 years and over age group.

In 2001, the need for more affordable housing and nursing home beds in the area was seen by 11.3% of the agencies consulted as being a frequently requested service they were unable to provide (Bainbridge, 2001).

Suggested strategy:

- ***Lobby the Department of Health and Ageing to review their current formula and funding for the provision of nursing home beds***

ISSUE:	7.0	SAFETY
Need:	7.1	<i>Improve perception of safety at night</i>

Older people indicated they felt alienated from Manly at night, as there was a perception of it being taken over by young, often drunk people. Many voiced concerns that they did not feel comfortable going out to eat in Manly at night because of the noise from pubs and the drunken anti-social behaviour on the streets. Those older people living close to the Manly CBD were concerned about the resultant noise and fights when the late night venues closed (TWC, MWCP). A survey of Computer Pals for Seniors revealed that the top issue (ranked equal first with public transport and parking) facing older people was community safety/crime (13.3%).

In 2001 consultations, the improvement of safety levels in the Manly LGA was the second highest response made, in relation to the things that older people wanted to see happen in the Manly area (Bainbridge, 2001).

Suggested strategy:

- ***Council continues to monitor and address safety issues of older people in the Manly area***
- ***Raise awareness of initiatives of the Manly Community Safety Committee to Manly residents.***

ISSUE:	8.0	MULTICULTURAL ISSUES
Need:	8.1	<i>Increase support for older Serbian people</i>

Consultations conducted in September 2003 with service providers and the Serbian community as part of the process of developing the 2004 Northern Beaches CALD Plan, highlighted several issues (NBCALD).

There was an identified need for more activities focused on older Serbian people, with a particular need to integrate Serbian and other groups into activities. There was also the need for preventative and educational programmes for older Serbian people with gambling problems. There also was a need to raise awareness and knowledge of local aged and respite services, but that these services should be culturally appropriate.

Service providers agreed that these issues could be facilitated by the appointment of a designated Serbian aged worker on the Northern Beaches.

Suggested strategy:

- ***Investigate the provision of a Serbian aged worker for the Northern Beaches in conjunction with Warringah & Pittwater Councils, and the Northern Beaches Multicultural Network***

ISSUE:	8.0	MULTICULTURAL ISSUES
Need:	8.2	Reduce depression in older Italian community

Service providers reported that depression (particularly in older Italian men) was increasing. There had been some cases of suicide. Often it is difficult to refer these cases to counsellors as the person would not want their community know about their depression. There is also a stigma involved in accessing counselling services. There appears to be a need to emphasise and strength the social and support networks available to the community, although access and visibility of services remains an issue (NBCALD).

CoAsIt, an Italian support group which services the Italian community on the Northern Beaches, has recently conducted research into mental health issues of older men aged 55 years and over. This research should be able to highlight areas of concern and potential strategies.

Suggested strategy:

- ***Investigate service support networks in conjunction with CoAsIt, Warringah & Pittwater Councils***

ISSUE:	9.0	POLICY FRAMEWORK
Need:	9.1	Provide specific policy detailing Council's position and commitment to older people

This issue was raised by key Council staff in the 1999 Manly Social Plan, and is considered still relevant. There is still a need to develop specific policies to detail Council's position. Consultation should include key staff members, older people, and should also refer to the LGSA policy (SPIC).

6.0 REFERENCES:

Australian Bureau of Statistics (2000). Older People, NSW 2000. Catalogue no. 4108.1, Commonwealth of Australia.

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Bainbridge, M. (2001). Manly Council Aged Needs Assessment, June 2001. Prepared for the Community Services Planning and Development Group, Manly Council.

Northern Sydney Area Health Service (March 1996). Strategic Directions for Aged Care Services. Northern Sydney Area Health Service.

NSW Health Department (December 2000). "NSW Public Health Bulletin Supplement - New South Wales Older People's Health Survey, 1999". Vol. 11, No. S-2.

NSW Department of Health (September 2000). "The Health of the people of New South Wales - Report of the Chief Health Officer, 2002". ISBN: 07347 34174.

7.0 SUMMARY OF NEEDS ASSESSMENT FOR OLDER PEOPLE			
Issue	Need	Strategy	Responsibility
1.0 Physical Access	1.1 Increase pedestrian safety	<ul style="list-style-type: none"> Ensure more rigid enforcement of appropriate use of pedestrian zones in the Manly CBD 	Council
	1.2 Increased maintenance of footpaths	<ul style="list-style-type: none"> Ensure ongoing monitoring and improvement of footpath maintenance to ensure safe usage 	Council
	1.3 Improved community and public transport	<ul style="list-style-type: none"> Support local agencies to investigate funding opportunities to expand community transport for the Manly LGA Lobby Sydney Transport Authority to maintain and improve the bus service for older residents on the Northern Beaches 	
	1.4 Longer free parking	<ul style="list-style-type: none"> Review the current limit on accessible parking bays within parking stations Investigate extending the current limit of two free hour parking to three free hour parking within parking stations Council's Traffic Committee to investigate a drop off and collection point outside Manly Wharf 	Council
2.0 Sense of Community	2.1 Improve cleanliness of Manly	<ul style="list-style-type: none"> Council to improve cleansing regime for the Manly CBD and work with retailers to clean public eating areas 	Council/ Chamber of Commerce?
	2.2 Increase shopping variety	<ul style="list-style-type: none"> Council to investigate planning mechanisms to broaden the range and variety of shops available in the Manly CBD 	
3.0 Health	3.1 Reduce fall injury	<ul style="list-style-type: none"> Ensure ongoing monitoring and improvement of footpath maintenance to ensure safe usage (as per 1.2) 	
	3.2 Provide exercise opportunities	<ul style="list-style-type: none"> Investigate accessible walking tracks, with the view to have guided and self-guided walking groups for older people Support the Manly Community Centre to establish an Aged Wellness Group 	

<i>SUMMARY OF NEEDS ASSESSMENT FOR OLDER PEOPLE</i>			
<i>Issue</i>	<i>Need</i>	<i>Strategy</i>	<i>Responsibility</i>
4.0 Social Isolation	4.1 Reducing isolation	<ul style="list-style-type: none"> Investigate funding opportunities or volunteer networks to work towards increased social contact for older people in their own homes 	
	4.2 Need for a drop-in centre	<ul style="list-style-type: none"> Investigate the need for a centrally located 'drop-in' centre for older people 	
5.0 Independence	5.1 Remaining Independent	<ul style="list-style-type: none"> Increase awareness of the MWP Services Directory for Older Residents Lobby the Department of Health and Ageing to review their current formula for the provision of community aged care packages, particularly for those aged over 80 years Lobby Department of Health and Ageing and the Department of Ageing & Disability Home Care for additional funding for home based care for older residents 	Council & HACC Forum
6.0 Accommodation	6.1 Increase nursing home places	<ul style="list-style-type: none"> Lobby the Department of Health and Ageing to review their current formula and funding for the provision of nursing home beds 	
7.0 Safety	7.1 Improve perception of safety at night	<ul style="list-style-type: none"> Council continues to monitor and address safety issues of older people in the Manly area Raise awareness of initiatives of the Manly Community Safety Committee to Manly residents. 	
8.0 Multicultural issues	8.1 Increase support for older Serbian people	<ul style="list-style-type: none"> Investigate the provision of a Serbian aged worker for the Northern Beaches in conjunction with Warringah & Pittwater Councils and the Northern Beaches Multicultural Network 	Manly, Warringah & Pittwater Councils & Northern Beaches Multicultural Network
	8.2 Reduce depression in older Italian community	<ul style="list-style-type: none"> Investigate service support networks in conjunction with CoAsIt, Warringah & Pittwater Councils 	

<i>SUMMARY OF NEEDS ASSESSMENT FOR OLDER PEOPLE</i>			
<i>Issue</i>	<i>Need</i>	<i>Strategy</i>	<i>Responsibility</i>
9.0 Policy Framework	9.1 Provide specific policy detailing Council's position and commitment to older people	<ul style="list-style-type: none">▪ Develop Policy Framework for older people	

Appendix 'A'



MANLY SOCIAL PLAN 2004

Survey of older residents

Manly Council is currently consulting a range of groups in the community for the 2004 Social Plan. Your views will help to develop strategies that Council is capable of implementing or facilitating.

Please take the time to complete this two-page survey.

1. What do you see as the top three issues facing older people on the Northern Beaches? (Please list in order of priority)
 - (1)
 -
 - (2)
 -
 - (3)
 -
2. What can Manly Council do to improve these issues?
 - (1)
 -
 - (2)
 -
 - (3)
 -
3. Think about the things you like about living on the Northern Beaches – tell us what you believe would be important to keep for future generations
 - (1)
 -
 - (2)
 -
 - (3)

Please turn over

4. Have you used, or are you aware of the following? (please tick)

- ☐ Manly Library
☐ Manly Environment Centre
☐ Manly Senior Citizens Centre
☐ Manly Council Customer Service Centre
☐ Manly Visitor Information Centre
☐ Precinct Community Forums
☐ Andrew 'Boy' Charlton Manly Swim Centre
☐ Manly Art Gallery & Museum
☐ Car parking stations
☐ Events & Festivals coordinated by Manly Council
 (e.g. Jazz Festival, Heritage Week, Arts Festival, ANZAC Day etc..)

5. If you have not used any of the above, was there anything that stopped you from using them?

- ☐ Yes ☐ No

If YES, what?

6. Do you think Manly is lacking in any services for older people?

- ☐ Yes ☐ No

If YES, what?

7. Do you know where to go to find information on services?

- ☐ Yes ☐ No

If YES, where do you find it?

How old are you? _____ Are you: ☐ Male ☐ Female

What suburb do you live in? _____

Do you speak a language other than English at home?

- ☐ Yes ☐ No If yes, what language?

**THANK YOU FOR YOUR HELP, YOUR COMMENTS WILL HELP US
DEVELOP THE 2004 MANLY SOCIAL PLAN**

We need your completed survey by Friday 28th November 2003

If you have any questions about this survey, or the Social Plan,
please call Sue Ladd, Community Services Planner on 9976 1566

Appendix 'B' - Survey of aged service providers



2004 SOCIAL PLAN CONSULTATION

Manly, Warringah and Pittwater Councils are currently consulting a range of groups in the community for their 2004 Social Plans. As a key service provider for older people in the area, we would like your input to this process. The information gathered will help to develop strategies that each Council is capable of implementing or facilitating.

Please take the time to complete this two-page survey and bring along to the HACC Subregion Forum on 10th December 2003.

Name of service:

Location:

- 1) What do you see as the top 3 issues for older people on the Northern Beaches?
(Please be specific)

Issue 1

Issue 2

Issue 3

- 2) Can you identify any strategies where you think Councils can address the issues you have raised?

Issue 1

Issue 2

Issue 3

- 3) Do you believe the existing services on the Northern Beaches meet the needs of older people?

☐ Yes ☐ No

If NO, what improvements/ additions could be made to the provision of these services?

- 4) Is there anything that could be done to allow greater access to services for older people on the Northern Beaches?

- 5) What area does your service cover?

☐ Northern Beaches ☐ Northern Sydney ☐ NSW ☐ Other

- 6) Approximately what percentage of your clients are from:

.....% Manly% Warringah% Pittwater

- 7) Any other comments?

If you require further information please phone: Sue Ladd, Manly 9976 1562, Sarah Morgan Pittwater 9970 1170, or Paul Hogan, Warringah 9942 2731

Thanks for your time!

Please complete this survey and return to one of the Council representatives at the HACC Subregion Forum on 10th December 2003

Appendix 'C' - Survey findings: Meals on Wheels Clients & Volunteers

There were 20 useable surveys returned from Meals on Wheels clients, and seven from volunteers - a total of 27 surveys (refer to Appendix A for survey). The questions on both surveys were the same thus could be analysed together or separately.

Clients were mainly 80 years and over (70%) and volunteers mainly between 55 and 79 years (57.2%). There were more female clients and volunteers (12 and 4) than male clients and volunteers (8 and 3).

No clients or volunteers spoke a language other than English in the home. The majority of both clients and volunteers lived in the Manly LGA (89.5% and 57.1% respectively). The remainder lived in Warringah LGA.

Question 1:

Respondents were asked to list the top three issues facing older people in the Manly LGA. Responses fell into two main categories, as follows:

- Social and support services – 51.8%
- Other services and facilities – 48.2%

These categories were cross-tabulated with respondents' age, sex and client/volunteer status. No major differences in responses according to these respondent characteristics were found across the two main categories.

The 20 subcategories identified for Q1 were analysed together. It was found that the top three issues were:

- Accessible public transport – 16.1% of responses
- In-home services – 12.5%
- Loneliness and isolation – 10.7%

The 20 subcategories were cross-tabulated with age, sex and client/volunteer status. No major differences in responses according to these respondent characteristics were found. (Note: As the number of responses in each subcategory was low once cross-tabulated, any observations made must be viewed cautiously).

Question 2:

Respondents were asked what Manly Council could do to improve the issues they raised in Q1. Responses fell into two main categories (same categories as Q1):

- Social and support services – 50.0%
- Other services and facilities – 50.0%

These broad categories were cross-tabulated with respondents' age, sex and client/volunteer status. No major differences in responses according to these respondent characteristics were found.

The 19 subcategories identified for Q2 were analysed together. It was found that the most frequently stated "improvements" were:

- More accessible public transport – 13.2% of responses
- More help/funding for aged services generally – 10.5%
- Provide community bus/special transport – 7.9% (equal third)
- Provide more assisted accommodation – 7.9% (equal third)
- Provide more accessible public facilities eg. Toilets – 7.9% (equal third)

As would be expected given that “Accessible public transport” was the top ranking issue in Q1, “More accessible public transport” was the most frequently mentioned “improvement” in Q2. However, the other top ranking subcategories in Q2 did not necessarily relate to the top issues identified in Q1.

The 19 subcategories were cross-tabulated with age, sex and client/volunteer status. No major differences in responses according to these respondent characteristics were found. (Note: As the number of responses in each subcategory was low once cross-tabulated, any observations made must be viewed cautiously).

Question 3:

Respondents were asked to list three things they liked most about living in the Manly LGA and would be important to keep for future generations. These responses fell into two main categories:

- Environment – 60.9%
- Services and facilities - 39.1%

These categories were cross-tabulated with age, sex and client/volunteer status. No major differences in responses according to these respondent characteristics were found.

When the 15 subcategories for identified for Q3 were analysed together, it was found that that the things believed to be most important to keep for future generations were:

- Open spaces (parks, reserves, walks etc) – 15.2% of responses
- Beaches and waterways – 13.0%
- Services and facilities – other 13.0% (equal second)
- Clean environment (beaches, parks, streets, air etc) – 10.9%

The 15 subcategories were cross-tabulated with age, sex and client/volunteer status. No major differences in responses according to these respondent characteristics were found. (Note: As the number of responses in each subcategory was low once cross-tabulated, any observations made must be viewed cautiously).

Question 4:

Service usage/awareness for this respondent group was as follows:

Manly Library (77.8%), Car parking stations (74.1%), Manly Senior Citizen’s Centre (66.7%), Events & Festivals coordinated by Council (63.0%), Andrew “Boy” Charlton Manly Swim Centre (44.4%), Manly Council Customer Service Centre (33.3%), Manly Visitor Information Centre (29.6%), Precinct Community Forums (22.2%), Manly Environment Centre (14.8%).

Question 5:

When asked if there was anything that had stopped them from accessing the above-mentioned services, 11 respondents (40.7%) answered “yes”.

The most frequently given response was that services were unable to be accessed due to health/disability (5 responses, 45.5%).

Question 6:

When asked if the northern beaches was lacking in any services for older people, 13 respondents (48.1%) answered “yes”. The most frequently given responses were both transport related:

- Better/accessible public transport (especially at Manly Wharf) – 15.4%
- Special transport eg. Community bus – 15.4%

Question 7:

When asked did they know where to find information on services, 11 (40.7%) of respondents answered “yes”. The top known information sources were:

- Manly Council – 54.5%
- Wentworth Street Community Centre – 27.3%

Appendix 'D' - Survey findings: Mature Aged Women (Manly VIEW Club)

There were only eight respondents to this survey (refer to Appendix A for survey). Of those who gave their age, three were 70-79 years old, and one was over 80.

All respondents were female and none spoke a language other than English at home. All lived in the Manly LGA with most (4) living in the suburb of Manly.

Question 1:

Respondents were asked to list three major issues facing them as mature aged women living in Manly. The top issues were as follows:

- Overdevelopment/keep low rise – 25.0%
- Parking for residents – 25.0% (equal first)
- Issues relating to tourism – 15.0%

Question 2:

Respondents were asked what Council could do to improve the issues they had identified in Q1. There were nine different responses given, each accounting for 11.1% of total responses:

- No high rise/retain older buildings
- Road safety/traffic initiatives eg. Slower speed limits
- Better parking for residents
- Encourage shops for local residents
- Restrict hotel trading hours
- Restrict café seating from footpaths
- Safer/accessible swimming pools
- More bus shelters
- Other

Question 3:

Respondents were asked to list three things they liked about living in Manly and would be important to keep for future generations. The top responses were:

- Beaches and waterways – 25.0%
- Open spaces – 18.8%
- Clean environment – 12.5%
- Keep low-rise character – 12.5% (equal third)

Question 4:

Of the 11 services listed on the survey, the services that were used most, or respondents had greatest awareness of, were as follows:

- Manly Library – 75%
- Festivals coordinated by Manly Council – 75.0%
- Manly Art Gallery & Museum - 62.5%
- Meals on Wheels – 50.0%
- Manly Senior Citizen's Centre - 50.0%

-
- Car Parking Stations - 50.0%

Question 5:

Only one respondent answered “yes” to the question asking if anything had blocked access to the services listed. They replied that they had no personal need to use these services.

Question 6:

When asked if Manly was lacking any services for mature aged women, three respondents answered “yes” and gave the following four responses:

- Classical music events
- More public toilets
- More public seating
- Better footpaths

Question 7:

When asked did they know where to find information on services, three respondents answered “yes” and listed the following information sources:

- Visitor Information Centre (mentioned twice)
- Manly Council
- Phone information services

Appendix 'E' - Survey findings: Computer Pals for Seniors

There were 10 respondents; five were aged between 55-69 and five were between 70-79. The majority of respondents were female (70%). Refer to Appendix A for the survey.

None of the respondents spoke a language other than English at home. Most lived in the Warringah LGA (60%) with the remainder in Manly LGA.

Question 1:

Respondents were asked to list three things they liked most about living in the Manly. The top responses were:

- Beaches and waterways – 31.0%
- Access to city via ferry/jetcat – 20.7
- Open spaces – 10.3%
- Relaxed lifestyle – 10.3% (equal third)
- Village/community atmosphere – 10.3% (equal third)

The 10 categories identified for Q1 were cross-tabulated with age and sex. No major differences in responses according to these respondent characteristics were found. (Note: As the number of responses in each subcategory was low once cross-tabulated, any observations made must be viewed cautiously).

Question 2:

Respondents were asked to list the three things they believed would be important to keep for future generations. The top responses were as follows:

- Open spaces – 20.8%
- Beaches and waterways -16.7%
- Ferries/good public transport 16.7% (equal second)
- Built heritage – 12.5%

The 10 categories identified for Q2 were cross-tabulated with age and sex. No major differences in responses according to these respondent characteristics were found. (Note: As the number of responses in each subcategory was low once cross-tabulated, any observations made must be viewed cautiously).

Question 3:

Respondents were asked what were the top three issues facing them living in the Manly area. The three top responses (ranked equal first) were:

- Community safety/crime – 13.3%
- Public transport – 13.3%
- Parking – 13.3%

The 10 categories identified for Q3 were cross-tabulated with age and sex. No major differences in responses according to these respondent characteristics were found. (Note: As the number of responses in each subcategory was low once cross-tabulated, any observations made must be viewed cautiously).

Question 4:

Respondents were asked what Council could do to improve the issues

identified in Q3. The top three “improvements” given were (ranked equal first):

- Better community safety initiatives (more police etc) – 17.6%
- Better/more parking – 17.6%
- Initiatives to stop pollution/litter – 17.6%

The first two “improvements” listed above relate to two of the top three issues identified in Q3, that is, “Community safety/crime” and “Parking”. The issue of “Pollution and litter” which corresponds with the third “improvement” listed above, was ranked equal second in Q3.

The 9 categories identified for Q4 were cross-tabulated with age and sex. No major differences in responses according to these respondent characteristics were found. (Note: As the number of responses in each subcategory was low once cross-tabulated, any observations made must be viewed cautiously).

Question 5:

When asked if Manly was lacking any particular activities, services or facilities, three respondents (30%) answered “yes” and gave the following responses:

- Private sector services for residents (eg. NRMA, MBF)
- More appropriate shops for residents
- Transport

Appendix 'F' - Survey findings: Aged Service Providers (HACC Forum)

This survey was distributed to service providers of aged services for the Northern Beaches area. The number of surveys returned was 15 (refer to Appendix B for the survey).

Question 1:

When asked what they saw as the top three issues facing older people on the northern beaches, the responses fell into following main categories:

- Transport and Access – 37.2%
- Social and Recreational – 20.9%
- Other Services and Programs – 41.9%

Analysis of the 20 subcategories within these 3 main categories identified the following top three issues:

- Transport generally – 18.6% of responses
- Social isolation, loneliness and depression – 16.3%
- More subsidised in-home assistance – 14.0%

Question 2:

When asked if they could identify strategies where Councils could address the issues raised the responses fell into three main categories as follows (same categories as for Q1):

- Transport and Access – 40.5%
- Social and Recreational – 18.9%
- Other Services and Programs – 40.5%

Analysis of the 20 subcategories within these 3 main categories identified the following top “strategies”:

- More accessible/regular public transport – 13.5% of responses
- Provision of special transport – individual transport & community bus – 13.5% (equal first)
- More funding for subsidised in-home assistance – 10.8%
- Volunteer visiting service/support (Council funded?) – 8.1%
- Better promotion/information on services available generally – 8.1% (equal third)

It is evident that the first two strategies above are related to the “Transport – generally” issue ranked first in Q1.

The third strategy listed above addresses the third ranked issue in Q1 ie. “More subsidised in-home services”. The suggestion for a “Volunteer visiting service/support”, possibly Council coordinated, was a strategy identified to address “Social isolation, loneliness and depression”, which was the second ranked issue in Q1.

Question 3:

When service providers were asked if they believed whether existing services

met the needs of older people on the northern beaches, 93.3% of respondents (14) answered “no”.

Those that answered “no” were asked to state what improvements/additions could be made to aged services in the area. Responses generally fell into two broad categories:

- Requests for additional funding to expand services – generally, and more specifically for transport, in-home services and initiatives to combat social isolation.
- More publicity and information sharing – to increase the knowledge of services available so they can be better accessed, and to allow for better information sharing and coordination between aged care service providers.

The following were identified as the top three “improvements/additions”:

- More funding to expand service delivery generally (4 respondents)
- More accessible transport/funding for transport (4 respondents)
- Social isolation – a huge problem that requires resources (2 respondents)

Question 4:

When asked was there anything that could be done to allow for greater access to services for older people on the northern beaches, 93.3% of service providers (14) answered “yes”.

The responses generally fell into three broad categories, the first two being the same as for Q3 above, with the addition of the following:

- Council assistance – increased assistance from Councils for aged care generally, and in coordinating volunteers/support to help combat social isolation.

The top two strategies identified to allow for greater access were:

- More information sessions, consultations and promotion of services to provide a broader knowledge of services available (4 respondents).
- More information sharing and networking between service providers to allow for appropriate referrals (2 respondents).

Question 5:

Service providers were asked what areas their services covered:

- 12 (80%) of the 15 services covered the Northern Beaches
- 6 (40%) of the 15 services covered Northern Sydney
- None of the services covered NSW or “Other” areas

Question 6:

Warringah LGA contained the greatest percentage of clients of the services surveyed, followed by Pittwater LGA and then Manly LGA.

Question 7:

When asked to provide other comments, eight service providers did so. Four

made a similar comment to the one below:

- Council staff are doing a good job – to be commended for coordinating HACC Forums - but always more room for further work and improvements.