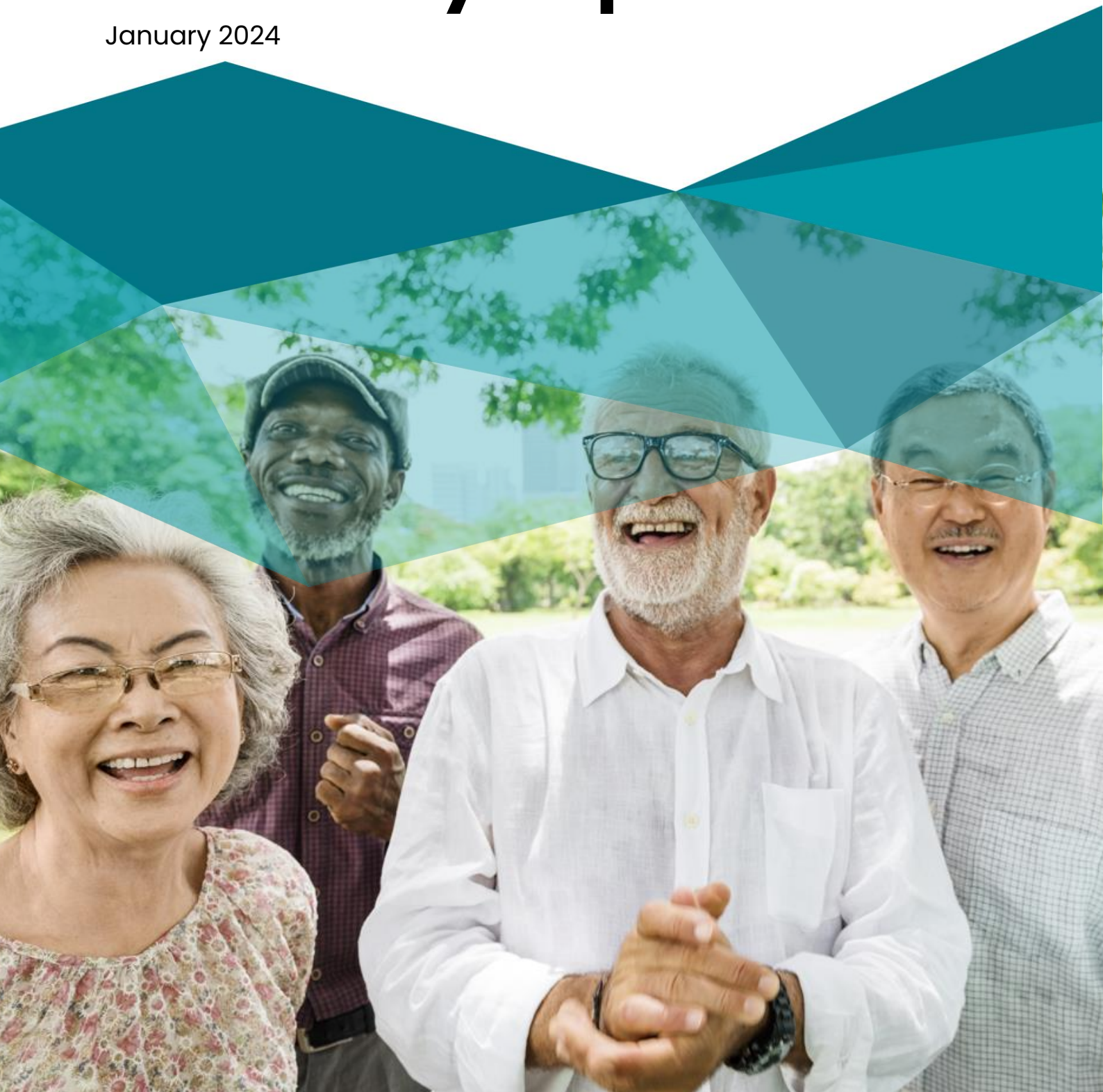
Supporting Positive Ageing in Port Phillip

# Engagement Summary Report

January 2024



## Acknowledgement of Country

**Council respectfully acknowledges the Traditional Owners of this land, the people of the Kulin Nations. We pay our resepect to Elders, past and present.**
**We acknowledge and uphold their continuing relationship to this land.**

## Postal Address

City of Port Phillip, Private Bag 3,
PO St Kilda, VIC 3182

If you require a large-print version, please contact ASSIST on 03 9209 6777.



Please consider the environment before printing.

## Language assistance

Русский (Russian): 03 9679 9813

Polski (Polish): 03 9679 9812

Ελληνικά (Greek): 03 9679 9811

廣東話 (Cantonese): 03 9679 9810

普通話 (Mandarin): 03 9679 9858

Italiano (Italian): 03 9679 9814

**For other languages not listed, please phone 03 9679 9814.**

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# Introduction

## Project background

The City of Port Phillip has been a long-term provider of in-home and community-based services to older people in our communities.

Currently some of Council's aged care services are funded by the Australian Government. Following the Australian Government's reforms to aged care there will be a new program to deliver support in-home. This will be called the Support at Home Program (SHP). There will be different requirements for providers to deliver SHP services and programs. Council can no longer meet all the requirements under the new program. We will, however, be able to continue to deliver community-based services, but in-home will be better delivered by specialist aged care providers.

From 1 July 2027, the SHP will replace the Commonwealth Home Support Program (CHSP). Council currently provides a range of services under CHSP. These changes will have an impact on the delivery of Council's current in-home aged care services from 2024.

The key reasons for this impact are that Council would need to be able to provide not only basic in-home services but also high-level service supports. Funding will transition from block funding to funding in arrears, and there will be increased clinical governance and reporting requirements. Council would also need to participate in a demand driven marketplace and factor in competitive neutrality considerations.

## What we set out to achieve

The community engagement process was designed to target older people in Port Phillip, the purpose was to achieve the following:

- Introduce the proposed changes to aged care service delivery to community and clients.
- Collect specific and general feedback on the proposal, including a transition process, community concerns, and ideas related to future aged care services in the City of Port Phillip.

# About this report

This report explores how Council engaged with the community about these changes, and summarises the feedback collected.

## Before reading this report

The following should be considered in reading of this report:

- The information in this report is based on qualitative research and does not necessarily reflect the views of a statistically representative sample of Port Phillip communities. While every effort is made to include the breadth of feedback provided, not all comments or advice are in the findings of this report. Where appropriate, a mix of quotes, themes and metrics are used to convey feedback.
- City of Port Phillip strives to include diverse voices in our engagement activities. We acknowledge however that some people may have experienced barriers to participation in the activities that are outlined in this report – including people with a disability, multicultural communities, older people, Aboriginal and Torres Strait Islander people and others.
- The information and views presented in this report are a summary of the opinions, perceptions and feedback heard from across all the engagement activities. The feedback has not been independently validated. As such, some information maybe factually incorrect, unfeasible, or outside of the scope of this project.
- Detailed participant demographic data was not collected or mandatory across all engagement events and activities. Where relevant, response numbers for each question are displayed or acknowledged.
- The word **'participants'** is used to describe the total group of community members and stakeholders who contributed to this engagement process. The term **'respondents'** is used to talk about the sub-group of participants who responded to a specific question or engagement activity.
- Although every effort has been made to accommodate late responses, feedback received after the close of the engagement process may not be included in this analysis. Late feedback will, however, be reviewed by the project team and help to inform future decisions.

# What we did

Between 8 November and 10 December 2023, we delivered a range of communications activities to let community members and clients know about the changes to aged care services and collected feedback through a mix of engagement activities.

## Communications activities

To get the word out about the engagement process, we did the following:

| | |
|---|---|
| **Letters to clients**<br>**x818** | Letters were sent in preferred languages to all existing clients of Council's in-home Aged Care services (Commonwealth Home Support Programme, and Home and Community Care), explaining the proposal and engagement process. |
| **'Have your say' website** | Council's dedicated engagement website, 'Have your say' included a page for this project, with information on the process, a timeline, information about older people in Port Phillip, contact details, and opportunities to engage.<br>A simple 'Have Your Say' page was available from 2-8 November to provide information to community members after the Council Meeting on 2 November when the proposed change was discussed. This page was updated on 8 November with feedback options. |
| **Information in public places** | Posters about the project, as well as a 'Frequently Asked Questions' document, were placed in local libraries, Council ASSIST centres, Neighbourhood Houses and distributed through our Older Persons Advisory Committee to their networks. |

| | |
|---|---|
| **Newsletters (online) x3** | Project information and an invitation to engage was included in three Council newsletters during the engagement period: *Community News, Shape our City* and *Divercity* newsletters. |
| **Social media posts x2** | Social media posts were included on both Facebook and Instagram to promote the engagement process. |

## Engagement activities

To collect feedback from community members and clients, we did the following:

**Survey (Available online and printed, translated into 11 languages)**

This survey collected demographic details about participants, and asked for community feedback on:

- Ways to keep older people connected.
- Services, activities and information needed to support older people.
- Ideas to support independent living for older people.

The survey and supporting information were available in English, Albanian, Cantonese, Greek, Hindi, Italian, Mandarin, Morisien (French-Mauritian Creole), Polish, Russian, Serbian and Vietnamese.

Hard copy surveys were sent directly to all clients currently receiving Council's in-home care services as well as made available at libraries and Port Phillip's ASSIST service desk.



**Neighbourhood 'Pop-up' conversations x8**

This project was a focus of engagement through the Neighbourhood Conversations program– a regular series of 'Pop-up' stalls in neighbourhoods around Port Phillip. These stalls are designed to engage community members who may not otherwise participate in projects relevant to their neighbourhood. They were delivered in the following locations:

- Middle Park (12-2pm, 9 Nov 2023)
- Elwood (3-5pm, 10 Nov 2023)
- Balaclava (10am-2pm, 11 Nov 2023)
- St Kilda (2-4pm, 11 Nov 2023)
- South Melbourne (10am-12pm, 15 Nov 2023)
- Ripponlea (10am-12pm, 17 Nov 2023)
- Port Melbourne (10am-12pm, 18 Nov 2023)
- St Kilda Road (2-4pm, 18 Nov 2023)

People were invited to hear about this project, discuss with a staff member, jump online, and/or complete a paper-based survey.

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**Drop-in sessions x3**

2-hour drop-in events at local libraries and community centres to talk with community members about the changes to aged care services. Participants were able to talk to the project team and/or complete an online or printed survey. Drop-in sessions were held at the following locations:

- St Kilda Library (13 Nov 2023)
- Port Melbourne Library (21 Nov 2023)
- Middle Park Community Centre (6 Dec 2023)

The third session at Middle Park Community Centre was scheduled during the consultation period in response to community feedback and strong desire for face-to-face discussions.



**Visits to Seniors' groups and clubs x3**

Council staff engaged with local senior citizens groups and clubs, discussed the changes to aged care services, and collected feedback. People were provided with information in a variety of languages, assisted to undertake surveys, and provided with surveys to post back. The project team visited the following groups:

- Port Melbourne Greek Community Senior Citizens Club (20 Nov 2023)
- Polish Senior Citizens Club of St Kilda 'Astry' (21 Nov 2023)
- Galini Greek Senior Citizens Club (27 Nov 2023)
- Surveys were provided to the Association of Former Inmates of the Nazi Concentration Camps and Ghettoes from the former Soviet Union (approx. 100 people)

In addition to the above, an email was sent to the 'Multicultural Network Forum', which represents around 15 groups)

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**Advisory committee meetings x5**

Meetings were held with Council's advisory committees interested in aged care services. The meetings included time to cover the key feature of the concept plan, and to hear concerns and ideas from committee members. This included:

- Older Persons Advisory Committee (3 sessions)
- Multicultural Advisory Committee (1 session)
- LGBTIQA+ Advisory Committee (1 session)

# Reach and participation

## Reach through communications activities

| Activity | Reach | Insights |
|---|---|---|
| **Social media posts** | **959** | • The Instagram post reached slightly more people than Facebook (553 versus 406 respectively), however more people interacted with the post on Facebook. |
| **Newsletters** | **19,365** | • Divercity is a monthly newsletter with more than 15,000 subscribers.<br>• There was a spike in visitation to the 'Have your say' website in the days directly after the Divercity newsletter was issued. |
| **'Have your say' website** | **777 views** | • Most visitors (70.6%) came to the website directly, or via a search engine.<br>• 3.5% of visitors were referred through social media.<br>• The Survey (English version), and the FAQs were the two most downloaded documents (28 and 15 downloads respectively). |

# Participation by engagement activity

Approximately 650 community members participated in this engagement process. This was spread across the engagement activities below:

| Activity | Number of participants | Insights |
|---|---|---|
| **Survey (Digital and printed copies)** | **353** | • Providing printed and digital copies of the survey (and translated into language) was key to the high number of responses and an important consideration for accessing a diverse community of older people.<br>• Of the 353 surveys, 322 were printed surveys received via post, and 31 were received digitally via the Have Your Say page.<br>• 56 of the printed surveys were in languages other than English and were translated into English for data analysis. Languages included: Polish (22 surveys), Russian (19 surveys); Greek (13); Mandarin (1); and Cantonese (1). |
| **Neighbourhood pop-ups** | **125** | • Pop-ups were more successful at engaging older men, with 40.3% of participants at pop-up identifying as male, versus 26.6% in the surveys. |
| **Drop-in sessions** | **46** | • Similar to pop-ups, the drop-in sessions were an important opportunity to engage with community members who would not otherwise engage. |
| **Visits to Seniors' groups and clubs** | **Approx. 100** | • Community centre and club visits were strong activities for targeting particular groups with the community – particularly for older migrant communities. |

| Activity | Number of participants | Insights |
|---|---|---|
| **Advisory Committee meetings** | **29** | • Advisory Committees proved invaluable for planning how best to work with communities, to promote the engagement process, and to gather feedback on the proposed changes. |
| **Submissions** | **2** | • Submissions from two groups were received:<br>  ○ Older Persons Advisory Committee<br>  ○ Progressive Port Phillip<br>• These submissions have been considered, and where appropriate, their feedback has been integrated into the following sections. |

# Who we heard from

## Demographics

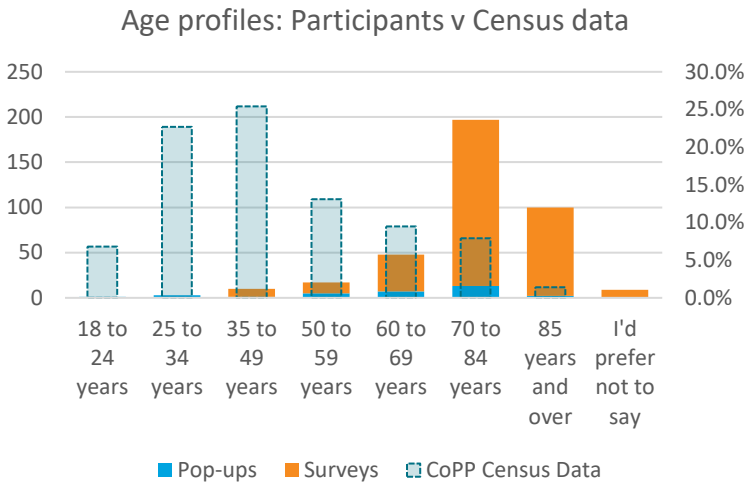
We spoke to a wide mix of people, with a focus on engaging our older community members who currently use aged care services or might in the near future. We also reached into multicultural communities, using translated materials and interpreting services to make things easier. Approximately 650 participants shared their feedback with us on this project.

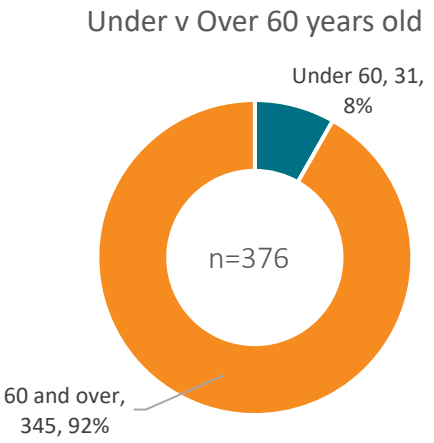
Through online and printed surveys, as well as the Neighbourhood pop-ups, **we collected demographic details from nearly 480 participants**. The following explores those demographics.

## Age

In total, 376 participants provided their age through surveys and at our pop-up events. The ages are skewed towards older community member when compared to the 2021 Census data for the City of Port Phillip. **More than 90 per cent of respondents were aged 60 and over, with the most aged 70 to 84 years (51.2 per cent).**

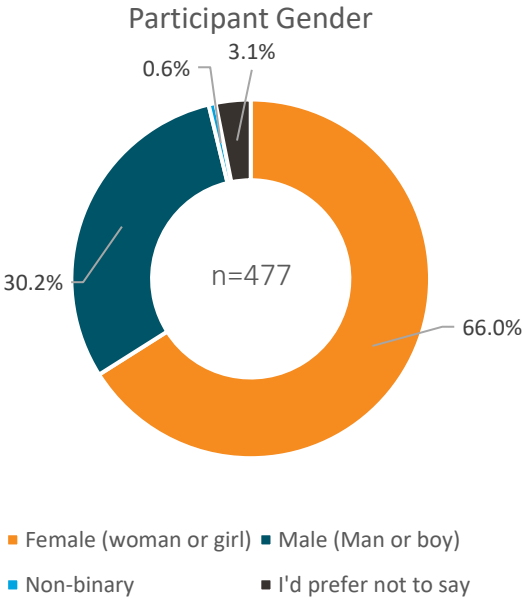
The high representation of older people was a result of engagement planning, which targeted older community members.




## Gender

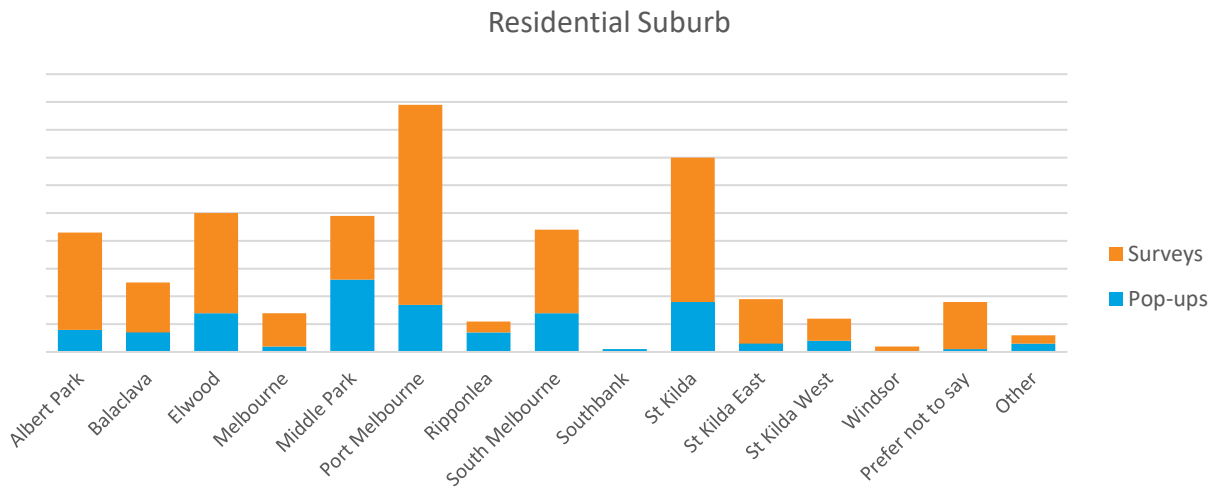
In total, 477 participants provided their gender. **Almost two-thirds of respondents (66 per cent) identified as 'female'.** The higher proportion of females is in keeping with the gender balance across the municipality (51.2 per cent female and 48.8 per cent male), particularly in older populations.



## Residential Suburb

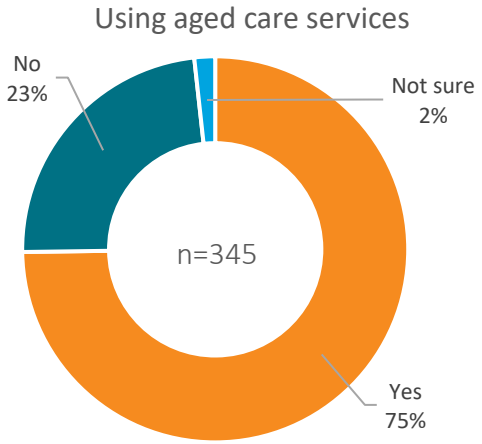
In total, 453 participants told us their residential suburb. **Nearly one-fifth of the respondents were from Port Melbourne area (19.6 per cent)**. St Kilda was the second-most represented suburb with 16.1 per cent of respondents.

According to Census data (2021), the three suburbs with the largest proportions of people over 60 years old are: Albert Park (28.4 percent), Middle Park (26.5 per cent), and Port Melbourne (22.1 per cent).



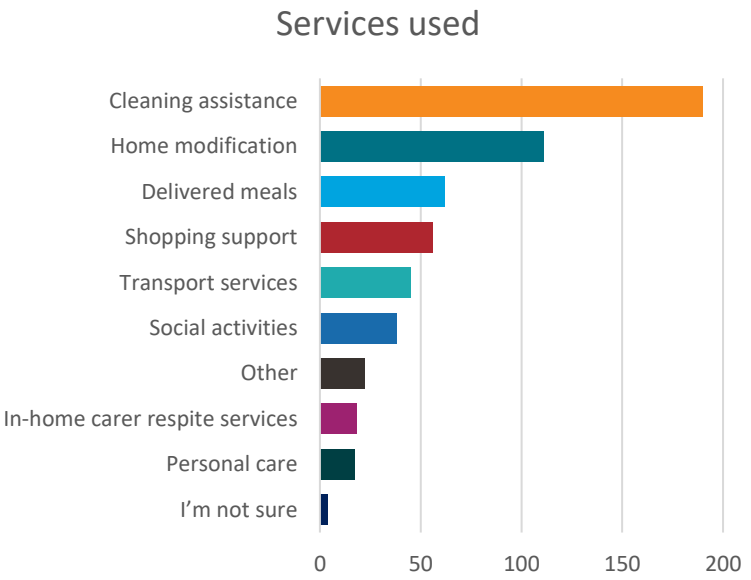

## Use of aged care services

In total, 345 participants told if they, or someone they cared about, was receiving aged care services from the City of Port Phillip. **Of these, 258 (75 per cent) respondents said 'Yes'.**



In a follow-up question, respondents were asked to identify the services in use, with the following insights:

- On average, respondents selected two or more services.
- **Cleaning assistance was the most selected, followed by home modification and maintenance, then meals**.

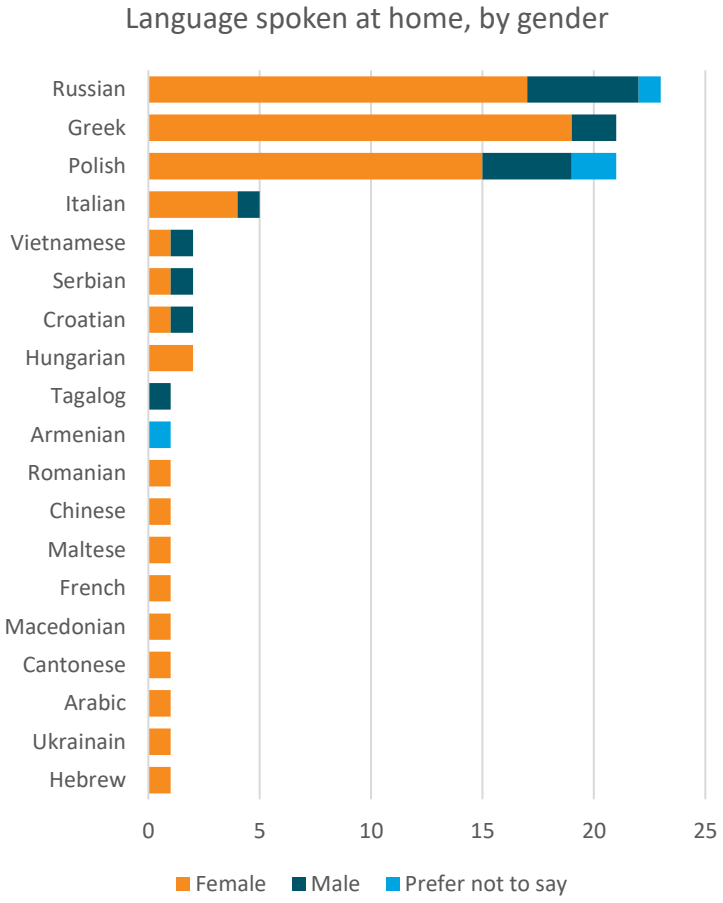



## Diversity

In total, 277 participants provided with information about diversity indicators. The most common responses were:

- **'I am a person with disability (117 responses, 42 per cent).**
- 'I speak a language other than English at home' (86 responses, 31 per cent).
- 'I consider myself financially disadvantage' (57 responses, 21 per cent).

We asked what languages were spoken in the home, with Russian, Greek and Polish the most represented.



# What we heard[1]

## Question 1: Considerations

We asked people about the **things we need to consider if the proposed changes were to go ahead**. The key themes are explored below.




[1] *Please note: This section interprets comments and groups them by themes. Comments relating to multiple themes have been split to allow to accurate theme counts. Numbers of participants and the tally of themes/comments may differ.*

## Need for quality assurance (29 per cent)

Nearly one-third of responses focused on the theme of quality assurance – primarily that the change to services would be carefully managed to ensure levels of care did not fall. Within this, 78 per cent of the responses came from females, higher than the gender balance across participants.

**'Continuity', 'consistency', and 'reliability'** were key words within this theme, with respondents looking to Council to take a level of leadership to oversee the quality of services.

> *"Ensure personal care is offered to a high standard of care (as it is now!!) and at affordable price for ratepayers like now... Continuity of competent and experienced staff as a personal care is a very delicate area!" (Elwood resident)*

Others expressed concern about the changes, providing insights into the types of quality issues respondents would like Council to consider.

> *"...the user I know is very worried about the changes, not sure how best to address their concerns. The shift, like the NDIS, is likely to be slower to deliver, more expensive , and [include] a lot of changes in carers." (South Melbourne resident)*

### THEMES FROM SUBMISSIONS

- Maintaining care to clients currently receiving in-home support services.
- Providers who are engaged to deliver in-home support services reflect the diversity (inclusiveness) present within the community.
- Capacity (staffing) concerns regarding the delivery of services through Not-for-profit providers.

## Issues to manage (18 per cent)

Closely related to comments about quality assurance, respondents often talked about the impacts of changing staff, and the loss of strong and meaningful relationships between clients and the Council staff who provide them with services.

> *"I have formed a close bond with my cleaner, and enjoy this interaction with her. This is an important part of this service. I hope you will continue to support these workers.*
>
> *I do not need 'high quality specialist aged care providers' as my current cleaner is who I like and support. My personal contact with my cleaner is one of the highlights of my fortnight, I would be sad to lose it."*
> *(Balaclava resident)*

We also heard concerns that these changes could risk increasing isolation and loneliness in older communities. This was attributed to:

- changes affecting those important relationships,
- disrupting services, and
- creating new ways to request services that are difficult to learn about or to access.

*"Will there be huge waiting lists for people when they change providers?" (Port Melbourne resident)*

## Valued services (17 per cent)

Respondents talked about the types of services they appreciated in the current arrangement and would hope to see into the future. Female participants were more likely to share this information with us, with 80 per cent of responses from females.

The most common service discussed in feedback included:

- home maintenance (including cleaning)
- transportation support
- programs to increase social connection
- gardening and other home assistance.

*"[Consider continuing] home help for vacuuming, floor cleaning, bathroom & toilet, windows, smoke alarms, spouts, arranging volunteer garden help." (Middle Park resident)*

*"Am I still going to the group on every Thursday? Social group activities are very important to reduce my depression and anxiety." (St Kilda resident)*

## Affordability of services (13 per cent)

Affordability was more commonly raised by female respondents (77 per cent) than male (23 per cent). Respondents told us to consider any costing changes, to understand whether existing clients would be financially disadvantaged by the proposed changes.

*"The high-quality specialist aged care providers may be more interested in profit than providing service. Some people may lose jobs and become casually employed. Who will oversee that they are doing a good job? What checks and balances will be in place? Is it really a positive /good idea that this work devolves to private companies. Surely we have seen what has happened to aged care facilities and should learn from this." (St Kilda West resident)*

*"How will residents get information about available services? Will residents be able to afford alternative services? How will the alternative services be monitored for quality?" (St Kilda resident)*

## Managing the change (11 per cent)

We heard in this question that carefully managing the transition to other service providers is very important. Within this theme, most comments raised the need to communicate clearly what changes would be made. We heard that consideration should be given to providing a mix of communication formats (digital, physical and face-to-face).

*"I think you should make it very clear as to which services you are committed to maintaining/providing and which services you might relinquish to private providers and what this transition might mean in terms of continuity, familiarity and relationships already established with care service personnel, costs and fees, reliability, quality and accountability." (St Kilda resident)*

### THEMES FROM SUBMISSIONS

- An expansion of the Community Connector team, and for the role to be ongoing
- Review of transition 12 months post transition
- Creation of a Positive Ageing Team, incorporating other functions within Council.

*"The transition has to be smooth and communication clear and accessible." (Port Melbourne resident)*

## Resistance to change (11 per cent)

More than one-in-ten comments specifically told us they would prefer no change to the current service.

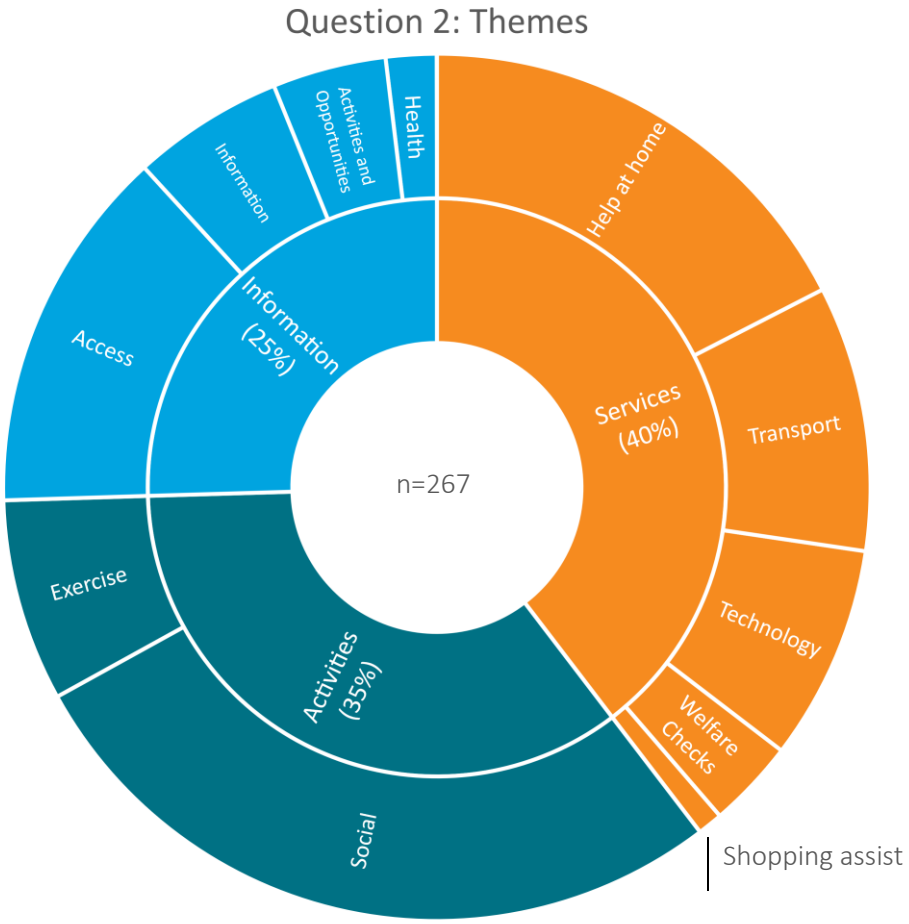
Most commonly, this related to concerns that change would lead to worse outcomes for clients (such as those mention above), including inferior service, increased costs and waiting times, a loss of connection.

*"The council needs to try harder to make it possible to continue to be a provider of aged care services. There is too much evidence that privatized services do NOT provide appropriate or sufficient care. Quality services for the aged community is what is needed. Local government needs to stay involved with such services to keep in touch with its community and to ensure its elderly constituents needs are properly catered for..." (Elwood resident)*

*"Look at what Bayside Council has implemented to continue taking care of the elderly. If they can do it, I think COPP can as well. Please don't make changes to save at the expense of your elderly and people who need care." (St Kilda East resident)*

# Question 2: Other services, activities, and information

We are proposing to establish a new service to help people connect to the support and information they need. In this question we asked **what other services, activities and information would be important for older people to be connected in Port Phillip**. The key themes are explored below.




In total, 226 participants responded to this question, with 267 comments relating to different themes. **Comments relating to 'Services' were the most prevalent**, making up 40 per cent of all comments. 'Activities' made up 35 per cent of all comments, and 'information' was 25 per cent. Women provided 75 per cent of all comments, and 93 per cent of respondents were aged 60 and over.

## Services (40 per cent)

### HELP AT HOME



n=267

Respondents told us that having help around the house remains the most important service to access. This included cleaning, gardening, small jobs and support for general maintenance. 'Help at home' also related to support for home administrative tasks such as paperwork, contracts and forms – particularly for older people who are not confident with English or who have no close family who can assist.

> *"Culturally sensitive homecare services. Ensure that care providers are culturally competent and understand the language and cultural nuances of their clients." (South Melbourne resident)*

### TRANSPORT

Community buses, subsidised taxis or Uber services were also raised. Respondents told us that being able to leave the house was not only vital to access health service, but to reduce loneliness and isolation.

> *"Hop on and hop off bus needs a timetable printout. Not everything online. Also, I have been told by older users of your service that the bus is too late to attend classes at U3A by 10:00am when meet classes start." (Port Melbourne resident)*

### TECHNOLOGY SUPPORT

With services and communications increasingly digitised, respondents suggested support for computer or mobile phone-related issues would be valuable. As well as more analogue ways to access or connect to support.

> *"Tech advice - essential now for everyone to be able to function. [As well as] alternatives to tech ways of accessing services for those unable to use tech." (St Kilda resident)*

### WELFARE CHECKS

Respondents suggested that checks on older people to ensure their needs are match to the services provided, as well as checking on their wellbeing would be an important service to have into the future.

> *"Social workers to attend our homes regularly to assess if additional support is required. I have found with private providers it's a case of set and forget. We need a client advocate who can visit us, and speak on our behalf." (St Kilda resident).*

Particularly with increasing extreme weather events.

> *"Monitoring of older people in extreme heat and by offering programs for air conditioning (split systems) in parts of their homes as provided by the best councils." (Elwood resident)*

## Activities (35 per cent)

### SOCIAL ACTIVITIES

The subtheme of social activities made up nearly 28 per cent of all comments

for this question. Females provide 80 per cent of this feedback.

Respondents advocated for access to a variety of social opportunities – from centres where older community members can visit any time, to dance classes, more clubs and festivals.

> *"Activities to combat loneliest in the elderly. Those living alone should be checked on as family can no longer be relied upon to help. Just someone to talk to even if it's over the phone. A Centre they can come into have cup of tea and take advantage of group activities or learn new technology." (South Melbourne resident)*

Social activities could be culturally specific or to support migrants living in multicultural communities.

> *"Is there any services which help to connect me with in the Port Phillip community? My English is not very well so many news or activities in community sending out that's hard for me to understand and join in. My background is Vietnamese. I think barriers for me to connect with community are English and culture. Is there any class to improve my English?" (St Kilda resident)*

Social activities were also seen as an opportunity to strengthen connections between generations.

> *"More activities; art classes, sewing/craft classes, Tai-Chi, book club, music/singing groups. Cooking swap, gardening/community garden, walking bus/group. Checking in to prevent loneliness, mixing with kids, animals." (Port Melbourne resident)*

> *"Connection to their community. Put more time and effort into volunteer programs for young locals to assist with their elderly neighbours, think outside the square and trial in small patches if you can link an older person with someone nearby them who can pop in for a coffee, meet them at the park, or pick up quick groceries for them, deliver a parcel to the post office, those little activities which usually elderly parents ask their adult kids to do for them. Of course, it has to be voluntary, and you need safeguards, but if you promote, support and train locals about this initiative and it could take off." (St Kilda resident)*

### EXERCISE

Closely related to social activities, some respondents asked for more activities focused on exercise – to support healthy ageing. This included, walking, yoga, hydrotherapy and water aerobics classes designed for seniors.

## Information (25 per cent)

### ACCESS TO INFORMATION

Responses in this theme talked about access to information through a variety of sources – not only through a website or app – including making information

publicly available in community spaces (such as libraries, community centre or religious centres).

Some respondents talked about the opportunity for Council to help older people access information provided solely through the internet.

> *"A telephone service to assist with problems. Such as appliances breaking down, leaking roof not for repairing such things but to tell questioners where to go to get help.*
>
> *Some older people struggle with electronic communication. Increasingly medical, commercial and information services can only be accessed via email or website either no telephone access is available, or it is impossible to use. Could COPP help these people?" (Port Melbourne resident)*

Others talked about accessibility through different language – this was particularly prevalent in Russian and Greek communities.

Some respondents asked that Council compile information about the new service providers were changes to proceed. Here the 'Connector' role was mentioned specifically.

> *"Council needs to be involved at some level to provide a connector role between new service providers and clients. Also huge need for advocacy role as My Aged Care and ACUS are difficult to negotiate. As council provides services for children, mothers and other residents. Also new providers need to be affordable and trustworthy." (Port Melbourne resident)*
>
> *"Older people will need help and direction to how to connect with the new providers. So a new information service provided by council would be useful if the new services were to go ahead." (Albert Part resident)*

Different types of information were discussed. Respondents talked about better display of timetables for transportation, access to books and newspapers in language, and better access to financial, health or legal advice tailored to seniors.

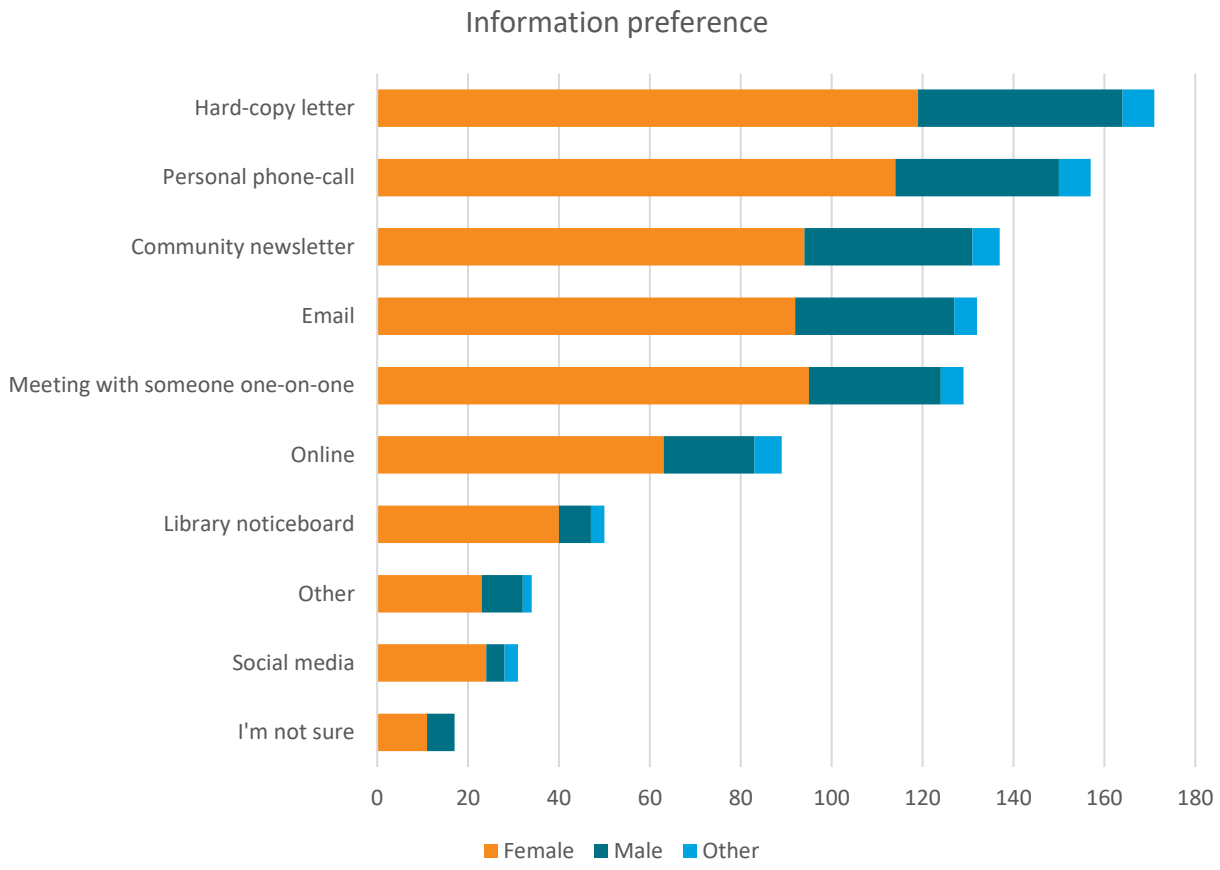
### ACTIVITIES AND OPPORTUNITIES TO GET INVOLVED

Respondents also wanted more regular communication of upcoming local activities and opportunities to get involved.

> *"The main important thing for elderly is socialising. Have better communication of what we offer. Not everyone has emails, send by mail, will be appreciated." (Malvern East resident)*

## Question 3: Accessing information

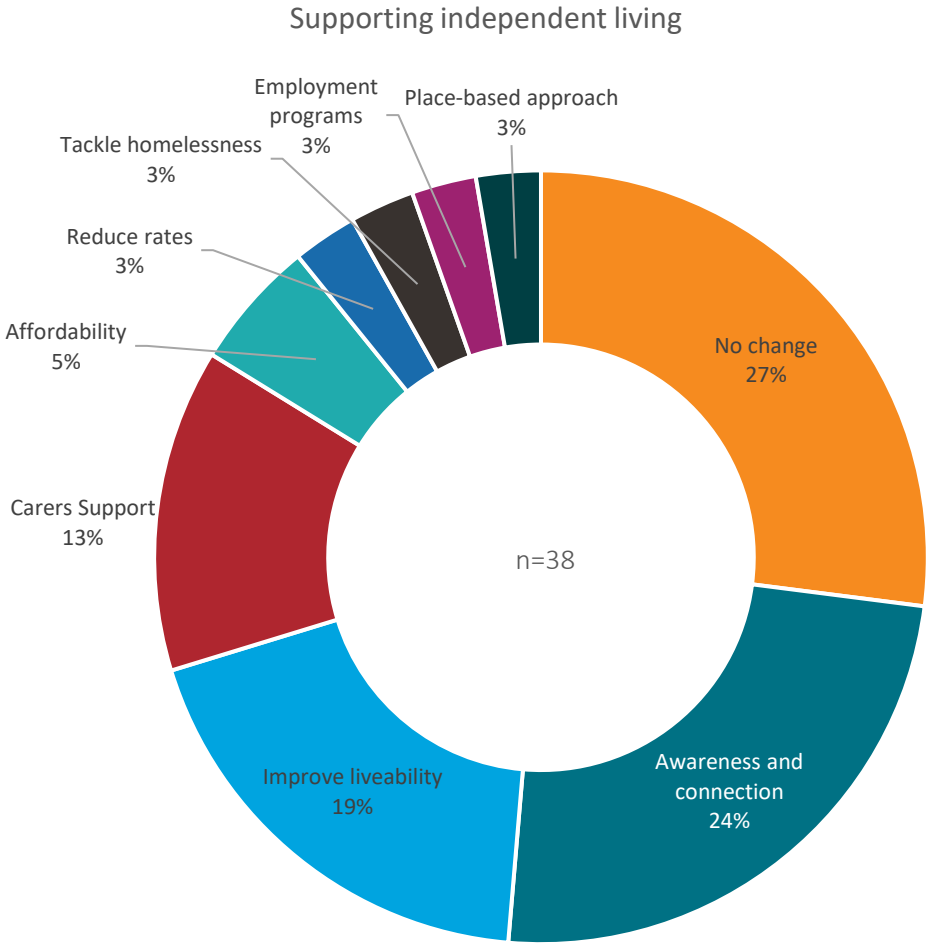
We asked people **the best ways to find out about support for older people in the community, including available services**. In total, we received 327 responses to this question. On average respondents selected 2 or more information preferences.




Printed hard-copy letters, personal phone calls and community newsletters represented the best ways to share information, with new communication techniques such as websites, and social media less preferred. The greatest gender differences were in library notice boards and social media, where male respondents were significantly underrepresented. Responses in the 'other' category mentioned social connections such as friendship groups, social groups, or through current carers and support service staff.

# Question 4: Supporting independent living

We asked people their **ideas for how Council could support older people to live independently at home and/or in their community**. While many comments repeated previously provided information, some themes emerged from a limited number of comments. Many comments related indirectly to aged care services and looked more broadly at quality of living (such as awareness, affordability, liveability, housing)




## No change (27 per cent)

The most common response suggested that leaving the existing system 'as is' was the best way to support older people to live independently.

*"Do not change the present situation, I am satisfied with it thank you." (St Kilda East resident)*

## Build awareness and connection (24 per cent)

The most common idea provided by respondents within this theme was a campaign to raise awareness of older people in community and facilitate connection between neighbours and younger and older people.

> *"Perhaps connecting the older person to their Neighbours. The neighbours would need to be canvassed to ask if they would be prepared to be called upon if the elderly person nearby needed their help. This help could merely be contacting the required person to be the assistant." (Elwood resident)*

> *"Many older people do not have family available. How about trying to match a willing younger person to an older one." (Ripponlea resident)*

> *"Facilitate intergenerational program with early childhood services." (Middle Park resident)*

## Improve liveability (19 per cent)

Safer communities, better connectivity, fixing walkways and uneven surfaces were raised under liveability. Comments also suggested looking at alternative models of social housing that encourage intergenerational living.

> *"[Explore] alternative forms of social housing that assume multi-age community so that everyone benefits such as the Dutch model where students live with older people in the same cluster of housing." (Suburb not provided)*

## Supporting carers (13 per cent)

Respondent suggested that carers (both paid and unpaid) who are well trained and well supported will deliver better quality care and help older people stay in independent living for longer.

> *"You need to support the carer as well. This could be a family member or an employed carer." (Middle Park resident)*

Access to social opportunities and time for respite or reflection were suggested for unpaid carers.

> *"Often it is a carer that enables a person to remain in their home, particularly with a disability/mobility issue - Perhaps a carers support group." (Port Melbourne resident)*

## Opportunity to employ older people as carers (3 per cent)

In a similar vein, some suggested an employment program hiring older people to care and support other older people.

*"As we know our Federal Government allows those on an aged pension to earn considerable amounts to supplement their pensions...*

*We have (and I meet them in groups I belong to such as U3A) many who would be happy to work in the area of aged care - we come with earned knowledge!" (Port Melbourne resident).*

# Next steps

## How this report will be used

Thank you to everyone who provided their feedback, both online and in person. The report was shared with Council in February 2024 to inform their decision about whether the proposed change will go ahead.

It will be used by City of Port Phillip staff to guide how any change will be implemented, should the proposed change go ahead.