

Have your say on positive ageing

We invite you to help us to develop the strategy and ensure that it addresses the real issues that people face as they age. Your input will help to inform Council's work towards an age-friendly community for all.

The information you provide to the questions within this survey will support Council in its role to deliver, facilitate and partner within the community to deliver on its Council Plan and Municipal Public Health and Wellbeing priorities.

To support your answers about service delivery information on the eight ageing-well attributes can be found on page 20 of the [Victorian Commissioner's Ageing Well in a Changing World report](#). Click on the link to open a copy of the report to guide you with your answers.

Please complete the survey if you are a service provider that provides service to people over the age of 55.

Questions

1. What is the name and location of your organisation?

2. What are your days of operation?

3. How often is your service provided in the Hepburn Shire area?

- ☐ Always
- ☐ As required by referral
- ☐ Fifteen days or less per month
- ☐ Never
- ☐ Not applicable

4. How many participants over the age of 55 years are engaged in your program/services?

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5. How do you engage with your participants? Tick all relevant options.

- ☐ Telephone (land lines and mobile phones)
- ☐ Email
- ☐ Social media
- ☐ Video communication
- ☐ Newsletters
- ☐ The local paper
- ☐ Letters
- ☐ Community boards
- ☐ Physical meetings
- ☐ Other..... please specify

6. In the last year, what factors have affected your organisation's capacity to deliver positive results for older people? Tick all relevant options.

- ☐ Transport
- ☐ Internet access
- ☐ COVID
- ☐ Finances
- ☐ Community connection
- ☐ Staffing/volunteers/training
- ☐ Access and facilities
- ☐ Community awareness of your program
- ☐ Low demand
- ☐ High demand

7. The Commissioner for Senior Victorians identified eight attributes that contribute to us ageing well. Please rank the attributes in order of importance to your organisation's objectives with 1 being most important and eight least important.

Number	Attribute
	Safe and secure at home and financially
	Connected to family, friends and society
	Respected and respectful
	Life has purpose and meaning
	In touch with a changing world
	Able to manage health issues including mental health
	A positive attitude
	Able to get around

8. To help us map service delivery across the Shire please indicate if you deliver services/programs in any of the eight 'ageing-well' key attribute areas.

Attribute	Yes	No
Safe and secure at home and financially		
Connected to family, friends and society		
Respected and respectful		
Life has purpose and meaning		
In touch with a changing world		
Able to manage health issues including mental health		
A positive attitude		
Able to get around		

9. Please provide a short description of the services/programs that your organisation provides in line with each ageing-well attribute.

Attribute	Short description of services/programs
Safe and secure at home and financially	
Connected to family, friends and society	
Respected and respectful	
Life has purpose and meaning	

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In touch with a changing world	
Able to manage health issues including mental health	
A positive attitude	
Able to get around	

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10. More generally speaking, what gaps in service delivery do you see for people over the age of 55?

11. In terms of services and programs, what do you want to be doing, but can't be due to lack of resources?

12. In terms of services and programs, what are you doing that really works well for you?

13. Is your service/program accessible to the following groups? Tick all relevant options.

- ☐ People with physical disabilities (wheelchairs / walking frames and the like)
- ☐ Vision impaired
- ☐ Hearing impaired
- ☐ Mental health challenges
- ☐ LGBTQIA+ (Rainbow community)
- ☐ Aboriginal and Torres Strait Islander
- ☐ Culturally and Linguistically Diverse (CALD – English is second language)
- ☐ Low socio-economic
- ☐ Off-grid / Remote
- ☐ Rough sleeper / Homeless
- ☐ People in care facilities

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14. What supports do you provide your participants in order that they can access your services? Tick all relevant options.

- ☐ Transport to/from program
- ☐ IT support
- ☐ Hard copy communications
- ☐ Fee subsidy
- ☐ Mentor / carer
- ☐ Translators / Auslan / Screen readers
- ☐ Food/drinks
- ☐ Other

15. Can you share with us an organisational success story?

16. In what areas do you see Council playing a role in Positive Ageing within the Hepburn Shire? Council plays three roles in achieving our strategic objectives as set out in the Council Plan 2021-2025 including the Municipal Public Health and Wellbeing Plan. Please indicate which role, if any, that you see Council playing in the following areas. Tick all relevant options.

Activity/Role	Deliverer	Forms partnerships and collaborates	Facilitates by assisting others to lead deliver	No role
Advocacy				
Community events				
Social and activity groups				
Strategic support				

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Establishing age-friendly build and natural environments				
Increasing access and inclusion				
Financial and grant assistance for programs				
Information sharing/networks				

Thank you for completing this survey. To stay informed about the development of the Positive Ageing Strategy please visit www.participate.hepburn.org