

CALD AGE FRIENDLY SA

PRESENTED TO THE OFFICE FOR
THE AGEING, SOUTH AUSTRALIA

by Kristin Johansson &
Helena Kyriazopoulos

Multicultural Communities Council of SA

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MCCSA

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EXECUTIVE SUMMARY

CALD age-friendly SA, which the Office for the Ageing (OFTA), South Australian Government commissioned from the Multicultural Communities Council of SA, makes an important contribution to South Australia's understanding of age-friendly environments and active ageing from a culturally and linguistically diverse (CALD) perspective.

Using the eight domains of the World Health Organisation's Age-friendly Cities, this project aimed to identify features outside of service provision, of age-friendly communities, important for older South Australians of CALD background to actively age.

A total of 229 participants aged over 50 years from 30 different countries of birth participated in 20 focus groups and surveys conducted across the Adelaide metropolitan area. Participants were selected to ensure the study captured the diversity of people from different migration waves, ethnicities and ages.

Important for Age-friendly

Overall, participants identified with many of the eight WHO Age-friendly domains and this project was able to document their views about physical and social features associated with South Australia being age-friendly. Focus group responses identified three additional themes complementary to the eight WHO domains, namely lifestyle, safety and finances. When ranked for age-friendliness, South Australia's lifestyle, community support and health services, social participation and transport were most important to the majority of older CALD participants from diverse cultural groups (both more recent arrivals and older established groups). Particular to lifestyle, older CALD people reported friendliness, diverse multiculturalism, and great food and climate. Features contributing to South Australia already being age-friendly included support provided by ethno-specific communities, in particular, social support groups, seniors groups, clubs, ethno-specific churches and ethno-specific aged care providers. Age-friendly features of South Australia included a city or place which is accessible and easy to get around, a good system of public and community transport, access to Seniors Card and free public transport, a good health care system, in particular, good hospitals, affordable medication (PBS), and no-gap doctors. While these features were already in place, older CALD people reported these areas as needing most improvements, emphasising further the importance of these features in South Australia being age-friendly for older people of diverse cultural and linguistic backgrounds.

Important for Active Ageing

Speaking a first language other than English influenced age-friendly features selected as most important for active ageing. Communication and information, social participation, and community support and health services were the top three age-friendly domains reported as very important for older CALD people to actively age. In particular, ethno-specific information and resources, support to increase awareness and build confidence, training, lifelong learning, activities, programs and services delivered in specific languages were identified as most important to enhance active ageing. Other suggested improvements of accessible and affordable fitness programs to stay healthy, the use of parks for outdoor

activities, exploring the use of volunteer ethno-specific facilitators of active ageing activities, particularly where there is a concentration of an older CALD community, and the installation of senior-friendly exercise equipment and electricity outlets (for exercise programs and dancing) in local parks, were also frequently reported as important areas.

As South Australia's first CALD age-friendly project, consultations focused on matters outside of service provision and delivery of culturally appropriate care, provided important insight into the supports and improvements perceived as necessary for community, social, economic and cultural participation of older people who do not speak English as the first language. Beyond having an awareness and an understanding of active ageing and age-friendly communities at the time of the consultations, the capacity of older CALD people to engage in age-friendly discussions was influenced by numerous factors including language, time of migration and settlement in Australia, both size and connectedness of the community, and whether there was an established agency responsible for delivering services or programs. While many age-friendly features were important to ethnic communities, there were numerous differences in what supports and improvements were important to actively age. The diversity amongst participants confirmed the importance of basing development of future age-friendly policies and active ageing activities on opportunities which genuinely optimise engagement of diverse cultural groups and people who do not speak English as a first language.

Acknowledgements

Office for the Ageing

All 229 participants for giving their time and input to informing this state's understanding of age-friendly and diversity

The CALD agencies which supported the project

Yours sincerely

Helena Kyriazopoulos

Chief Executive Officer

Multicultural Communities Council of South Australia

RECOMMENDATIONS

Recommendation 1: Review and identify opportunities to improve the age-friendliness of outdoor spaces and public buildings such as shopping centres local parks, and places where activities for active ageing can be supported. This review should take into account seating, toilets, safety, water, shade, exercise equipment, public parking and accessibility and ways to stay healthy.

Recommendation 2: Review and identify opportunities to improve the age-friendliness of public transport, taking into account the views of older people from diverse communities in scoping community transport options to raise awareness of and increase accessibility of public transport.

Recommendation 3: Future projects and research focus on connecting older people of CALD background who are isolated or vulnerable to their local community, neighbourhood or to a CALD agency.

Recommendation 4: Future projects and research explore and evaluate ethno-specific communities access to programs, social activities and groups for seniors and expand opportunities for social, cultural and economic participation.

Recommendation 5: Future projects and research explore and evaluate communication strategies to increase awareness of older people from CALD backgrounds to available information, services and programs.

1. BACKGROUND

In 2002, the World Health Organisation produced *Active Ageing: A policy framework*. This document used the United Nations standard of age 60 to describe older people. It discussed the challenges at a global level for the rapid increase world-wide of people aged 60 and over particularly in developing countries. This document helped focus Governments and policy makers around the world on some of the challenges associated with ageing. This promoted active ageing as “the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age.”

In 2007, the World Health Organisation produced *Global Age- Friendly Cities: A Guide*, built on this concept of active ageing by looking at which policies, services, settings and structures help form an “age-friendly city” and help people to actively age.

This guide integrated information gathered from 158 focus groups of nearly 1500 participants aged 60 and over in 33 cities around the world. Their grass-roots responses and personal experiences of ageing informed criteria for eight age-friendly characteristics of communities:

- Outdoor spaces and public buildings
- Transportation
- Housing
- Respect and social inclusion
- Social Participation
- Civic participation and employment
- Communication and information
- Community support and health services.

South Australia – A Multicultural Society

Migration trends and associated issues in conjunction with ageing continue to be important issues for South Australia. In the 2011 Census there were approximately 569,000 South Australians aged 50 and over and of these 32%, were born overseas. 16% were born in mainly English speaking countries and 16% in non-English speaking countries.

This percentage is larger amongst older South Australians with 37% of the 257,547 South Australians aged 65 and over born overseas and 19% of these born in non-English speaking countries. This proportion is again higher with 20% of those aged 70 and over (i.e. 36056 of the 182,879 South Australians aged 70 and over at the 2011 Census) born in non-English speaking countries. The majority of these older people (90%) born in non-English speaking countries reside in metropolitan Adelaide.

South Australia is a very linguistically diverse community with approximately 73000 people aged 50 and over at the 2011 Census speaking 127 different languages other than English at home. 90% of these people speak one of 25 languages (see Appendix A1:2 and A1:3).

This multiplicity of languages and cultures can present particular challenges for people as they age. These challenges include being widowed and perhaps not having anyone close by who speaks their language; reversion in some instances to their first language after speaking English; a diminishment in some social networks and difficulties accessing help and information if their children (if any) have left home and live elsewhere in either South Australia, interstate or overseas.

These changes come at a time when their needs to access services and information may be increasing.

The interest in what active ageing means for older CALD people has emerged from several areas of age-friendly work aligned to the State's vision and priorities for South Australia's diverse older population.

South Australia's Longevity Revolution

In 2011-2012, Dr Alexander Kalache was a Thinker in Residence in Adelaide and as part of this residency produced a report titled *The Longevity Revolution: creating a society for all ages*. The report recommendations were underpinned by the World Health Organisation's Active Ageing Policy Framework's four pillars of health, participation, security and life-long learning with three additional pillars: the right to age well; governance and policy and research- a social science perspective. This report included the recommendation that Government should "actively listen to the voices of older people when developing and delivering policy, services and communication."

The South Australian Government built on this international and local work and in 2012 released three sets of Guidelines of *South Australia's Communities for All: Our Age-friendly Future including: Age-friendly South Australia: Guidelines for State Government; Age-friendly Neighbourhoods Guidelines and Toolkits for Local Government; and thirdly, Age-friendly Living Guidelines for Residential Development*.

As with the previous documents, these did not include a focus on the specific needs (if any) of older people from ethnic communities or migrants.

Under the Guidelines for State Government relating to civic participation, paid and unpaid work guidelines inform outcomes that "older people are invited, and able to participate in advisory groups, boards, management committees and all consultation processes." In referring to the actual practice relating to these guidelines it then states that "... older people are involved in consultation processes which inform the development of state-wide plans, policies, programs and projects as key informants, advisers and participants."

These guidelines were followed by the release of the State ageing plan *Prosperity through Longevity: South Australia's Ageing Plan: Our vision 2014-2019*, which outlines three key priority areas for ageing: health, wellbeing and security, social and economic productivity, and all-ages-friendly communities.

At an international level this work was added to by a new report in 2015 *Active Ageing: A Policy Framework in Response to the Longevity Revolution* from the International Longevity Centre in Brazil. This report stated that ageing “needs to be more closely examined in the context of other major trends, notably urbanization, globalization, **migration**, technological innovation, as well as environmental and climate change.”

CALD Age-friendly South Australia

This project - *CALD age-friendly SA*, which the Office for the Ageing (OFTA), South Australian Government commissioned from the Multicultural Communities Council of SA, aimed to replicate the World Health Organisation (WHO) Age-friendly work through engaging with first and second generation South Australian migrants on what features are important in an age-friendly South Australia and what they need to actively age.

Utilising methodology consistent with WHO consultations conducted across 22 countries, responses from 229 older CALD people who participated in focus groups and completed surveys were collated to identify age-friendly features most important for older South Australians born overseas whose first language is a language other than English.

Whilst of specific relevance to South Australia, some of the findings relating to what CALD older people need specifically because they are migrants and English is not their first language, may also be of relevance to other migration countries and other Australian States and Territories.

2. METHODOLOGY

Twenty focus groups were held in metropolitan Adelaide, South Australia, over a six month period in 2015/2016. Participants were aged 50 and over and from culturally and linguistically diverse backgrounds chosen to reflect different waves of migration and ethnicities, a range of ages and different types of migrants.

Each focus group was provided three elements. Minimal structure enabled participants to discuss their views, explore their understanding of age-friendly in groups, and share their experiences of active ageing.

1. A brief overview of the project and why it was being undertaken
2. Three questions as follows:
 - 2.1 What are the best age-friendly aspects of South Australia at the moment?
 - 2.2 What would you change if you could make improvements in any area of your life, your environment, your suburb and South Australia to help make our State more age-friendly?
 - 2.3 Is there anything in particular which you need to actively age because you have migrated to Australia and English is not your first language?
3. A three part questionnaire for focus group participants:
 - 3.1 Basic demographic data on age, gender and year of arrival in Australia.
 - 3.2 Information on participants' beliefs about the importance of the 8 age-friendly elements/criteria to active ageing.
 - 3.3 Comments on age-friendly elements/criteria viewed as important to active ageing and which can improve participation in social, economic, cultural, spiritual and civic affairs, regardless of age.

Participants also completed a questionnaire on the importance of the eight WHO Age-friendly domains to active ageing using a 5 scale rating from most important to least important, and also a 5 scale rating system of which areas needed the most improvement from least improvement to most improvements necessary.

3. RESULTS AND DISCUSSION

3.1 Results

229 people (158 female, 71 male) participated in 20 focus groups with over 30 different countries of birth represented (Table 1). The Chinese, Russian and Spanish speaking groups were born in multiple countries and there was one multicultural group. The African group was primarily from Sierra Leone.

Other key selection criteria included participants currently **NOT** receiving Commonwealth Home Support and Package (CHSP) services, and 65% of participants met these criteria.

The higher number of women was common to the community social support groups who participated in the focus groups.

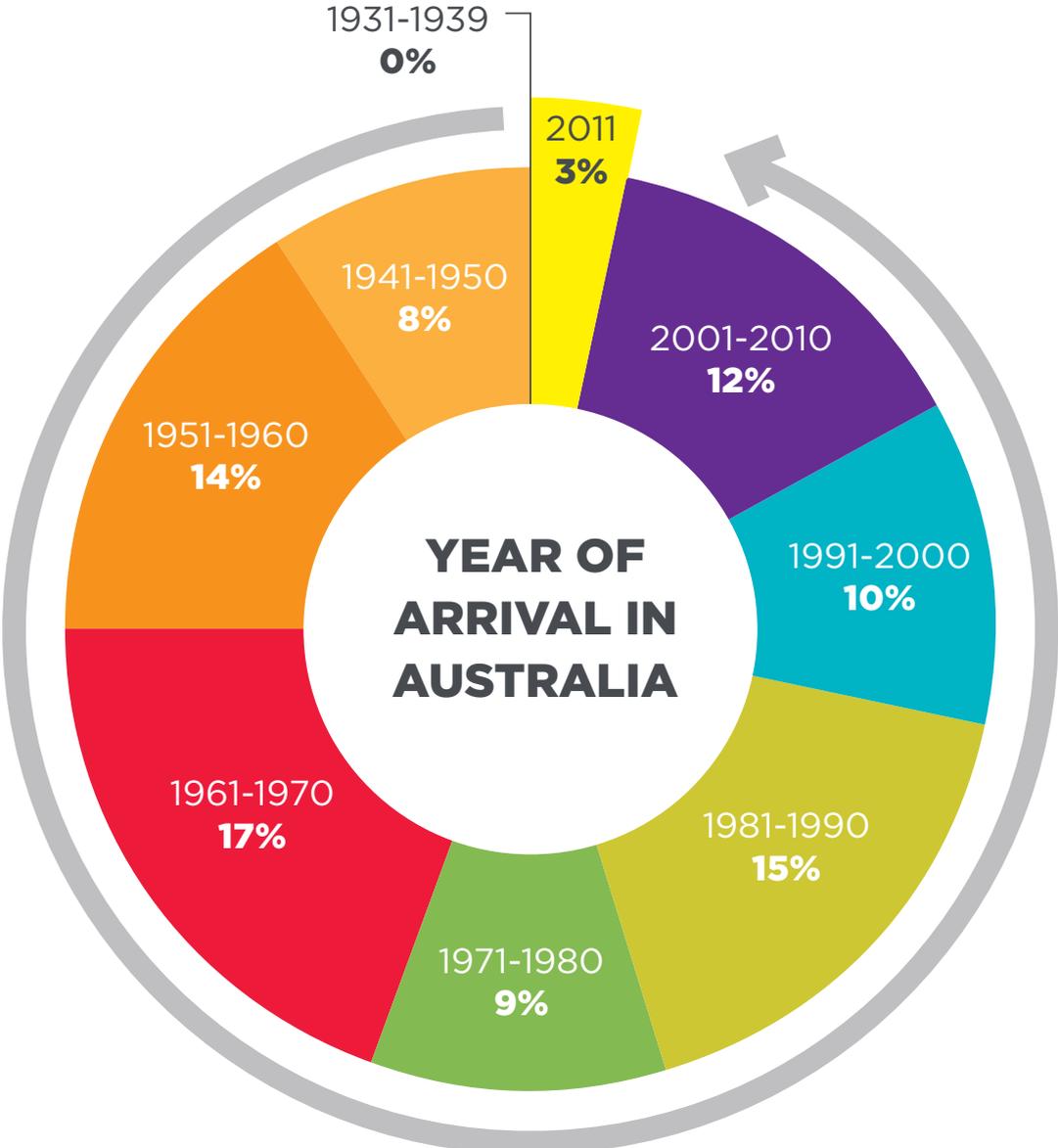
Participants were represented from all three age categories with 26% aged 50 to 64 years, 62% aged 65 to 79 year, and 9% were aged 80 years and over.

Table 1: Number of Participants by Place of Birth

| Language | Numbers |
|--------------------|------------|
| Greek - 2 groups | 27 |
| Korean | 23 |
| Chinese - 2 Groups | 22 |
| Italian | 15 |
| Vietnamese | 14 |
| Ukrainian | 13 |
| Polish | 12 |
| Croatian | 12 |
| Maronite Lebanese | 12 |
| Indonesian | 11 |
| Multicultural | 10 |
| Filipino | 10 |
| Indian | 9 |
| Japanese | 8 |
| Spanish | 8 |
| Russian | 8 |
| Latvian | 8 |
| African | 7 |
| Total | 229 |

Figure 1 identifies diversity of participants by year of arrival in South Australia as well as different ethnicities. This sampling was to ensure confidence in reporting findings for all CALD community groups.

Figure 1: Year of Arrival in Australia



3.2 Age-friendly

Results age-friendly focus group questions

Focus groups were asked two specific age-friendly questions.

- > Question 1 *What are the best age-friendly aspects of South Australia at the moment?*
- > Question 2 *What would you change if you could make improvements in any area of your life, your environment, your suburb and South Australia to help make our state more age- friendly?*

Their responses were then grouped and reported against the appropriate age-friendly criteria. Some responses which did not neatly fit the 8 criteria were themed and grouped under two additional criteria named **lifestyle, financial** and **safety**. These shared alignment with security which is one of the four pillars of the World Health Organisation’s Active Ageing Policy framework.

Table 1 summarises the total number, proportion and rank from highest to lowest of responses for best age-friendly aspects, and the areas identified as needing improvement. See also Appendices A2.1, A3.1, A4.1, A5.1, A6.1, A7.1, A8.1, A9.1, A10.1, A11.1, A12.1

Table 2: Total Responses and Rating to Question 1 and 2 by Age-friendly Criteria

| WHO Age-friendly Criteria | SA Age-friendly Characteristics | | | Needs improvement | | |
|---|---------------------------------|-----|------|-------------------|------|------|
| | Number | % | Rank | Number | % | Rank |
| Outdoor spaces and public buildings | 14 | 5 | 6 | 98 | 30 | 1 |
| Transportation | 31 | 11 | 4 | 45 | 13.5 | 2 |
| Housing | 2 | <1 | 9 | 12 | 3.5 | 5 |
| Respect and social inclusion | 1 | <1 | 10 | 10 | 3 | 7 |
| Social participation | 39 | 14 | 3 | 5 | 1.5 | 10 |
| Civic participation, paid and unpaid work | 7 | 2.5 | 8 | 6 | 1.8 | 9 |
| Communication and Information | 10 | 3.5 | 7 | 11 | 3.3 | 6 |
| Community support and health services | 76 | 27 | 2 | 28 | 8.4 | 3 |
| Additional Criteria | | | | | | |
| Financial | 17 | 6 | 5 | 20 | 8.4 | 3 |
| Lifestyle | 82 | 29 | 1 | | | |
| Safety | | | | 8 | 2.4 | 8 |
| Total | 279 | 100 | | 333 | 100 | |

Table 3: Top 5 ranked SA Age-friendly characteristics and areas for improvement

| Top 5 SA Age-friendly Characteristics | | | Top 5 areas needing improvement | | |
|---|--|---------------------------------------|--|----------------------------|--|
| Rank | Comment | WHO Age-Friendly Criteria | Rank | Comment | WHO Age-Friendly Criteria |
| 1 | Ethno-specific group activities | Social participation | 1 | Parks | Outdoor spaces and public buildings |
| 2 | Council support | Community support and health services | 2 | Concessions | Community support and health services / Financial ** |
| 3 | Ethno-specific services | Community support and health services | 3 | Public transport | Transportation |
| 4 | Seniors Card | Transport/ services / Financial ** | 4 | Footpaths | Outdoor spaces and public buildings |
| 4 | Relaxed, friendly lifestyle and people | Social participation / Lifestyle ** | 5 | More outdoor seats/benches | Outdoor spaces and public buildings |
| 5 | Accessible and quality health care | Community support and health services | 5 | Shopping centres | Outdoor spaces and public buildings |
| Additional Criteria ** | | | Additional Criteria ** | | |
| Financial | | | Financial | | |
| Lifestyle | | | Lifestyle | | |
| Bottom 3 SA Age-friendly Characteristics | | | Bottom 3 Areas for improvement | | |
| Respect and social inclusion | | | Respect on buses for older people | | |
| Civic participation, paid and unpaid work | | | Respect by Government staff for older people | | |
| Housing | | | Public housing | | |

See also Appendices A2.2, A3.2 A4.2, A5.2, A6.2, A7.2, A8.2, A9.2, A10.2

** Some responses which did not fit the 8 criteria were grouped under two additional criteria named lifestyle and financial. These align to security which is one of the four pillars of the World Health Organisation’s Active Ageing Policy framework.

Discussion - South Australia's Age-friendly Characteristics

Overall, respondents associated South Australia's relaxed lifestyle, friendliness, diverse multiculturalism, and a city or place which is easy to get around and accessible, with it being an Age-friendly community. Great food and climate, and good system of public and community transport were discussed by many participants. Participants also acknowledged the value of supports in place, in particular access to Seniors Card and free public transport, a good health care system, council support and services, the aged care pension and other entitlements, and support from the ethno-specific organisations which provide services to older people.

SA has good age-friendly characteristics

Participants identified many existing elements which contribute to an age-friendly society in South Australia. Older CALD people identified lifestyle characteristics, community support and health services, social participation and the state's transport system as the best aspects which make South Australia age-friendly. Lifestyle aspects included a relaxed and friendly lifestyle and people, South Australia's multiculturalism and a belief that South Australia was a good place for older people.

More than one quarter (27%) of respondents associated community support and health services as South Australia already being age-friendly. Specifically, council support, ethno-specific organisations, good and accessible health care system for older people, no-gap doctors, community centres, churches, multicultural activities, good hospitals and affordable medication (PBS), were most frequently reported by older CALD people as characteristics that already make South Australia age-friendly.

When it came to improvements participants identified support to stay healthy and support to remain living independently in the community.



Social participation and community support and health services were important to the majority of older CALD participants from diverse cultural groups (both more recent arrivals and older established groups).

The top five ranked WHO Age-friendly characteristics were ethno-specific group activities, council support, and ethno-specific services, Seniors Card benefits, followed by health care services (Table 3). Participants discussed the importance of a broad range (formal and informal) ethno-specific groups and activities in their own language as one of the best age-friendly aspects of South Australia. Appendix 6.1 provides additional detail on why participants found these groups beneficial. It is important to note that for many participants, the support of their own ethno-specific community was seen as very important and that community support encompassed social support groups (social participation) as well as clubs, ethno-specific churches and ethno-specific aged care providers.

Transport ranked 4th highest in the age-friendly criteria however 20% of participants also reported the need for improvements to make public and community transport more age-friendly.

Participants identified community buses, South Australia's easy driving, and free public transport at some hours and our public transport system as being age-friendly. However they reported the need for improvement, in particular, the extension of free public transport hours and compulsory training for drivers (age-friendly and cultural awareness). Other improvements to community buses included the availability of transport to support access to a range of cultural activities, church services, and multicultural shops. Improvements to taxis included age-friendly and cultural awareness training of drivers.

Outdoor spaces and public buildings was not identified in the top 5 age-friendly characteristics, however it was ranked as the area requiring most improvements.

Although this characteristic did not rank highly as an age-friendly criteria, 40% of responses related to areas of improvement, including features parks and shopping centres, better footpaths and more public seats and benches (in parks, shopping centres and on the streets). Priority areas identified the role of outdoor spaces and public buildings to support staying healthy and remaining independent in the community, access to churches and a range of multicultural activities.

Three criteria ranked very low for age-friendly.

These were respect and social inclusion, housing and civic participation, paid and unpaid work. Even though they were the lowest ranked, there were only limited suggestions for improvement with the top three suggestions being: improvements in public housing, more respect on buses for older people and more respect by government agency staff for older people. This result may have been more indicative of a need to focus on raising community awareness on the rights of older people, perceptions of ageism and stereotypes, and opportunities for meaningful civic participation and engagement.

Cultural specific response identified as important for age-friendly characteristics.

Top three criteria were communication and information (34%), social participation (31%) and community support and health services (18%). Focus group participants reported a lot of improvements were needed to assist barriers often experienced by migrants who speak a language other than English.

Particularly for age-friendly communication and information, a high priority commonly reported needing improvements included raising community awareness and provision and access to information and services, language assistance and English classes for CALD older people. Participants aged 80 years and over wanted the most improvements in communication and information of all age-groups.

Civic participation was not viewed as very important for active ageing and only 19% wanted improvements in this area. It was not certain the extent to which this result reflected the need for raising CALD community awareness of civic participation.

Ethno-specific community support was very important to active ageing (particularly for people with little or no English) and access to ethno-specific groups dominated focus group discussions. In response to question 3, language-specific social groups for older people were ranked as the top feature followed by social participation activities.

When talking about community support generally, older CALD people referred either to local government support or services, to their ethno-specific organisations and occasionally to multicultural organisations. Focus group participants identified the sense of community as being strongly connected to the ethno-specific community rather than the broader South Australian community.

Places for people to gather, connect to others that speak the same language, was very important. This included clubs, ethno-specific organisations, churches with services held in their language and formal and informal groups. In addition to providing opportunities to speak their own language for people with poor or little English, these activities provided crucial opportunities for socialisation, a chance to access information and learn from others, shared cultural experiences, and a strong sense of connectedness.

Multicultural residential aged care homes and cultural groups specific to their ethnicities were the two highest areas linked to requiring community support and help needed to actively age for older CALD people because English is not their first language.

Further information available in the Appendices should be considered when developing or designing age-friendly programs or initiatives. As well as grouping responses by the key age-friendly criteria, general themes have also been identified and participants' verbal responses have been reported. These give depth to consultation findings that goes beyond the statistics and provide community-informed ideas for which to build an age-friendly future that is inclusive and accessible for older people of CALD backgrounds.

The sampling from 20 communities across different migration waves gives the project findings broader applicability across South Australia's diverse CALD communities. However it is worth noting that many of the age-friendly findings can be seen as applicable to all South Australians. The large number of comments relating to various lifestyle issues which identify South Australia as age-friendly (Appendix 11.1) may also be of interest to other Government agencies with a broader interest and investment in South Australia's economic development.

3.3 Active ageing and Age-friendly

Results active ageing focus group questions and survey

We asked each focus group Question 3 *Is there anything in particular that you need to actively age because you have migrated to Australia and English is not your first language?*

Participants were told that active ageing is about having continuing participation in social, economic, cultural, spiritual and civic affairs regardless of your age.

This was then followed up with a short survey which gathered the views of participants on the importance of the 8 age-friendly criteria to active ageing, and age-friendly criteria they wanted improvements in to assist them to actively age.

The focus group responses were then grouped by age-friendly criteria



Table 4: Top Age-friendly criteria for active ageing - focus groups

| WHO Age-Friendly Criteria | Number | % | Focus Group Rank |
|---|--------|------|------------------|
| Outdoor spaces and public buildings | 5 | 1.8 | 7 |
| Transportation | 13 | 4.5 | 5 |
| Housing | 3 | 1 | 8 |
| Respect and social inclusion | 22 | 7.6 | 4 |
| Social participation | 91 | 31.4 | 2 |
| Civic participation, paid and unpaid work | 6 | 2 | 6 |
| Communication and Information | 98 | 34 | 1 |
| Community support and health services | 52 | 18 | 3 |
| Total | 290 | 100 | 8 |

See also Appendices A2.4, A3.4 A4.4, A5.4, A6.4, A7.4, A8.4, A9.4, A13.1 and A13.2

Table 5: Age-friendly criteria important to active ageing – focus groups

| WHO Age-friendly Criteria | Not important | Minor importance | Somewhat important | Moderately important | Very important | Rank |
|---|---------------|------------------|--------------------|----------------------|----------------|------|
| Outdoor spaces & public buildings | 9% | 10% | 14% | 20% | 46% | 7 |
| Transportation | 3% | 4% | 10% | 22% | 60% | 3 |
| Housing | 5% | 6% | 10% | 19% | 59% | 4 |
| Respect & social inclusion | 3% | 3% | 12% | 23% | 59% | 4 |
| Social participation | 3% | 5% | 10% | 28% | 54% | 6 |
| Civic participation, paid and unpaid work | 10% | 7% | 18% | 27% | 39% | 8 |
| Communication and information | 3% | 5% | 9% | 17% | 67% | 2 |
| Community support & health services | 5% | 3% | 3% | 10% | 80% | 1 |

Table 6: Age-friendly criteria needing improvement for active ageing – focus groups

| WHO Age-friendly Criteria | improvements | | | | | Rank |
|---|--------------|-------|-----|----------|-------------|------|
| | None | Small | Few | Moderate | Significant | |
| Outdoor spaces & public buildings | 31% | 18% | 14% | 18% | 17% | 8 |
| Transportation | 21% | 11% | 18% | 18% | 28% | 3 |
| Housing | 28% | 17% | 11% | 17% | 24% | 4 |
| Respect & social inclusion | 21% | 14% | 19% | 23% | 19% | 6 |
| Social participation | 22% | 16% | 15% | 21% | 23% | 5 |
| Civic participation, paid and unpaid work | 31% | 17% | 12% | 18% | 19% | 6 |
| Communication and information | 18% | 14% | 16% | 18% | 29% | 2 |
| Community support & health services | 17% | 12% | 12% | 20% | 34% | 1 |

Table 7: Top 5 CALD active ageing activities by age-friendly - focus groups

| Top 5 CALD Active Ageing Activities by Age-friendly Criteria - Focus Groups | | |
|---|---------------------------------------|---------------------------------------|
| Rank | improvements | WHO Age-Friendly Criteria |
| 1 | Social groups in language for seniors | Social participation |
| 2 | Improved access and more information | Communication and information |
| 3 | Language assistance | Communication and information |
| 4 | Multicultural aged care facilities | Community support and health services |
| 5 | English classes for older people | Communication and information |

See also Appendices A2.3, A3.3 A4.3, A5.3, A6.3, A7.3, A8.3, A9.3, A10.3

Focus group discussions identified the top 5 of age-friendly characteristics important to active ageing (table 5) as communication and information, community support & health services, transportation, housing, respect and social inclusion and the corresponding top 5 activities. These were strongly associated with language support (Table 7). The most commonly reported improvements were also sought across the same top 4 age-friendly characteristics, with only one difference in the characteristic ranked 5th. Overall, outdoor spaces & public buildings rated as least important and the least area requiring improvements. This was also consistent with comments of older CALD people that associated factors with language as most important.

Survey responses of age-friendly characteristics important through to very important for active ageing (table 8) consistently ranked access to communication and information, community support & health services, but also identified transport and social participation, as moderately important for active ageing. When asked to identify areas for improvement, moderate improvements were sought in the same areas, but these differences were significantly less than improvements reported by focus group participants. This difference suggested there was significant value in holding focus group conversations for older CALD people to be able to talk through what is important.

Throughout this community consultation process, participants’ responses of activities important to active ageing were documented. Table 10 summarises the top responses of active ageing activities for older CALD people by age-friendly criteria collated from the appendixes, and commonly reported areas needing the most improvement.

Table 8 – Age-friendly importance to active ageing by age - survey results

| Important to active ageing | | | | | | | | | | |
|---|-----------------------------------|----------------|---------|----------------------------|----------------------|---|-------------------------------|-------------------------------------|--|--|
| | Outdoor spaces & Public buildings | Transportation | Housing | Respect & Social Inclusion | Social Participation | Civic participation, paid and unpaid work | Communication and information | Community support & health services | | |
| Overall results | 91% | 97% | 95% | 97% | 97% | 90% | 97% | 95% | | |
| 50-64 years | 97% | 97% | 97% | 99% | 99% | 93% | 99% | 97% | | |
| 65-79 years | 92% | 98% | 94% | 97% | 97% | 92% | 98% | 95% | | |
| 80 years and over | 75% | 96% | 100% | 96% | 100% | 83% | 96% | 96% | | |
| Male | 94% | 98% | 98% | 100% | 100% | 92% | 98% | 98% | | |
| Female | 91% | 97% | 94% | 96% | 97% | 91% | 97% | 95% | | |
| Moderately to very important to active ageing | | | | | | | | | | |
| | Outdoor spaces & Public buildings | Transportation | Housing | Respect & Social Inclusion | Social Participation | Civic participation, paid and unpaid work | Communication and information | Community support & health services | | |
| Overall results | 66% | 82% | 79% | 82% | 82% | 66% | 83% | 90% | | |
| 50-64 years | 62% | 86% | 87% | 86% | 81% | 72% | 86% | 96% | | |
| 65-79 years | 72% | 83% | 76% | 81% | 83% | 64% | 86% | 89% | | |
| 80 years and over | 67% | 71% | 72% | 83% | 83% | 54% | 71% | 83% | | |
| Male | 67% | 78% | 79% | 79% | 81% | 62% | 79% | 87% | | |
| Female | 67% | 86% | 81% | 84% | 83% | 68% | 86% | 91% | | |
| Very Important to active ageing | | | | | | | | | | |
| | Outdoor spaces & Public buildings | Transportation | Housing | Respect & Social Inclusion | Social Participation | Civic participation, paid and unpaid work | Communication and information | Community support & health services | | |
| Overall results | 46% | 60% | 59% | 59% | 54% | 39% | 67% | 80% | | |
| 50-64 years | 38% | 55% | 67% | 57% | 54% | 36% | 65% | 83% | | |
| 65-79 years | 52% | 65% | 60% | 64% | 57% | 39% | 70% | 82% | | |
| 80 years and over | 42% | 46% | 22% | 46% | 42% | 46% | 58% | 67% | | |
| Male | 43% | 52% | 57% | 51% | 43% | 33% | 59% | 71% | | |
| Female | 48% | 64% | 62% | 55% | 58% | 41% | 71% | 85% | | |

Table 9: Age-friendly improvements for active ageing by age - survey results

| Improvements wanted | | | | | | | | | |
|---|-----------------------------------|----------------|---------|----------------------------|----------------------|---|-------------------------------|-------------------------------------|--|
| | Outdoor spaces & Public buildings | Transportation | Housing | Respect & Social Inclusion | Social Participation | Civic participation, paid and unpaid work | Communication and information | Community support & health services | |
| Overall results | 69% | 79% | 71% | 79% | 77% | 68% | 81% | 82% | |
| 50-64 years | 67% | 75% | 71% | 80% | 71% | 70% | 83% | 84% | |
| 65-79 years | 69% | 80% | 67% | 77% | 75% | 67% | 83% | 83% | |
| 80 years and over | 79% | 79% | 71% | 71% | 79% | 79% | 71% | 75% | |
| Male | 71% | 79% | 68% | 78% | 68% | 71% | 84% | 83% | |
| Female | 68% | 77% | 68% | 77% | 76% | 67% | 80% | 82% | |
| Moderate level to significant improvements wanted | | | | | | | | | |
| | Outdoor spaces & Public buildings | Transportation | Housing | Respect & Social Inclusion | Social Participation | Civic participation, paid and unpaid work | Communication and information | Community support & health services | |
| Overall results | 36% | 46% | 40% | 42% | 43% | 37% | 48% | 54% | |
| 50-64 years | 19% | 41% | 43% | 38% | 33% | 41% | 41% | 48% | |
| 65-79 years | 43% | 49% | 39% | 44% | 43% | 35% | 48% | 54% | |
| 80 years and over | 46% | 46% | 33% | 50% | 67% | 42% | 58% | 71% | |
| Male | 29% | 35% | 29% | 38% | 38% | 33% | 48% | 50% | |
| Female | 39% | 50% | 44% | 43% | 44% | 38% | 47% | 55% | |
| Significant improvements wanted | | | | | | | | | |
| | Outdoor spaces & Public buildings | Transportation | Housing | Respect & Social Inclusion | Social Participation | Civic participation, paid and unpaid work | Communication and information | Community support & health services | |
| Overall results | 17% | 28% | 24% | 19% | 23% | 19% | 29% | 34% | |
| 50-64 years | 13% | 23% | 26% | 16% | 14% | 14% | 25% | 26% | |
| 65-79 years | 20% | 32% | 23% | 19% | 23% | 20% | 31% | 35% | |
| 80 years and over | 17% | 25% | 17% | 29% | 42% | 29% | 33% | 50% | |
| Male | 6% | 16% | 14% | 14% | 11% | 19% | 25% | 31% | |
| Female | 21% | 33% | 28% | 20% | 26% | 19% | 31% | 35% | |

Table 10: Top CALD Age-friendly responses and improvements for active ageing

| WHO Age-friendly Criteria | Top Age-friendly Characteristics | Priority Areas for Improvement |
|--|------------------------------------|---|
| Outdoor spaces and public buildings | Good parks | Increase park benches; toilets; recreational areas and equipment for older people |
| | Good infrastructure and facilities | Supermarket carparks, access, seats, non-slip floors |
| | Good roads for traffic and walking | Footpaths wider, more level, non-slip; street crossings safety and pedestrian lights; street lights |
| | Cultural specific | Cultural activities in parks Public seating for social connection with others Volunteer or leader to arrange cultural activities |
| Transportation | Community buses | More community buses for travel to appointments |
| | Public transport - free travel | More reliable public transport Priority seats and respect for older people on buses Bus drivers training for older people Extend free public transport hours to 24 hours/7days |
| | Cultural specific | Community buses for transport to Church, places of worship, cultural activities, multicultural shops More reliable taxis and age-friendly training for drivers Bus time table easy to read and understand |
| Housing | Good living in quiet streets | Ensure close proximity of housing to shops |
| | Housing SA - senior housing | Improved public housing for older people or people with a disability Improved maintenance of current public housing Appropriate placement of tenants and neighbours More affordable housing options, especially to downsize |
| | Cultural specific | Larger housing for extended families Housing options to support working from home and income generation as people age |
| Respect and social inclusion | Social support | More respect by people and drivers on buses Age-friendly training for Government staff Age-friendly Government Services e.g. - Centrelink |
| | Cultural specific | Language specific information, programs and activities for social isolation and to raise community access of services Neighbourhood watch programs for older people Raise community awareness on needs of CALD older people Activities to connect to broader community Festivals to celebrate CALD older people |
| Social participation | Ethno-specific group activities | Increase language specific programs, activities, centre based, fitness classes, dance classes, art classes to help connect with others of same culture and other cultures Raise cultural awareness and connection with broader community |
| | Ethno-specific social activities | Increase seniors groups activities, outings, in specific language; Expand current groups working well - people want more things to do and want diverse activities |
| | Cultural specific | Support reconnection of people socially isolated and disadvantaged Health and active ageing information in specific languages Support access to church services in ethnic language More CALD programs through councils - darts, bowling. |

| WHO Age-friendly Criteria | Top Age-friendly Characteristics | Priority Areas for Improvement |
|--|--|--|
| Civic participation, paid and unpaid work | Volunteering | More government support for CALD volunteering in mainstream |
| | Working | Increase industries for older workers Increase income threshold to enable income earnings while on the pension |
| | Civic participation | Raise community awareness and challenge ageism about capacity and contributions of older people from CALD background Government to support civic participation in all communities |
| | Cultural specific | Raise CALD community awareness of volunteering opportunities for older people, and younger generations. |
| Communication and Information | Accessible internet and technology | Improve customer service and remove technology barriers to accessing services |
| | Reliable telephone/ communication system | Awareness and education on new technology and devices for communication Affordable communication – awareness of cheaper options Abolish government automated telephone systems |
| | Accessible translation services | Raise awareness and access to government information Language assistance for Centrelink and other government services Language assistance for on-line forms Access to interpreters English- buddy system to support access of services |
| | Cultural specific | Language specific programs for computer literacy and access of translation support English literacy programs to learn basic English for daily activities Raise CALD community awareness of government services; legal matters; social activities; group programs; planning ahead; aged care – residential and community; entitlements; services to support people who are isolated Resources are in larger font and simplified Government information, bills and other communication to be provided in specific language Raise mainstream agencies awareness of ethno-specific services |
| Community support and health services | Council support | Increase staff cultural awareness Link isolated CALD older people to other people and services Establish CALD activities for specific groups Employ bilingual workers and volunteers |
| | Ethno-specific services for older people | Support for CALD communities to establish groups and clubs Government established retirement villages and aged care housing Support cultural placements in multicultural aged care homes Establish community mentors model for CALD support, advocacy and access of services. |
| | Good health care | GP cultural awareness training to support CALD patients Access to health literacy information in specific languages |
| | Cultural specific | Cultural diversity training in community and aged care homes Cultural placements in aged care homes More culturally appropriate aged care and workers Assistance with access to burials Doctors to play an important role in providing information or links to important services GP and health care staff cultural awareness training |

Discussion - Age-friendly characteristics important to active ageing

Table 4 - 9 summarises responses of older CALD participants in focus groups and surveys completed. These were used to rank age-friendly characteristics associated with active ageing and their importance to actively age. Communication and information, social participation and community support and health services were the top 3 ranked age-friendly criteria for active ageing.

Table 8 summarises focus group responses when asked to rank age-friendly criteria for their importance. Overall, all 8 criteria were viewed as being important, however most responses identified age-friendly characteristics as being very important to active ageing.

There are age-friendly characteristics that CALD people need to actively age because they are migrants who speak a language other than English

The three top 3 age-friendly characteristics were communication and information (34%), social participation (31%) and community support and health services (18%). Results supported that common to all ethnic groups participating in this study, English as a second language had a significant influence on the factors required for active ageing which impacted on their connection to culture and to an ethnic community, particularly where access to information and services in specific languages was a key barrier.

Communication and information needs vary with age

South Australia was not seen as particularly age-friendly for communication and information and this was expressed as a high need amongst CALD participants with several key improvements identified including access to culturally appropriate and easy to understand information, language assistance and English classes for older people.

In the survey responses the groups which wanted the most improvements in communication and information were participants 80 years and over with one third reported as wanting a lot of improvement.

Ethno-specific community support is very important

Ethno-specific community support is very important (particularly for people with little or no English) and access to available ethno-specific groups and activities was a common theme reported as important across all ethnic groups. In response to question 3, social groups for older people in specific languages was ranked as the most important feature required to actively age, followed social participation. However there was a disparity between these responses to question 3 and the survey responses. Only 54% of participants ranked social participation as very important to active ageing versus 80% nominating community support and health services as very important.



The lower ranking of social participation of survey results compared to focus groups warrants further discussion.

For older CALD people, community supports and health services are ranked as having the highest importance partly because ethno-specific community groups provide a multiplicity of functions. In addition to social connection and providing a critical role and avenue for social participation, ethnic social groups provide pathways for CALD communities to links to important mainstream services and information, to raise awareness of health and wellbeing, to promote active ageing, and identify opportunities for communities to respond to individuals' needs through support and advocacy. With all things considered, it is difficult for older CALD people to differentiate between these outcomes, when often one service provides a range of outcomes.

Community has clear connotations for ethno-specific communities and as a term is used consistently to refer to their own ethno-specific community rather than the broader South Australian community. When talking about community support generally, participants refer either to local government support or services, or to their ethno-specific organisations and occasionally to multicultural organisations.

The two highest areas linked to community support which respondents identified as needing most assistance and support to actively age because English is not their first language are access to available multicultural aged care services and groups for their own culture.

The importance of places to come together and speak their own language for both an age-friendly state and active ageing should not be underestimated. Places recognised as having an important role in active ageing include access to ethno-specific clubs, organisations, churches with services held in their language and informal and formal supports. In addition to providing opportunities to speak their own language for people with poor or little English, access to a broad range of ethno-specific activities is crucial for opportunities to participate in social and cultural activities, to access information and learn from others, and to share meaningful cultural experiences and a strong sense of connectedness.

Civic Participation ranked poorly for active ageing

Civic participation was not viewed as very important for active ageing and only 19% wanted a lot of improvements in this area. This may indicate a need to raise awareness across CALD communities of its importance and the opportunities available to fulfil this.

Transport to church matters

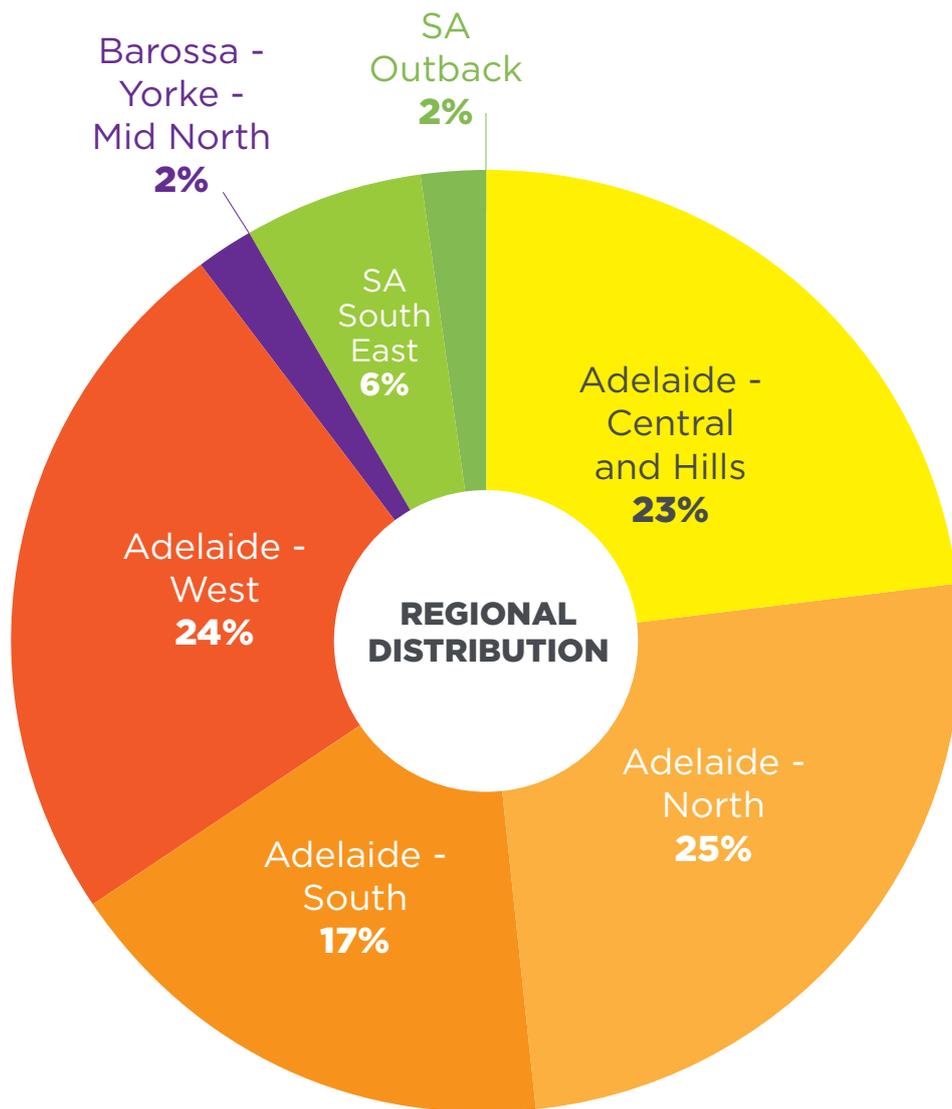
The difficulty of getting to church with services in their own language was frequently raised along with the sadness this creates for older people when are unable to attend because of driving or transport barriers. Church is an important way of connecting with community and friends, and provides critical access to opportunities for consolation and fellowship to others with a strong faith.



APPENDICES

APPENDIX 1

A 1.1 Regional distribution of South Australians aged 50 and over who were born in a non-English speaking country



A 1.2 Languages other than English spoken at home by South Australians aged 50 and over at 2011 Census

| | | | |
|---------------------|----------------------|---|----------------------------------|
| Italian | Tetum | Krio | Tatar |
| Greek | Arabic | Filipino | Tok Pisin (Neomelanesian) |
| Sinhalese | Urdu | Uygur | Min Nan |
| Bulgarian | Belorussian | Kinyarwanda (Rwanda) | Hebrew |
| German | Mauritian Creole | Persian (excluding Dari) | African Languages, nfd |
| Nepali | Spanish | Kannada | Tamil |
| Pashto | Malayalam | Serbo-Croatian/ Yugoslavian, so described | Kirundi (Rundi) |
| Icelandic | Konkani | Latvian | Assyrian Neo- Aramaic |
| Vietnamese | Kikuyu | Hazaraghi | Slovak |
| Danish | Hungarian | Southern Asian Languages, nfd | Marathi |
| Armenian | Albanian | Macedonian | Czechoslovakian, so described |
| Fijian | Uzbek | Kurdish | Afrikaans |
| Hindustani | Luganda | Burmese and Related Languages, nec | Somali |
| Polish | Russian | Bosnian | Liberian (Liberian English) |
| Korean | Swedish | Burmese | Portuguese |
| Gaelic (Scotland) | Shona | Other Southern European Languages, nec | Dinka |
| Yoruba | Tswana | Hindi | Lithuanian |
| Cantonese | Ukrainian | Maori (New Zealand) | Tongan |
| Chinese, nfd | Bengali | African Languages, nec | Slovene |
| Irish | Ilokano | Romanian | Fijian |
| Ewe | Niue | Telugu | Thai |
| Dutch | French | Eastern European Languages, nfd | Cebuano |
| Lao | Malay | Punjabi | Finnish |
| Amharic | Wu | Swahili | Hakka |
| Igbo | Rotuman | Eastern Asian Languages, nfd | Japanese |
| Croatian | Tagalog | Czech | Bisaya |
| Estonian | Gujarati | | Indonesian |
| Karen | Akan | | Norwegian |
| Tulu | South Slavic, nfd | | Samoan |
| Serbian | Maltese | | Madi |
| Dari | Welsh | | |
| Tigrinya | Ilonggo (Hiligaynon) | | |
| Sindhi | Turkmen | | |
| Mandarin | Khmer | | |
| Turkish | Indo-Aryan, nfd | | |
| Maori (Cook Island) | Acholi | | |

A 1.3: Top 25 Languages (other than English) spoken at home by South Australians aged 50 and over at 2011 Census

| | |
|--------------------------|------------|
| Italian | 28% |
| Greek | 16% |
| German | 7% |
| Vietnamese | 5% |
| Polish | 5% |
| Cantonese | 3% |
| Dutch | 3% |
| Croatian | 3% |
| Serbian | 2% |
| Mandarin | 2% |
| Arabic | 2% |
| Spanish | 2% |
| Hungarian | 1% |
| Russian | 1% |
| Ukrainian | 1% |
| French | 1% |
| Tagalog | 1% |
| Maltese | 1% |
| Khmer | 1% |
| Filipino | 1% |
| Persian (excluding Dari) | 1% |
| Latvian | 1% |
| Macedonian | 1% |
| Bosnian | 1% |
| Hindi | 1% |

The percentages are a percentage of the 73,000 South Australians aged 50 and over who spoke a language other than English at home at the 2011 census

APPENDIX 2

Outdoor spaces and public buildings

A 2.1 Best age-friendly aspects of SA

| | | |
|---------------------|---|---|
| Number of responses | 5 | Parks |
| | | More information on what they said |
| | | » close by » parklands » walking trails » important for older people |
| | | |
| | 3 | Good infrastructure and facilities |
| | | More information on what they said |
| | | » facilities are easily accessible |
| | 2 | Good roads |
| | | More information on what they said |
| | | » main roads with a refuge in middle of the road » roads are wide and open, no traffic problem |
| | | Good for walking |
| | | More information on what they said |
| | | » safe city can walk around freely |
| 1 | Being close to shops | |
| | Lot of ramps in Adelaide - good for walkers/ wheelchairs | |

A 2.2 Improvements to make SA more age-friendly

*Stars are used where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|---|---|
| Number of respondents needing this | 30 | Improvements in parks |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » parks: more benches/seats 8* <ul style="list-style-type: none"> › Council more seating in parks and streets where elderly walk/disabled – relax, have a rest, then go on » parks: more toilets 6* » parks to have senior friendly gym equipment 6* <ul style="list-style-type: none"> › in Singapore and China, lots of gentle equipment, safe equipment which is suitable for all ages in parks. Major Chinese cities have equipment available › need good safe simple equipment » spaces in parks where elderly can undertake activities, i.e. tai chi, dancing, yoga 5* » parks need to be designed to encourage exercise and walking 2* <ul style="list-style-type: none"> › make them better for higher use » parks to have age-friendly facilities » have parkland walking trails » parks : drinking fountains, power for equipment (music) » lighting in some parks » more open spaces in suburbs |
| 13 | Better footpaths | |
| | More information on what they said | |
| | <ul style="list-style-type: none"> » footpaths need to be wider 2* » need footpaths to be even to prevent tripping (not broken by tree roots), one person had had 8 falls because of tree roots » footpaths are uneven and dangerous » fix up back street footpaths main streets are good but no one walks there » footpaths need to be age-friendly » footpaths need to be better designed for walking » no one checks if surfaces are slippery when wet » no dips in footpaths at driveways - very bad for the vision impaired | |
| 12 | More seats/benches | |
| | More information on what they said | |
| | <ul style="list-style-type: none"> » Councils need more seating in parks and streets where elderly walk/disabled – relax, have a rest, then go on 8* » more seats in shopping centres not enough in western suburbs and smaller shopping centres <ul style="list-style-type: none"> › seats need to have a back and not be too low 4* | |

*Stars are used where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|--|--|
| Number of respondents needing this | 12 | Improve shopping centres |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » improve supermarket car parks 4* » more seats in shopping centres not enough in western suburbs and smaller shopping centres 4* » supermarket car parks need safe walking areas » supermarket car park spaces are not wide enough for people » more seniors car parks closer to stores with less walking distance to shopping centres » longer parking times for seniors in car parks - i.e. Unley and Burnside shopping centres » seats need to have a back and not be too low » easy to access lifts in shopping centres » no slippery tiles/floor surfaces in shopping centres » shopping centres may look beautiful but not designed for the people who use them older people and children not user friendly » walking frames for hire at shopping centres |
| | 9 | Improve/additional toilets |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » more toilets in parks 6* » decent toilets in parks, city market (especially Chinatown) » more public toilets » easily accessible toilets |
| | 4 | Street crossings to be improved |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » street or major road crossing to be longer timing not 30 seconds » use the second counting to alert people to time remaining to cross the road » good street crossings for older people needed » on the Parade need pedestrian crossings so elderly can get across the road to Church |
| | | More street lights |
| | More information on what they said | |
| | <ul style="list-style-type: none"> » streets are too dark, afraid to walk on them » trees can obscure lights | |

A 2.2 Improvements to make SA more age-friendly (continued)

| | | |
|---|----------|---|
| Number of respondents needing this | 3 | Improve wheelchair and walking frame access |
| | | More information on what they said |
| | | » wheelchair access to events such as Cabaret and Fringe events |
| | | » wheelchairs available for use at hospitals |
| | | » walking frames for hire at shopping centres |
| | | Redesign needed |
| | 2 | More information on what they said |
| | | » better designed bus shelters <ul style="list-style-type: none"> › they are works of art but too hot in summer face wrong way (west) and cannot use them |
| | | » Frome St bike lane congests the city and makes it very difficult to get to some places for people who cannot walk far (i.e. Dom Polski Centre). Redesign parking so there is access to Dom Polski centre. The elderly have to park too far away at night |
| | | » get rid of bike lanes in city - congest traffic |
| | | Fix up problems with street trees |
| | | More information on what they said |
| | 1 | » take out street trees which are known to cause allergies <ul style="list-style-type: none"> › Chinese elm trees are notorious for allergies and skin problems but Adelaide City Council has put them in mall |
| | | » street trees create lots of leaves which should be swept up |
| | | Locate residential facilities near other amenities |
| More information on what they said | | |
| » Have residential facilities near other community facilities | | |
| » Put shops near residential facilities | | |
| More ramps | | |
| Community facilities should accommodate all ages so that there is cross generation interaction | | |
| Expansion of free parking for disabled people | | |
| Facilities, gyms, games and equipment suitable for older people | | |
| More public telephones | | |
| Council should cut lawns on medium strips | | |
| Stop chopping down trees to make houses | | |

A 2.3 Help needed to actively age because English is not their first language

| | | |
|---|----------|--|
| Number of respondents needing this | 3 | Exercise equipment in parks |
| | 1 | More seating in shops |
| | | More information on what they said |
| | | » at the shops is often the only time you get to see people of your own nationality so more chairs are important |
| | | Someone to organize activities in parks |
| | | More information on what they said |
| » activities like Tai Chi and meditation | | |

A 2.4 Survey results

| 229 Respondents | | | | | | |
|------------------------|-----------------------------------|--|--|----------------------------|---|-------------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very Important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 91% | 66% | 46% | 69% | 36% | 17% |
| 50-64 years | 97% | 62% | 38% | 67% | 19% | 13% |
| 65-79 years | 92% | 72% | 52% | 69% | 43% | 20% |
| 80 years and over | 75% | 67% | 42% | 79% | 46% | 17% |
| Male | 94% | 67% | 43% | 71% | 29% | 6% |
| Female | 91% | 67% | 48% | 68% | 39% | 21% |

APPENDIX 3

Transportation

A 3.1 Best age-friendly aspects of SA

*Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|-----------------------|----------|---|
| number of respondents | 9 | Community buses |
| | | More information on what they said |
| | | » MCC 2* |
| | | » Burnside has buses for shopping |
| | | » Unley Council has buses for shopping |
| | | » Campbelltown » Ethno-specific community buses |
| | 7 | Easy driving |
| | | More information on what they said |
| | | » roads are wide and open |
| | | » no traffic problem |
| | | » easy to commute |
| | 6 | Transport - free buses, trains and trams at certain hours |
| | | More information on what they said |
| | | » free travel helps people to get out |
| | | » seniors card inspire you to travel |
| | | » catch buses to save money |
| | 5 | Buses and trains are good |
| | | More information on what they said |
| | | » cheap and good for pensioners - well-connected bus/trains/tram |
| | | » close to transport - catch 2 buses close to supermarket, pharmacy |
| | | » bus drivers are friendly (in the past would help elderly people still do sometimes if really need help) |
| | 2 | Bus trips for pensioners |
| | | More information on what they said |
| | | » bus trips are great, get out and see a bit of SA |
| | 1 | Red Cross transport Taxi vouchers - access cab |
| | | More information on what they said |
| | | » without taxi vouchers when my husband stopped driving I would not be able to go out at all |

A 3.2 Improvements to make SA more age-friendly

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|-----------|--|
| number of respondents needing this | 16 | Improve public transport |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » more reliable public transport » better public transport » improve buses 14* <ul style="list-style-type: none"> › regular buses to vital places, better organized 4* › buses to churches 2* › better connections across suburbs › newer buses 2* › the bus fleet is very old, it is hard for older people to get on the bus sometimes they need to wait for the next bus › bus timetable - larger fonts 2* › disability access on all buses, modernize the system › bus stops should list timetables for all buses stopping there › bus drivers to provide more consideration/ assistance to older people › more buses for those with disability › more places to sit on buses › need security on buses › buses to stop at every stop › people who are vision impaired do not know to raise their hand |
| | 11 | Extension of free bus travel |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » free public transport on weekend » free transport 24 hours not just between 9-3 and after 7pm » free train trip to go beyond the SA borders |
| | 7 | More community buses |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » transport is very important we need the community bus » I want transport that picks you up » need buses to take you to the doctors, the City and Church |

A 3.2 Improvements to make SA more age-friendly (continued)

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|--|---|
| number of respondents needing this | 6 | Improve taxis |
| | | More information on what they said |
| | | » need taxi drivers with better English 2* |
| | | » problem with feeling unsafe in taxis 2* |
| | 5 | People to stand up for elderly on public transport |
| | | More information on what they said |
| 1 | Stop students who are very noisy from talking really loudly | |
| | | |

A 3.3 Help needed to actively age because English is not their first language

| | | |
|------------------------------------|----------|---|
| number of respondents needing this | 5 | Need transport to my Church |
| | | More information on what they said |
| | | » because of language Church may be outside of immediate area |
| | | » public transport can take 3 hours to get there on a Saturday evening |
| | 3 | More reliable taxis |
| | | More information on what they said |
| | 2 | Transport to get to community groups |
| | | More information on what they said |
| | 1 | Community buses need to go across council areas once a fortnight |
| | | Transport to connect to social activities |

A 3.4 Survey results

| 229 Respondents | | | | | | |
|-------------------|----------------------------|---|---------------------------------|---------------------|--|------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very Important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 97% | 82% | 60% | 79% | 46% | 28% |
| 50-64 years | 97% | 86% | 55% | 75% | 41% | 23% |
| 65-79 years | 98% | 83% | 65% | 80% | 49% | 32% |
| 80 years and over | 96% | 71% | 46% | 79% | 46% | 25% |
| Male | 98% | 78% | 52% | 79% | 35% | 16% |
| Female | 97% | 86% | 64% | 77% | 50% | 33% |



APPENDIX 4

Housing

A 4.1 Best age-friendly aspects of SA

| | | |
|-----------------------|----------|--|
| number of respondents | 1 | Good living in quiet street where elders live in community of 3 units |
| | | More information on what they said |
| | | » it is important to have quiet when older |
| | | Housing SA - senior housing |

A 4.2 Improvements to make SA more age-friendly

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|--|---|
| number of respondents needing this | 6 | Improvements in Public Housing |
| | | More information on what they said |
| | | » more public housing for aged 3* |
| | | » improved maintenance in Housing Trust houses |
| | | » have to request multiple times and can take weeks |
| | | » less rent increases |
| | | » when Centrelink goes up rent increases takes all of it |
| | | » do not try to mix generations in public housing, alcohol and drugs cause problems for elderly who do not know what to expect. Younger people create more noise. This is a problem for older people who need to be quiet and safe. |
| | 3 | Quiet Housing |
| | | More information on what they said |
| | | » need peaceful housing when older |
| | | » don't want noisy neighbours if in rental and walls are thin |
| | 1 | Modify houses for people with disabilities |
| | Make sure housing has reasonable access to shops | |
| | More information on what they said | |
| | » some nearby shops were knocked over for housing development and now have to get a taxi to the shops | |
| | Make it affordable to downsize | |
| | More information on what they said | |
| | » moving to a small unit is too expensive, cannot afford to move but having trouble maintaining own home | |

A 4.3 Help needed to actively age because English is not their first language

| | | |
|---|----------|---|
| number of respondents needing this | 3 | Larger houses |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » so family can take care of their older people » houses with granny flats for older people to live in » wants to do childcare at home to earn income |

A 4.4 Survey results

| 229 Respondents | | | | | | |
|------------------------|-----------------------------------|--|--|----------------------------|---|-------------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very Important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 95% | 79% | 59% | 71% | 40% | 24% |
| 50-64 years | 97% | 87% | 67% | 71% | 43% | 26% |
| 65-79 years | 94% | 76% | 60% | 67% | 39% | 23% |
| 80 years and over | 100% | 72% | 22% | 71% | 33% | 17% |
| Male | 98% | 79% | 57% | 68% | 29% | 14% |
| Female | 94% | 81% | 62% | 68% | 44% | 28% |

APPENDIX 5

Respect and Social Inclusion

A 5.1 Best age-friendly aspects of SA

| | | |
|-----------------------|----------|---------------------------------------|
| number of respondents | 1 | Social support is a great help |
|-----------------------|----------|---------------------------------------|

A 5.2 Improvements to make SA more age-friendly

| | | |
|------------------------------------|--|--|
| number of respondents needing this | 5 | More respect for older people |
| | | More information on what they said |
| | | » on buses ask people to stand up for the elderly |
| | 4 | Respect by Government staff |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » Centrelink staff are rude, not friendly » too hard to deal with Centrelink » Centrelink is not user friendly or age-friendly |
| 1 | Bus drivers should be more respectful | |

A 5.3 Help needed to actively age because English is not their first language

| | | |
|------------------------------------|--|---|
| number of respondents needing this | 6 | Need a way to keep an eye on people who are fragile/old and live alone |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » ageing widows without children have more problems, when they are old no one cares » spoke about someone who went to hospital and no one knew after she had stroke » need Neighbourhood Watch for older people » everything is harder when you live alone » you fear when no children are here to support you when you get older |
| | 6 | More connections wanted with people in neighborhoods |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » very important to know those around you » I feel safer knowing my neighbours » community matters including local community » back home neighbours knew each other here people do not want to know you » have tried to say hello but was ignored » no one helps put out your rubbish bin anymore |
| | 3 | Build links between generations |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » encourage young to look after elderly |
| | 1 | Children should be taught more about respect and given good role models |
| | | Need to participate in the Australian way of life and contribute towards our life in Australia |
| | | Would like to connect with broader community but do not speak English |
| | | Middle eastern people need to be socially included, need to be integrated more |
| | | Have two days a year to celebrate the elderly |
| | | Festivities to include elderly |
| | | More information on what they said |
| | <ul style="list-style-type: none"> » seem to be more excluded here than in Europe | |
| | Want their part in building Australia acknowledged. | |

A 5.4 Survey results

| 229 Respondents | | | | | | |
|-------------------|----------------------------|---|---------------------------------|---------------------|--|------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very Important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 97% | 82% | 59% | 79% | 42% | 19% |
| 50-64 years | 99% | 86% | 57% | 80% | 38% | 16% |
| 65-79 years | 97% | 81% | 64% | 77% | 44% | 19% |
| 80 years and over | 96% | 83% | 46% | 71% | 50% | 29% |
| Male | 100% | 79% | 51% | 78% | 38% | 14% |
| Female | 96% | 84% | 55% | 77% | 43% | 20% |



APPENDIX 6

Social Participation

A 6.1 Best age-friendly aspects of SA

| | |
|-----------|---|
| 39 | Ethno-specific group activities |
| | <p>More information on what they said</p> <ul style="list-style-type: none">» community activities (Chinese, Latvian, Greek, Filipino, Serbian, Korean, Indonesian, Japanese, Ukrainian, Polish) 18*<ul style="list-style-type: none">› dancing 5*› singing 3*› exercising 3*› clubs 3*<ul style="list-style-type: none">• the social life with club is so good• community clubs are cheap, can talk to people in own language/Greek Serbian nearly every day and go to social events• eat national food• Senior citizens club – good food at club – every Friday night and Wednesday – exercise for seniors› cultural cooking classes have led to learning language, customs and remembering past activities› cultural and language programs are on offer (Latvian)› share a community commitment to maintain culture and language› a very structured Organisational structure ensures they have remained strong› groups help give brain food<ul style="list-style-type: none">• exercises in community group• monthly lectures presented in language on an issue› Evergreen group currently once a month› very much like the Korean Seniors groups even this meeting (CALD age-friendly consultation) is a good thing› lunch groups for aged help get people out of the house› good activities for Indonesian community› my community is active› enjoy meeting in own seniors cultural group› found it difficult culturally to identify with my husband’s culture so joined Japanese programs to enjoy my culture› outings provide variety› elderly group gives a sense of belonging, security of feeling wanted› speaking in own language at groups |

A 6.1 Best age-friendly aspects of SA (continued)

| | |
|-----------|---|
| 39 | Ethno-specific group activities (continued) |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » seniors group (funded) 19* <ul style="list-style-type: none"> › outings 3* <ul style="list-style-type: none"> • outings are wonderful -elderly group gives a sense of belonging, security of feeling wanted › can speak in own language 2* › activities in the centre based daycare, fitness classes, line dance groups › speak in my own language, culturally appropriate (i.e. sometimes go to key Church events) › our worker is great, the language assistance is important › I enjoy the social group, it helps with social isolation › the group is very important to them – socialization is vital for people to be connected with their community and relieve depression › there is no discrimination in the group › our group is very welcoming and an important avenue to connect with people in SA › I love the pottery group run at MCCSA. I really enjoy the program › being home alone makes me being scared to go out – these social services enable me to feel better about myself › the social groups relieve my social isolation, I feel that I cope better with life › I am very happy to come to community group. The environment raises my spirits and helps my health condition › we have a big group to socialize |

A 6.2 Improvements to make SA more age-friendly

| | |
|----------|---|
| 4 | Talk to neighbours |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » help them go to Church, hospital shopping » Housing Trust every Tuesday morning have morning tea, put in \$2 to meet other residents and get to know your neighbor » it is a problem when you do not know your neighbor |
| 1 | Build links between generations |

A 6.3 Help needed to actively age because English is not their first language

| | |
|---|---|
| <div style="background-color: #00bcd4; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> 20 </div> | <p>Social group in language for seniors</p> |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » offer more programs and activities, support and socialization (Spanish, Korean, Japanese, Filipino, Greek, Italian, Lebanese Maronites, Middle Eastern, Croatian, Latvian, Vietnamese, Russian, Polish) 12* » getting out less using English less 2* » reversion back to language as they age 1* » need groups to be more regular as most of group is depressed because they are so so lonely » changes to aged care system mean less outings, less activities, less time spent with clients » being home alone makes me scared to go out, this social groups help me feel better about myself » want a chance to speak their language more » groups are very important, no discrimination an avenue to connect with people in SA » groups are a good information source » would like Evergreen group (Korean) expanded to 2-3 times/month – would like to undertake activities such as bowling » would like more programs and activities for Korean Seniors groups » due to language barrier, unable to connect with broader community, would like to but they don't speak English » due to depression one participant feels very lonely » back in my country neighbours known each other, here in Australia people don't want to know you » many people live by themselves and are very, very lonely » Church groups are good but getting there is very difficult - transport is difficult - church is on a Saturday night but it takes me 3 hours to get there » Church courses are only run in English - difficult to understand |
| <div style="background-color: #00bcd4; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> 10 </div> | <p>Help people who are lonely to participate</p> |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » have lost my partner » my children interstate » I live alone » I am a newcomer » older arrival » little or no English » family working long hours » older peoples sense of loneliness increases if have lost partner want to get out and participate in some way » simple outings can make a big difference |

A 6.3: Help needed to actively age because English is not their first language (continued)

| | |
|----------|--|
| 8 | More frequent social groups |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » weekly rather than fortnightly, fortnightly rather than monthly » some people with little English said this was the only time they got to speak to anyone » a way to catch up with community and friends » a chance to speak your own language » lonely and depressed (particularly Spanish) » social groups relieve my isolation, I feel that I can cope better with life |
| 8 | More multicultural activities |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » home cafes - learn about different cultures by visiting different homes » help meeting members of other communities and local Australian community** » activities to promote better understanding between cultures » activities to help maintain own identity but better understand others » information on what is socially offensive in other cultures » more CALD specific programs through Councils |
| 7 | Expand the range of things that people do and where they go |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » want to be able to attend broader community sessions, to be active in the community |
| 6 | Help organizing activities generally for community members |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » Want help from <ul style="list-style-type: none"> › MCCSA › Councils |
| | Want events in their own language |
| | <p>More information on what they said</p> <ul style="list-style-type: none"> » cultural programs » lectures » want to be part of Australian events such as football, Adelaide oval to have language specific translation in one area » bring more language cultural activities into Adelaide, overseas performance don't come to South Australia because it is not cost effective . Queried if the SA government can financially assist » different languages on screens on the back of theatre seats » Festival theater etc. activities cannot be appreciated because of language |

| | |
|--|--|
| 5 | Want improved access to events |
| | More information on what they said |
| | <ul style="list-style-type: none"> » fringe/cabaret sometimes accessibility is hard for elderly people » some things centred around older people but it is hard to get to get people there we need concessions » older people here tend to be segregated from festivities » advertising of cultural events is needed in other languages, Adelaide is the City of Festivals but information is in English so don't pay attention - when communicated in Korean, pay attention and can join in cultural events |
| | Ability to get to Church is very important |
| | More information on what they said |
| | <ul style="list-style-type: none"> » it is a link with my culture and I can pray in my own language |
| 4 | Better advertising of activities for older people |
| | More information on what they said |
| | <ul style="list-style-type: none"> » when people move into an area they need information on what activities are available |
| 3 | Financial support for programs |
| | More information on what they said |
| | <ul style="list-style-type: none"> » a number of people do not have an income i.e. family reunion or low income » people are ageing and cannot keep doing the work |
| 3 | Social programs for people who have emigrated |
| 2 | Help organizing outdoor activities (such as tai chi in parks) |
| 1 | More ethno-specific activities rather than multicultural |
| | More information on what they said |
| | <ul style="list-style-type: none"> » it is difficult to mix because of different cultural norms |
| | Council to provide more free programs such as darts and bowling |
| | Aged Day Care Centre where people can attend for socialization - need activity coordinator |
| Better advertising of activities for older people | |

A 6.4 Survey results

| 229 Respondents | | | | | | |
|-------------------|----------------------------|---|---------------------------------|---------------------|--|------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very Important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 97% | 82% | 54% | 77% | 43% | 23% |
| 50-64 years | 99% | 81% | 54% | 71% | 33% | 14% |
| 65-79 years | 97% | 83% | 57% | 75% | 43% | 20% |
| 80 years and over | 100% | 83% | 42% | 79% | 67% | 29% |
| Male | 100% | 81% | 43% | 68% | 38% | 19% |
| Female | 97% | 83% | 58% | 76% | 44% | 19% |



APPENDIX 7

Civic Participation, Paid and Unpaid Work

A 7.1 Best age-friendly aspects of SA

| | | |
|------------------------------------|---|---|
| number of respondents needing this | 5 | Volunteering |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » feels good participating in the volunteer world » opportunities to engage in activities in volunteering for both the Polish community and wider community » actively working, participating, volunteering |
| | | |
| | 1 | Working is important |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » If people have been working they are able to relate to broader groups of people |
| | | Australia has much more participation for older people than Korea |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » Here in Australia even if older can find something to do to contribute |

A 7.2 Improvements to make SA more age-friendly

| | | |
|------------------------------------|--|--|
| number of respondents needing this | 2 | Increase income threshold so we can work on the pension |
| | 1 | More industry for employment |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » Don't want SA to turn it to an old State |
| | | Representation of all ages on Government committees |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » There needs to be an attitudinal change about peoples' capacity to contribute due to their age. It appears that young people are placed on committees i.e. fifty and sixty year olds. We should be looking at including people in their seventies, eighties and nineties. Make it more representative of all age groups in SA. |
| | Government should support more community groups where civic participation can be encouraged | |



APPENDIX 7

Civic Participation, Paid and Unpaid Work

A 7.3 Help needed to actively age because English is not their first language

*Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|---|---|
| number of respondents needing this | 3 | Giving back to the community is important |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » not just our own community but the wider Australian community » I want to volunteer for the wider community » we must contribute to our life in Australia |
| | 1 | Children must be taught about volunteering |
| | | Government should support more community groups where civic participation can be encouraged |
| More frequent social groups | | |

A 7.4 Survey results

| 229 Respondents | | | | | | |
|-------------------|----------------------------|---|---------------------------------|---------------------|--|------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very Important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 90% | 66% | 39% | 68% | 37% | 19% |
| 50-64 years | 93% | 72% | 36% | 70% | 41% | 14% |
| 65-79 years | 92% | 64% | 39% | 67% | 35% | 20% |
| 80 years and over | 83% | 54% | 46% | 79% | 42% | 29% |
| Male | 92% | 62% | 33% | 71% | 33% | 19% |
| Female | 91% | 68% | 41% | 67% | 38% | 19% |

APPENDIX 8

Communication and Information

A 8.1 Best age-friendly aspects of SA

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|---|---|--|
| number of respondents needing this | 6 | Internet |
| | | More information on what they said |
| | | » facebook used often to connect with young people |
| | | » communication - IT progress |
| | 2 | Phone system |
| | | More information on what they said |
| | | » good phone system |
| | 1 | I can get the information that I need |
| | | Translation services on the telephone makes life a bit easier |
| Glad for seminars to learn about what is available and what can we enjoy | | |

A 8.2 Improvements to make SA more age-friendly

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|---|--|
| number of respondents needing this | 4 | Less technology in services |
| | | More information on what they said |
| | | » older people do not like technology want to deal with a person |
| | 1 | Larger fonts in information |
| | | More information on what they said |
| | 1 | More information about what you can get from councils |
| | | Simplify Government information |
| Computer education | | |

A 8.3 Help needed to actively age because English is not their first language

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|-----------|---|
| number of respondents needing this | 19 | Better/more information More information on what they said <ul style="list-style-type: none"> » for newcomers need more information » older people with no family who live alone and rely on friends need more information » people living in an area without other people who speak their language need more information » people living alone need more information » people with problems reading English need more information » generally need more information » community needs information about what their entitlements are » community wants to know more about appropriate aged care, home assistance and respite care » need information at social support groups » information on different cultural manners » information on legal issues – Power of Attorney, guardianship » information on what to do with burials » want volunteers who will share information about Australia » information on what the Council does » need information on the Red Cross service for people who live alone » problem when new ashamed to even ask directions in case get it wrong |
| | 16 | Language assistance More information on what they said <ul style="list-style-type: none"> » need help with Centrelink, My Aged Care, online forms and Government documents, paper work » Centrelink mentioned a number of times as an area where they needed help » language-specific assistance for older people (particularly for those who have reverted back as got older or who have not had the chance to learn English) » older parents coming to Australia need interpreters and language and culturally specific support |
| | 14 | English classes for older people <ul style="list-style-type: none"> » need basic reading and writing skills » more English conversation classes for older family members » classes taught by someone who speaks their language » volunteer run so do not have to pay » English classes as part of social group » knowing the language means you can make mistakes, feel better about yourself, find out information you need when getting older, communicate with people who come into your home if getting aged care help » I activities such as shopping, reading newspapers, visiting hospital are easier if know some English |

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|--|---|
| number of respondents needing this | 10 | Want their language on Government information, general information, aged care services and bills |
| | | More information on what they said |
| | | » Korean, Japanese, Arabic. Indian, Vietnamese, Ukrainian, Polish |
| | | » it is a problem losing their language (English) as they get older |
| | 7 | We need interpreters |
| | | More information on what they said |
| | | » pay for private health but do not get an interpreter |
| | | » need longer time with interpreter Vietnamese want 2 hours |
| | | Technology assistance |
| | | More information on what they said |
| | » need help accessing My Aged Care, Centrelink, Immigration 3* | |
| | » need cheaper internet 2* | |
| | » need internet classes 2* | |
| | » children and grandchildren are going interstate or overseas, community is quite dispersed, many people live on their own. Some older people are learning now to use Skype to communicate with family interstate or even overseas in Latvia | |
| | » combination of online and foreign language too much | |
| | Better advertising of activities for older people | |
| | More information on what they said | |
| | » in languages | |
| | » MCCSA help disseminate information on things such as UniSA Hawke Centre, Confucius Institute, | |
| | » Don Dunstan Foundation, University programs | |
| | » activities in local area | |

A 8.3 Help needed to actively age because English is not their first language (continued)

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|--|---|
| number of respondents needing this | 2 | Get rid of Government automated telephone answering system |
| | | More information on what they said |
| | | » use people no Government telephone services pressing buttons |
| | | Have links with English speakers |
| | | More information on what they said |
| | | » have a buddy system with an English speaker get together for activities |
| | | » have English as part of activity with clubs (i.e. bowling) and learn how to greet each other and practice English |
| | | Educate people about other languages |
| | | More information on what they said |
| | | » Filipino language has no gender creates a problem with grammar and get misunderstood when talking to people |
| | | » greater understanding by general community of language difficulties not to be dismissed of people |
| | | Information about Australian activities |
| | | More information on what they said |
| | | » football » bowling |
| | Radio in language is important | |
| | Simpler English in forms 2* | |
| | Radio in language is important | |
| | Explain the concept of ageing and what constitutes healthy ageing (African community) 2* | |
| | 1 | No acronyms or slang |
| | | Mainstream Agencies need to know what ethno-specific programs are out there |

A 8.4 Survey results

| 229 Respondents | | | | | | |
|-------------------|----------------------------|---|---------------------------------|---------------------|--|------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 97% | 83% | 67% | 81% | 48% | 29% |
| 50-64 years | 99% | 86% | 65% | 83% | 41% | 25% |
| 65-79 years | 98% | 86% | 70% | 83% | 48% | 31% |
| 80 years and over | 96% | 71% | 58% | 71% | 58% | 33% |
| Male | 98% | 79% | 59% | 84% | 48% | 25% |
| Female | 97% | 86% | 71% | 80% | 47% | 31% |



APPENDIX 9

Community Support and Health Services

A 9.1 Best age-friendly aspects of SA

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|-----------|--|
| number of respondents needing this | 14 | Council support |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » local councils encourage multicultural activities » Campbelltown has a monthly calendar and activities, phone numbers » Burnside Council activities are great » Councils provide many activities for older people » Burnside and Mitcham have over 50s clubs » participating in local Council groups » Council has been good (Tea Tree Gully » Campbelltown Council has cheap trips for elderly, has buses which takes them shopping » libraries are good for elderly people because people can't read on computers but can get books from the whole of SA it is fantastic » services through council but does vary |
| | | |
| | 13 | Ethno-specific Organisations which serve elderly |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » aged care services: home assist, cleaning, gardening 2* » GOCSA » Latvian » St Hilarion » Chinese Welfare Services » Social Worker » Ukrainian Social Services » we are lucky that we have our Vietnamese community Organisation - this is the place we can raise our concerns about any difficulties in our lives |
| | | |
| | 10 | Health care good for elderly |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » health care good for elderly » good experience as a couple chronically sick with diabetes and cancer with health care and hospitals » rehabilitation centre » doctors and hospitals so good - kind and patient with elderly people » great service at the RAH - emergency service good was well treated » wonderful country when you get sick » healthy activities here help me to overcome illness |
| | | |
| | 6 | No gap doctors |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » medical help is cheaper than in Queensland » Medicare discount for seniors |

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|---|---|
| number of respondents needing this | 5 | Community Centres |
| | | More information on what they said |
| | | » local community centres are good - they provide many programs |
| | | » great for active ageing |
| | | » Marion Council has large community centre at Hallett Cove and Marion |
| | | » Hallett Cove new community centre built close to church |
| | 4 | Church |
| | | Multicultural activities |
| | | More information on what they said |
| | | » Multicultural grants festivals |
| | | » SA government encourages multicultural activities |
| | | » State Government has a very good policy to support ethnic communities so we can share activities together |
| | | Hospitals |
| | | More information on what they said |
| | » close by | |
| | » generally if an issue public hospital people get seen | |
| | » public hospitals are very good- generally once in the system people get looked after quite well | |
| | PBS | |
| | More information on what they said | |
| | » safety net for pharmaceuticals, saves me a lot of money - very helpful | |
| | » concession for medicine | |
| | » medically Australia is the best country except for dental | |
| 1 | Carers groups | |
| | Ukrainian bank/radio, intergenerational school for children, dancing groups | |
| | University of the third age | |
| | Bowling clubs | |
| | Social services | |
| | Salvation Army | |
| | Retirement villages excellent | |
| | Community visitors scheme | |
| | RDNS | |
| | Red Cross transport | |
| | Ambulance - call alerts | |

A 9.2 Improvements to make SA more age-friendly

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|---|--|
| number of respondents needing this | 8 | Initiatives to improve health |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » Support to stay healthy 7* » nutrition advice » rehabilitation exercises » Gyms for older people » group exercise » concession rates for swimming pools and fitness programs » Medical screening (preventative) |
| | 7 | Support to stay in the community |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » night time support system » If problems happen at night who can you turn to » help taking out rubbish bin » set up a scheme where older people can have someone live with them in exchange for rent » need support for the things that they cannot do themselves » make sure that older people who go home from respite care and do not have any family are still ok » improve home safety |
| | 4 | Improved dental health for people on low income |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » shorter waiting times for dental service » dental concessions » help with more expensive treatments » give over 65 year olds special treatment |
| | 3 | Improved services in hospitals |
| | <ul style="list-style-type: none"> » reduce waiting list for access to hospital services less waiting time in hospitals » treat older people with more respect in hospital system | |
| | Improve Centrelink services | |
| 2 | Braille on medicines for sight impaired | |
| 1 | Seniors waiting lists at GPs and specialists so that seniors do not have to wait too long | |
| | More information on what they said | |
| | <ul style="list-style-type: none"> » Norwood Medical Centre waiting time is currently 2-3 hours | |
| | Provide comparable services between Councils | |

A 9.3 Help needed to actively age because English is not their first language

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|-----------|---|
| number of respondents needing this | 15 | Multicultural residential facilities |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » more cultural diversity training and gender training in residential facilities 4* » MCCSA should be advocating for this » individual cultural groupings and also multicultural » Arabic specific residential care, languages, culture, food-specific » more Arabic speakers in aged care » residential facilities/Nursing homes in own language/ culture/ religion/diet - Indonesian, Lebanese (Arabic) Vietnamese, Chinese » aged care facility that is culturally and linguistically appropriate » culturally appropriate food in residential care |
| | 10 | Groups for own culture |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » clubs / facilities/ hall for own culture 6* <ul style="list-style-type: none"> > clubs tend to look after their own > central places are available to be used more frequently, some clubs people were dropping in daily > not enough facilities which are culture or ethnic specific > clubs/ social groups to help people who have lost a lot of their English language > ethno-specific clubs help people from their community who have intermarried and not being part of community who come back after their partner dies » ethno-specific groups for language and culture services 5* <ul style="list-style-type: none"> > people need a first port of call for help GOCSA (Greek Orthodox Community) -social activities, dancing, languages, Church, Social Worker, activities for elderly, great help with social support, rehabilitation centre > problem for older people with no family who live alone and rely on friends |
| | 5 | Help to maintain social, emotional, physical and spiritual aspects |

A 9.3 Help needed to actively age because English is not their first language

* Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|--|---|---|
| number of respondents needing this | 3 | A community worker to assist them to advocate when necessary |
| | | More information on what they said |
| | | » Japanese, Korean and professional Chinese communities |
| | | Improved residential care |
| | | More information on what they said |
| | | » Government sponsored retirement villages in every area » a dementia village like in Holland » males not used to assist older women in residential care |
| | 2 | Need Council assistance |
| | | More information on what they said |
| | | » more CALD specific programs through Councils » want to be able to use Council centre for group activities |
| | | Help from doctors |
| | | More information on what they said |
| | | » doctors to provide assistance or referrals to appropriate services. » doctors and health professionals who speak their language |
| | 1 | Help with burials |
| | | More information on what they said |
| | | » burial costs can be quite expensive- don't know where to go - issue more important for members of the Muslim faith who need to be buried quickly » burial costs are an important issue for the community |
| | | Basic survival skills and support to live in Australia |
| | | More community leaders |
| | | Family members to be paid as carers so can provide more culturally appropriate services |
| | | Garden support to stay at home |
| Workers to spend more time on aged care services and outings | | |
| A Church next to community hall | | |
| To live together in community as a group to support each other | | |
| If cannot have ethno-specific services in language then want to have services which are culturally and linguistically sensitive | | |
| Want different styles of food from Meals on Wheels | | |
| To go into residential care because I am lonely | | |

A 9.4 Survey results

| 229 Respondents | | | | | | |
|-------------------|----------------------------|---|---------------------------------|---------------------|--|------------------------------|
| | Important to active ageing | Moderately to very important to active ageing | Very Important to active ageing | Improvements wanted | Moderate level to a lot of improvements wanted | A lot of improvements wanted |
| Overall results | 95% | 90% | 80% | 82% | 54% | 34% |
| 50-64 years | 97% | 96% | 83% | 84% | 48% | 26% |
| 65-79 years | 95% | 89% | 82% | 83% | 54% | 35% |
| 80 years and over | 96% | 83% | 67% | 75% | 71% | 50% |
| Male | 98% | 87% | 71% | 83% | 50% | 31% |
| Female | 95% | 91% | 85% | 82% | 55% | 35% |



APPENDIX 10

Financial

A 10.1 Best age-friendly aspects of SA

*Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|-----------|--|
| number of respondents needing this | 13 | Seniors Card |
| | | <p>More information on what they said</p> <ul style="list-style-type: none"> » 5% discounts at supermarkets 2* |
| | 4 | Age Pension |

A 10.2 Improvements to make SA more age-friendly

*Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|-----------|---|
| number of respondents needing this | 19 | Improve concessions |
| | | <p>More information on what they said</p> <ul style="list-style-type: none"> » more discounts on council rates 7* » lower rates if not much in rubbish bin/ recycle » reduce cost of electricity, gas and water 5* » concessions/ assistance with dental work 2* » concessions to help fitness » concession rates for fitness programs » swimming pool access with concession cards » cost of undertaking activities – may be prohibited, i.e. swimming gym etc. » reduced phone cost » Senior Card discounts at all supermarkets » better concession rates |
| | 1 | Get rid of pokies |

A 10.3 Help needed to actively age because English is not their first language

| | | |
|------------------------------------|---|---|
| number of respondents needing this | 3 | Change of rules so I can travel for longer than 28 days on sickness benefits |
| | | More information on what they said |
| | | » want to see family » Australian winters are too cold |
| | 1 | Concessions if older parents live with children at home |
| | | More information on what they said |
| | | » it is difficult for Lebanese to relinquish care |
| | | Cheaper water so can grow own food |
| | | More information on what they said |
| | | » food is cheaper in Europe |
| | | Help with burial costs |
| | | More information on what they said |
| | | » important issue for Muslim community |
| | | Difficult waiting for pension |
| | | More information on what they said |
| | » given earlier in some countries. At 50 in Russia and 60 in Serbia | |
| | To be able to use seniors card in other Commonwealth countries | |

APPENDIX 11

Lifestyle

A 11.1 Best age-friendly aspects of SA

*Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|------------------------------------|------------------------------------|--|
| number of respondents needing this | 12 | Relaxed, friendly lifestyle and people |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » SA is friendly 10* » People are friendly, down to earth - in Sydney people have no time for you » Australians are friendly to other ethnic people » SA is very friendly state - people are friendly to Vietnamese » people are very easygoing 4* » SA is comfortable to live in » life is not rushed |
| | 9 | SA is good for older people |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » people are very aware of the needs of elderly people » everything is wonderfully arranged for older people » multicultural area offers a lot for the elderly » more geared for ageing in SA » SA is the best place to live. I lived here 20 years then went to QLD for 3 years, the aged people are looked after better in SA » there are a lot of services for elderly people » a nice place to live in for older people » good services in SA for elderly |
| | 6 | SA Multiculturalism |
| | | More information on what they said |
| | | <ul style="list-style-type: none"> » good mix of nationalities 3* » enjoy mixing with range of ages and cultures » enjoy fact SA is multicultural » no conflict between ethnic groups unlike other states » multicultural activities » good strong ethnic communities - tend to see people within your community |
| | | Good food/diet |
| | More information on what they said | |
| | » good fruit and vegetables | |
| | Accessibility | |
| | Easy city to get around | |
| 5 | Peaceful | |
| | More information on what they said | |
| | » not as busy as Sydney/Melbourne | |

*Stars indicate where a number of people said the same thing; each star represents a person

| | | |
|--|--|---|
| number of respondents needing this | 4 | Generally Australia is a good place for all people |
| | | More information on what they said |
| | | » Australia great |
| | | » no regrets when choosing Australia |
| | | » on world scale, Australia one of best countries to live in |
| | | Smaller city |
| | | More information on what they said |
| | | » distances in SA are not too far |
| | | » Adelaide is smaller so it is easier for people to get together more often |
| | | » not a huge city so don't have the problems of other States |
| | | » village lifestyle |
| | | Neighbours |
| | More information on what they said | |
| | » are good - they check on her | |
| | » neighbours visit | |
| | 3 | Government help |
| | | More information on what they said |
| | | » this State has a very good government that looks after the people |
| | | Less crime |
| | | More information on what they said |
| | | » feels safe in Adelaide - depends on suburb you live |
| | | Affordable to live here |
| | | More information on what they said |
| | | » cost of living lower, houses are much cheaper |
| » able to live in affluent areas here with good neighbours | | |
| Climate moderate | | |
| More information on what they said | | |
| » good climate | | |
| Lot of entertainment/things in the Arts | | |
| More information on what they said | | |
| » Flinders St - weekly concerts | | |
| 2 | Good environment | |
| | More information on what they said | |
| » not a lot of pollution | | |
| 1 | Happy living in the community, happy with the system in SA | |
| | Better quality of life than Melbourne/Sydney | |
| | Stability in local neighborhoods grandchildren buying houses | |
| | Friendships outside your group (ethnic group) extends oneself | |
| | Best football team | |

APPENDIX 12

Safety

A 12.1 Improvements to make SA more age-friendly

| | | |
|------------------------------------|----------|--|
| number of respondents needing this | 4 | More police in suburbs and police stations for security |
| | | More information on what they said |
| | | » too much cutting down on operations, need to see police on the streets |
| | 3 | Make it safer for older people on the streets |
| | | More information on what they said |
| | | » everyone living in the back of their house makes neighbourhoods less safe |
| | | » not safe for older people out on street, people try to steal purses, lots of things happen to older people, older people need a personal alarm |
| | 1 | Stop bright headlights which are at nighttime making it hard for older people to drive |



APPENDIX 13

Survey results

A13.1 Importance to active ageing

| | Not important | Minor importance | Somewhat important | Moderately important | Very important |
|---|---------------|------------------|--------------------|----------------------|----------------|
| Outdoor spaces & public buildings | 9% | 10% | 14% | 20% | 46% |
| Transportation | 3% | 4% | 10% | 22% | 60% |
| Housing | 5% | 6% | 10% | 19% | 59% |
| Respect & social inclusion | 3% | 3% | 12% | 23% | 59% |
| Social participation | 3% | 5% | 10% | 28% | 54% |
| Civic participation, paid and unpaid work | 10% | 7% | 18% | 27% | 39% |
| Communication and information | 3% | 5% | 9% | 17% | 67% |
| Community support & health services | 5% | 3% | 3% | 10% | 80% |

A13.2 Level of improvements wanted

| | None wanted | Small improvements wanted | A few improvements wanted | Moderate improvements wanted | A lot of improvements wanted | Level not specified |
|---|-------------|---------------------------|---------------------------|------------------------------|------------------------------|---------------------|
| Outdoor spaces & public buildings | 31% | 18% | 14% | 18% | 17% | 1% |
| Transportation | 21% | 11% | 18% | 18% | 28% | 3% |
| Housing | 28% | 17% | 11% | 17% | 24% | 3% |
| Respect & social inclusion | 21% | 14% | 19% | 23% | 19% | 3% |
| Social participation | 22% | 16% | 15% | 21% | 23% | 3% |
| Civic participation, paid and unpaid work | 31% | 17% | 12% | 18% | 19% | 1% |
| Communication and information | 18% | 14% | 16% | 18% | 29% | 3% |
| Community support & health services | 17% | 12% | 12% | 20% | 34% | 3% |

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Multicultural Communities Council of South Australia

113 Gilbert Street, Adelaide Phone 8345 5266 www.mccsa.org.au



MCCSA

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of South Australia