

ATTACHMENT B

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**SUMMARY OF FEEDBACK RECEIVED
DURING THE PUBLIC EXHIBITION PERIOD**

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During the public exhibition period between 4 April 2008 and 2 June 2008, 9 individual people gave feedback and comments noted from presentations at the City's Activity Centres. The following table outlines the author, comments and response to those submissions. The numbers in brackets refer to the sections in the Action Plan.

	<u>Author</u>	<u>Comments</u>	<u>Response</u>
1	Resident of Surry Hills	Wants more programs at Surry Hills Community Centre when it opens including author talks, exercise classes (strong bones not just tai chi), computer classes, and exercise equipment (1.3).	Officers from Aged Services have already been in discussion with Community Facilities Development Manager regarding the range of healthy ageing programs that can be run at the new centre. All programs mentioned except the installation of gym equipment are proposed to be run when the centre is open.
2	Resident of Millers Point	Very happy with report and liked initiative for a World Health Organisation Aged Friendly City (3.2).	Noted.
3	Resident of Elizabeth Bay	That if the aged programs cease at Reg Murphy that the services should not be transferred to Mary McDonald but the meal service should continue at the Rex Centre (7).	Aged Services staff gave a presentation at Reg Murphy explaining the Council resolution regarding the future of the Reg Murphy Centre, and outlined that the resolution asked for further investigation into the uses for the Reg Murphy Centre and that more consultation would take place before any decision would be made. A copy of the resolution is displayed at the Centre.

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4	Resident of Ultimo	<p>Complimented the City on the action plan.</p> <p>Volunteering – work with all organisations such as Rotary, Apex and other similar organisations to run a service that uses older people’s skills and experience to assist other older people. This could be a “Befrienders” group that contacts isolated older people (3.4)</p>	<p>There are other services that already provide this service including Redfern & Inner City Home Support Service. They use volunteers to regularly visit and phone people. City staff will investigate ways that this service can better access the local Chinese community and other Culturally and Linguistically Diverse communities.</p>
5	Resident of Pymont	<p>Overall there is a great deal to be commended in the report.</p> <p>Older people should be considered as members of the broader community and enjoy sharing facilities and activities with younger people (7). Consider ways to make sure the older people are part of activities and facilities created for the wider community (1.2, 3, 8, 9).</p> <p>Volunteering - making the most of the highly qualified and experienced younger older people who have retired. Set up the infrastructure that will allow retirees to volunteer potential to be realised (3.1). Odd Job service – liaise with the Harris</p>	<p>The main aim of the facilities section of the report is that “aged spaces” are incorporated in integrated facilities and programs for older people take place in as many community settings as possible (7).</p> <p>Section 3.1 of the Blueprint sets out our aim to increase volunteering opportunities for older people. This will be done with relevant Volunteering Organisations. The Harris Centre will be contacted about the establishment of the “Odd Job Service” (4.3).</p>

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	<p>Centre about the introduction of the scheme (4.3).</p> <p>The rapid and continued increase in population in the city. Find ways to activate local communities at the local level.</p> <p>Communities where you have to travel a long way to engage in activities are not communities, they are dormitories, and it is the older/more disabled members of the community who suffer most in these circumstances.</p> <p>Activating open public spaces, in particular parks or open spaces. More thought needs to be given making them active with cafes, space for chess, board games and spaces that invite ball games. This gives older people something to go out for even if it is to watch or to observe life in a passive sense (1.2).</p> <p>Transport – there is a need to improve across the City. Light rail loop around the City would make a huge difference to the lives of elderly and people with disabilities (5).</p>	<p>Projects in Sustainable Sydney 2030 address activating communities, transport services and affordable housing. Section 1.2 of the Action Plan address activating public spaces with the Healthy Parks – Healthy Spaces Program.</p>

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		<p>Affordable Housing – cannot be developed in isolation from social infrastructure such as community facilities. This should be addressed in the 2030 plan (6.3).</p>	
6	Home and Community Care (HACC) Development Officer	<p>Support needed for localised services to maintain their local focus (i.e need to have services in the local area that meet their need). In addition, there needs to be recognition of the problems services have in parking in the City to deliver their services.</p> <p>Like the idea of the “odd jobber” service but advised it could be linked to another service like Home Modification & Maintenance Service. There could be efficiencies doing larger jobs with little jobs. There is potential for there to be HACC funding for this program (4.3).</p> <p>The potential site identified as Alexandria Town Hall Multipurpose Space should be identified as being separated from the Alexandria Town Hall (7).</p>	<p>Continue to support local services with the provision of Subsidised Accommodation Grants and support organisations to seek other sources of funding.</p> <p>The HACC Development Officer would be involved in developing the “Odd Job Service” (4.3)</p> <p>The Blueprint has been adjusted to differentiate between the Alexandria Town Hall and the proposed Multipurpose Space (7).</p>

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7	Council on the Ageing (NSW) Inc	Agreed with the direction and had no specific comments on the suggested programs.	Noted.
8	NSW Senior Peer Education Service	<p>Reinforced the commitment to build on current association with the City's Aged Services.</p> <p>Other suggestions include linking the City's website to their information, promoting NSW Senior Peer Education Program, informing volunteers and carers support groups of the program.</p> <p>City to develop some new programs in partnership with the NSW Senior Peer Education Program.</p>	The City supports NSW Senior Peer Education Service and will continue develop programs in partnership with them.
9	Australian Seniors Computer Clubs Associations	<p>Spoke positively about the plan and the proposals outlined.</p> <p>Supported the need to set up a Computer Pals Program in the City of Sydney.</p> <p>Suggestions were that for that History Walks should be included (1.10), older people need to test the website (2.1), supported the idea of providing low cost meeting space for self help groups (4.5), Transport needs to be provided for people</p>	Staff from Aged Services are currently working with the Computer Pals group to set up a closer relationship with the City of Sydney. History Walks will be included in the suggested walks. Older people will develop and test the website. The City will work with South Sydney Community Transport to ensure older people in residential accommodation are able to access community transport services.

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10	Kepos St Redfern (Ron Williams) Activity Centre – Feedback from members	<p>in Nursing Homes (5).</p> <p>Liked the odd job program (4.3). Supported improving cross city transport with direct link to RPA (shuttle bus operates only two days per week) (5). Adventure travel – include weekends away & fishing group (1.1) Liked the idea of alternative therapy/ massage etc. (1.7) Update books in centre – rotate large print books, extend the time people can have books some people take up to 3 months to read (1.5) Meals are important and enjoy the variety (4.1). Pleased to have the newspapers at the centre now. Bingo is still popular and the Russian group now join in once a month (1.12). Centres need more publicity – brochure to outline what is available, article in the newspapers (2). More games and activities at centre including art & craft groups (1).</p>	Ideas will be incorporated into the program development.
11	Millers Point (Harry	Overall positive feedback	Ideas will be incorporated into the program

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	<p>Jensen) Activity Centre Meeting – Feedback from members</p>	<p>A younger retiree made the following points, he identified himself as a younger older person in his early 60's He said there needs to be more information on what is available at the centres and in the community including Podiatry Service, Aquatic Centre Concession Card. A lot of younger retirees are unaware of what is available in Millers Point. Need to get a new brochure that is aimed at the younger people and a new sign outside the centre. (2) Change the name of centres to community centres not aged centres – use broader terms. Ask Department of Housing and other agencies to visit centres on a regular basis. ATMs closer to the centre, so older people do not have to walk to Circular Quay (3.2) Training in how to use ATMs for older people (1)</p>	<p>development.</p>
12	<p>Feedback from Kings Cross (Reg Murphy) Activity Centre members and members of Kings Cross</p>	<p>Discussion about the Council resolution regarding the Reg Murphy Facility. Confirmed the resolution said: “Following the investigation and consultation referred to in Clauses (A) and (B), the options for the future use of the</p>	<p>Ideas will be incorporated into the program development.</p>

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	<p>Information & Community Centre</p>	<p>Reg Murphy Activity Centre be the subject of a separate report to Council. The options to investigate will include:</p> <ul style="list-style-type: none"> - continue to use as a community facility; - continue to use as a Council property that is leased; and - redevelop as affordable housing, but will not include the sale of the Reg Murphy Activity Centre.” <p>There was general consensus that there was not enough promotion of the Centre and what is available to local residents who are older (2).</p> <p>The Rex Centre was described as not having a friendly layout that is welcoming to older people; there is not space to sit in the sun or a room to make their own. Want to have a place older people can sit casually and have a cup of tea etc. This can also be used to do knitting and discussion groups. It was acknowledged that the Rex Centre would be more accessible to some older people because there is no hill near the centre but others said it would be further away and they would have to walk up the hill (7).</p> <p>Need a drop in type of Centre – to stop</p>	

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	<p>social isolation – with meals. Community Service Workers play a vital role (“glue that holds the community together”) and what ever happens, there needs to be a qualified staff member to assist older people (4 & 7). Libraries are not that welcoming for older people and at Customs House the books are too high for older people. There needs to be a reading space that is comfortable for older people. There needs to be more notice for upcoming events at the libraries (1.5). Odd job service should include moving items from people’s houses for the Council collections (4.3).</p>	
<p>13 Alexandria (Cliff Noble) Activity Centre Meeting – Feedback from members</p>	<p>Green Square Aquatic Centre - Need for exclusive use for hydrotherapy classes (7). Off leash areas need to be fenced off as dogs jump over older people (1.9). Men’s Shed idea a great idea (1.4). Programs like falls prevention are good ideas, especially if they are linked to ongoing classes at gyms and fitness facilities (1.3). Clinics run by Department of Housing and other organisations will be useful to a</p>	<p>Ideas will be incorporated into the program development.</p>

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		<p>number of people (3.2). Pleased with the odd job service proposal (4.3). More transport in the area is needed. Direct routes to Royal Prince Alfred are needed and buses that stop after 6.30pm at night (5.3). More information about Green Square (2).</p>	
14	<p>Woolloomooloo (Mary McDonald) Activity Centre Meeting – Feedback from members</p>	<p>More toilets and seating needed around the city for people to sit down – should not have to go to cafes etc. especially around Circular Quay (1.13). Walking group would be popular and are keen to get involved (1.9). Odd Jobs and support within the home is a gap in service provision and needs to be addressed. Needs to be affordable and run by a professional and trustworthy organisation (4.3).</p>	<p>Ideas will be incorporated into the program and public domain development. The City is preparing a draft Public Toilet Strategy which will address this issue.</p>
15	<p>Ultimo Community Centre – Feedback from members</p>	<p>The feedback was positive and the following suggestions were made on additional programs and services that could be part of the strategy. Liked the idea of regular health outreach programs (1.7), odd jobber service (4.3),</p>	<p>Ideas will be incorporated into the program development.</p>

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	<p>wanted card & board games included in programs (1.15). Visiting programs for older people and social support (4). Better transport needed including a free bus to circle the city and affordable light rail (comparable with the cost of the bus ticket) (5).</p>	