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1.0 Introduction

Nannup is experiencing an ageing population, with a median age of 56—significantly higher than state and national averages [1]. As more people choose to age in place, it is vital that the community supports this through accessible housing, health services, transport, and social inclusion. An age-friendly community promotes active ageing by creating environments that support health, participation, and security for people of all ages and abilities. Seniors are a valued part of Nannup’s social fabric, and ensuring they can continue to live well locally is essential to the Shire’s future wellbeing and resilience.

2.0 Context

2.1 Who are Seniors?

The State Seniors Strategy uses the term ‘seniors’ to refer to anyone aged 65 years and over, or any Aboriginal person aged 55 years and over, and highlights that the term seniors refers to much more than just their age [2]. Seniors are diverse with many aspects making up their identity and preferences.

A key aspect that unites the Seniors living in the Shire of Nannup is that they are living in a regional and remote area. They have chosen to make this place their home and hopefully enjoy a deep connection with their community. This Strategy will look at what it would mean to stay in place, and how this can be supported so that residents have options and choice.

2.2 State Seniors Strategy

The State Seniors Strategy is a 10-year whole-of-government strategy developed by the Department of Communities to support older Western Australians to live their best life as they age. Their vision for seniors is that “Western Australian seniors are valued, safe, and empowered to lead happy and fulfilling lives in age-friendly communities.” [2].

Their strategy revolves around four main pillars that require the focus of change:

1. Thriving physically, mentally, and spiritually:
 - Affordable and appropriate housing,
 - Increased support for those who wish to stay in place,
 - Available and accessible care, informed by individual choice,
 - Proactive support to maintain wellbeing,
 - Supporting those who care for seniors.
2. Safe and friendly communities:
 - Addressing ageist attitudes and valuing seniors’ contributions,
 - Age-friendly public spaces, infrastructure, and facilities,
 - Accessible, appropriate, and affordable transport options,
 - Supporting seniors to be safe at home and in the community,

3. Staying connected and engaged:

- Accessible and culturally appropriate information which enables informed choices,
- Available and appropriate opportunities for employment,
- Enhanced opportunities for volunteering and socially participating in the community.

4. Having views that are heard:

- Meaningful opportunities for seniors to make their views heard,
- Elevate and advocate for the diverse views of seniors.

2.3 Ageing in Regional WA

The State Wide Ageing in the Bush project was an initiative of the Regional Development Council of Western Australia with the objective to “identify aged care models for regional WA that will enable residents to age in their community” [3]. The report highlights that generally speaking, non-metropolitan areas had a more aged population profile than the State as a whole, raising the need in these areas.

The document suggests a solutions framework that classifies ‘Four Planks’ necessary for holistic support and care for older people. It is interesting to note that the higher ‘planks’ benefit a larger portion of older people and are most beneficial to the entire community. For instance, age-friendly communities could include infrastructure such as footpaths networks, parks and open spaces, exercise areas and facilities. Investment in these areas can be seen to have the most overall impact per dollar spent. In the strategies of the lower ‘planks’ less of the senior population benefit, and there is lower benefit to the overall community i.e. residential aged care of a site may only provide 20 houses and require significant effort and investment. However, importantly, these are also the areas where people are most vulnerable and require the most advocacy and support.

The four plans are defined as:

The *foundation plank* of **Age-Friendly Communities** is a World Health Organisation initiative with defined areas of activity and infrastructure that assist older residents to remain active, well and socially engaged. 100% of older people benefit from this plank. The *second plank* of **Age Appropriate Housing** plays a crucial role in decisions to remain living independently. Many older people decide to leave their homes because of worries about maintenance and garden upkeep. There is a risk that poor decisions are made for older people to leave familiar communities and prematurely enter Residential Aged Care through a lack of appropriate, accessible alternative housing in which home care supports can be provided. 20% of older people will require more appropriate housing as they age.

A range of **Community Aged Care** programs constitute the *third plank* and provide a range of in-home support and care. It is estimated that this plank supports up to 30% of all older people. The policy trend in these programs is towards income tested fees contributions.

The *fourth plank* consists of **Residential Aged Care** and relates to nursing and aged care services provided in conjunction with accommodation in a purpose-built facility. In

regional WA the proportion of older people in residential care is variable but averages around 5% to 6%.

Table 1: Planning elements for positive ageing in the community

Planning Elements	Application to Nannup
Age Friendly Communities	Master plans to consider age friendly infrastructure (consider walking movement, access, and connectivity) in new areas. Audits of footpaths, ramps and facilities to ensure access to existing Shire owned facilities. Discussion with business community to ensure access by all.
Age Appropriate Housing	Encourage and support subdivision in townsite to ensure creation of smaller lots i.e. <600m ² (currently estimated to have less than 10 lots of this size). Encourage the development of smaller dwellings (1-2 room). Encourage the development of units/apartments/town houses rather than just single dwellings.
Community Aged Care	The Nannup Hospital, Nannup Medical Centre and the Community Resource Centre support residents to be assessed and gain access to a range of in-home services.
Residential Aged Care	Advocate for Retirement Villages including independent living units and/or serviced apartments.
Permanent/ Respite Care*	At the Nannup Hospital, there are currently nine residential beds available for residential or palliative care, and often there are beds free. There are no immediate or medium-term plans to develop additional accommodation at the Nannup Hospital site.

**An additional layer has been considered in this Strategy which is a more intensive and often final stage of care.*

2.4 Ageing in Place

Age Friendly Communities

The facilitation of age-friendly communities has traditionally based the importance on the built environment. However, the consideration of place has more recently taken a wider focus and considers the physical and social neighbourhood characteristics and their direct relationship [4]. Built form, including well-connected footpaths, parks, and facilities, are likely to encourage people to connect and therefore form a sense of belonging. Simultaneously, residents who feel like they belong, will likely be more engaged and take ownership of their place and contribute more also.

As for built form, it is important to note that not all facilities and services will be achievable. An example of an age friendly community with high satisfaction includes a development in South-west Sydney, whereby residents in a high-density area have immediate access to specialised hospital services [5]. This comes with population and economies of scale enabling a level of feasibility of a range of services that would not be achievable in the Shire of Nannup. However, on the other side, Nannup has access to vast amounts of natural environment and a compact town centre. The concept of a 5-10 minute neighbourhood and the benefits that come with living in a smaller town can also contribute to an age friendly community. Given the lower number of rateable properties and revenue to support larger infrastructure projects, the focus is suggested to be on ensuring good connectivity around the town centre. A few key and cost-effective services, and an active and engaged community that supports one another.

Ageing with (housing) choice

The Department of Communities published a strategy in 2019 relating to Ageing with Choice. This report aims to improve housing choice and outcomes for older Western Australians [6]. The Key focus areas for improving housing include [6]:

1. Age-friendly communities: Creating environments that support the needs of older adults.
2. Homes that support ageing in place: Ensuring housing can adapt to changing needs.
3. Affordable housing innovations: Exploring new housing models and financing options.
4. Better options for renters: Improving rental market conditions for older adults.
5. A more age-responsive social housing system: Tailoring social housing to the specific needs of older individuals.
6. Assistance for those experiencing housing crisis: Providing support for older adults facing housing instability.
7. A more responsive housing system: Making it easier for older people to access appropriate housing options.

While everyone's ageing process and decision-making is unique, most people will consider their living environment as they age. There will need to be a choice on whether to remain in their homes or move to an alternative living arrangement which is more manageable and/or receives more support. This will depend on their needs and preferences. International research suggests that the majority of people prefer to remain in their homes until it becomes too difficult to do so [7]. The main factors to consider to effectively stay and age in place include [7]:

- Healthcare
- Housekeeping
- Company
- Physical and Social Activities
- Transportation
- Safety

A case study from Western Australia, indicated that many adults choose to move between ages 55 and 75 [8]. The reasoning is considered variable and complex. Another Australian study indicated that factors that influenced changes in living arrangements, particularly the choice for or against retirement villages, included provision of outdoor living areas, support in maintaining independence, and accessibility to medical facilities [9]. The most influential reasons for not relocating included the fear of losing and privacy [9]. It was concluded that the government could support older Australians by providing them choices of places to live [8].

Ageing well / Positive ageing

The Department of Health is highlighting the need for positive ageing. Their website provides support and information for Australians to support them to age well [10]. The main objectives are:

- Supporting older people to view ageing positively,
- Helping to change the perception of ageism and the stereotypes associated with ageing by highlighting the contributions and potential of older Australians,
- Improving the overall health and wellbeing for Australians aged 65 years and over,
- Providing resources for older people to understand and explore:
 - how ageing needs change over time,
 - what ageing services and support are available to help them remain active and engaged,
- Ensuring older people in Australia can access aged care that meets their specific needs, where and when they need it,
- Sponsoring the Senior Australian of the Year category of the Australian of the Year Awards,
- Funding LiveUp, a not-for-profit organisation dedicated to helping people stay independent through healthy ageing.

3.0 Seniors Community Profile

3.1 Age Profile

The Age Profile of the Shire of the Nannup confirms the notion that regional towns have a higher proportion of elderly people. This becomes particularly evident when compared to the National Age Profile as shown in Figure 1. It can be observed that the Shire of Nannup has respectively less children and people under 39 years of age than the National Average, an equivalent proportion of people aged 40-59 years, and a higher proportion of people who are 60 years and over than the National average. This may be due to people building stronger connection and allegiance to smaller or more remote towns and this contributing to their desire to age in place. Furthermore, there could be a sense of comfort and safety living in a less populated, less trafficked, and a more peaceful place that keeps people staying in Shire of Nannup.

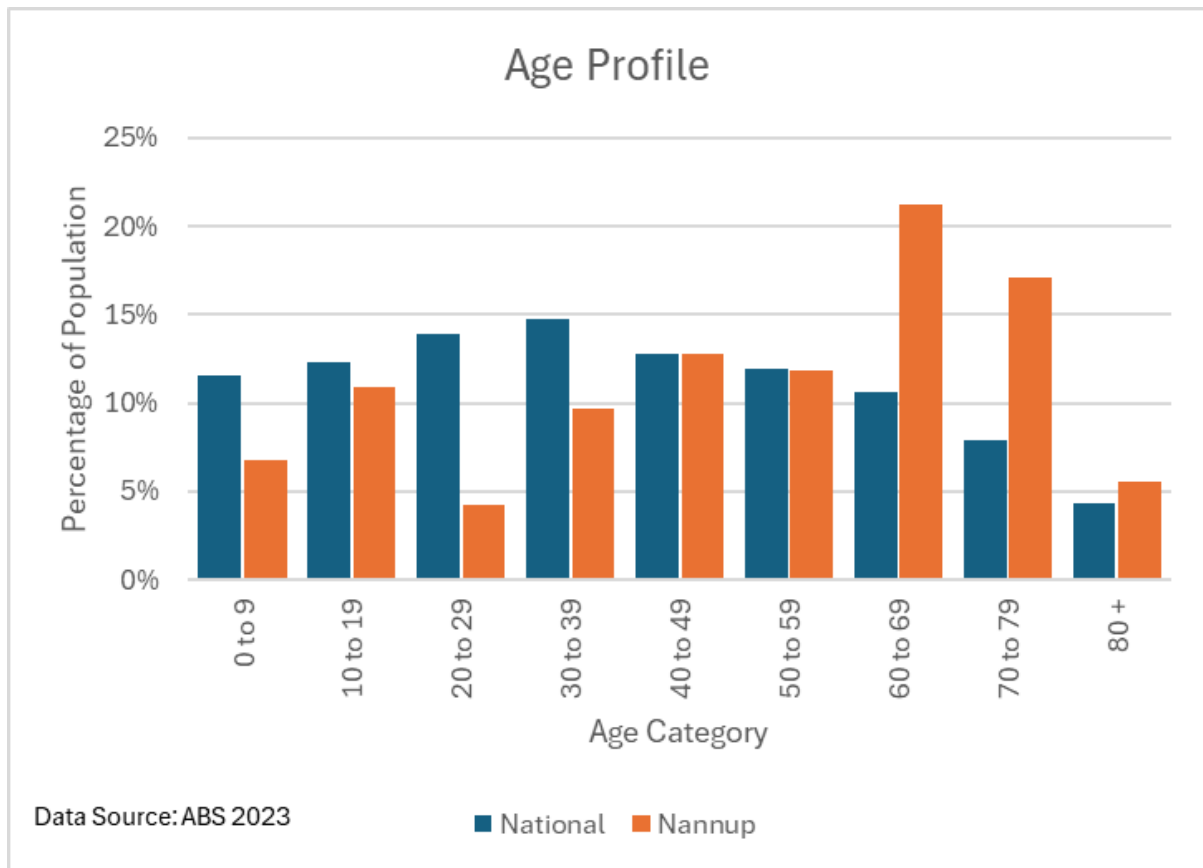


Figure 1: Age Profile comparing Shire of Nannup and Australia [11][12]

The overall population of Shire of Nannup has increased steadily to about 1632 people in 2023 [11]. Approximately a third of the population, around 541 people, are 65 years of age or older. It is worthwhile noting which age categories are increasing in population through retention or attracting new residents. The number of children 9 years of age or younger are decreasing, which implies that these families are either growing into the next category and new families are not necessarily coming in, or there may be some families deciding to leave. The other age category which shows consistent negative growth pattern from 2020 to 2023 is the from 50 to 59 years of age. It is likely that these people are planning their retirement at this point and deciding to move to be closer to family or facilities to set themselves up for the foreseeable future. This is on the earlier side but still aligned with the Western Australian study that suggests that many adults decide to move between ages 55 and 75 for a variety of reasons [8].

The age categories 60 to 69, 70 to 79, 80 years of age and older, are all positively geared. This implies that people are likely choosing to stay in place and are ageing. It could also be possible that new people are moving into to the area at that point but due to the lack of retirement villages. This would seem less likely unless people do not prioritise this and are comfortable with the level of in home support they would receive as they age.

Table 2: Change in the population number per age category over time [11]

	2019	2020	2021	2022	2023
0 to 9	-1	-5	-13	-13	-5
10 to 19	15	12	17	5	6
20 to 29	-7	-3	-12	11	13
30 to 39	8	12	10	-11	9
40 to 49	-3	13	6	19	9
50 to 59	2	-13	-10	-10	-21
60 to 69	8	5	2	5	12
70 to 79	12	22	22	9	8
80 +	13	17	6	3	8

3.2 Health Statistics

There are a range of health considerations when planning for services and infrastructure for seniors. While the statistics below are for all residents, not necessarily seniors, it does create an overview of the issues impacting people's lives. Health issues that affect the most people include arthritis, mental health and asthma [1]. The health conditions that require more specialised services such heart disease, cancer, and dementia are fortunately impacting less people.

Table 3: People effected by long term health conditions in Nannup [1]

Type of long-term health condition	Nannup	%Nannup
Arthritis	196	12.7
Mental health condition (including depression or anxiety)	153	9.9
Asthma	124	8.1
Any other long-term health condition(s)	119	7.7
Heart disease (including heart attack or angina)	81	5.3
Diabetes (excluding gestational diabetes)	78	5.1
Cancer (including remission)	60	3.9
Lung condition (including COPD or emphysema)	41	2.7
Stroke	22	1.4
Kidney disease	11	0.7
Dementia* (including Alzheimer's)	5*	0.3

*Consultation has indicated that the current level (2025) of dementia is closer to 10 or 12 people within Shire of Nannup.

Within the Shire of Nannup, there are 256 people who identify as having a disability as shown in Table 4. Their needs vary; however, the most significant needs are assistance with personal/health, core activities and private transport. Approximately 12% of the population is a carer “who provides informal, unpaid assistance to a person with a disability, or an older person (aged 65 and over), for at least six months” [13].

Table 4: Population identified as having disability or acting as carer [11]

Selected disability and carers characteristics (estimates 2018)	Nannup	%Nannup
Persons who have need for assistance with core activities (2021)	72	4.7
Persons with disability	256	18.4
Persons who are carers	170	12.2
Persons with disability who need assistance or have difficulty with personal/health	156	11.2
Persons with disability aged 16 years and over who need assistance or have difficulty with private transport	47	4.1

The onset of ageing in the Aboriginal population is considered earlier, and often benchmarks are adjusted to enable earlier eligibility to funding and care. The “lasting lifestyle changes, poverty and poor access to health services has meant that chronic disease is more prevalent in First Nation communities than among other Australian populations. While there have been substantial gains in some areas of health, life expectancy remains 15 years lower than for the rest of the Australian population” as stated in an Australian study on Healthy Ageing of First Nations people [14]. The health issues also are different and include cardiovascular disease, diabetes, respiratory illnesses and certain cancers. Additionally, mental health disorders and associated injuries, and substance use disorders, are significant contributors to the overall health gap [15]. The Estimated number of resident Aboriginal and Torres Strait Islander people in Shire of Nannup in 2021 was 57 [11]. Where possible, health information and seniors forums should encourage participation by First Nations people and if not present, advocate for their needs.

3.3 Income

There are range of sources of income that people rely on as they age. The main categories considered include Pension/ Allowance, Superannuation, Wages and Salary and Other (including rental property, unincorporated business or share in a partnership, dividends and/or interest and other source of income) [16] . As people age, the percentage of people that rely on the pension and allowances as their main source of income increases. Half of people 65-74 years of age rely on Pension and Allowance as their main source of income and the remainder rely on independent sources of income as main sources of income. By age 75, 72% of people rely on pension and allowances as main source of income, and by 85 years of age and over 78% of people are most reliant on pension and allowances. Having said that, almost all (93%) of Australians over 65 of age received some level of the age pension to support their basic living needs in 2021 [16] .

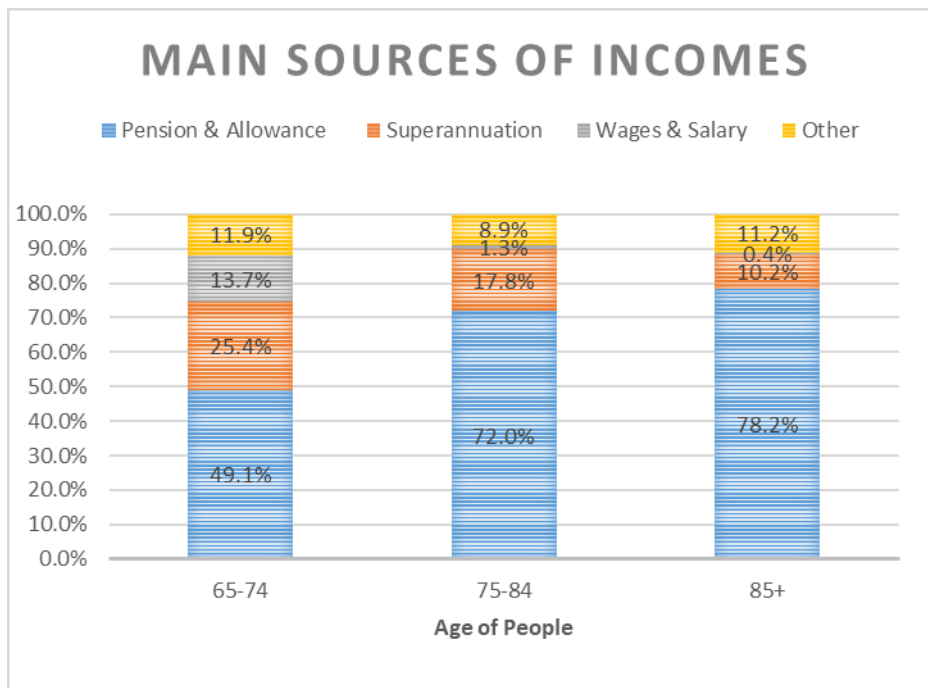


Figure 2: Main Sources of Incomes for people aged 65+ (2021) [16]

On a local scale, in Nannup the number of people using the following support payments are [17]:

- Age Pension 250
- Commonwealth Rent Assistance 95
- Disability Support Pension 50
- Carer Allowance 20

Despite the number of pensions and allowances, there is still a level of financial vulnerability to consider with ageing people. Broad categories of consideration could include:

- Women - It is important to highlight that women are more financially vulnerable at retirement, with “36% of retired women relied on their partner’s income to meet their living costs at retirement (compared with 7% of retired men)” [16].
- Elderly people remaining in the workforce for financial requirements - Another worthwhile point in the same study was that for “people who were intending to retire, financial security was the main factor that influenced their decision about when to retire” [16]. It could be that people are working beyond their comfort levels in order to financially sustain themselves.
- Elderly people just above income and asset thresholds – There is also a risk that the people who are marginally above income and asset thresholds, and are therefore ineligible for allowances, continue to struggle to upkeep with their cost of living (primarily mortgage repayments and rising rent costs). This category needs to be kept in mind for future senior housing.

Aside from the pension, there are various financial allowances that can assist seniors, depending on eligibility, including [18]:

- Carer Allowance
- Carer Payment (eligibility is income and asset based)
- Carer Supplement
- Pensioner Concession Card
- Commonwealth Senior Health Care Card
- WA Seniors Card
- Seniors and Pensioners Tax Offset (SAPTO)
- Work bonus
- Home Equity Access Scheme (formerly the Pension Loans Scheme)
- Essential Medical Equipment Payment
- Energy Supplement
- Rent Assistance - You can be eligible for Rent Assistance if you are receiving the Age Pension, Carer Pension or Disability Support Allowance, and pay rent at your current home.
- Continence Aids Payment Scheme (CAPS)
- Free health entitlements for seniors.

The Department of Social Services website is a good resource for people who are considering retiring:

<https://www.dss.gov.au/older-australians>

3.4 Assets

Both income and wealth (measured in assets) are measures used to determine eligibility for Government supported housing. The limits increase for those who have a disability. Alliance Housing clarifies the categories of housing with “Community Housing” being the term used to describe rental housing that is affordable for people and households on low-to-moderate incomes. Community Housing is comprised of Social Housing (for low-income earners) and Affordable Housing (for low-moderate income earners) [19]. The following table outlines the high-level criteria for eligibility for Community Housing. Please note these are subject to change and are only used to give an indication.

Table 5: Income and Asset Criteria (as of June 2025) [20]

Type of Tenant	Income Test	Asset Test
Band A (Social Housing)	Social Housing Income Eligibility Limits: Single Income \$27,440 Dual Income \$41,369	Public Housing Asset Limits (see 7.1). Cash asset limit: Singles: \$38,400 Singles/Couples over 60 \$80,000

Band B (Affordable Housing)	Affordable Housing Income Eligibility Limits: Single Income \$61,322 Couple/Two people Income \$84,782	Centrelink Asset Limit: Single \$332,000 Couple \$412,500
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Band A refers to households who meet the Public Housing eligibility criteria (for a single person up to \$27,336 per annum) and a cash asset limit of \$38,400.

Band B refers to households with income exceeding the eligibility criteria for Public Housing and not exceeding the eligibility criteria for entry to the National Rental Affordability Scheme (for a single person up to \$61,322 per annum) and an asset limit of \$332,000 [20]. The asset limit in this case is a wider category that considers superannuation, real estate, vehicles/boats/caravans, household content and more. [20].

It is difficult to find data on people's level of asset ownership, and even more so for seniors specifically. Figure 3 below shows an overview of the market for all Australians and the ability of people to purchase at different house prices. While it is reassuring to know that Department of Communities is meeting that lower end of the market, the percentage of people that have \$300,000 or less is almost half the population. While this data is from 2016 and therefore somewhat outdated, it does provide a very good overview of house prices and affordability.

The supply for Social and Affordable Housing appears to be sufficient for those who are eligible. It is noted that there is demand for future development of housing that falls outside of the Social and Affordable Housing criteria. In comparison to other areas, like Bunbury, have Social and Affordable Housing waitlists of over 250 people for these categories of housing.

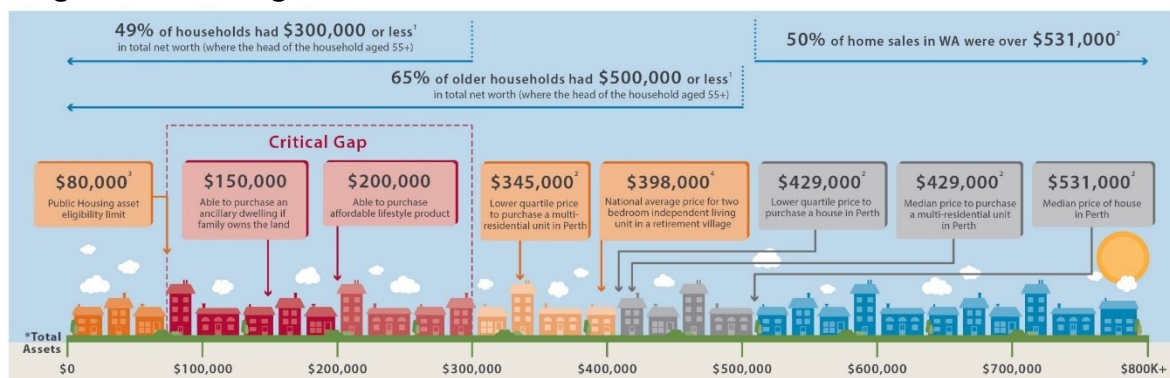


Figure 3: Critical Market Gap in WA [6]

While this compares relatively well, the supply of housing in these lower brackets needs to be future proofed. Furthermore, there is still a significant portion of people that are outside of these lower income and asset categories, however not able enter the rental market or own at market value of houses now. It is therefore crucial that the Shire of Nannup considers facilitating affordable housing stock that is both affordable to purchase and to upkeep. It is suggested that the key to this is housing diversity and not only smaller lots but also apartments, town houses and duplexes.

3.5 Social Connectivity / Community Groups

There are a range of social and community groups available for Seniors to connect with others in the community. The most specific one is the recently started Seniors Group. Information on the group's location and frequency of meetups is available on the Shire's website or by contacting the Shire. Table 6 gives an overview of the existing groups.

Table 6: Outcomes Community Forum

Community Groups	Sporting Groups
• Seniors Group • Country Women's Association • Friends of Cemetery • Friends of Community House • Friends of Foreshore • Garden Club • Lions • Mens Shed • Mosaic Group • Nannup Arts Inc • Nannup Community Cinema Inc • Nannup Geoparks Inc • Nannup Historical Society • Nannup RSL • Nannup Youth Zone • Nannup Op Shop • Nannup Walking Group • Nannup Running Group • Nannup Rowers • Community Kitchen • Bowling Club	• Sport and Recreation Association • Cricket Club • Golf Club • Basketball Association • Auskick • Casual Sports – Volleyball, trapeze, etc • Cycling Sports – casual and organised
Business	Government
• Nannup Chamber of Commerce and Industry • CBD Street Traders • Primary Producers • Accommodation Providers • Community Resource Centre • Retailers • Hair Dresser • Food and Beverage Providers • Events – Not For Profit • Nannup Music Festival • Nannup Flower and Garden Festival • Power Dinghy Race • Blackwood River Arts Trail • Forest Rally	• Nannup District High School (NDHS) • Forest Products Commission (FPC) • Nannup Hospital • Department of Biodiversity, Conservations and Attractions (DBCA) • Department of Communities (DoC) • Regional Development Australia South West (RDA SW) • South West Development Commission (SWDC)

• Tiger Tracks Gravel • Blackdog Ride • Events – For Profit • Seven Gravel Race • Cape to Cape • Gravity Enduro • Wellness Businesses • Nannup Gym and Fitness Classes • Yoga and Pilates Classes • Meditation and Sound baths • Massages	
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The Shire of Nannup currently operates the Non Urgent Patient Transfer (NUPT) that is supported by a volunteer driver list, this is discussed further in Section 4.2

3.6 Locational Considerations

3.6.1 Localities

The Shire of Nannup covers a large area, with parts of the population living very remotely. The Majority of the population is close to the town centre, with Nannup’s townsite measuring approximately 1.2km east-west and 3km north-south. However, there is also a minority of people that are living up to an hours’ drive out of the town centre on rural and agricultural properties. These include properties within the localities Lake Jasper, Scott River, Carlotta /Bidellia/Peerabeelup, and to a lesser extent, Jalbarragup/Darradup and Cundinup. While the number of seniors living in these localities is not specifically known, it is recommended that these areas are also engaged and targeted for community consultation, seniors activities and forums to understand if there are any needs that need to be captured and addressed.

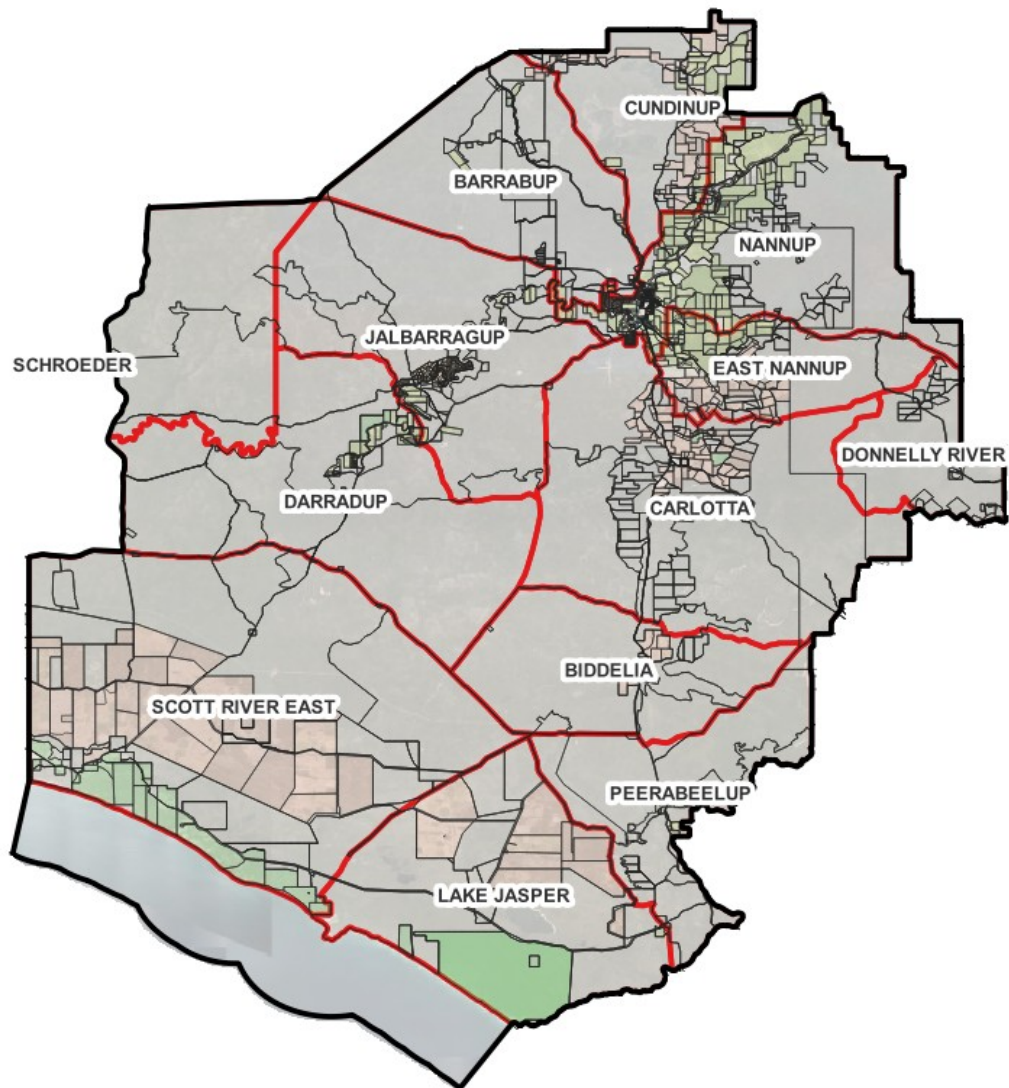


Figure 4: Shire of Nannup Localities

3.6.2 Regional Placement

The Shire of Nannup is approximately 270km, or three hours, south of Perth. While very Regional in placement, it benefits from having two regional centres within reasonable access. Bunbury is considered a major regional centre and is within approximately one hour drive, while Busselton is a major service centre for the region and is within 45 minute proximity. Both provide hospital and allied health services.

It is recommended that discussion be held to understand whether there is an achievable population or criteria that would support the Public Transport Authority to run more direct transport routes, or whether an alternative solution (i.e. less frequent, but more direct routes) can be negotiated. Important links include seniors housing in Nannup, to hospital and health providers in the regional centres.

In the meantime, the Shire of Nannup has implemented a community vehicle program, known as the Non-Urgent Patient Transfer Vehicle. This enables residents to book a vehicle from the Shire at a nominal cost and with the support of a volunteer network, will transport them to/from medical appointments.

The Shire also funds the Nannup Community Bus and collaborates with the Community Resource Centre for the day-to-day operations of its services.

3.7 Consultation Outcomes

3.7.1 Seniors' Forum Feedback

A seniors' forum was held in Shire of Nannup on 20 January 2025. The community was asked to provide ideas on how to better provide for seniors in the area. The community forum was attended by approximately 80 people. The following Table 7 summarises their responses.

Table 7: Summary Points of Seniors Forum

Physical & Social Activities	Housekeeping	Healthcare
• Advising community of activities • Management committee / funding sources • Community information • Tai Chi • Outings to gardens / farms • Visit other Senior centre/s – join in • Movies • Pedicure/ Manicure • Picnic • Beach • Watch sport on the big screen • Cooking Lessons • Hairdresser • Chair Yoga/ Tai Chi, Seated – chair yoga • Therapy dog participation • Games/ cards / jigsaws/table tennis • Ballroom Dance Lessons	• IT Education e.g. phones, computers & online threats • Ask an educated expert – Insurances / Financial Management • Cooking Lessons • Services available to seniors' groups • In-house Support-cleaning and gardening	• Welfare checks and texts in cases of illness and emergency • Dementia Care • Facility needed for residential medical care i.e. hostel with lower level care
	Transportation	Safety
	• Theatre Bunbury (BREC) – Community Bus • Bus to Busselton to connect Nannup people with public transport system e.g. Perth • Visit other Seniors Centres in surrounding towns • Local bus linking from seniors	• Drop in check up and texts in extreme weather (hot weather, storms, emergency) • Welfare Checks
		Company

• Equipment • Craft / knitting • Carpet Bowls • Massage • Art class • Men's Breakfast	accommodation to hospital	• Connections to 6 people a day • Intergenerational participation
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3.7.2 Disability, Access and Inclusion Plan (DAIP) Feedback

Community Consultation was held on 15 July 2025 to consult with community on the Disability, Access and Inclusion Plan (DAIP). The outcomes are summarised across seven broad categories. Further detail will be published in the current DAIP.

Outcome 1 – Services

- Concerns raised about dogs on leads creating tripping hazards on footpaths outside local businesses.
- Improved access to library resources, including support for reaching books on lower shelves and guidance on accessing e-books.
- Events should consistently include accessible toilet facilities.
- Community groups are encouraged to actively include people with disabilities in their activities.
- Shire Council meeting minutes to be made available in audio format upon request.

Outcome 2 – Facilities

- A community wish list item: installation of an accessible swing or inclusive playground equipment.
- A comprehensive audit of footpaths to assess and improve accessibility.
- Encourage local businesses to install automated doors to improve access.
- Review and increase the number of ACROD parking bays.
- Foreshore Park accessible toilet door was noted as difficult to navigate—recommendations for improvement needed.
- Businesses should improve physical access, including:
 - Installing railings on steps.
 - Providing clear signage for rear or alternative accessible entrances.
 - Ensuring wheelchair access to facilities.
- Request for a zebra crossing or alternative solution to improve safe crossing on the main street.
- Increase the number of public toilets, ensuring they include accessible and disability-friendly options.

Outcome 3 – Information

- Improve communication about local events and services, including a regular blog or update in the Shire's *E-Connect* newsletter.

- Ensure accessibility information is clearly listed on the Shire’s website, particularly on facility booking pages.

Outcome 4 – Service Quality

- School holiday programs should include sensory-friendly activities to support children with diverse needs.
- Non-Urgent patient Transfer Vehicle - supporting residents who are unable to drive to medical appointments due to age, health, or other reasons.
- Community House funding opportunities could support small-scale inclusion projects.
- Positive feedback was shared about the local Doctor and Pharmacy as valued community assets.
- Nannup CRC offers services for people with disabilities, but concerns were raised about limited physical access.

Outcome 5 – Complaints

- A clear and transparent complaints process is needed to ensure feedback is acknowledged and addressed—“closing the loop.”

Outcome 6 – Consultation

- Maintain regular updates to the Disability Access and Inclusion Plan (DAIP) database.
- Schedule at least two community meetings per year to discuss disability and access issues and explore solutions collaboratively.

Outcome 7 – Employment

- Report annually on employment statistics related to people with disabilities.
- Provide training pathways that lead to meaningful employment.
- Partner with agencies and local community groups to create inclusive employment opportunities.

4.0 Provision, Needs and Gaps

4.1 Major Facilities and Services

4.1.1 Community Resource Centre

Provider

Nannup Community Resource Centre is “a community managed not-for-profit, owned and operated by the Nannup community. The Centre forms part of a large state-wide network of over 100 rural, regional, and remote community hubs that provide essential support and services to locals, visitors, families, community groups, businesses and key stakeholders across Western Australia” [21].

The Community Resource Centre owns the land and infrastructure and is aiming to be more financially independent into the future. Being part of a larger network of Community Resource Centres, it is able to take learnings from other resource centres who are leading the way in terms of business management such as Walpole and Pingelly Community Resource Centres.

Provision

Nannup Community Resource Centre coordinates Home Care Packages to residents. They manage the liaison between clients (ensuring our ageing community has the ability stay living in their own home whilst receiving aged care services) and qualified contractors (increasing the number of local jobs in Nannup for people seeking to work in the aged care industry) [21].

The new Aged Care Act will start in November 2025 and will streamline packages into a single Support at Home Program [22]. It will allow entry of Australian Government-funded aged care services to people with care needs who are either:

- aged 65 years and over,
- Aboriginal or Torres Strait Islander and aged 50 years or over, or
- homeless or at risk of homelessness and aged 50 years or over.

The funding support available is classified on the level of care required, primarily based on mobility and cognitive function. The New Age Care Act is understood to give people greater choice and flexibility in the services they receive. The Government funded Support at Home Program could include:

- Domestic assistance: Support to remain at home in Nannup.
- Home Maintenance Services: Keeping your home in a safe condition.
- Social Support: Stay connected to your local community.
- Meal Assistance: Receive meals delivered to your home or assistance with grocery shopping or meal preparation.
- Transport Services: Get from one point to another safely, in comfort and with company.
- Personal Care: For daily personal care.
- Clinical Care: Including nursing and allied health specialists.

Eligibility for the Home Care Package is determined through the Aged Care Assessment Team (ACAT) [21].

Barriers

The key needs that the Community Resource Centre has indicated are:

- Affordable housing for workers (e.g. people employed in health services, tourism, hospitality).
- Encourage locals to increase their qualifications (certificate IV or above in nursing, age care, health care, personal care) with there being several providers of medical and allied services that could employ them (e.g. Community Resource Centre,

Hospital, Nannup Medical Centre, and Allied Health Services as separate provider at the Nannup Medical Centre).

Opportunities

- The Community Resource Centre could setup contracts with Allied Health providers (e.g. Occupational Therapy and Mental Health), whereby scheduling appointments for clients and enable providers to be available in Nannup on a grouped scheduled basis.
- Support population growth so that Nannup can reach an economy of scale with major healthcare providers.
- Support the development of more affordable housing.
- Advocate for local younger people or people seeking work to apply for increased qualifications particularly in health-related fields.

4.1.2 Nannup Medical Centre

Provider

Nannup Medical Centre is the town's medical provider with Allied Health Services on site. It is privately owned and managed by one of the Doctors, Dr Singh, and is located centrally in town.

Provision

The Medical Centre offers a range of services including [23]:

- Telehealth Consultations
- Antenatal Care
- Diabetes and Asthmatic Management
- Family Planning
- Immunizations
- Geriatric Health & Palliative Care
- Healthcare Assessment and Care Planning
- Spirometry & ECG
- Mental Health Care
- Psychology
- Motor Vehicle Accident Claims
- Management of Chronic Health Conditions
- Men's Health
- Vasectomy
- Employment Medicals

- Dietitian
- Mental Health
- Travel Health
- Hearing Testing (Audiology)
- Sexual Health
- On-Site Pathology Collection
- Occupational Health
- Podiatry
- Employment Medical
- Vaccination and Immunisation Programs
- Women's Health
- Worker's Compensation Claims
- Physiotherapy

Barriers

There are no barriers identified in attracting qualified staff. There is agreement that there is a shortage of housing, however the salaries provided to the staff enable them to rent or purchase within the Shire of Nannup.

It was noted that further development was perceived as difficult due to planning regulations in place, and that the effort for applying for external business grants was strenuous. The Medical Centre was successful in securing a Forest Transition Grant recently allowing them to expand their services through renovations within the building.

Opportunities

Primarily, Dr Singh has indicated an interest for a larger vision across the area, including the Medical Centre and adjacent lots, that is intended to serve as a long-term solution. Suggestions include an age care facility, ambulance parking, a road behind the medical centre and expanding the Medical Centre.

While there was interest in collaboration, it was also mentioned that the expansion of the Medical Centre was imminent and would occur on private premises even if there was no overall plan in place.

As noted in previous consultations, "Dr Singh is interested in future construction of another building adjacent to the existing Medical Centre. This would be two-storey and host additional consulting rooms and accommodation. In addition to his medical practice, Dr Singh currently has Physiotherapy and Pathology operating from the facility and has demonstrated demand from patients to potentially include **Podiatry, Cardio specialists, Imaging and Ultra-sound**. There would be consulting rooms available for visiting Allied Health professionals. It would be proposed that the Medical Centre integrates into any future Seniors Housing Precinct."

4.1.3 Nannup Hospital

Provider

The WA Country Health Service (WACHS) provides public healthcare across rural and remote regions of Western Australia. It manages a network of hospitals, health services, and nursing posts, ensuring residents have access to quality healthcare.

Provision

Within the Shire of Nannup, the WA Country Health services (WACHS) operate the Nannup Hospital which is a Multi-Purpose Service providing Acute and Aged Care services. WACHS owns one residential property in Nannup to temporarily house staff as

well as leasing another. This level of staff housing is currently sufficient to support their staffing accommodation needs in Nannup.

Nannup Hospital is a 24/7 service and operates in accordance with the WA Health Clinical Services Framework 2025-2035. It consists of an emergency department, pathology, and residential age care services. It functions as a Multi-Purpose Service Provider [24], to provide services that would otherwise not be feasible independently.

The Nannup Hospital has a Services Directory which details the provision of services in further detail [25].

Nannup Hospital has nine beds available for residential and/or palliative care. Nannup Hospital supports residents who may have some symptoms of dementia, though is unable to support people with very severe behavioural and psychological symptoms of dementia who cannot be cared for in a mainstream residential aged care facility. A process of assessment is undertaken to determine residential care needs and appropriateness of placement before a person is accepted and offered residential care at Nannup Hospital. There are at times, short periods whereby people may need to wait for residential aged care. However, access to residential age care bed availability at Nannup is generally timely where care needs have been assessed as appropriate. WACHS work closely with Alzheimer's WA and other organisations to support a dementia friendly environment in its facilities.

It is likely there will continue to be changes in models of aged care, with more people being able and therefore choosing to receive care at home. The new Aged Care Act [26] will streamline packages into a single Support at Home Program starting in November 2025 which is suspected to further support care at home. As people are staying at home longer, there will likely be increased pressure to expand housing supply.

The providers for a range of at home care services can be found on the MyAgedCare website [27]. The number of providers is expected to increase, as applications and feasibility increases.

The Nannup hospital is a mix of older and newer infrastructure and is maintained appropriately by WACHS.

There are no immediate or medium-term plans to re-develop the Nannup Hospital.

Any major refurbishment of a health facility needs to meet legislative and health facility and building requirements of the day.

Barriers

Nannup Hospital at times has challenges attracting qualified staff. This is common throughout Australia regarding health workforce, particularly in rural and remote areas. At times Nannup Hospital utilises temporary WACHS staff on deployment or if required agency nursing staff to ensure continuity of service for the community. Nannup hospital has recently appointed very experienced overseas trained staff to help stabilise staffing.

A lack of community/public transport has been flagged at WACHS Consumer Cafés within the Southwest. It is acknowledged there is work to be done by the Shire of Nannup and St John Ambulance to provide transport options to further support the Nannup Community.

Opportunities

The Shire could create awareness to support health ageing in the community, including Preventing falls [28] and Dementia Friendly Communities [29].

The Shire of Nannup has identified an opportunity to use the land around the remaining site for further development. Dependent on agreement from WACHS/Department of Health, the Shire could own any surplus land adjacent to the Nannup Hospital, with a view to facilitate an aged care facility development or similar, that would complement the hospital. If the Shire would like to explore this, it is recommended the CEO write to WACHS Southwest Executive Director.

The Shire has identified a vacant lot adjacent to the hospital, owned freehold by WACHS, which the Shire would like to see be developed. Similarly, the Shire has interest to own this underutilised land to create value for the community. There is a significant shortage of housing, and any land within the town centre is of value particularly for planning age-friendly precincts or to support workers accommodation.

4.1.4 Danjangerup Cottages

Provider

Danjangerup Cottages were established as a joint venture between the Danjangerup Cottages Incorporate and the Housing Authority. When the Danjangerup Cottages Inc dissolved, the Shire was substituted into the joint venture in their place in 2017. The Shire leased the land to the Housing Authority, and they appointed Alliance Housing to manage the Danjangerup Cottages on their behalf.

Alliance Housing is a not-for-profit Community Housing Organisation that provides Social and Affordable Housing. Alliance Housing took over management of the Danjangerup Cottages in 2020.

Alliance housing provide Social and Affordable Housing:

- Social Housing – To be eligible for Social Housing, the applicant, partner, and co-applicant must be within Public Housing Income and Asset Limits. The application process is managed by Department of Communities.
- Affordable Housing – Low to moderate income and asset threshold. To be eligible for Affordable Housing, the household must have a gross annual income and assets within the limits set by Department of Communities. The application process is managed by Alliance Housing.

The Danjangerup cottages were constructed by Department of Communities.

Alliance Housing develop and manage this type of housing in the Southwest, including Danjangerup Cottages, ensuring tenancies are maintained and dealing with all

maintenance issues. They continue to actively expand their housing portfolio through purchasing and developing property in the South West of WA. Alliance Housing does not provide direct services to the tenants but can connect/assist with referrals for in-home support.

Provision

There are currently nine units at Danjangerup Cottages. These are one- or two-bedroom units with private gardens, and a communal garden.

In June 2025, there were less than five people noted on the waitlist in Nannup. With a recent vacate, only one person was prepared and interested to fill this vacancy. The supply of the cottages appears to be on par with demand. As comparison, over 250 people are on the waitlist for social housing in Bunbury.

Barriers

There are no secure gardens, making it less suitable for people with larger pets.

The level of services in Nannup, particularly access to hospitals and health providers, is less than in regional centres. Growth in population may make these services more feasible, however may take away from the quiet retirement feel that some older people are seeking.

Opportunities

There is an opportunity for the development of a Seniors Register held by Shire of Nannup to determine demand. This has been successfully implemented by Shire of Donnybrook, giving a more accurate overview of demand (including upcoming) for housing than the Department of Communities waitlist alone. Any seniors with lower income and assets could then be contacted by Alliance Housing to determine their eligibility and interest. Anybody outside this category, would then be captured by the Shire to determine demand for other forms of seniors housing. Those who are local, eligible and interested in the Danjangerup Cottages could then be specifically matched up through a specific expansion project by Alliance Housing. This would ensure locals with strong connections to people and/or services in town are allocated housing (before the design and construction phase) and it will ensure Alliance Housing that the cottages will be tenanted. This would be a sustainable approach whereby supply is only provided and aligned with the demand.

Alliance Housing generally do not master plan sites, unless there were complexities on a site they are looking to develop. The Shire could consider the development of a Master Plan across the site and surrounding precinct to consider the footprint of another 2-3 units and how these would integrate with the wider precinct. Standard housing precincts managed by Alliance Housing are around 8 or 9 units, with the largest precinct managed by Alliance Housing being 12 units in Donnybrook. The population of the Shire of Donnybrook is about four times that of the Shire of Nannup, placing into perspective that any expansion in Nannup would be long term and need to be demand driven.

4.1.5 Ambulance Site

Provider

There is a St John Ambulance Site within the Nannup townsite. This is located on Walter Street, opposite the Danjangerup Cottages. This centre is run by volunteers and supported by a regional paramedic.

Nannup Ambulance is a non-for-profit Sub Centre and is under the overarching body of St John Ambulance WA. Nannup Ambulance is staffed totally by Volunteers and are "On Call" 24/7.

Provision

Currently the building and space is sufficient for Nannup. There are two ambulances (in good condition) and a new 4WD Ambulance arriving soon. There is a recently added shed to the site which is intended to house the new 4WD. The shed was fully funded by the sub-centre.

They provide patient transfers from Nannup Hospital to other Regional Hospitals. Furthermore, they also provide support services for events held in Nannup.

Barriers

The operations are financially self-sufficient. The only funds received are based on the work conducted (e.g. Emergency Call Outs and Inter-Hospital Transfers) which would likely restrict the expansion or major refurbishments into the future. Additional funds are sourced from external grants where possible.

Opportunities

There are currently 12 On-road Volunteers, and more volunteers would be welcome. Having cluster locations for seniors housing will make it easier to respond and more familiar, making it faster to respond.

There is opportunity to have accommodation at the ambulance centre to support volunteers from other districts that provide relief to Nannup's services.

4.2 Seniors Activities & Services

4.2.1 Non-Urgent patient Transfer Vehicle

The Shire of Nannup has launched a new initiative aimed at supporting residents who are unable to drive due to age, health, or other reasons.

They have acquired a non-urgent patient transfer vehicle, which will be managed by the Shire to provide transportation for medical appointments.

This service is designed to ensure our residents can maintain their health by attending necessary medical appointments. It is kindly supported by volunteers who are registered as drivers.

The vehicle utilisation is high, having at least one booking most weekdays. Reviewing the last few months, June had 67% of weekdays booked, July 82%, and August at least 75% at the time of review.

Bookings and registration as a volunteer can be done by contacting the Shire office.

4.2.2 Current Seniors Activities and Services

There are a range of community organisations organising different activities and services around the town of Nannup.

Activities

- Community House
 - Mosaic group
 - Bingo
 - Country Womens Association
 - Craft skills
- Mens Shed
 - Mental Health
 - Wood Work skills
 - Metal Work skills
 - Mentoring
- Social and Mental Wellbeing
 - Seniors Morning Tea – Fortnightly
 - Oral History Project
 - Lions Club activities
 - Friends of the Cemetery activities
 - Garden Club gatherings
 - Community Kitchen Weekly Dinner - \$10 meal
 - Op Shop Volunteering
 - Historical society
 - RSL gatherings
 - Art activities
 - Friends of the Foreshore activities
 - Friends of Community House groups and activities
 - Mens Shed activities
 - Meet the Author at Nannup Library
- Cinema nights
- Sport
 - Golf Days
 - Bowling tournaments
 - Rowing gatherings

- Walking activities
- Trapeze
- Cricket.
- Physical Wellbeing
 - Tai Chi classes (business)
 - Yoga classes (business)
 - Massages (business)
 - Gentle Gym
 - Over 50's Gym classes.
- Seniors-specific Tourism Operators
 - Horse trails
 - Donnelly River boat tours
 - Shuttle bus service

Services

- Aged Care Assessment Team (ACAT) Services
 - Currently no providers in Nannup
 - Several providers in region
 - Phone consultation, rather than in person assessment, speeds up assessment process, however often at the detriment of accuracy by overestimating the person's actual capabilities and independency
 - Processing time by MyAgedCare to release financial assistance can be over 12 months.
 - If a reassessment is required, the initial process is voided and a new process is initiated. This can again take around 12 months.
 - Advocacy for improved timeframes is highly recommended to support those in need.
- Transport
 - Shire Non Urgent Patient Transfer Vehicle
 - Shire Community Bus (administered by CRC)
- Medical Centre
 - Telehealth consultations
 - Antenatal Care
 - Diabetes and Asthmatic Management
 - Family planning
 - Immunizations
 - Geriatric Health & Palliative Care
 - Healthcare Assessment and Care Planning
 - Spirometry & ECG
 - Mental Health Care
 - Psychology
 - Motor Vehicle Accident claims
 - Management of Chronic Health Conditions

- Men’s Health
- Vasectomy
- Employment Medicals
- Dietitian
- Mental Health
- Travel Health
- Hearing Testing (Audiology)
- Sexual Health
- On-site Pathology Collection
- Occupational Health
- Podiatry
- Employment Medical
- Vaccination and Immunisation Programs
- Women’s Health
- Worker’s Compensation Claims
- Physiotherapy
- Nannup Hospital
 - Emergency Department
 - Telehealth
 - Pathology
 - 9 Residential Aged Care Beds
- Community Resource Centre
 - Home Care Support via Mable – an entity linking those in need with qualified private support contractors.
 - Computer Access for MyAgedCare and other online services and registration services
- Non-Medical
 - Hairdresser (business)
 - IT Support (business)
- Housing
 - Danjangerup Cottages – 9 units
 - Nannup Hospital – Residential Aged Beds – 9 beds

Community volunteers visited the Plantagenet Seniors Centre, which features a purpose-built facility with dedicated shelving for a book exchange and storage cupboards for games and other resources. The centre also hosts a weekly cooked lunch as part of its Seniors Meet program. From this location the space offers services to Seniors.

Inspired by the visit, the group returned to Nannup and proposed the development of a similar purpose-built space for local seniors. In response, the Shire convened a community meeting, which was attended by approximately 80 seniors, to gather input on what they would like to see in their own community. From this consultation, a list of ideas was developed. It soon became clear that the Function Centre, with its ample natural light, accessible toilets and kitchen facilities was a suitable location. This led to the creation of the Seniors Morning Tea initiative.

The Seniors Morning Tea commenced in February 2025 as a relaxed and welcoming opportunity for social connection, engaging activities, and the sharing of valuable information. Held in the Community Function Centre on the second and fourth Tuesday of each month, the sessions are regularly attended by approximately 25 participants.

Each fortnight features a different speaker or presentation on topics relevant to seniors, such as an online Tai Chi class, a visit from Carers WA, information about the WA Seniors Card, and advice on prescription medications. Updates from the Shire, including initiatives like the Oral Histories Project, are also shared.

Visiting services that are coordinated through the Community Resource Centre or Nannup Hospital are communicated to participants through the group. Attendees also enjoy time for puzzles, games, or simply catching up with one another in a friendly, inclusive environment.

4.2.3 Seniors Centre Options

The Shire promotes the use of existing facilities, and the seniors are currently using the Function Centre. As further planning background, the Park and Leisure Australia's guidelines recommended population trigger for a dedicated seniors centre is not until an area reaches 20,000 to 30,000 people. This generally is applied to the Perth and Peel areas, and does not directly consider the isolation of remote areas such as Nannup. Nonetheless, it is a good reference point to carefully consider and balance community desires amongst factors such as asset maintenance and financial feasibility.

Table 8: Seniors considered for Seniors Centre

Facility	Accommodates	Wheelchair accessible	Equipment	Commercial Kitchen	Shortfall
Function Centre (currently used)	Maximum accommodation 210 persons. Approx. 100 seated for dinner with chairs and tables.	Has wheelchair accessibility with ramps, railing and toilets. The disabled parking bays need to be upgraded with no curb to climb.	Television Internet Projector Sound Equipment Tables and Chairs Toilets (including accessible) Reverse Cycle Airconditioning	✓	Inadequate storage for multiple groups. Tables and Chairs too heavy for setup and pack down.
RSL (not Shire building)	Limited chairs and tables	The toilets are accessible and wheelchair	Tables and Chairs Heating and Cooling	✓	

		access through the rear end.			
Town Hall	Maximum accommodation 160 people. Chairs and tables available, but not on site.	The Town Hall is accessible but the toilets are not under the main roof, meaning access could be in the hot/cold/rain.	Nil	The kitchen is not a commercial kitchen	No space for storage. No heating and cooling.
Community Meeting Room	Accommodates 112 people. There are tables and chairs but not set up permanently.	Accessibility is good and toilets on site	Projector Internet Tables and Chairs Toilets (including accessible) Reverse Cycle Airconditioning	There is no kitchen, only a kettle and a sink for a cup of tea.	Not enough natural light. Inadequate storage for multiple groups. Tables and Chairs too heavy for setup and pack down.
Community House	Up to 30 people. There are tables and chairs available.	There is ramp but the doors is not wide enough.	Some storage, but you walk through the storage to get to the toilet. The toilets are not accessible friendly.	Small kitchen.	Not disability accessible. No Commercial Kitchen.

Table 9: Parks and Leisure (WA) Community Infrastructure Guidelines for a Seniors Centre [30]

PLAWA Community Infrastructure Guidelines 2020

Item	Facility	Definition	Population Guideline	Facility hierarchy, distance & spatial components
12	Seniors Centre	A place where older adults can congregate to fulfil many of their social, physical, emotional, and intellectual needs. Seniors activity should be part of an integrated service offering within a community hub.	1:20,000-30,000 for District level facility (dependent on aging demographic).	Dedicated seniors' facilities are not supported and should be co-located within a community centre. District (Item 9) Neighbourhood (Item 8)

For regional rural areas and towns, the needs of the community facilities will need to be considered on a more case-by-case basis. Providing a similar range of community infrastructure and services as the Perth and Peel areas may not be viable (*Table 9*), which is where multifunctional facilities play a significant role in optimising the level of offering

for a community. The guidelines highlight the need for multifunctional (or ‘shared use’) facilities that cater for a range of groups, through principles [30] such as:

- **Flexibility of use:** Facilities should be designed, built and managed to maximise flexibility in use (particularly multiple uses), so they can respond and adapt as needs change.
- **Diversity of use:** Ensure a facility provides for the greatest interaction and cohesion between people of the widest demographic, and in keeping with the facility’s intended range of opportunities.
- **Equity:** Should be readily accessible by all members of the community irrespective of age, mobility, sexual orientation, gender, cultural background or religious belief.

Fortunately, Shire of Nannup is in a position where there are multiple facilities that are underutilised and available to integrate a regular seniors group and their associated activities (*Table 8*). The seniors group which was initiated in 2025 can certainly grow over time and have a more prominent presence in one of these facilities where appropriate, however it should always be considered that the facilities are intended for multiple uses. Time of use of various groups can often be complimentary, rather than conflicting. The more groups and use of a building, the more viable upgrades to the facility become through grant funding and other sources. It also minimises the financial impact and value to the greater community; meaning the Shire only upkeep a smaller number of facilities to a higher standard, rather than upgrading all for minimal use.

The facilities which can be considered for the host a seniors group are shown in *Table 8* with the most suitable location being the Function Centre which is currently used for the seniors morning tea.

As the seniors group grows, the Shire can seek grants to upgrade the facility to be more comfortable. Focus areas for this could include ramps, railings, accessible toilets, air-conditioning, furniture, parking and other upgrades focusing on accessibility and inclusion.

There is potential for a dedicated Seniors Centre within a Seniors (Housing) Village with provision and invitation for wider community. The conversion of a sales office of a development precinct could also be an option, as they can have good placement within the precinct and the wider community. It would be expected that the developer would be responsible for its construction and that management and maintenance of the centre would also be the responsibility of the developer, if it were to be realised.

4.2.4 Oral History Project

The Oral History Project is an initiative supported by the Age Friendly Communities Program, by the Department of Communities and facilitated by the Local Government Professionals. The project is designed to honour and preserve the lived experiences of Nannup’s senior residents and broader community. This project aligns with the Shire of Nannup’s commitment to inclusive community development, intergenerational connection, and celebrating local heritage.

In May 2025, a total of 20 oral histories were recorded across four days, featuring interviews with a diverse group of community members. These stories capture the essence of Nannup's identity, covering themes such as:

- Personal and family histories
- The evolution of the Nannup community
- The RSL and its legacy
- The hippy movement
- Local community groups and their impact

Interview locations included Wild Eyed Press, Nannup Arts Centre, the Antique Store, Historical Society, Holberry House, and the RSL. The project was a collaborative effort led by Andrea Alexander (interviewer), Alex Hawkins from Simple Ben Stories (audio/video production), and a review team representing officers from the Economic and Community Development team, whose thoughtful reflections ensured each narrative was shaped with care and authenticity.

The stories will be shared on Spotify and a special opening event will be held with all the interviewees and community.

This initiative not only contributes to the Seniors Strategy by promoting inclusion and recognition of older adults, but also strengthens community identity, intergenerational dialogue, and cultural preservation.

4.2.5 Veteran Services

The Seniors Strategy has been workshopped at the Seniors Morning Tea, prior to release to the public for further feedback. One key theme that the community desired to see represented was that Veterans are a large part of the community. In 2021, 68 people were recorded to have previously serviced in the Australian Defence Force [11].

Members of the Veteran Community residing in the Shire of Nannup wishing to access pensions, compensations claims, benefits and generally navigate the Department of Veterans Affairs (DVA) system can do so through private Veterans Advocacy Services, Medical Practitioners, Lawyers or through Ex Service Organisations (ESOs) advocates which are mainly free. Advocates are trained through the DVA's Advocacy Training and Development Program.

The nearest ESO Advocate is at the Southwest Veterans Centre in Busselton. Veteran Advocates provide can assist to;

- Help with DVA Claims - assist with preparing and lodging claims.
- Provide Legal Advice - on the merit of lodging claims and assistance with appeals to Review bodies.
- Connect to other services - refer veterans to healthcare, including mental health, rehabilitation and housing services.
- Support transition - provide guidance and support for veterans transitioning to civilian life.

The Nannup RSL is a vibrant group that welcomes all veteran and is located on Cross Street, Nannup WA.

4.3 Health Care Options

4.3.1 Regional Provision

The South West Region is serviced by multiple hospitals. Nannup Hospital is considered a small hospital by Western Australia Country Health Services (WACHS). It is supported by a Regional Hospital in Bunbury and a District Hospital with the most direct link being to Busselton, as shown in Figure 5. Both Busselton and Bunbury provide an extensive range of health services that mobile Nannup residents can access.



Figure 5: Southwest Hospital Map

As for health services, the Healthy WA website provides a search engine to help people find specific services [31]. This includes Emergency Department, General Practice (GP), Hospital, Mental Health, Pharmacy and over 200 different allied health services:

<https://www.healthywa.wa.gov.au/Service-search>

On a regional scale, there is training available for nursing, aged-care and individual support. South Regional TAFE in Bunbury currently offers various courses including a Certificate III in Individual Support (Ageing), a Diploma of Nursing, and a Certificate III in Health Services Assistance preparing students for roles assisting in nursing care within

acute care environment. Many courses are currently free or discounted to help address skill shortages across Western Australia.

4.3.2 Local Provision and Gaps

The Shire of Nannup encompasses a range of health providers and services, as shown in Table 10. While there are gaps in provision, these are expected to grow over time if population continues to grow. Certain providers which are currently not present, will become available as demand increases and consulting rooms become available. These can then be provided on a scheduled basis. While other providers require specialist rooms and equipment (such as dentistry) and will therefore require more time before the feasibility of providing in Nannup becomes worthwhile.

Table 10: Local Health Services

Service	Provision in Nannup in 2025	Commentary
Hospital	✓	Nannup Hospital
General Practice	✓	Nannup Medical Centre
Pharmacy	✓	Nannup Pharmacy
Pathology	✓	Nannup Medical Centre (available onsite)
Dentistry	✗	
Major Dental & Endodontic	✗	
Orthodontic	✗	
Optical	✗	
Physiotherapy	✓	Nannup Medical Centre
Mental Health (incl. Psychology)	✓	Referrals from Nannup Medical Centre Private Provider at Nannup Amelia Twiss
Chiropractic & Osteopathy	✓	
Acupuncture	✗	
Remedial Massage	✓	Visiting GP to Nannup Medical Centre
Audiology	✓	Visiting GP to Nannup Medical Centre
Chinese Herbalism	✗	
Exercise Physiology	✗	
Health Management		
Online Doctor Appointments / Telehealth	✓	Nannup Medical Centre
Dietary	✗	Manjimup
Podiatry	✗	
Toe Nail Clinic	✓	Nannup Hospital
Speech Therapy	✗	

Eye Therapy	✓	Lions Eye Care (annual visit) supported by the Shire
Occupational Therapy	✗	Manjimup
Home Nursing	✓	Arranged through Nannup Community Resource Centre
Emergency Ambulance Services	✓	Volunteer Ambulance Service
Ultrasound / Imaging	✗	

4.4 Regional Information and Advice

This section provides a range of sources of information, that may not have been specifically covered in the Strategy to support seniors:

Government departments:

- Government of Western Australia – Seniors Card Registration and Information <https://www.seniorcard.wa.gov.au/>
- Department of Social Services - Information on the range of support available for seniors to help you when you retire. <https://www.dss.gov.au/older-australians>
- Department of Health – Information on where to find health services <https://www.healthywa.wa.gov.au/Service-search>
- Department of Communities - Information on rebates, concessions and payments offered by the Western Australian State government <https://www.wa.gov.au/organisation/departments/departments-of-communities/concessions-available-western-australia>
- Department of Housing and Works - Housing options available to Western Australians who have a housing need and receive a low to moderate income <https://www.wa.gov.au/organisation/departments/departments-of-housing-and-works/housing-options>
- Department of Housing and Works – How to Apply for Social Housing <https://www.wa.gov.au/organisation/departments/departments-of-housing-and-works/community-housing>
- Department of Local Government, Industry Regulation and Safety – Information on renting, and retirement villages <https://www.consumerprotection.wa.gov.au/>
- Patient Assisted Travel Scheme (PATS) - The Patient Assisted Travel Scheme (PATS) provides financial subsidies for eligible WA country residents to reduce the cost of accessing the closest specialist medical services that are not available locally <https://www.wacountry.health.wa.gov.au/Our-patients/Patient-Assisted-Travel-Scheme-PATS>

Community support and Not-for-profit organisations

- Mable – Private organisation - Online Platform connecting Australians looking for disability and aged care support to independent support workers <https://mable.com.au/about-us/>
- My Aged Care – Information on where to find support around your home, and/or to consider transition in to aged care homes <https://www.myagedcare.gov.au/>
- Advocare Website – Help with navigating age care services and information about elder abuse, feeling isolated or needing support <https://advocare.org.au/>
- Seniors Recreation Council of WA - Supporting the establishment of new groups wishing to provide active recreation for the over fifties and provide advice to the community where required <https://www.srcwa.asn.au/about-us/>
- Council on the Ageing WA – Information and support for seniors and their families, and organisations that support seniors <https://www.cotawa.org.au/>
- National Seniors Australia - A Not-for-profit membership and advocacy organisation that gives older Australians – working and retired - a strong national voice <https://nationalseniors.com.au/about>
- Safe and Found WA -Safe & Found is dedicated to assisting Police and Emergency Services in locating persons who may be at risk of becoming lost. <https://www.safeandfound.org.au/>
- Carers WA - the provision of specialist information and advice, resources, carer support through counselling, education / training, social support and carer advocacy and representation <https://www.carerswa.asn.au/>

Business

- Cape Abilities – a business supplying equipment to the aged, disabled, injured or unwell people, and all the associated healthcare sectors. Currently in Busselton and Bunbury <https://capeabilities.com.au/>

5.0 Implementation Strategies

5.1 Action Plan

The following action plan stipulates key actions to address the gaps identified in the report. It considers a timeframe which the Shire will aim to initiate each action. The terms are defined as short-term being 6-12 months, medium term as 1-2 years and long term as 2-4 years. As costs are determined for the actions, and if feasible, these will be considered by Council for integration into the budget.

Table 11: Action Plan

No.	Action Plan for Seniors Strategy	Timeframe
1	Undertake an audit of existing parking, pathways and outdoor seating in parks and public places to establish where improvements are required.	Medium
2	Consult senior community about walkability around town and identify any improvements.	Medium
3	Facilitate discussion with the business community on a range of issues including parking, customer service, access and employment issues. Consider whether parking nearby facilities is sufficient and whether dedicated bays for seniors are required.	Short-Medium
4	Advocate with Public Transport Authority of Western Australia to understand demand and feasibility of more direct routes of public transport from Nannup to key activity centres such as Busselton and Bunbury.	Short-Long
5	Initiate formal discussions with Main Roads Western Australia to explore the feasibility of installing a pedestrian crossing across Warren Road, connecting the Post Office to the Chemist.	Long
6	Develop seniors Page on the Shire's Website and update with useful information, services and events for Seniors to support a variety of other communication sources.	Short
7	Explore housing options for seniors and work with State and Federal government agencies for land access as part of Seniors Housing Strategy.	Short
8	Encourage schools, sporting clubs and other organisations to consider intergenerational programs and activities.	Medium
9	Aim to capture needs of older people that are outside the proximity of the town centre to understand how to support them.	Medium
10	Explore site locations for a permanent meeting place for a seniors group as part of Seniors Strategy; and Identify any priority facility needs/upgrades. I.e. currently the priority location is the Function Centre and there is a need for storage, chairs and tables.	Short Short
11	Initiation of seniors morning tea and continue to support group to run these sessions.	Short
12	Support seniors group to apply for grants for any minor facility upgrades and programs.	Short
13	Provide non-urgent patient transfer vehicle to assist residents who can no longer drive due to age, health or other reasons.	Short
14	Continue having Shire representatives to maintain open dialogue with seniors groups to capture view, share information and updates.	Short
15	Continue capturing the needs and review and adapt as needs change over time.	Short
16	Integrate actions from Disability, Access and Inclusion Plan (DAIP).	Medium

17	Organise a variety of seniors activities across the Nannup Shire, including library programs, gentle exercise, cinema sessions, storytelling, and pop-up events in outlying areas.	Short
18	Replace shelving in library to facilitate improved access for seniors.	Short
19	Develop Fact Sheets on accessing Aged Care Assessment Team (ACAT) Assessments.	Short
20	Advocate for improved timeframes from Department of Health on providing financial assistance through Aged Care Assessment Team (ACAT) processes.	Medium
21	Explore the option of reinstating a Meals on Wheels service.	Medium
22	Explore seniors Lunch provided by local businesses, and/or local businesses to provide seniors specials	Medium
23	Explore methods of providing accessible information to seniors i.e. dedicated seniors Community Notice Board in Town.	Short
24	Review of chairs in Function Centre, Recreation Centre and Town Hall (e.g. balance of being lightweight yet stable, and arm rests). Consider height of chairs at table.	Short/Medium
25	Incorporate seniors into an existing officer position description to support seniors activities, groups and initiatives, estimated at 0.15 FTE.	Short
26	Explore options of a community bus being utilised for access to retail centres, and airport by considering common flight departures/arrival times	Medium
27	Develop a Register held by the Shire for people to express their interest in more suitable Seniors Housing	Medium
28	Promote the Oral Histories project by hosting an opening event featuring the storytellers and inviting community members to attend	Short
29	Play Oral History audio story at the Nannup Seniors Morning Tea session throughout 2026	Short
30	Apply for funding to continue the Oral Histories program, aiming to record four stories annually. This will require one day of interviews and six hours of editing per year, aligning with the Southern Forests and Valleys Heritage Festival in April/May	Long

6.0 Conclusion

There are many contributing factors to the health and wellbeing of seniors. As the Shire of Nannup develops and grows in population, it is anticipated that the health services and facilities provision in the area will become more viable and will naturally improve. As people age, their needs and preferences will change also. We therefore encourage you to keep being part of the process and initiating the review of the strategy with the Shire of Nannup, when further ideas and perspectives should be included so that we can accurately capture the needs of seniors.

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