



# Age Friendly Strategy

2021-2026



# Acknowledgements

The City of Karratha (the City) acknowledges the traditional custodians of the land on which we live and work and recognise their continuing connection to country, waterways and community. We pay respect to all Elders; past, present and emerging.

The City of Karratha acknowledges the contribution of our older residents, community groups and industry stakeholders in the development of this strategy.

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## Mayor's foreword

Our Age Friendly Strategy has been thoughtfully prepared focusing on the wellbeing and inclusion of ageing residents in the City of Karratha. It provides us with an overarching guide on how we shall ensure adequate infrastructure and service provision is available to advance the aspirations and wellbeing of the City's ageing community.

While our City is deemed a 'young population', our purpose is to support and engage with all community members, including our older residents. This strategy was developed with careful consultation. The majority of older residents consulted said they wanted to stay and retire with the City. For this to be an attractive and viable option as we grow, we need to work closely with the aged care and health sector and the community to ensure we are meeting the current and future needs of older people. We want to enable a proactive and inclusive approach to understanding the future needs of our aging community.

This strategy will be used in conjunction with other informing strategies to allocate resources, encourage collaborations and partnerships, identify priority areas and discover the aspirations of our diverse, safe, healthy community.

I am very pleased to present the 2021 – 2026 Age Friendly Strategy; a strong set of guiding principles and action areas that focus on the needs of our seniors for engagement, accessibility, health care and housing, while aligning with Council's vision to become Australia's most liveable regional city, for all ages.



*Peter Long*  
*Mayor, City of Karratha*





## Our strategy in summary

The City of Karratha Age Friendly Strategy 2021 – 2026 sets out a road map for our approach to supporting and engaging with older residents, and is the result of community consultation, desktop research, and service mapping. This strategy provides a reference point for improved engagement with stakeholders and outlines potential collaborative partnerships in service delivery, ensuring we continue to be a local government that values our ageing community.

Global trends show that the world is ageing; by 2050, 1 in 5 people will be over 60. With this in mind, the City of Karratha has developed this strategy in line with the World Health Organisations Checklist for Age-friendly Cities. The result is a solid framework that will guide the City of Karratha to deliver outcomes that address the current and perceived future needs of the ageing community.

Our work will be reviewed regularly to ensure we are delivering on the initiatives outlined in this strategy and periodic evaluation will guarantee we adapt our approach as necessary to remain a relevant contributor to our local aged care sector.

While the City has a role to play in the wellbeing of older people locally, there are a number of other community groups, state and national departments, health and service providers and commercial operations that can have a positive impact on older people. Each of these represents an opportunity for meaningful and considered collaboration.

## Demographic breakdown

According to the 2016 Census, the population of the City of Karratha Local Government Area is 21,473 (ABS, 2016). The City of Karratha has a 'young population'; the median age of residents is 31 years (compared to Western Australia, 36 years; Australia, 38 years).

The Department of Health defines the ageing population as non-Indigenous people aged over 65 years, and Aboriginal and Torres Strait Islander people aged over 50 years. The number of residents aged over 65 years in the City of Karratha is 557 or 2.5% of the population (compared to Western Australia, 14%; Australia 15.8%). There are 495 Aboriginal and Torres Strait Islander people aged over 45 years in the City of Karratha. (ABS, 2016).

The following information is a snapshot of the residential profile of senior people living in the City of Karratha.

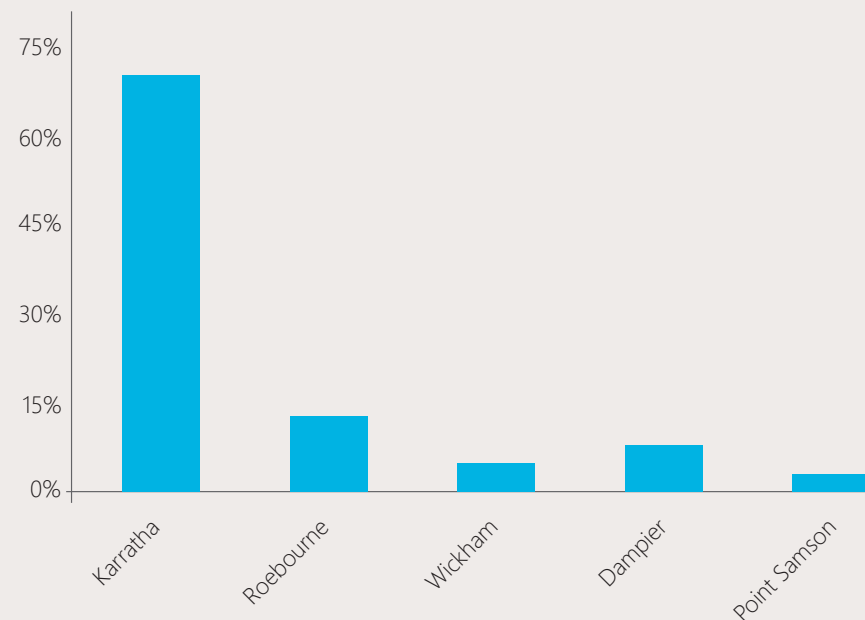






## Where do older people live?

The following data has been taken from the ABS, 2016.



|              |     |
|--------------|-----|
| Karratha     | 396 |
| Roebourne    | 72  |
| Wickham      | 29  |
| Dampier      | 44  |
| Point Samson | 16  |





## Background

The City of Karratha's vision is to become Australia's most liveable regional city; to achieve this, it is important to create a plan to address the needs of our ageing population.

The world's population is ageing. In response to this, the World Health Organisation (WHO) promotes its 'Age-friendly Communities' initiative.

The World Health Organisation has published an Age-friendly Checklist, which lists eight domains of an 'age-friendly city'; a City, which supports the health and social inclusion of its older residents. This work forms the basis of age friendly planning for the City of Karratha.

In 2017, the City of Karratha local government area was analysed by Regional Development Australia (RDA) as part of the North West Ageing and Aged Care Strategy. This body of work outlined some of the issues faced in servicing the ageing community, which primarily arise from the cultural and geographic barriers that exist in the North of Western Australia. Current trends in Northern Western Australia show that most residents move away in their retirement for a variety of reasons including:

- › To gain access to a lower cost of living;
- › To access a wider range of aged care facilities and services;
- › To be in closer proximity to family.

Becoming 'age friendly' is a global initiative to provide opportunities for active ageing and allow older people to participate fully in community life. An Age Friendly Strategy is one of the most effective means for the City of Karratha to respond to the needs of our ageing population. It is important to the City that our whole community feels included and our older residents are supported to stay healthy, active and engaged

## Why we need an Age Friendly Strategy

Council has an ongoing commitment to building a city that is safe and inclusive, with opportunities to maintain a good quality of life and access to a range of services as people age. In order to deliver outcomes for our older residents, this commitment needs to be captured in a clear and innovative strategy that encompasses the views of our ageing community and guides our work moving forward.

The City of Karratha Age Friendly Strategy 2021-2026 will assist the City in planning and developing services and facilities that best meet the needs of the whole community. It will inform the allocation of resources and provide a conduit for collaborations and partnerships to achieve positive outcomes for our ageing community.

Our older population play a vital role in enhancing social, cultural and economic community life. It is important that Council provide the support for older people to fully participate in all aspects of community life, and have opportunities to live out their retirement in the region.

This strategy is Council's commitment to older people in the region. We have a role in understanding and responding to the needs of older people in our community and advocating in broader government and community settings.

The City of Karratha Age Friendly Strategy gives us an opportunity to create positive change and a stronger voice for the aged care sector locally by:

- ▶ Providing a holistic shared vision and framework
- ▶ Describing the principles by which we will operate and make decisions
- ▶ Providing guidance for Council in its advocacy with all levels of government and industry
- ▶ Providing clarity in the pursuit of funding and other resources to address service gaps and priority areas for action and maintain alignment with community expectation and need.

Supporting older people to remain in the City of Karratha, and feel included in the community strongly aligns with Council's vision to become Australia's most liveable regional city. After all, communities develop only when the needs of all residents are met.





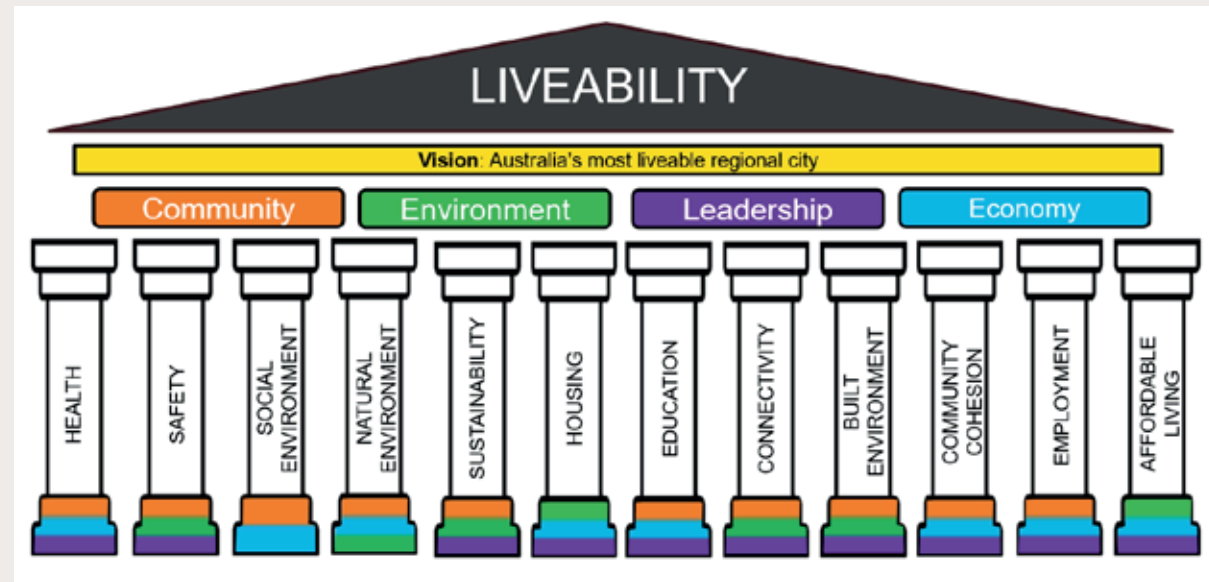


## How does this strategy work?

We believe in planning for a bright future that fulfils the needs of current and future generations. To ensure the best outcomes for our community at each stage of our journey to becoming Australia's most liveable regional city, we have developed strategies and plans for the short, medium and long term. These plans are integrated so when we are working on short-term projects we are also contributing to the long-term goals we have in place and ensuring the best use of resources in all of our activities.

Our Strategic Community Plan 2016-2026 provides a vision for the future of the local government area and outlines how the City and community will achieve that vision over 10 years. It states our aspirations and objectives, regards the current and future resource capacity and demographic trends of the region.

In addition to our Strategic Community Plan, the City of Karratha has invested time developing 12 Liveability Pillars that uphold the four themes of our Strategic Community Plan. Each of these pillars represent a specific theme that contributes to the overall liveability of a place and will assist us to achieving our vision.



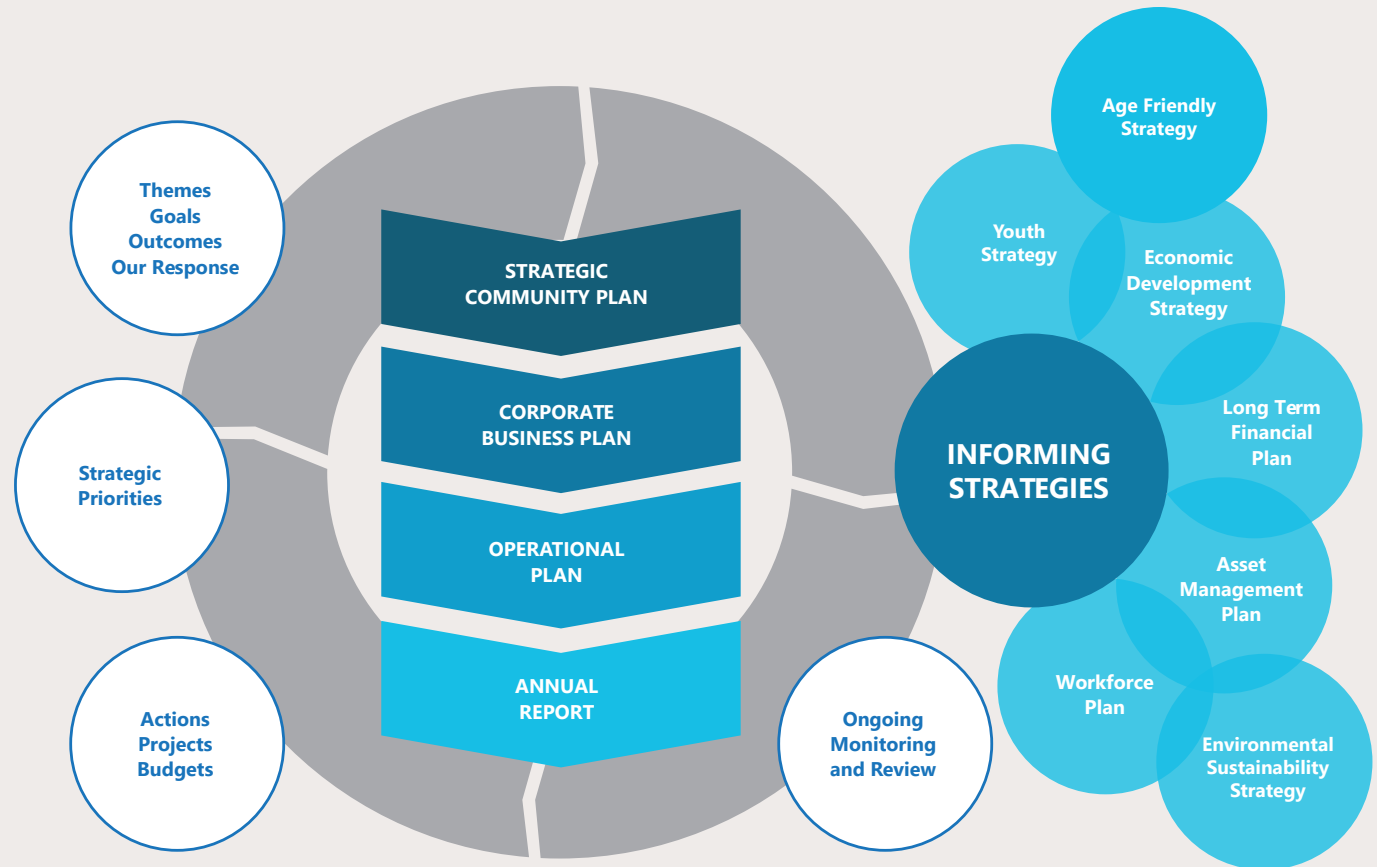
## Embedding the strategy into our operations

The Age Friendly Strategy works to guide specific actions, initiatives and budgets within the organisation to achieve the goals of the Strategic Community Plan.

To implement the strategy and achieve the outcomes identified, initiatives will be planned, budgeted and delivered, taking into consideration the most appropriate role for Council to play.

The strategy will be embedded into operational plans and key actions to ensure that what is planned will be delivered.

Reporting of progress and performance is captured in the quarterly and annual reports and the strategy is continually reviewed to ensure it is up to date and relevant to the changing environment in the city and broader region.







## Key steps in strategy development

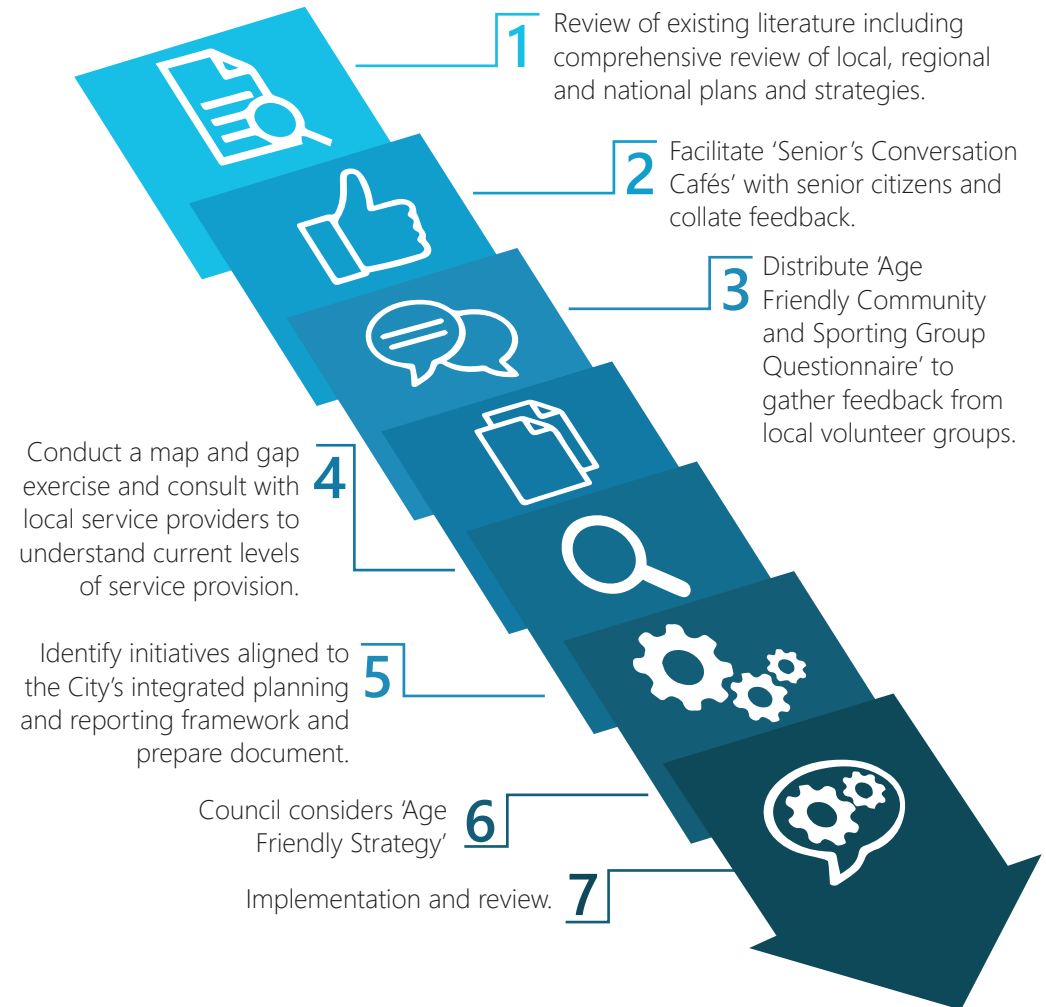
Work to develop this strategy included consultation with aged care sector stakeholders, the ageing community, and our local community groups. This process allowed us to identify relevant themes and map the views and aspirations of our community against wider sector experiences.

A key piece of consultation included our 'Seniors Conversation Cafés', held in early 2020. Furthermore, we conducted targeted engagement with our older library members, captured older people in our annual community survey, corresponded with local service providers and gauged feedback from our local sporting clubs and community groups.

In total, 161 stakeholders provided input, including:

- › 132 senior people
- › 18 community groups
- › 11 service providers

All feedback was collated and coupled with industry practice and literature reviews to formulate a set of guiding principles and outcomes that will inform this strategy and accompany the City's integrated planning framework. This strategy is designed as a guide, identifying priority areas for action and associated measures to assess our progress to become age friendly, but also responsive to the changing needs of our older population.





## What have we heard?

After carefully analysing all feedback received during consultation, we have identified emerging and common themes to focus on locally. These closely mirror the themes and priority areas identified in previous studies conducted in the aged care sector at both regional and state level. Highlights from respondents that guided development of the strategy are identified as follows:

### Senior People

- › Top concerns included accessing health care without leaving the region.
- › The cost of living for pensioners and retirees.
- › Suitable housing options for both retirement and nursing care.
- › Appropriate transport options
- › The majority of older residents want to stay and retire in the City of Karratha, but worry that future ill health may force them to relocate to Perth to gain access to health services and a range of accommodation options.

### Clubs and Groups

- › Groups and clubs have difficulty advertising to and engaging new older members.
- › Barriers to older participation includes transport and community perception that membership requires a certain fitness level.
- › The perception of older people that you need to participate in the sport/activity to contribute.
- › No local clubs have an established veterans teams due to lack of uptake from the older community.

### Industry Stakeholders

- › Staff retention and lack of resources are barriers to addressing gaps in aged care service delivery.
- › Most aged care services are dependent on external funding bodies.
- › Service providers struggle with providing transport for older people.
- › Older people face long waiting periods for access to federally funded care packages.
- › Staff recruitment and retention is difficult due to high cost of living and limited accommodation options.

## What services are currently available?

| Service                           | West<br>(Karratha and Dampier)   | East<br>(Wickham, Roebourne, Pt Samson)   | Telephone/Online/Mobile Services   | Gaps in Service Provision  |
|-----------------------------------|--|---|--|--|
| Health Services                   | <ul style="list-style-type: none"> <li>› Karratha Central Health Care: medical and NDIS services.</li> <li>› Karratha Medical Centre</li> <li>› Karratha Health Campus</li> <li>› Pharmacy 777</li> <li>› Pharmacy Help</li> <li>› St John Ambulance: emergency service provider and internal hospital transfers</li> </ul>  | <ul style="list-style-type: none"> <li>› Mawarnkarra Health Service: Aboriginal Medical Service. Provide some transport to Karratha as required.</li> <li>› Roebourne District Hospital</li> <li>› Wickham Chemist</li> <li>› St John Ambulance: emergency service provider and internal hospital transfers.</li> </ul> | <ul style="list-style-type: none"> <li>› Patient Assisted Travel Scheme (PATS)</li> <li>› Telehealth Appointments; available via Karratha Health Campus and Roebourne District Hospital</li> </ul> | <ul style="list-style-type: none"> <li>› Number of GPs.</li> <li>› Oncology, medical imaging (MRI), centralised rehabilitation services.</li> <li>› St John's Community Transport Service – more information: <a href="https://stjohnwa.com.au/ambulance-and-health-services/patient-transfer-service/regional-community-transport-service">https://stjohnwa.com.au/ambulance-and-health-services/patient-transfer-service/regional-community-transport-service</a></li> </ul> |
| Sport and Recreational Activities | <ul style="list-style-type: none"> <li>› WA Country Health Service (Population Health): weekly mobility and hydro group (seasonal) at Karratha Leisureplex.</li> <li>› Pilbara Physiotherapy: weekly mobility class.</li> <li>› City of Karratha (Leisureplex): Lifestyle Fitness: small group personal training</li> <li>› Karratha Autumn Club: Provides social outings and activities for seniors.</li> </ul> | <ul style="list-style-type: none"> <li>› Val and Kathy's Crafty Kitchen; weekly socialisation and activity sessions.</li> </ul>   |  | <ul style="list-style-type: none"> <li>› Sport and Recreational Activities in Eastern Towns (Roebourne, Wickham).</li> <li>› WA Centre for Rural Health has been funded by Health Way to research the fitness and recreation needs of seniors in the City of Karratha.</li> </ul>  |
| Transport                         | <ul style="list-style-type: none"> <li>› Public Transport Authority: residential public transport system.</li> <li>› Karratha Autumn Club: small bus used by club members to attend seniors' events.</li> </ul>  | <ul style="list-style-type: none"> <li>› Public Transport Authority: residential public transport system.</li> <li>› Wickham Community Association: hireable community bus</li> </ul>   |  | <ul style="list-style-type: none"> <li>› St John's Regional Community Transport Service - more information: <a href="https://stjohnwa.com.au/ambulance-and-health-services/patient-transfer-service/regional-community-transport-service">https://stjohnwa.com.au/ambulance-and-health-services/patient-transfer-service/regional-community-transport-service</a></li> <li>› Hireable community/people mover (for community groups/sporting clubs)</li> </ul>                  |

## What services are currently available? (continued)

| Service                          | West<br>(Karratha and Dampier)  | East<br>(Wickham, Roebourne, Pt Samson)   | Telephone/Online/Mobile Services  | Gaps in Service Provision   |
|----------------------------------|---|---|---|---|
| Aged Appropriate Housing         | <ul style="list-style-type: none"> <li>› Warambie Estate: 11 units reserved for retirement living.</li> <li>› Department of Communities: have a small number of units suitable for senior social housing tenants. Aims to house seniors in close proximity to one another to create neighbourhoods.</li> </ul>          | <ul style="list-style-type: none"> <li>› NAC: Elders village (for NAC members only, 10 units).</li> </ul>   |   | <ul style="list-style-type: none"> <li>› Lifestyle retirement options: all units reserved for retirees are currently occupied. Minimal options for retirees to downsize.</li> </ul>   |
| Community and Home Based Support | <ul style="list-style-type: none"> <li>› EPIC: provides inclusion support, personal in home care, respite and domestic assistance for older people who are part of the NDIS.</li> <li>› IBN Group: funding available for elderly members (aged 55+) who require home or vehicle accessibility modifications.</li> </ul> | <ul style="list-style-type: none"> <li>› Yaandina Community Services: delivers services in line with federal government funded National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP), Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP). Yaandina also provide aged care programming, respite service and a 'Meals on Wheels' service.</li> <li>› EPIC: provides inclusion support, personal in home care, respite and domestic assistance for older people who are part of the NDIS.</li> <li>› Ngarliyarndu Bindirri Aboriginal Corporation (NBAC): Yirramagardu Crew offers free gardening service to elderly members.</li> <li>› Ngarluma Yindjibarndi Aboriginal Corporation (NYFL): have four funding streams available to support elderly members. All applications must be approved by the NYFL board.</li> </ul> | <ul style="list-style-type: none"> <li>› Silver Chain: delivers domestic services and home care assistance in line with federally funded CHSP.</li> </ul> | <ul style="list-style-type: none"> <li>› While Silver Chain does service the area, the closest office is located in Port Hedland. Local seniors must organise all assistance through the Perth based call centre (24/7). Service provision in the CofK LGA does not include nursing services or palliative care.</li> <li>› Yaandina Community Services is the only locally based aged care provider. In order to deliver home care packages outside of Roebourne, travel costs must be taken out of the older person's home care funding.</li> <li>› Service providers lack access to locally available equipment and home care products.</li> </ul> |

## What services are currently available? (continued)

| Service                  | West<br>(Karratha and Dampier)  | East<br>(Wickham, Roebourne, Pt Samson)   | Telephone/Online/Mobile Services   | Gaps in Service Provision  |
|--------------------------|---|---|--|--|
| Residential Aged Care    |   | <ul style="list-style-type: none"> <li>Yaandina Frail Aged Hostel: 20 bed original hostel, with 10 bed extension.</li> </ul>  |  | <ul style="list-style-type: none"> <li>Residential aged care/nursing facility in Karratha.</li> <li>Yaandina Frail Aged Hostel currently has a wait list.</li> </ul>   |
| Information and Advocacy | <ul style="list-style-type: none"> <li>Pilbara Community Legal Service: information and advice on creating wills, power of attorney etc.</li> <li>Centrelink</li> </ul> | <ul style="list-style-type: none"> <li>Pilbara Community Legal Service: information and advice on creating wills, power of attorney etc.</li> <li>Centrelink Agency (Ngarliyarndu Bindirri Aboriginal Corporation)</li> </ul> | <ul style="list-style-type: none"> <li>Advocare: operates the Elders Abuse Helpline and assists older people to navigate the My Aged Care system (federal funding for CHSP and HCP).</li> <li>Department of Mines, Industry Regulation and Safety (DMIRS): Seniors Advisory Service (branch of Consumer Protection) provides advice on seniors housing options.</li> </ul> | <ul style="list-style-type: none"> <li>DMIRS Seniors Advisory Service are considering regional visits.</li> <li>Advocare was funded during the 2019/2020 Financial Year to conduct a Pilbara Advocare Navigator trial. Currently uncertain whether funding for this service will continue</li> </ul> |







## Priority areas for action

The priority areas of our older residents has been captured through our annual community survey, 'Seniors Conversation Cafes' and in correspondence with our older residents.

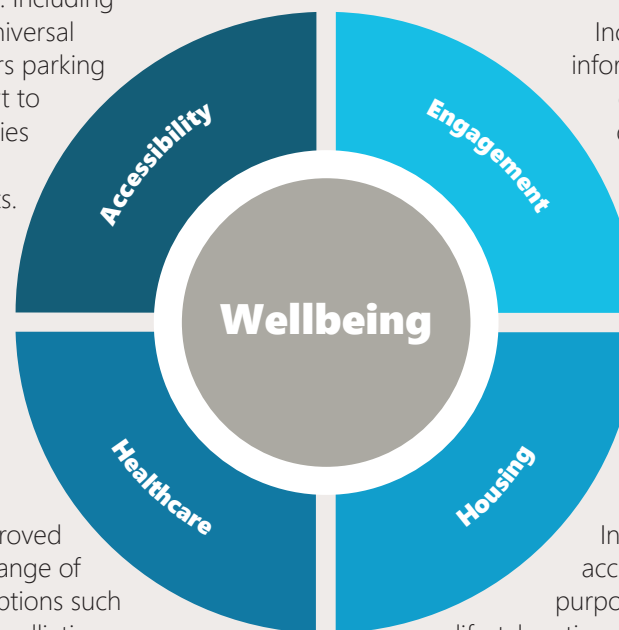
Within the age friendly focus, four priority areas have been identified when working with our older people. The priority areas are listed in the following diagram.

**Accessibility:** Including footpaths, universal toilets, seniors parking and transport to leisure activities and medical appointments.

**Engagement:** Including activities, information sessions, consultation and on-country trips.

**Healthcare:** Includes improved access to a range of healthcare options such as oncology, palliative care, and rehabilitation services.

**Housing:** Includes improved access to a range of purpose built housing, lifestyle retirement options, and assistance to age in the home.



## Priority areas and outcomes

Under each of the priority areas, we have identified our desired outcomes and outlined what World Health Organisation Domains they align with. These outcomes have been developed to be measurable and directly guide specific initiatives. The initiatives will be reviewed and revised as part of our annual planning process.

### Accessibility (WHO Domains; Social Participation, Outdoor Spaces and Buildings, Communication and Information, Transport)

#### Outcomes

- › Older people have opportunities to attend all City events.
- › Older people have opportunities to participate in a variety of social and recreational activities.
- › Older people have access to all buildings in the City of Karratha.
- › Older people have access to City of Karratha information in a range of formats, including online and in print.
- › There is adequate walkability and transport options across the City of Karratha and it is maintained to a high standard.

#### Measures

- › Number of older attendees at City of Karratha run events.
- › Number of older members at City of Karratha recreational facilities.
- › All City facilities are universally accessible.
- › The needs of older residents are considered in facility and spaces design.
- › Number of older residents utilising City of Karratha library computers.
- › Number of older residents that are members of local community groups.

### Engagement (WHO Domains; Civic Participation and Employment, Respect and Social Inclusion)

#### Outcomes

- › Older people are empowered to access a range of volunteer opportunities in the region.
- › Older people have opportunities to be heard on issues and decisions that affect them.
- › Older people are regularly consulted by the City of Karratha on how to better cater to their needs.
- › The achievements and community contribution of our older residents are recognised and celebrated.

#### Measures

- › Number of capacity building workshops delivered to local clubs/groups aimed at attracting/retaining older volunteers.
- › Regular Seniors Conversation Cafes held.
- › Older people are recognised and awarded for their achievements.
- › Seniors' Week is celebrated each year.



## Health Care (WHO Domains; Community and Health Services)

### Outcomes

- › City of Karratha service delivery has considered and adapted to the needs of older people.
- › Service provision and infrastructure is enhanced/improved.
- › Older residents' connection and access to services is enhanced/improved.

### Measures

- › Partnerships are established with local service providers to address gaps in service provision.
- › Gaps in service provision are addressed.
- › Older residents have access to a directory of services.

## Housing (WHO Domain: Housing)

### Outcomes

- › Improved access to suitable and affordable housing and accommodation options is advocated for.
- › Older people have opportunities to retire and remain in the City of Karratha.

### Measures

- › Increased diversity and number of housing and accommodation options.
- › Percentage of older residents indicating no plans to leave the City of Karratha on annual community survey.





## Summary of our initiatives 2021 - 2022

From the priority areas listed in this strategy, the City has identified 11 initiatives. In the table below these initiatives are listed, as well as the priority area(s) in which they have an impact. The intention is that these initiatives will be reviewed annually as part of the City of Karratha's planning process.

| Initiative   | Action Responsibility   | Accessibility | Engagement | Healthcare | Housing | Liveability Pillar                                       |
|--|---|---------------|------------|------------|---------|--|
| Ensure that there are appropriate fitness programming for older residents through internal and external programming  | › Recreation Facilities   | ✓             | ✓          | ✓          |         | › Health<br>› Community Cohesion<br>› Social Environment |
| Provide opportunities for older residents to connect with each other and other generations and be heard on issues that affect them.  | › Community Engagement  | ✓             | ✓          |            |         | › Community Cohesion<br>› Social Environment             |
| Establish and promote a calendar of senior specific events and ensure ease of access to community wide events  | › Arts Development and Events   | ✓             | ✓          |            |         | › Community Cohesion<br>› Social Environment             |
| Support local clubs and community groups to engage older residents through further understanding of perceived barriers to participation, and fostering universal inclusion | › Community Engagement<br>› Club Development                              | ✓             | ✓          |            |         | › Community Cohesion<br>› Social Environment             |
| Coordinate a needs analysis that focusses on the current and future needs of the aging community including: services, accommodation options and infrastructure             | › Community Engagement  | ✓             | ✓          | ✓          | ✓       | › ALL  |
| Support local businesses to be age friendly through the acceptance of seniors cards and ensuring accessibility   | › Economic Development  | ✓             | ✓          |            |         | › Social Environment<br>› Community Cohesion             |
| Implement 'Seniors Parking' scheme; older people have access to allocated parking bays at City facilities  | › Community Engagement<br>› Infrastructure Services<br>› Customer Service | ✓             |            |            |         | › Built Environment<br>› Connectivity                    |
| Investigate appropriate transport options for older people in the City of Karratha   | › Community Engagement  | ✓             |            |            |         | › Community Cohesion<br>› Connectivity                   |
| Develop a works plan to provide a cyclone clean-up service (pre and post event) for older residents  | › Community Engagement<br>› Park and Gardens                              | ✓             |            |            |         | › Natural Environment<br>› Built Environment<br>› Safety |
| Advocate and lobby State and Federal Government on key issues affecting the ageing community and local service providers   | › Executive Management Team   | ✓             | ✓          | ✓          | ✓       | › ALL  |
| Support initiatives to attract and retain health practitioners through working with the Health sector  | › Liveable Communities  | ✓             |            | ✓          |         | › Health   |





## References

- › **2021 City of Karratha Community Survey**  
[https://karratha.wa.gov.au/sites/default/files/uploads/ENTERED\\_10.4\\_2021](https://karratha.wa.gov.au/sites/default/files/uploads/ENTERED_10.4_2021)
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- › **WHO Checklist for Age Friendly Cities**  
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- › **Department of Local Government, Sport and Cultural Industries Age Friendly WA Toolkit**  
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Welcome Road Karratha WA 6714  
PO Box 219 Karratha WA 6714

☎ 08 9186 8555

✉ [enquiries@karratha.wa.gov.au](mailto:enquiries@karratha.wa.gov.au)

🌐 [karratha.wa.gov.au](http://karratha.wa.gov.au)

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