



Age Well Stay Connected (Townsville) Event 3/9/25

World Café Conversation on Supporting Safe, Connected, and Independent Living

Key Themes	Participant Examples
Accessible Housing and Environments	<ul style="list-style-type: none"> • Access to safe and accessible accommodation • Accessible streets, parking, beaches and public spaces • Affordable transport and ridesharing with friends
Social Connections and Community	<ul style="list-style-type: none"> • Informal supports from family, friends, and neighbours • Connecting through social clubs and networks • Supports to maintain mental health and reduce isolation
Communication and Information	<ul style="list-style-type: none"> • User-friendly, jargon-free information • Clear guidance and referral support (e.g., My Aged Care) • Knowing where to go for help and support • Service navigation information and "cheat sheets". • Improved hospital discharge planning through advocacy
Services and Assistance	<ul style="list-style-type: none"> • Accessible social clubs to increase participation • Practical supports: domestic assistance, meals, home safety, assistive technology • Financial support and funding for essential needs • Reablement programs to maintain independence • Balanced care: ensuring medical needs don't overshadow social connection, with adequate staffing and volunteer
Assessment and Individual Support	<ul style="list-style-type: none"> • One-to-one cognitive assessments • Tailor support and clarify processes • Ensure supports meet individual needs

Ideas generated to inform future initiatives and collaboration included:

- **Accessible Environments and Practical Supports:** Provide safe, accessible housing, transport, and public spaces to support older people's mobility, independence and daily living.
- **Social Connections and Community Support:** Strengthen informal, neighbourhood and community networks, and deliver social and domestic services that promote safety, wellbeing, and autonomy.
- **Clear Information, Advocacy, and Individualised Support:** Offer user-friendly, jargon free information, clear guidance, referrals, and advocacy (e.g., hospital discharge, My Aged Care), along with service navigation support and assessments tailored to individual needs.