

Department of
Communities
and Justice

Ageing well in NSW

Action Plan 2025–2026

January 2025



The NSW Government pays respect to the Traditional Owners and Custodians of the land on which we walk, work, and live. We acknowledge and learn from the strengths of First Nations peoples, their culture, and their deep connection to Country, land, and waters across NSW.

The Ageing Well in NSW: Action Plan 2025–2026 includes dedicated efforts to support the physical, social, and emotional wellbeing of First Nations peoples.

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Minister's Foreword

Ageing Well in NSW: Seniors Strategy Action Plan 2025–2026

The NSW Government is committed to supporting older people to age well, with dignity, independence, and opportunities to thrive. The Ageing Well in NSW: Seniors Strategy 2021–2031 outlines our vision that all people in NSW experience the benefits of living longer and enjoy opportunities to participate in, contribute to, and be included in their communities.

The Strategy is supported by a series of action plans focused on four priority areas: Living in age-friendly environments, Participating in inclusive communities, Staying safe, active and healthy, and Being resilient and informed. This Action Plan will deliver 80 actions designed to make a positive difference to the wellbeing of older people in NSW. I am particularly excited to see even more government departments taking an active role in supporting seniors and contributing to this plan.

The NSW Government recognises the significant contributions that older people have made and continue to make. We are committed to challenging stereotypes and building a culture that recognises and values the contributions and diversity of all seniors.

This Action Plan has a particular focus on delivering services and supports to some of our harder-to-reach communities, and people living in regional, rural and remote areas.

The Action Plan also acknowledges the added pressures many seniors face and includes actions to support older people dealing with financial pressures, disability, and physical and mental health challenges.

Over the next two years, the NSW Government, in partnership with key stakeholders, will deliver a broad range of initiatives. From the NSW Seniors Card, which helps seniors with cost-of-living pressures, to the Connecting Seniors Grant Program, which aims to reduce social isolation, we are committed to enhancing the lives of seniors across NSW.

Promoting the wellbeing of seniors is not only important for older people, the benefits are far reaching also positively impacting their families and the broader community.

Thank you to everyone who has contributed to the development of the Ageing Well in NSW: Action Plan 2025–2026. I hope through this Action Plan, we are able to create a more inclusive, accessible and vibrant environment for all seniors.



A handwritten signature in black ink, consisting of a stylized 'J' followed by a horizontal line.

The Hon Jodie Harrison MP
Minister for Women
Minister for Seniors
Minister for the Prevention of Domestic
Violence and Sexual Assault

Who are seniors?

Seniors today come from many different backgrounds, including various genders, cultures, languages, and abilities.

In NSW, people are considered seniors starting at age 60, or at age 50 for First Nations peoples.

It's important to understand that seniors are not all the same. How they age and what they expect from ageing can be affected by many things. Also, the needs and goals of people over 65, over 75, and over 85 can be very different.

Focus Areas

Focus area 1:
Living in age-friendly environments

Focus area 2:
Participating in inclusive communities

Focus area 3:
Staying safe, active and healthy

Focus area 4:
Being resilient and informed

This Action Plan is the third in a series of two-year plans supporting the [Ageing Well in NSW: Seniors Strategy 2021–2031](#). It outlines the wide range of services, supports and initiatives provided by the NSW Government in partnership with the community to promote the health and wellbeing of older people.

The actions in the Plan reflect the diversity of older people across the State and the NSW Government's emphasis on reaching marginalised communities, including:

- First Nations peoples aged 50 years and over
- people from multicultural communities
- lesbian, gay, bisexual, transgender, intersex or queer individuals
- people living with disability, dementia, chronic disease or mental illness
- carers
- those living in rural and remote areas.

Social isolation is a significant issue for many seniors, particularly for those living alone or in rural and remote areas. Many also face challenges like cost-of-living pressures, housing insecurity or elder abuse.

The actions in this plan aim to create opportunities for seniors, particularly vulnerable older people, to fully participate in their communities. A range of innovative initiatives are being delivered to breakdown barriers to accessing key services and supports so that all older people are connected, included and can enjoy happier, healthier lives.



Icon Legends

Focus Areas



Focus area 1:
Living in age-
friendly environments



Focus area 2:
Participating in
inclusive communities



Focus area 3:
Staying safe,
active and healthy



Focus area 4:
Being resilient
and informed

Priority Target Populations



First Nations peoples aged 50+



Lesbian, Gay, Bisexual, Transgender,
Intersex, Queer + people



People from multicultural
communities



People living in
regional/rural/remote areas



People experiencing
difficulty because of cost of
living/financial pressures



People with disability, dementia,
chronic disease or mental illness








Carers

Focus area 1:

Living in age-friendly environments

1



Action	Lead Agency + Partner
<p>1 Deliver safe, inclusive and accessible public transport options that are available to older persons</p> <p>Implement Transport for NSW's new Disability inclusion Action Plan. This Plan acknowledges the ongoing commitment to ensure public transport options are accessible to everyone regardless of ability, age, socioeconomic status or location noting that as people age, mobility impairments increase.</p> <p>The Plan will be one of the key mechanisms for delivering this action and driving improved outcomes for older people.</p> <p>Action Timeframe Third Action Plan</p>	Transport for NSW
<p>2 Improve access and participation of older people in arts and cultural events through the Creative Capital program</p> <p>Through the Creative Capital program, grants have been provided for infrastructure to continue to support the creative economy and improve access to and participation in quality cultural experiences across NSW.</p> <p>Creative Capital funds museums, theatres, performance venues, galleries, libraries and Aboriginal cultural centres, Keeping places and language centres across NSW.</p> <p>Action Timeframe Third action plan</p> <p>Priority Target Populations  </p>	Department of Creative Industries, Tourism, Hospitality and Sport - Create NSW
<p>3 Art Gallery of NSW's Creative Ageing Program for Culturally and Linguistically Diverse Communities</p> <p>Deliver an arts engagement, mindful and social experience focused on older adults' wellbeing, including ten sessions on mindful viewing and group discussion.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations   </p>	Art Gallery of NSW + Local government services, and community organisations supporting CALD communities with access needs



Priority Target Populations



First Nations peoples aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from multicultural communities



People living in regional/rural/remote areas










People with disability, dementia, chronic disease or mental illness





People experiencing difficulty because of cost of living/financial pressures



Carers

Action	Lead Agency + Partner
<p>4 Art Gallery of NSW's Arts in Health Multipurpose Service Pilot Project collaboration with Health Infrastructure NSW and the Murrumbidgee Local Health District</p> <p>Implement the fourth year of the Arts in Health Multipurpose Service Pilot Project. This innovative program provides aged care residents and health care staff at three facilities in the Murrumbidgee Local Health District in regional NSW with access to professional and quality arts engagement experiences. It includes opportunities for professional development for regional staff.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations  </p>	<p>Art Gallery of NSW + Murrumburrah-Harden Health Service, and Culcairn and Tumbarumba Multipurpose Services</p>
<p>5 Art Gallery of NSW's Art and Dementia program</p> <p>Provide arts engagement experiences for individuals living with dementia and their care partners. A range of experiences are provided including a monthly on-site program focused on discussion and art-making exploring focused themes. It also includes on request visits to engage with community day programs and aged care facilities.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations     </p>	<p>Art Gallery of NSW + Local government, community organisations and aged care facilities</p>
<p>6 Monitor whole-of-government actions and responses to the Ministerial Advisory Council on Ageing's key policy positions, in particular in relation to health, housing, and access and equity, including transport and digital inclusion</p> <p>Advise the NSW Government on the needs of older people in NSW, including monitoring NSW government action in response to recommendations in relation to health, housing, and access and equity, including transport and digital inclusion.</p> <p>Action Timeframe Third Action Plan</p>	<p>Ministerial Advisory Council on Ageing + Department of Communities and Justice</p>
<p>7 Host forums with older people and key government and non-government stakeholders</p> <p>Host forums with key stakeholders on issues impacting older people in NSW. The forums will provide a platform to capture the views of a broad range of participants and generate recommended actions to inform government policy.</p> <p>Action Timeframe Third Action Plan</p>	<p>Ministerial Advisory Council on Ageing + Department of Communities and Justice</p>
<p>8 More inclusive local government authorities in NSW</p> <p>Support NSW local councils to increase the provision of inclusive services and facilities for older residents within their local community.</p> <p>Action Timeframe Whole strategy</p>	<p>Local Government New South Wales + NSW local councils</p>

Action	Lead Agency + Partner
<p>9 Integrated Age-Friendly Toolkit</p> <p>Facilitate ongoing access and use by councils of the Integrated Age-Friendly Toolkit, including the creation of a digital web-based version of the toolkit and a council community of practice group.</p> <p>Action Timeframe Whole strategy</p>	<p>Local Government New South Wales + NSW local councils</p>
<p>10 Accommodation and clinical support for people experiencing severe behavioural and psychological symptoms of dementia</p> <p>Support the provision and expansion of specialist dementia care units for people experiencing severe behavioural and psychological symptoms of dementia (BPSD) within residential aged care facilities. NSW Health provides specialist clinical support through local health districts and works with the Commonwealth to support the implementation of the program in NSW.</p> <p>Action Timeframe Whole strategy</p> <p>Priority Target Populations </p>	<p>NSW Ministry of Health + Commonwealth Department of Health and Aged Care, NSW Health local health districts and non-government aged care providers</p>
<p>11 Pathways to residential aged care facilities for older people with complex mental health needs</p> <p>Continue to develop specialised mental health-residential aged care partnership services for older people with complex mental health needs under the NSW Health Pathways to Community Living Initiative (PCLI) and Older People's Mental Health (OPMH) program.</p> <p>Action Timeframe Whole strategy</p> <p>Priority Target Populations </p>	<p>NSW Ministry of Health + NSW Health local health districts, and non-government aged care providers</p>
<p>12 Aboriginal Housing Office Capital Works program</p> <p>Continue to implement the Aboriginal Housing Office (AHO) Capital Works program for new supply, responding to expressed demand for seniors housing.</p> <p>These projects are delivered under the Seniors Housing State Environmental Planning Policy (SEPP) and/or in line with AHO's new Design Guidelines, which focus not only on design excellence and reduced whole-of-life costs but also design flexibility, which supports ageing in place and in community for our tenants. Projects include new builds and purchase then repurposing of units or houses to provide high quality seniors housing for local communities across NSW.</p> <p>Action Timeframe Whole strategy</p> <p>Priority Target Populations </p>	<p>Homes NSW -Aboriginal Housing Office + Aboriginal Community Housing Providers, Local Government</p>

Action	Lead Agency + Partner
<p>13 Ensure installed Fire Safety Systems such as smoke alarms and Emergency Warning and Intercommunication Systems in apartments are compatible with accessories to notify deaf or hard of hearing residents of the alarm activation</p> <p>Installed fire safety systems such as smoke alarms and Emergency Warning and Intercommunication System (EWIS) within multi-level residential buildings are designed to notify the occupants of the building of a fire and the need to either get ready to evacuate or evacuate the building. They use alarm tones that may, however, be inaudible to a person who is deaf or hard of hearing.</p> <p>Fire and Rescue NSW statistics reveal that people aged 65 and over are the highest fire fatality risk group in the community.</p> <p>The ability to connect an accessory that provides a visual and vibrating alert would improve the life safety of older people and occupants with a disability.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>Fire and Rescue NSW + NSW Department of Planning, Housing & Infrastructure, Homes NSW, local councils</p>
<p>14 Art Gallery of NSW's Pause: Carers program</p> <p>Deliver an arts engagement, mindful and social experience focused on carers' wellbeing. This includes four to six sessions on mindful viewing, group discussion and artmaking, as well as on request sessions for organisations that support older adult carers in the community.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>Art Gallery of NSW + Local government services, community organisations, Palliative Care NSW, Carers NSW</p>
<p>15 Support more older social housing residents to age in place</p> <p>Continue to undertake home modifications to support people to remain living independently and safely in their home, and promote 'first mover' opportunities for older single people to move into new accessible homes..</p> <p>Action Timeframe Whole Strategy</p>	<p>Homes NSW</p>



Focus area 2:

Participating in inclusive communities

2



Action	Lead Agency + Partner
<p>16 Support social connections and address loneliness</p> <p>Develop and deliver the Connecting Seniors Grant Program to support local communities to establish ongoing connections between older people to promote inclusion and combat isolation and loneliness.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations    </p>	<p>Department of Communities and Justice + Local councils, not-for-profit organisations</p>
<p>17 Progress initiatives that address the impact of ageing for Aboriginal people in NSW</p> <p>Consider and respond to the recommendations in the Ageing Needs and Priorities of Elders and Older Aboriginal People in NSW Report. This will include identifying NSW government departments and key stakeholders to partner with on the delivery of initiatives to address the impact of ageing for Aboriginal people in NSW.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>Department of Communities and Justice + NSW government departments, key stakeholders</p>
<p>18 Review and update ReportAGE: media guidelines for portraying people who are older</p> <p>Assist journalists and other professionals working in the media to appropriately portray older people.</p> <p>Action Timeframe Third Action Plan</p>	<p>Ministerial Advisory Council on Ageing + Department of Communities and Justice</p>
<p>19 Seniors Stories</p> <p>Run the annual writing competition and publish Seniors' Stories. Seniors Stories celebrates the contribution of seniors by giving them an opportunity to share their stories and life experiences.</p> <p>Action Timeframe Whole Strategy</p>	<p>Department of Communities and Justice + Fellowship of Australian Writers</p>
<p>20 Foundation Reading and Writing for Adults–Kinchela Boys Home Aboriginal Corporation</p> <p>Provide literacy, language, numeracy and digital skills to the Kinchela Uncles, a group of men committed to travelling to schools to educate younger generations about the Stolen Generation and share their personal stories about their incarceration at Kinchela Boys Home. Each participant sets their own goals and the education is customised to their needs, to assist the Uncles to more effectively and confidently communicate their deeply personal stories.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>TAFE NSW + Kinchela Boys Home Aboriginal Corporation</p>

Priority Target Populations



First Nations peoples aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from multicultural communities



People living in regional/rural/remote areas



People with disability, dementia, chronic disease or mental illness




People experiencing difficulty because of cost of living/financial pressures





Carers

Action		Lead Agency + Partner
21	NSW Seniors Festival Deliver the annual Seniors Festival in locations across NSW to promote social inclusion and connection. The Festival includes the Premier's Gala Concerts, NSW Seniors Festival Expo, Comedy shows, and Seniors Festival Grants Program. Action Timeframe Whole Strategy	Department of Communities and Justice
22	Seniors Christmas Concerts Deliver the annual Seniors Christmas Concerts in regional and outer metropolitan Sydney. Action Timeframe Whole Strategy	Department of Communities and Justice
23	Coordinate Grandparents Day celebrations Support the celebration of grandparents, grand-kin and grand-friends across NSW each year. Action Timeframe Whole Strategy	Department of Communities and Justice
24	Creative opportunities for seniors and older people living with Parkinson's Disease and other chronic illness Deliver programs that focus on providing health and well-being benefits to participants. Sydney Opera House will present: <ul style="list-style-type: none"> • InterGenerational Dance Class 2025–26 in collaboration with The Australian Ballet Education Unit • Dancing Connections 2025–26 workshop series in partnership with Dance for Parkinson's Australia and the global Dance for Parkinson's Disease program • Spring For Seniors 2025–26 monthly Dance Theatre session welcoming Seniors aged 55+ for an inspiring and social creative workshop. Action Timeframe Third Action Plan	Sydney Opera House



Action	Lead Agency + Partner
<p>25 Scope and develop actions to promote increased opportunities for arts and cultural participation by older people in NSW</p> <p>Scope and develop actions in line with Creative Communities, the NSW Government policy for arts, culture and the creative industries 2024-2033, and the aims of the NSW Creative Ageing Framework 2021. The Framework focuses on ways to:</p> <ul style="list-style-type: none"> • increase opportunities for older professional artists to continue their practice • raise awareness of current creative ageing programs • increase capacity in the NSW arts, screen and culture sector to deliver high-quality programs to older people in NSW • reduce negative perceptions of ageing and older people by highlighting their creativity and rich engagement with arts and culture. <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>Department of Creative Industries, Tourism, Hospitality and Sport - Create NSW</p>
<p>26 Powerhouse Collection Conversations with older people</p> <p>Host monthly age-targeted Collection Conversation sessions across Powerhouse sites and local community centers, where volunteers share stories of the Powerhouse's collection and then engage in interactive discussions with community members about the showcased objects.</p> <p>These sessions invite older people to share the wisdom and insights gained through their own experiences. The program aims to encourage social participation by engaging older individuals in cultural, educational and creative activities they value and enjoy.</p> <p>The program fosters civic participation by providing volunteering opportunities and encouraging lifelong learning, strengthening community bonds, combatting social isolation, and inspiring public engagement with the Collection. The stories shared will be digitised and broadcast on the Collection Conversation website, creating an accessible platform.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Powerhouse Museum</p>
<p>27 Rural Women's Network</p> <p>Continue to develop online and physical events and activities with a focus on engaging older women experiencing geographic isolation throughout the calendar year to support their mental health and wellbeing.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations  </p>	<p>The Cabinet Office - Women NSW + Rural Women's Network</p>

Action	Lead Agency + Partner
<p>28 Australian Museum Volunteer Program</p> <p>Provide a series of volunteer programs designed for seniors to actively contribute to the scientific knowledge of Australia and help visitors engage with the world-renowned collections, exhibitions and programs at the Australian Museum.</p> <p>The Australian Museum's Centre for Citizen Science runs three key volunteer programs (both onsite and online): Digivol; FrogID; and Australasian Fishes. These provide important source of data about biodiversity across Australia which informs both Government and industry as to how to conserve and manage our natural environment.</p> <p>Seniors can also volunteer in the Museum's visitor engagement programs, interacting with Museum visitors, and sharing knowledge about the Australian Museum's collection, the exhibitions and programs on offer.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>Australian Museum</p>
<p>29 Support volunteering participation within the NSW Rural Fire Service</p> <p>Encourage older people's participation in volunteering within the Rural Fire Service. Volunteering strengthens communities by empowering individuals to live more active, meaningful lives and promoting an inclusive society in which everyone, regardless of age, can make a difference.</p> <p>Volunteering can be an enriching experience, helping to foster greater social inclusion and connectedness for ageing members of the community. It provides people with a valuable sense of purpose and enhances their resilience by encouraging a sense of accomplishment and self-worth.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>NSW Rural Fire Service + other emergency service, community volunteer agencies</p>
<p>30 NSW Seniors Card</p> <p>Continue to add new businesses offering discounts to older people. Seniors Card and Senior Savers Card will deliver more major corporate partnerships to reduce the cost of living for older people, while supporting them to be active and healthy.</p> <p>Review and refresh the Seniors Card digital channels, focusing on the mobile app, website and a digital Seniors Card.</p> <p>Action Timeframe Whole Strategy</p>	<p>Department of Communities and Justice</p>
<p>31 Provide subsidised public transport, registration and licencing schemes for eligible older people</p> <p>Remove cost-related barriers to public transport and reduce private vehicle costs through targeted incentives, subsidies and concessions for older people. Alleviating the cost of public transport and private vehicles can facilitate easier access to health and wellbeing services and support social and community participation.</p> <p>Action Timeframe Third Action Plan</p>	<p>Transport for NSW</p>







Action	Lead Agency + Partner
<p>32 Tech Savvy Seniors</p> <p>Support the Tech Savvy Seniors program in partnership with Telstra. Tech Savvy Seniors provides low-cost or free training for older people who are interested in learning how to use technology such as computers, tablets and smart phones.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Department of Communities and Justice + State Library of NSW</p>
<p>33 National Research: Age-friendly workplaces</p> <p>Participate in national research collaboration to create age-friendly workplaces.</p> <p>Action Timeframe Whole Strategy</p>	<p>Department of Customer Service - NSW State Insurance Regulatory Authority + Australian New Zealand Research Collaborative Group</p>
<p>34 Improve the employee experience for older workers with special regard to recruitment, promotion, collaboration and recognition</p> <p>Embed actions in a new action plan to increase career conversations for older workers ensuring fair access and consideration to internal career advancement opportunities.</p> <p>Establish a staff network and/or committee to support internal strategic goals and objectives.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations       </p>	<p>Department of Climate Change, Energy, the Environment and Water</p>
<p>35 Cultural Program - Seniors and Veterans</p> <p>The Cultural Program aims to:</p> <ul style="list-style-type: none"> • build cultural awareness, confidence and capability within our team members • ensure our ways of working provide an inclusive experience through the end-to-end employment journey • support local teams to provide a positive and inclusive experience for our diverse customers, through local community engagement to target provision of services. <p>Action Timeframe Third Action Plan</p>	<p>Department of Customer Service – Service NSW</p>

Focus area 3:

Staying safe, active and healthy

3



Action	Lead Agency + Partner
<p>36 Deliver place-based local initiatives to get older adults moving more Deliver a program of active recreation initiatives that aim to increase local opportunities for older adults to be more active. The initiatives are coordinated by NSW Office of Sport Centres, Venues and Regions, and are developed according to local circumstances.</p> <p>Action Timeframe Second Plan</p> <p>Priority Target Populations </p>	<p>Department of Creative Industries, Tourism, Hospitality and Sport - NSW Office of Sport</p>
<p>37 Support First Nations Elders to be more active Deliver a program to promote active recreation initiatives that aim to increase local opportunities for First Nations Elders to be more active. The promotions are coordinated by NSW Office of Sport Centres, Venues and Regions, and are developed according to local circumstances.</p> <p>Action Timeframe Second Plan</p> <p>Priority Target Populations  </p>	<p>Department of Creative Industries, Tourism, Hospitality and Sport - NSW Office of Sport</p>
<p>38 Implement the Local Sport Defibrillator Grant Program Provide Automated External Defibrillators and associated equipment to NSW sport and recreation facilities and clubs.</p> <p>The Program provides a safer environment for older adults to recreate in local facilities.</p> <p>Action Timeframe Second Plan</p> <p>Priority Target Populations  </p>	<p>Department of Creative Industries, Tourism, Hospitality and Sport - NSW Office of Sport</p>
<p>39 Prevent and respond to abuse of older women and women with disability Deliver a project to improve the prevention of and response to abuse of older women and women with disability. The project seeks to build awareness and understanding amongst frontline workers, supporters and advocates to prevent, identify and respond to domestic, family and sexual violence in relation to older women and women with disability.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>Office of Women's Safety Commissioner + Ageing and Disability Commission</p>

Priority Target Populations



First Nations peoples aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from multicultural communities



People living in regional/rural/remote areas



People with disability, dementia, chronic disease or mental illness

















People experiencing difficulty because of cost of living/financial pressures

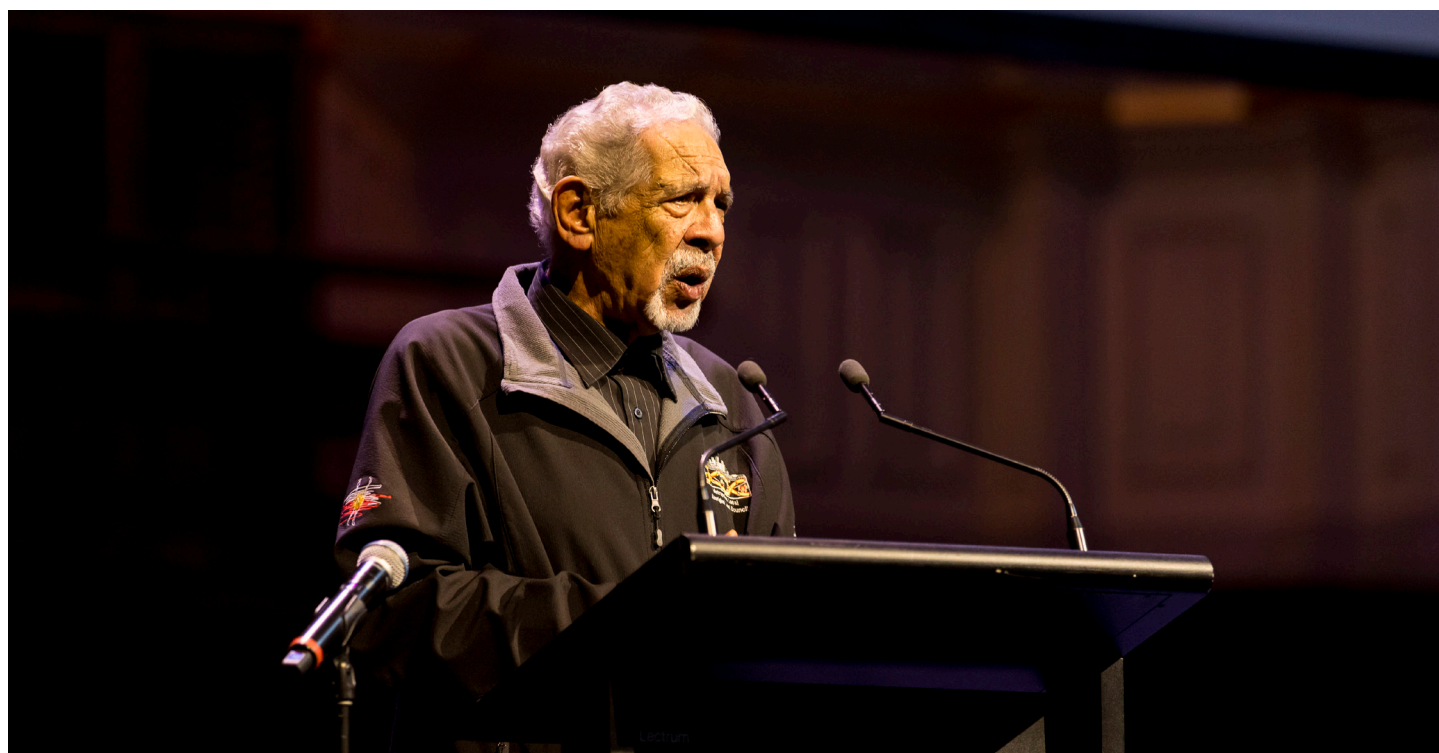




Carers

Action	Lead Agency + Partner
<p>40 Support healthy ageing ensuring people in custody can live more years in full health and independently</p> <p>Provide appropriate, person-centred and holistic care to aged people in custody through:</p> <ul style="list-style-type: none"> the development of an Adaptive Ageing Procedure and Model of Care collaboration with Corrective Services NSW to manage aged patients in custody as a priority population. <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Ministry of Health - Justice Health + Forensic Mental Health Network, Corrective Services NSW</p>
<p>41 Provide equitable access to ‘deaf or hard of hearing’ smoke alarms for older people and people living with disability</p> <p>NSW legislation requires that every home has smoke alarms installed in accordance with the Environmental Planning and Assessment (Development Certification and Fire Safety) Regulation 2021.</p> <p>Nearly 50% of house fire fatalities are aged 65 years and over. People who are deaf or hard of hearing or who use hearing aids and remove them of a night to sleep are unable to hear alerts from smoke alarms. Access to a funded deaf or hard of hearing smoke alarms that have a visual and vibrating alert is dependent upon the resident having access to either NDIS or My Aged Care. Those who don’t meet these criteria are unable to access funded or subsidised smoke alarms leading to an inequity of access for those who are deaf or hard of hearing.</p> <p>Fire and Rescue NSW partially addresses the gap through supplying limited numbers of deaf or hard of hearing smoke alarms as part of their Safety Visit program.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations   </p>	<p>Fire and Rescue NSW + NSW Rural Fire Service, Department of Customer Service</p>
<p>42 Expand the Assist Infirm, Disabled and Elderly Residents (AIDER) Program</p> <p>The program helps people live more safely and confidently in their home in areas where bush fires may start. AIDER services can include clearing gutters, thinning vegetation around the home, removing leaf and tree debris, mowing or slashing long grass.</p> <p>The expanded Program will also offer Home Fire Safety Visits. This will involve discussing home fire safety with residents, offering simple home fire safety advice, and testing and replacing smoke alarms if needed.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations  </p>	<p>NSW Rural Fire Service + community services, Fire & Rescue NSW, NDIS and health providers</p>


Action	Lead Agency + Partner
<p>43 Improve prevention, detection and response to abuse, neglect and exploitation of older people in their family, home and community</p> <p>Deliver and promote information and training by the Ageing and Disability Commission, as well as increase the number of abuse prevention Collaboratives across Local Government Areas in NSW to support better detection and responses to abuse, neglect and exploitation of older people in their family, home and community.</p> <p>Action Timeframe Whole Strategy</p>	<p>NSW Ageing and Disability Commission</p>
<p>44 Neglect Research Project</p> <p>Further the understanding of issues related to neglect of older people and adults with disability in their family, home and community, and identify strategies for preventing and responding to neglect.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations     </p>	<p>NSW Ageing and Disability Commission + Department of Communities and Justice</p>
<p>45 Strengthen frontline worker and service capabilities in preventing, identifying and responding to domestic, family and sexual violence of older women and women with disability</p> <p>Develop domestic, family and sexual violence (DFS) capability building resources that will assist frontline workers and services to better prevent, identify and respond to DFS of older women and women with disability.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations  </p>	<p>NSW Ageing and Disability Commission + Office of the Women's Safety Commissioner</p>
<p>46 Raise awareness of abuse, neglect and exploitation of older people in culturally and linguistically diverse and Aboriginal communities</p> <p>Develop strategies that engage people from culturally and linguistically diverse, and Aboriginal communities to raise awareness of abuse, neglect and exploitation of older people and their rights in a culturally informed way.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations    </p>	<p>NSW Ageing and Disability Commission</p>
<p>47 The LOVE Project (Living Older Visibly & Engaged) for older lesbian, gay, bisexual, transgender & queer (LGBTQ) people</p> <p>Empower older lesbian, gay, bisexual, transgender and queer (LGBTQ+) communities, including people living with HIV, to lead healthy, active and socially connected lives.</p> <p>The project focuses on improving health literacy and building social connections for older LGBTQ people. This includes a monthly in-person LOVE Club Gatherings and regular community co-designed social/ educational activities when funding is available.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations   </p>	<p>ACON NSW</p>

Action	Lead Agency + Partner
<p>48 LGBTQ+ Palliative Care and End of Life Decision Making</p> <p>Deliver a comprehensive ‘Taking Control’ Palliative Care and End of Life program, building on the existing community co-designed ‘Taking Control: LGBTQ+ Toolkit for Palliative Care and End of Life Decisions’ launched in 2022.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations     </p>	<p>ACON NSW + NSW Ministry of Health</p>
<p>49 Improve access to dental care and oral health information/resources</p> <p>Support the implementation of sustainable models of care to improve access to dental services for older people, particularly those living in residential aged care by:</p> <ul style="list-style-type: none"> • developing an approach to oral health service delivery for older people, suitable to be applied across local health districts statewide in all settings, and not limited to residential aged care residents • using research, innovation and health technologies to enhance service delivery, e.g. through teledentistry consultations • increasing patient engagement and strengthening the communication of oral health messages to older Australians and carers through a variety of channels. <p>Action Timeframe Whole Strategy</p>	<p>NSW Ministry of Health</p>
<p>50 Implement the NSW Older People’s Mental Health (OPMH) Service Plan 2017-2027</p> <p>Support the delivery and further development of older people’s mental health (OPMH) services across NSW and help meet the mental health needs of our ageing population.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>NSW Ministry of Health + NSW Local Health Districts</p>



Action	Lead Agency + Partner
<p>51 Community based health and psychosocial supports for older people with mental illness</p> <p>Develop strategies to improve access to community-based health and psychosocial supports for older people with mental illness under the Community Living Supports Initiative, Housing and Accommodation Support Initiative and other relevant mental health and aged care programs.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>NSW Ministry of Health + Housing and Accommodation Support Initiative (HASI) and Community Living Supports Initiative (CLS) non-government providers</p>
<p>52 Healthy Eating Active Living Social Marketing and Communications</p> <p>Improve access to healthy eating and active living information, program and services for older people via the Healthy Eating and Active Living website (www.healthyliving.nsw.gov.au).</p> <p>Social media channels extend health-enhancing messages to the entire population including older people and connect people with targeted, age-specific health programs through the Healthy Living Digital Integration Project.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>NSW Ministry of Health + Department of Customer Service</p>
<p>53 Get Healthy Service</p> <p>Provide statewide phone and online health coaching services supporting all people including older adults to make sustained improvement in healthy eating, be physically active, reduce alcohol consumption and achieve a healthy weight.</p> <p>Action Timeframe Whole Strategy</p>	<p>NSW Ministry of Health</p>
<p>54 Active and Healthy website</p> <p>Support healthy ageing and falls prevention via the Active and Healthy website (www.activeandhealthy.nsw.gov.au).</p> <p>The exercise directory allows older adults to find local physical activity and healthy lifestyle programs, tailored to those over 50, including falls prevention programs for those over 65.</p> <p>The website allows visitors to search for local, online or phone-based programs.</p> <p>The website hosts free Healthy Ageing Online Learning education modules and home-based exercise circuits to help older adults make small, achievable lifestyle changes.</p> <p>Action Timeframe Whole Strategy</p>	<p>NSW Ministry of Health</p>

Action	Lead Agency + Partner
<p>55 Support health and healing for Survivors of the Stolen Generations in NSW</p> <p>Continue to work with Stolen Generation Organisations (SGOs) across NSW, with a particular focus on implementing the NSW Health Stolen Generation Survivors' Action Plan.</p> <p>Developed in partnership with SGOs and Survivors, the Action Plan will guide NSW Health's work to ensure that Stolen Generation Survivors and their descendants receive high quality, culturally appropriate, safe and responsive healthcare that delivers outcomes that matter to them. This includes improving access to health and healing services and aged-care and end-of-life care; improving health and wellbeing support in the criminal justice system; strengthening health system capacity to meet Survivors' needs; enhancing resources and supports for SGOs; and supporting research into Survivors' health and wellbeing.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations     </p>	<p>NSW Ministry of Health + Cootamundra Girls Aboriginal Corporation, Kinchela Boys Home Aboriginal Corporation, Bomaderry Aboriginal Childrens Home Aboriginal Corporation, the Stolen Generations Council NSW/ACT, Aboriginal Affairs NSW, the Australian Government Department of Health and Aged Care and the Aboriginal Health and Medical Research Council of NSW</p>
<p>56 Older people's suicide prevention initiatives</p> <p>Lead a targeted Older People's Aftercare Pilot in two regions of NSW to improve access to appropriate aftercare services and enhance health/ community care partnerships to meet the needs of older people in suicidal distress.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations   </p>	<p>NSW Ministry of Health + Commonwealth Department of Health and Aged Care, NSW Health local health districts, Primary Health Networks and non-government organisations</p>
<p>57 Menopause and Perimenopause Education and Awareness Campaign</p> <p>Provide education and awareness about perimenopause and menopause, including expanding the Menopause Toolkit to be tailored to the needs of trans and gender diverse people who may be experiencing menopause.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>The Cabinet Office - Women NSW + ACON NSW</p>
<p>58 Free National Parks Pass for eligible pension card holders</p> <p>Australian pensioners can apply for a NSW National Parks Concession Pass. This gives them free motor vehicle entry into the 45 national parks that charge entry fees.</p> <p>Action Timeframe Whole Strategy</p>	<p>Department of Climate Change, Energy, the Environment and Water - NSW National Parks and Wildlife Service</p>
<p>59 Ensure safer access to waterways for older people</p> <p>Implement Transport for NSW's Maritime Safety Plan 2026. The Plan identifies safer waterway access and infrastructure, and growing safety culture as key priority areas concerning older people.</p> <p>The Plan focuses on engagement with older waterway users through tailored education resources and safety ambassadors to improve the awareness of on-water risks. Investment in key infrastructure maritime upgrades with accessibility benefits for older boaters aim to improve the accessibility benefits of recreational maritime facilities.</p> <p>Action Timeframe Third Action Plan</p>	<p>Transport for NSW</p>















Action	Lead Agency + Partner
<p>60 Ensure the safety of older road users</p> <p>Implement Transport for NSW's 2026 Road Safety Action Plan.</p> <p>The Plan contains actions that target older road users, including the development of an integrated online road safety education resource to:</p> <ul style="list-style-type: none"> • integrate the Older Driver Decision Making Tool with a range of related resources to support older road users, their families/carers and health practitioners to make informed decisions about driving safely and transitioning from driving • enhance communication and education about motorised mobility scooter safety • improve linkages to resources and programs in other agencies that support safe transport and road safety outcomes. <p>Action Timeframe Third Action Plan</p>	<p>Transport for NSW</p>
<p>61 Ensure older people have access to safe active transport options</p> <p>Implement Transport for NSW's Active Transport Strategy. The Strategy identifies the need for improved design of roads, streets and precincts to encourage safe walking and cycling by people of all abilities, including older people.</p> <p>Integrating active and public transport supports local communities and end to end journey making by prioritising walking, cycling and place making to local destinations and transport networks.</p> <p>Changing the perception of active transport aims to encourage more sustainable travel and support older people to participate in active transport options.</p> <p>Action Timeframe Third Action Plan</p>	<p>Transport for NSW</p>
<p>62 Provide statewide health services that are highly utilised by older people in NSW</p> <p>Ensure older people in NSW receive the support they need in the right place at the right time. NSW Health delivers statewide programs that are available to the general population but have a high uptake by older people in NSW. Programs include assistive technology (AT) services provided through EnableNSW, the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) for people in rural and regional NSW and the Hospital in the Home (HITH) program.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>NSW Ministry of Health</p>

Focus area 4:

Being resilient and informed

4



Action	Lead Agency + Partner
<p>63 Prepare for and recover from disasters</p> <p>Provide targeted support for older people to help them prepare for and recover from disasters including:</p> <ul style="list-style-type: none"> • facilitating disaster preparedness initiatives • ensuring recovery centres, recovery assistance points and outreach activities cater for older people and connect them to relevant services, including mental health and wellbeing supports • providing financial assistance for eligible low income older people who lack insurance and have had their homes/places of residence and/or possessions impacted from a disaster • providing assistance to navigate complex service systems and find the right support, through Recovery Support Services, • providing appropriate temporary housing support for older people with nowhere to go post disaster, where all other options are exhausted. <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>NSW Reconstruction Authority + non-government partners, emergency response agencies</p>
<p>64 Collaborate with Ageing Peaks to advocate for, and address the needs of, older people in NSW</p> <p>Deliver projects that increase access and participation of seniors in the community, especially harder to reach groups, including First Nations and LGBTQIA+ older people; older people from multicultural communities; older people in rural and remote, living in prisons and correctional settings; older people experiencing disability, dementia, chronic disease or mental illness, housing stress or homelessness, or digital exclusion.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations      </p>	<p>Department of Communities and Justice + Ageing Peaks</p>
<p>65 Legal Aid NSW Seniors Diary</p> <p>Produce and distribute a free diary aimed at older NSW residents. The diary will include information and helpful resources to deal with common problems and concerns faced by older people, including planning ahead, avoiding scams, managing in a disaster, abuse and discrimination.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations       </p>	<p>Legal Aid NSW + Department of Communities and Justice</p>

Priority Target Populations



First Nations peoples aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from multicultural communities



People living in regional/rural/remote areas






People with disability, dementia, chronic disease or mental illness




People experiencing difficulty because of cost of living/financial pressures



Carers




Action	Lead Agency + Partner
<p>66 Aboriginal Community Engagement</p> <p>Explore how best to appropriately engage with Aboriginal communities to increase awareness and understanding of the importance and role Planning Ahead documents (Wills, Power of Attorney and Enduring Guardianship documents).</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations </p>	<p>NSW Trustee and Guardian</p>
<p>67 Commitments to Stolen Generations survivors, descendants and families</p> <p>Deliver on the commitment between the Department of Communities and Justice (DCJ) and Stolen Generations Organisations (SGOs) roundtable to work together to address survivors' needs and develop and provide culturally responsive and inclusive policy and services through genuine partnerships.</p> <p>SGOs identified five key priority areas for action agreed to by DCJ:</p> <p>Key Priority One: Programs and services for Survivors –provide SGOs with a list of services that are funded by DCJ to support Aboriginal communities</p> <p>Key Priority Two: Resourcing for four Stolen Generations Organisations including DCJ funding coordinators with the SGOs to provide Survivors and their families with better access services</p> <p>Key Priority Three: Out-of-Home Care Policy –Provide an overview of how OOHC operates, who Stolen Generations Organisations can contact and escalate any concerns and offering them training</p> <p>Key Priority Four: Trauma Informed and Cultural Competency –SGOs will contribute their expertise by sharing their stories and experiences as part of cultural capability training across DCJ and to the development of the revised training for new child protection caseworkers</p> <p>Key Priority Five: Healing Our Families –SGOs and DCJ to discuss the Aboriginal Case Management Policy which is being implemented statewide.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Department of Communities and Justice + Children of Bomaderry Aboriginal Childrens Home, Cootamundra Girls Home, Kinchela Boys Home Aboriginal Corporation, Stolen Generations Council NSW/ACT</p>
<p>68 Stolen Generation Organisations and Department of Community and Justice monthly meetings</p> <p>The meetings operate to promote the needs of survivors, share information and facilitate ongoing partnership. The SGOs advocate on behalf of the survivors and descendants and seek support and advice. Needs and concerns include reforming the child safety system, housing, disability services, justice, travel or counselling services. DCJ will initiate the development of a Stolen Generations Policy Framework.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Department of Communities and Justice + Children of Bomaderry Aboriginal Childrens Home, Cootamundra Girls Home, Kinchela Boys Home Aboriginal Corporation, Stolen Generations Council NSW/ACT</p>

Action	Lead Agency + Partner
<p>69 Improve understanding of the responsibilities of appointed attorneys in NSW</p> <p>Develop accessible guidance on responsibilities and obligations of appointed attorneys under a Power of Attorney or Enduring Power of Attorney instrument in NSW to better prevent financial abuse and exploitation of older people.</p> <p>Action Timeframe Third Action Plan</p>	<p>NSW Ageing and Disability Commission</p>
<p>70 Work across government to respond to and promote the needs of older people from culturally and linguistically diverse backgrounds (including those from refugee backgrounds) to improve accessibility of government supports and information</p> <p>Identify collaboration opportunities and support NSW government stakeholders to:</p> <ul style="list-style-type: none"> • address barriers faced by older people from culturally and linguistically diverse backgrounds (including those from refugee backgrounds) in accessing government supports • promote existing tailored support for communities • build robust, evidence-based rationale to support policy decisions to better outcomes for this cohort. <p>Through this work, Multicultural NSW will promote the importance of accessibility to government information and communications by highlighting the need to nuance communication into accessible formats or community languages for certain cohorts, including older people.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Multicultural NSW + Department of Communities and Justice</p>



Action	Lead Agency + Partner
<p>71 Multicultural Community Engagement</p> <p>Ensure seniors from culturally and linguistically diverse communities have access to information and inclusive programs, policies and services delivered by the Department of Communities and Justice, in line with the Multicultural Plan 2022–2025.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Department of Communities and Justice</p>
<p>72 Understand experiences of aged care and caring</p> <p>Analyse the results of the 2024 National Carer Survey of ageing carers and carers of people who are ageing in NSW. Key findings and recommendations will be disseminated via presentations, reports and infographics to inform sector policy and practice.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Carers NSW</p>
<p>73 Build carers' capacity to care safely and sustainably at home</p> <p>Develop, adapt and deliver skills-based education and training sessions and resources in person and online to ageing carers and carers of people who are ageing across NSW. With a focus on safe and sustainable care in the home, content will include practical caring skills, accessing information and service navigation, emergency planning and response, and future planning.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations </p>	<p>Carers NSW</p>
<p>74 Savings Finder</p> <p>Help NSW residents find and access more than 70 rebates and ways to save offered across NSW government agencies. Seniors can claim up to 40 rebates and cost-of-living vouchers based on their individual circumstances and meeting the eligibility criteria using the Savings Finder Questionnaire.</p> <p>NSW residents can make a 45 minute appointment with one of the Service NSW specialists by calling 13 77 88 or visiting a Service centre, mobile service centre or on the website service.nsw.gov.au/campaign/savings-finder.</p> <p>Alternatively, people can access the Savings Finder tool on the website.</p> <p>Action Timeframe Whole Strategy</p>	<p>Department of Customer Service-Service NSW</p>

Action	Lead Agency + Partner
<p>75 13 77 88 Service NSW</p> <p>Continue to deliver Omni Channel support, which provides everyone including seniors with multiple ways to connect with Service NSW:</p> <ul style="list-style-type: none"> • deliver support on 13 77 88 weekdays between 7:00am and 7:00pm • extend Contact Centre operating hours dependant on customer and business needs • include accessible features: Translation and interpreter services, National Relay Service for people who are deaf or hard of hearing • improve services and support in response to elder abuse to ensure older people can live safely and free from abuse, fraud and exploitation. Calls that come to 137788 are triaged to the Ageing and Disability Commissioner for support. • support customers with services and transactions for NSW State Government at Service Centres or through 'Contact us' on the SNSW Website. <p>Action Timeframe Whole Strategy</p>	<p>Department of Customer Service-Service NSW</p>
<p>76 Engage and communicate with older people in the community</p> <p>Engage and communicate with older persons through advocacy representation on the Accessible Transport Advisory Committee (ATAC).</p> <p>The ATAC provides independent community advice to support the delivery of accessibility outcomes and ensure that key groups, including older people, are central to transport-related initiatives.</p> <p>Additional engagement occurs via Transport for NSW's ongoing participation in the Interdepartmental Committee on Ageing, which includes representation from the Ministerial Advisory Council on Ageing.</p> <p>Action Timeframe Whole Strategy</p>	<p>Transport for NSW</p>
<p>77 Facilitate opportunities to engage with the local government sector to increase awareness in ageing initiatives</p> <p>Facilitate opportunities to engage with the local government sector to increase awareness in ageing initiatives, through a variety of methods including: newsletter articles, online webinars, and through the council engagement team.</p> <p>Action Timeframe Whole Strategy</p>	<p>Office of Local Government + Local Government</p>
<p>78 Specialist multi-disciplinary service for vulnerable older people</p> <p>Provide holistic specialist services to older people who live on the Central Coast and Lower Hunter Region who are at risk of or experiencing elder abuse through the Elder Abuse Service.</p> <p>Continue to develop referral pathways and deliver services on the Central Coast and Lower Hunter.</p> <p>Action Timeframe Third Action Plan</p>	<p>Legal Aid NSW</p>

Action	Lead Agency + Partner
<p>79 Develop a NSW Government digital accessibility policy that is embedded across all NSW Government agencies</p> <p>The policy will address digital exclusion and the challenges to accessing online services for older people and people with disability.</p> <p>Action Timeframe Third Action Plan</p> <p>Priority Target Populations  </p>	<p>Department of Customer Service + NSW Government Departments</p>
<p>80 Implement the NSW Police Force Ageing, Disability and Homelessness Strategic Action Plan</p> <p>The plan sets out how the NSW Police Force is working to keep the ageing population (and other vulnerable communities) safe from victimisation and harm.</p> <p>Action Timeframe Whole Strategy</p> <p>Priority Target Populations      </p>	<p>NSW Police Force</p>





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