



NSW AGEING STRATEGY 2016-2020



Year Three Action Plan



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About the Action Plan

The NSW Ageing Strategy 2016 – 2020 is the NSW Government's commitment in responding to the opportunities and challenges of our ageing population. Our vision is for people in NSW to experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities.

The *Year Three Action Plan* describes initiatives to be undertaken in the third year of the Strategy. The Plan builds on the actions to implement the Strategy in the first two years. It includes both new actions and existing programs that seek to positively influence outcomes for older people.

Supporting implementation

As for the *Year Two Action Plan*, the *Year Three Action Plan* includes learning activities to support implementation. These include creating opportunities to listen to older people about their priorities, research into older people's concerns, and funding for peak bodies to be able to dig deeper than governments can.

Continuing consultation

The NSW Government will continue to fund four key ageing advocacy organisations: the Council on the Ageing NSW, the Seniors Rights Service, the Combined Pensioners and Superannuants Association, and the Older Women's Network NSW. These organisations are an important voice for older people, and provide information through newsletters, their online presence and in person. They work across the priority areas of the Strategy to develop and inform responses to the challenges and opportunities of an ageing population.

The Department of Family and Community Services (FACS) and the Ministerial Advisory Council on Ageing (MACA) will continue to communicate and engage with older people and other stakeholders to ensure NSW Government activities and initiatives continue to meet their needs.

Ongoing research on ageing

The *45 and Up* study is Australia's largest cohort study into the healthy ageing of 267,000 men and women in the cohort aged 45 and over (approximately 10 percent of the NSW population) who are residents of NSW. Led by the Sax Institute, FACS has been a study partner since 2007. This open source resource, available to researchers and policy agencies, collects longitudinal data focussing on factors that influence healthy ageing in the population.

FACS will continue to conduct its annual survey of older people which will support the evaluation and monitoring of the Strategy, and inform future planning.

Governance and reporting

The Ageing Strategy is governed by an Interdepartmental Committee, which is responsible for overseeing the implementation of the Strategy, and for compiling an annual progress report for the Minister for Ageing. The Interdepartmental Committee also oversees the implementation of the Evaluation and Monitoring Plan developed in 2017. The evaluation and monitoring of the Ageing Strategy will support the refinement of Ageing Strategy initiatives and inform future decisionmaking by the NSW Government. Reporting on implementation progress may involve drawing on a variety of data sources to respond to the diverse governance arrangements within individual agencies.

Priority area one – Health and wellbeing

Objective:

Older people in NSW are encouraged to live active and healthy lives through improved physical and mental wellbeing.

Key Activities 2018-2019

Health and wellbeing	Lead
STAYING PHYSICALLY ACTIVE AND HEALTHY	
<p>1.1 Healthy Eating Active Living Strategy</p> <ul style="list-style-type: none"> ■ <i>The Make Healthy Normal initiative – media campaign and website Healthy Eating Active Living social marketing campaign</i> – an evaluation of the Make Healthy Normal campaign, combined with formative research insights, will inform future social marketing campaigns aimed at supporting and motivating parents and carers to adopt healthier behaviours for their families. ■ <i>The Make Healthy Normal website</i> – the site will continue to extend health-enhancing messages to the entire population and to connect people with targeted, age-specific health programs. <p><i>Target: To be confirmed as part of new Healthy Eating Active Living social marketing initiatives.</i></p> <ul style="list-style-type: none"> ■ <i>Get Healthy Information and Coaching Service</i> – continue to provide this free, state-wide telephone-based health coaching service that supports people to make sustained improvements in their eating choices, physical activity, alcohol reduction and weight management. University qualified Health Coaches, including dietitians and exercise physiologists, support older people to reach their healthy lifestyle goal with tailored advice based on national guidelines. Between July and December 2017, 34 percent of participants using the service were aged 50 years and over. Telephone-based coaching makes the service easily accessible to older people, particularly those living in rural and regional areas. <p><i>Target: 45% of participants in the ‘Get Healthy’ coaching service to be aged 50+.</i></p> <ul style="list-style-type: none"> ■ <i>Get Healthy at Work program</i> – NSW Health, in partnership with SafeWork NSW and iCare, will continue to provide this free program to all workplaces in NSW. Get Healthy at Work aims to improve the health of working adults and address the modifiable risk factors for chronic disease in the workplace setting. Brief Health Checks for workers are delivered by health practitioners at the workplace or can be completed online, regardless of employment status. Individuals identified as being at increased or high risk of type 2 diabetes or heart disease are referred to the Get Healthy Information and Coaching Service. Workplaces are supported to develop, implement and evaluate Workplace Health Programs addressing healthy eating, physical activity, active travel, smoking, alcohol and/or healthy weight. <p><i>Target: 20,000 new Brief Health Checks</i> <i>Target: Register 450 new businesses (NSW Health to confirm).</i></p>	NSW Health

Health and wellbeing		Lead
	<ul style="list-style-type: none"> ■ <i>NSW Aboriginal Knockout Health Challenge</i> – deliver this community-led healthy lifestyle and weight loss challenge to improve lifestyle and reduce the risk of chronic disease in Aboriginal communities in NSW. This primary prevention program targets physical activity, healthy eating, obesity and weight-related issues. In 2017, 21 percent of participants were over the age of 50 years. <p><i>Target: 25% of participants in ‘Aboriginal Knockout’ to be aged 50+.</i></p> <ul style="list-style-type: none"> ■ <i>Active and Healthy website</i> – support the online directory of community-based physical activity programs and falls prevention programs. The site also includes a range of falls prevention resources. The website is used by older people, exercise providers and healthcare professionals. <p><i>Target: More than 35,000 unique visitors to the Active and Healthy Website.</i></p> <ul style="list-style-type: none"> ■ <i>Stepping On program</i> – deliver a state-wide community-based falls prevention program for people aged 65 years and over, providing skills and confidence-building exercises to assist in preventing falls and keeping active. <p><i>Target: Deliver Stepping On to 3,700 participants.</i></p>	NSW Health
1.2	<p>Getting Active Plan</p> <ul style="list-style-type: none"> ■ Launch accessible sports and modified programs in partnership with the private sector, sporting organisations, and with other government agencies, which will build from lessons learnt during the Getting Active pilot program. <p><i>Target: Deliver two new modified sports programs.</i></p>	Department of Family and Community Services
1.3	<p>NSW Integrated Care Strategy</p> <ul style="list-style-type: none"> ■ Roll out state-wide risk stratification tool. This tool will assist NSW Health staff to identify people who could benefit from care coordination and offer support, care navigation and/or health coaching. The tool has a specific emphasis on people who are 65 years and over. ■ To fund and support local health districts to offer integrated care programs to older people as indicated by local population needs. ■ To work with wider partners and agencies outside of NSW Health to support older people. This will include working together with the Commonwealth and Primary Health Networks to link NSW Health with partners in social care and primary care. <p><i>Target: To rollout the risk stratification tool to all health areas across NSW by mid-2019. This will include supporting local health districts to provide supporting services to older people.</i></p>	NSW Health

Health and wellbeing		Lead
1.4	<p>Planning future health services: infrastructure</p> <ul style="list-style-type: none"> ■ Incorporate population demand and ageing data into the planning for new and existing infrastructure health works, giving specific focus on the 37% increase in the proportion of people in NSW aged over 65 years of age between 2014 and 2021. <p><i>Target: Invest \$8b on Health's capital infrastructure over the next four years with a program of \$2.3b in 2018-19. The 2018-19 Budget allocated this funding to progress or commence 40 hospital upgrades and redevelopments across the State.</i></p>	NSW Health
1.5	<p>Enhancing community-based mental health care for older people with mental illness</p> <ul style="list-style-type: none"> ■ Continue the growth of specialist community Older People's Mental Health (OPMH) services under the NSW mental health reform enhancements of \$7.7 million. This will deliver improved access to mental health services for older people with mental illness. ■ Continue to redesign community-based OPMH services, in line with the good practice model of care (released in January 2017) and NSW Older People's Mental Health Service Plan 2017-2027 (released in December 2017). Complete the OPMH community model of care evaluation and commence implementation of recommendations. ■ Expand and further develop mental health residential aged care partnership services under the Pathways to Community Living Initiative and NSW OPMH Service Plan. This will increase appropriate community-based residential care options for older people with severe and enduring mental illness, including long-stay inpatients. ■ In partnership with community-managed organisations, improve the access to and delivery of health and psychosocial supports to older people with mental illness living in the community under the Community Living Supports initiative and other relevant mental health and aged care programs. ■ Implement Older People's Mental Health First Aid training across NSW with older people themselves and with people who work with older people. ■ Adopt and implement Living Well in Later Life: A Case for Change and Statement of Principles developed by the Mental Health Commission of NSW (July 2017). <p><i>Target: Complete recruitment of 46 new older people's mental health community clinicians across NSW.</i></p> <p><i>Target: Train 32 Older People's Mental Health First Aid instructors across NSW.</i></p> <p><i>Target: Complete establishment of 85 places in specialist mental health residential aged care partnership services.</i></p> <p><i>Target: Provide Older People's Mental Health First Aid training to over 1,000 participants across NSW.</i></p>	NSW Health

Health and wellbeing		Lead
1.6	<p>Encourage older people to participate actively through the fitness industry</p> <ul style="list-style-type: none"> Work with Fitness Australia to survey its members on services targeted to older participants. <p><i>Target: Survey conducted by end of 2019.</i></p>	Department of Family and Community Services
1.7	<p>NSW Seniors Card – Fitness industry partnerships</p> <ul style="list-style-type: none"> Work with NSW Seniors Card to recruit more fitness-orientated businesses into the program. <p><i>Target: Increase the number of fitness-orientated businesses that participate in the NSW Seniors Card program.</i></p>	Department of Family and Community Services
1.8	<p>Cooking for One or Two – a nutrition and healthy eating program for older people</p> <ul style="list-style-type: none"> Deliver Cooking for One or Two to a wider audience, in partnership with the not-for-profit sector. This program, developed by the Commonwealth Department of Veteran Affairs, supports older people to prepare healthy, cost-effective meals. <p><i>Target: Over 100 people participate in the Cooking for One or Two program in 2018-19, with at least 100 more to participate in 2019-20.</i></p>	Department of Family and Community Services

Priority area two – Working and retiring

Objective:

Older people in NSW have opportunities to remain in the workforce, are financially secure and independent in retirement, and plan their finances based on their circumstances and needs.

Key Activities 2018-2019

Working and retiring		Lead
STAYING IN OR RE-ENTERING THE WORKFORCE		
2.1	<p>Accident and insurance coverage for older workers project</p> <ul style="list-style-type: none"> ■ Investigate the impacts of age restrictions in the workers' compensation system. ■ Build the evidence base around health and safety risk for older workers. ■ Engage with insurance providers on private sector policies for older workers. ■ Work with the Australian Government regarding their goal to address the common misconception that workers aged over 65 cannot access workers compensation, and review any age based limitations within workers compensation schemes. <p><i>Target: Identify the impacts of the current accident and insurance system on older workers in NSW to enable discussions in State and Commonwealth level forums.</i></p>	NSW State Insurance Regulatory Authority
2.2	<p>Better tailoring the Business Connect program for older business operators</p> <ul style="list-style-type: none"> ■ Continue work to identify characteristics of small businesses operated by older people to inform future policy and improve program delivery. ■ Through Business Connect advisors, assist business owners, including older business owners, to use new technology, such as developing a website or accessing social media. <p><i>Target: 4% of Business Connect contacts are aged 65 or above.</i></p>	Department of Industry
2.3	<p>Resource kits for small business</p> <ul style="list-style-type: none"> ■ Work with the Commonwealth Government through the Global Access Partners (GAP) taskforce on productive ageing, to make available and promote a kit of existing resources for small business highlighting the subsidies available to support employment of older workers including the Australian Human Rights Commission - Willing to Work Good Practice Guide. <p><i>Target: Collaborate with the 10 regional offices of NSW Business Chamber to promote and distribute the resource kit across more than 190 local business chambers.</i></p>	Department of Family and Community Services

Working and retiring		Lead
2.4	<p>Get it in black & white campaign – delivered under the Planning Ahead initiative</p> <ul style="list-style-type: none"> Deliver a new phase of this social marketing campaign that raises awareness and the importance of having planning ahead documents in place, to the NSW community. <p><i>Target: Increase awareness of where to get further information on how to complete a will, make a power of attorney, and appoint an enduring guardian.</i></p> <p><i>Target: Increase visitation to the Planning Ahead Tools website by up to 10% and increase the number of calls to the information line by 5% in six months – measured against pre-campaign visitation numbers and post campaign visitation numbers to the website and calls to the information line.</i></p>	NSW Trustee & Guardian
2.5	<p>Taking Care of Business – Planning ahead for Aboriginal people in NSW – delivered under the Planning Ahead initiative</p> <ul style="list-style-type: none"> Widely distribute this tailored community education publication to both inform and encourage Aboriginal people to make planning ahead documents that are culturally appropriate for their needs, including preparing a will, making a power of attorney and appointing an enduring guardian. <p><i>Target: Distribute 5,000 copies of the publication.</i></p>	NSW Trustee & Guardian
2.6	<p>Promoting flexible practices in the NSW Government sector</p> <ul style="list-style-type: none"> Develop a communications strategy for agencies to promote flexible work practices to all staff in the NSW Government sector. Promote best practice flexible work practices by showcasing effective initiatives to government agencies. <p><i>Target: To be completed by October 2019.</i></p>	Public Service Commission/ Department of Family and Community Services
2.7	<p>Training course for employers to support engagement and retention of older workers</p> <ul style="list-style-type: none"> Work with the Australian Human Rights Commission to develop a training course for employers to assist them to implement practice that supports the engagement and retention of older employees. <p><i>Target: Development of training course by July 2019.</i></p>	Department of Family and Community Services
2.8	<p>Tech Savvy Seniors IT upskill project</p> <ul style="list-style-type: none"> Scope the benefits of developing a module of study specific to workers who perform physical labour tasks who may need to improve their IT skills in order to remain in their industry as they age by diversifying their skills. <p><i>Target: Project scoping and research to be completed to determine what available resources can be leveraged for this purpose.</i></p>	Department of Family and Community Services
2.9	<p>Career Check-Up for Mature Workers</p> <ul style="list-style-type: none"> Support the Illawarra Retirement Trust Foundation to deliver a Career Check-Up Expo in Western Sydney for Mature Workers to be held during the NSW Seniors Festival. <p><i>Target: 200 participants supported by 30 organisations representing human resources and employment agencies, registered training organisations, government agencies, financial planning, employer and community service industries.</i></p>	Department of Family and Community Services

Working and retiring		Lead
FINANCIAL INDEPENDENCE AND PLANNING AHEAD		
2.10	<p>Borrowers Beware – radio campaign</p> <ul style="list-style-type: none"> Run a community awareness campaign in partnership with Seniors Rights Service to provide information to older persons from targeted culturally and linguistically diverse communities on the risks associated with using their homes as security for loans obtained for the benefit of a family member. <p><i>Target: Develop a project plan to seek external funding to rerun and expand this campaign.</i></p>	Legal Aid NSW
2.11	<p>Legal topics for older people diary</p> <ul style="list-style-type: none"> Maintain the annual production of this free diary that provides detailed information about the legal rights of older people. <p><i>Target: Distribution of 80,000 diaries to older people.</i></p>	Legal Aid NSW
2.12	<p>Shopping and Scams – community engagement program</p> <ul style="list-style-type: none"> Deliver this face-to-face engagement program to empower vulnerable older people with the skills and knowledge to more confidently deal with the marketplace. Through a series of talks and seminars, the program seeks to change behaviours which make older people more vulnerable to retail scams, coercive retail behaviours and unscrupulous tradespeople. <p><i>Target: Deliver 100 seminars to 2,500 attendees.</i></p>	NSW Fair Trading
2.13	<p>My Aged Care: Know your consumer rights – community engagement program</p> <ul style="list-style-type: none"> Deliver face-to-face engagement activities to seniors, their carers and providers to increase awareness of their consumer and trader rights and responsibilities under the new My Aged Care program. This program will also collect trend data on trader behaviour and contentious issues as experienced by the industry as a result of the shift from a welfare model to a private market model in the home care sector. <p><i>Target: Deliver 80 seminars to 2,000 attendees.</i></p>	NSW Fair Trading
2.14	<p>Self-funded retirees – how to stay self-funded</p> <ul style="list-style-type: none"> Identify information regarding financial literacy for older people, particularly easy to understand advice and published in languages other than English. Promote the information through the Seniors Card network and the Service NSW one-stop-shop. <p><i>Target: Promote information through identified channels by May 2019.</i></p>	Department of Family and Community Services

Priority area three – Housing choices

Objective:

Older people in NSW live in affordable, accessible, adaptable and stable housing.

Key Activities 2018-2019

Housing choices		Lead
RETIREMENT LIVING		
3.1	<p>Implement the Government’s response to the Report on the Inquiry into the NSW Retirement Village Sector</p> <ul style="list-style-type: none"> The 2017 Inquiry made 17 recommendations to improve protections for residents and ensure that NSW Fair Trading has the necessary powers to make sure retirement village operators are complying with the law. The NSW Government responded to the Inquiry Report, outlining a range of measures to improve retirement village living in NSW. <p><i>Target: Implement a mandatory Code of Conduct for retirement village operators.</i></p> <p><i>Target: Launch an Ambassador role to undertake a liaison and reporting function between residents, industry and government.</i></p>	NSW Fair Trading
EXPLORING AFFORDABLE HOUSING OPTIONS AND PATHWAYS		
3.2	<p>Housing choices review</p> <ul style="list-style-type: none"> Investigate what changes to NSW Government planning and regulatory responses are needed to help create more housing choices for older people in partnership with other government agencies, the private sector and not-for-profit partners. <p><i>Target: Councils will be asked to consider the housing needs of their ageing population when developing Local Housing Strategies. Local Housing Strategies are long term plans for housing, and will be prepared by many councils in NSW.</i></p>	Department of Planning and Environment
3.3	<p>The Aged-Care Supported Accommodation Program</p> <ul style="list-style-type: none"> Support this state-wide service to improve the quality and standard of living for older people living in supported accommodation such as nursing homes, hostels, boarding houses and retirement villages. The service provides advocacy, information and education services for residents in supported accommodation across NSW, with a particular emphasis on those people living in retirement villages. <p><i>Target: Deliver 500 education activities to 20,000 participants.</i></p>	NSW Fair Trading

Housing choices		Lead
3.4	<p>Future Directions for Social Housing in NSW</p> <ul style="list-style-type: none"> Identify opportunities to achieve positive outcomes for older social housing tenants and help other vulnerable older people avoid entering social housing through the implementation of Future Directions for Social Housing in NSW. Continue to implement the Social and Affordable Housing Fund (SAHF), which supports projects to deliver additional social and affordable housing stock through innovative partnerships between community housing providers, non-government organisations and the private sector. SAHF Phase 2, which commenced in 2018, aims to increase social and affordable housing options for vulnerable housing tenants, including women aged 55 years and over. <p><i>Target: Additional 1,200 social and affordable homes including facilitating the generation of proposals aimed at supporting older women and delivering 30% of the dwellings in regional NSW.</i></p>	Department of Family and Community Services
3.5	<p>Ageing and social and affordable housing through the Homelessness Strategy</p> <ul style="list-style-type: none"> The Homelessness Strategy 2018-2023 identifies the needs of older people at risk of or experiencing homelessness, and the need to consider new housing options that provide long-term accommodation, particularly for older women. Under the strategy, smaller units will be trialled to accommodate growing demand for social and affordable housing for older women in financial hardship, reflecting the overwhelming preference for women to have their own home that is permanent and safe. <p><i>Target: Implement the trial for smaller units under the Homelessness Strategy to provide more housing for older women.</i></p>	Department of Family and Community Services
3.6	<p>Co-housing for Seniors</p> <ul style="list-style-type: none"> Conduct an action research project of four distinct co-housing models relevant to older people in NSW, including collection of stories and case studies. Publish the outcomes and case studies on a web platform. <p><i>Target: Publish outcomes and case studies on a web platform in 2019.</i></p>	Department of Family and Community Services

Priority area four – Getting around

Objective:

Older people in NSW travel safely and appropriately to participate in social and economic life and access services.

Key Activities 2018-2019

Getting around		Lead
PUBLIC AND COMMUNITY OPTIONS		
4.1	<p>Community Transport Program (CTP) travel training</p> <ul style="list-style-type: none"> Strengthen the First Stop Transport resource through the provision of travel training to make it easier for older people to use public transport. <p><i>Target: 681 Individual and 1,283 Group Travel Training sessions.</i></p>	Transport for NSW
4.2	<p>Country Passenger Transport Infrastructure Grant Scheme</p> <ul style="list-style-type: none"> Implement the Country Passenger Transport Infrastructure Grant Scheme, providing funds to eligible local government areas to improve amenity and access to buses for people in rural and regional areas. Funding can be used for levelling the boarding area at bus stops, connecting them with the footpath, and/or installing tactile ground surface indicators, signage, passenger information boards, lighting, seating and shelters maximising benefits to country passengers, including older people. <p><i>Target: The 2017-2019 biennial round has been assessed and funding distributed. The next round of submissions will be from 1 July 2019.</i></p>	Transport for NSW
4.3	<p>Transport Access Program</p> <ul style="list-style-type: none"> Deliver accessible, modern, secure and integrated transport infrastructure, such as lifts, ramps and accessible paths. To date, over \$2 billion has been committed by the NSW Government to accessibility upgrades, with 90 percent of passenger journeys now accessible. <p><i>Target: There are three more wheelchair accessibility upgrades at train stations where construction is continuing including Edgecliff, Rooty Hill and Millthorpe stations.</i></p> <p><i>Planning activities are in progress for Parramatta, Rydalmere and wharves, and construction activities are underway at Cabarita.</i></p> <p><i>There are four accessibility upgrades that have commenced construction including North Strathfield, Kingswood, Hazelbrook, and Glenbrook.</i></p> <p><i>14 projects that have progressed to planning activities include: Wyee, Blayney, Mittagong, Clarendon, Hawkesbury River, Wahrenonga, Taree, Roseville, Beecroft, Como, Bexley North, Fairy Meadow, Petersham and Waratah.</i></p>	Transport for NSW

Getting around		Lead
GETTING AROUND THE COMMUNITY		
4.4	<p>Qualitative research with mobility device users and retailers</p> <ul style="list-style-type: none"> Build on research into users' and retailers' perspectives (completed in 2016-17) to promote safe operation and access to motorised mobility aids, assessments and training needs (linked to Project 4.6). <p><i>Target: Develop information resources for retailers, health professionals, older people, their families and carers about safe use of motorised mobility aids including the relevant road rules (linked to Project 4.6).</i></p>	NSW Centre for Road Safety
4.5	<p>Active Transport Program</p> <ul style="list-style-type: none"> The Government has recently released its bold new vision Future Transport 2056 which identified and set the agenda for how transport can be both city servicing and city shaping over the next 40 years. The plan calls out the 30 minute city: making strategic and metropolitan centres accessible by public and active transport within 30 minutes. Outcome 3 of Future Transport says that walking or cycling is the most convenient option for short trips around shopping centres and local areas, supported by a safe road environment and suitable pathways. Investment is being targeted towards delivering on these commitments in partnership with local councils to make local walkways and cycle routes more connected and accessible to public transport. To date, more than \$250 million has been committed by the NSW Government to active transport projects. <p><i>Target: Roll out of Active Transport Program deliverables and update Guidelines for 2019-20.</i></p>	Transport for NSW
4.6	<p>Monitor and enhance road safety and mobility for older road users</p> <ul style="list-style-type: none"> Deliver initiatives for older people that promote safe mobility and encourage the safe use of our roads. <p><i>Target: Develop integrated communications about licensing, safer transport, as well as health factors and driving for older road users, their family/carers and the medical network.</i></p>	NSW Centre for Road Safety
4.7	<p>Review of the Taxi Transport Subsidy Scheme</p> <ul style="list-style-type: none"> Conduct a review to examine the viability of wheelchair accessible services, given the higher capital and running costs associated with providing these services, and the effectiveness and adequacy of passenger subsidies and other incentives for the provision of services to all people with disability, especially those with very limited mobility. <p><i>Target: Further actions and timelines to be determined based on the recommendations of the review, once finalised.</i></p>	Transport for NSW
4.8	<p>Older persons transport and mobility plan</p> <ul style="list-style-type: none"> Set out the key directions for improving the way transport supports mobility as people age, as well as how it can better respond to the challenges and opportunities of an ageing population. <p><i>Target: The Older Persons Transport and Mobility plan has been released for public consultation until 31 January 2019. Following consultation the Plan will be finalised for public release in the 2018/19 period.</i></p>	Transport for NSW

Priority area five – Inclusive communities

Objective:

Older people in NSW stay connected and contribute to their communities.

Key Activities 2018-2019

Inclusive communities		Lead
SOCIAL ENGAGEMENT AND STAYING CONNECTED		
5.1	<p>Grandparent Connection</p> <ul style="list-style-type: none"> Develop and pilot a sustainable model to support intergenerational connections. <p><i>Target: Complete the evaluation of the Grandparent Connection intergenerational pilot and guidelines.</i></p>	Department of Family and Community Services
5.2	<p>Grandparents Day</p> <ul style="list-style-type: none"> Fund local events for NSW Grandparents Day which celebrate the role of grandparents and older people in the community. Conduct the annual Grandparents Day photography competition to support intergenerational connections and raise awareness of Grandparents Day. <p><i>Target: Support over 60 events in areas across NSW.</i></p>	Department of Family and Community Services
5.3	<p>NSW Seniors Card</p> <ul style="list-style-type: none"> Continue to increase the geographic spread of businesses offering discounts to older people. Seniors Card will deliver more major corporate partnerships to reduce the cost of living for older people, while supporting them to be active and healthy. Review and refresh the digital channels of Seniors Card, focusing on the Mobile App and a digital Seniors Card. <p><i>Target: Sign-up one new major partnership and 500 new participating businesses.</i></p>	Department of Family and Community Services
5.4	<p>Age-friendly communities</p> <ul style="list-style-type: none"> Investigate the options for NSW to make a commitment that supports age-friendly principles in communities and cities. <p><i>Target: Deliver recommendations by June 2019.</i></p>	Department of Family and Community Services
5.5	<p>Age-friendly local government areas</p> <ul style="list-style-type: none"> Determine the proportion of local government areas that factor age-friendliness into community plans. Promote available resources for creating Ageing Friendly communities, such as the Integrated Age-Friendly Planning Toolkit for Local Government in NSW, to all councils. Survey current councils with existing membership of the WHO Global Network for Age-Friendly Cities to assess the requirements, ongoing commitment and benefits of affiliate membership and promote to other NSW councils. <p><i>Target: Promote resources to councils by mid-2019.</i></p>	Department of Family and Community Services

Inclusive communities		Lead
PERCEPTIONS OF AGEING AND OLDER PEOPLE		
5.6	<p>Ministerial Advisory Council on Ageing Media Awards</p> <ul style="list-style-type: none"> Deliver and promote the annual media award event to acknowledge the fair reporting and representation of both older people and the issues affecting them, in partnership with the Ministerial Advisory Council on Ageing and the private sector. <p><i>Target: Event conducted and media coverage achieved.</i></p>	Department of Family and Community Services
5.7	<p>Art of Ageing Exhibition – showcasing the diversity of older people in NSW</p> <ul style="list-style-type: none"> Tour the Art of Ageing Exhibition across NSW. The Art of Ageing Exhibition is a photographic exhibition that celebrates the value, experience and contribution of older people, and challenges outdated perceptions of ageing. The 2018 exhibition focuses on ageing in regional NSW. <p><i>Target: Tour the Art of Ageing Exhibition to 24 locations.</i></p> <p><i>Target: Trial a digital version of the exhibition to increase its future reach and use.</i></p>	Department of Family and Community Services
5.8	<p>Seniors' Stories</p> <ul style="list-style-type: none"> Deliver the Seniors' Stories writing competition and publication. <p><i>Target: Print and distribute 1,000 copies of Seniors' Stories.</i></p>	Department of Family and Community Services
5.9	<p>Positively promote the need for respect and inclusion for older people</p> <ul style="list-style-type: none"> Engage with television media to highlight the value of older people through positive ageing examples that break ageing stereotypes and demonstrate successful employment of older people. Create NSW to profile arts, screen and cultural champions of the NSW sector across social media campaigns. <p><i>Target: Engage with television media by March 2019.</i></p>	Department of Family and Community Services and Create NSW
5.10	<p>Create opportunities for university students to better understand and appreciate older people</p> <ul style="list-style-type: none"> Explore opportunities for agencies to partner with Macquarie University to increase students' understanding of older people and issues relating to ageing through subjects requiring practical community engagement. <p><i>Target: Invite Macquarie University to present to the Interdepartmental Committee by April 2019.</i></p>	Department of Family and Community Services

Inclusive communities		Lead
CREATIVE AGEING		
5.11	<p>Creative Ageing Framework</p> <ul style="list-style-type: none"> Finalise a creative ageing framework for older people in NSW. <p><i>Target: Work with Create NSW to complete consultations with the arts, screen and cultural sector.</i></p> <p><i>Target: Release and promote the Creative Ageing Framework in early 2019.</i></p>	Department of Family and Community Services and Create NSW
5.12	<p>NSW Seniors Festival</p> <ul style="list-style-type: none"> Deliver the annual Seniors Festival in locations across NSW, including the Premier's Gala concerts. <p><i>Target: Over 30,000 attendees at the Premier's Gala Concerts and more than 430 events listed in the online NSW Seniors Festival Event Directory.</i></p>	Department of Family and Community Services
5.13	<p>Seniors Christmas Concerts</p> <ul style="list-style-type: none"> Deliver the annual Seniors Christmas Concerts in regional and outer metropolitan NSW. <p><i>Target: Over 2,800 attendees at the Seniors Christmas Concerts.</i></p>	Department of Family and Community Services
5.14	<p>Make Music Day</p> <ul style="list-style-type: none"> Create NSW to link seniors choirs and other music activities under the broader umbrella of International Make Music Day festivities. <p><i>Target: 20 groups of seniors (in bands or choirs) to be registered for Make Music Day events and activities on 21 June 2018.</i></p>	Create NSW
KEEPING OLDER PEOPLE SAFE		
5.15	<p>Elder Abuse Helpline and Resource Unit</p> <ul style="list-style-type: none"> Fund the Elder Abuse Helpline and Resource Unit, which provides advice, referrals and support for older people experiencing abuse, or those concerned about an older person living in the community. Conclude and evaluate the case-coordination trial. Continue to deliver the Streamlined Referral Pathways project where the Elder Abuse Helpline and Resource Unit works with Justice Connect to link callers to pro bono legal assistance. <p><i>Target: Answer 2,000 calls to the Helpline in 2018-19.</i></p> <p><i>Target: Evaluate the case coordination trial and make recommendations for future action by June 2019.</i></p>	Department of Family and Community Services
5.16	<p>NSW Government Elder Abuse Inquiry: Implementation of NSW Government recommendations</p> <ul style="list-style-type: none"> Continue the implementation of recommendations as agreed to by the NSW Government from the Parliamentary Inquiry into Elder Abuse. <p><i>Target: Implement the recommendations of the Inquiry.</i></p> <p><i>Target: Facilitate ongoing implementation and monitor progress of the NSW Interagency Policy on Preventing and Responding to Abuse of Older People (Elder Abuse) through the Ageing Strategy Interdepartmental Committee.</i></p>	Department of Family and Community Services

Inclusive communities		Lead
5.17	<p>NSW Health Policy and Training Module on Identifying and Responding to Abuse of Older People</p> <ul style="list-style-type: none"> Promote awareness of the new policy and training module across the NSW Health system. local health districts will develop local protocols to support implementation of the policy. <p><i>Target: Policy and module to be promoted to all NSW Health staff through NSW Health statewide newsletter and relevant NSW Health and interagency forums.</i></p> <p><i>Target: 50% of local health districts to have local protocols for identifying and responding to abuse of older people in 2019. Implementation will continue until all local health districts have protocols in place.</i></p>	NSW Health
5.18	<p>Support the national activity relating to elder abuse</p> <ul style="list-style-type: none"> Actively contribute to the development of the National Plan on Elder Abuse. Lead NSW through membership and action as part of the Council of Attorneys-General working group responding to, and implementing the recommendations of the Australian Law Reform Commission report into elder abuse. <p><i>Target: Timely advice provided.</i></p>	Department of Family and Community Services and Justice
5.19	<p>Wrap around service provision for vulnerable older people</p> <ul style="list-style-type: none"> Establish an outreach advice service in partnership with health, legal and community services to target older peoples' legal and related needs at Northcott Housing estate. <p><i>Target: Open service by December 2018.</i></p>	Legal Aid NSW and Department of Family and Community Services

Notes



For more information visit
www.facs.nsw.gov.au/ageingstrategy

Department of Family and Community Services
Inclusion and Early Intervention

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