# Healthy Ageing Strategy: Four Year Action Plan

## Staying active

| **Action** | **Short Term** | **Medium Term** | **Long Term** | **Results Based Accountability** | **Who**  | **$** |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. Adopt a measure of wellbeing
 | Identify a measure of wellbeing that supports the aspirations of older people Engage with the Culture Counts framework to develop methods of data collection | Promote the achievement of this wellbeing measure across Council and the communityUse consistent data collection and analysis to articulate results for residents |  | Increased wellbeing through new social connections | Social and cultural planning | Within existing resources |
| * 1. Consider adequacy of resourcing
 | At the end of each year, report to Council on the adequacy of resourcing this action plan to ensure delivery  |  |  | Increased wellbeing through new social connections | Social and cultural planning | Within existing resources |
| * 1. Develop a community hub model to better connect older people to the broader community
 | Conduct a community conversation to formulate the model and scope of a community hub for the Inner WestIdentify trial location(s) and collaborators for development of the community hub model | Commence implementation in two locations, building on existing asset use Evaluate trial sites and recommend future steps |  | Increased wellbeing through new social connections, information on health and navigating change, and new support to self-organise social wellbeing activities | Community Wellbeing | Realign existing resourcesCommunity Strategic Plan & Delivery Plan  |
| * 1. Support a diverse range of wellbeing and creative ageing initiatives in the community
 | Support collaboration with partners on wellbeing and creative ageing initiatives; particularly addressing needs of diverse communities Needs of people as they age prioritised in the annual grants program | Use Council’s website and communication avenues to support promotion of wellbeing and creative ageing initiatives | Collaborate with partners and NSW Government on sustainable wellbeing initiatives | Increased wellbeing through new social connectionsSatisfaction with Council-supported initiatives among residents is consistently high  | Community Wellbeing | Within existing resourcesAnnual grants Community Strategic Plan and Delivery Plan  |
| * 1. Promote and support intergenerational participation
 | Evaluate how public participation investment supports access and inclusion for older peopleSupport improved access and inclusion for older people in each public participation opportunity | Build collaborations to co-create increased intergenerational participation in community activities, including with schools and childcare centres; social, arts and culture, community and religious groups; and registered clubs | Identify and pursue broader funding and stakeholder partnerships to foster and support a diversity of intergenerational opportunities | Increase proportion of older residents who are experiencing intergenerational participation  | Social & Cultural Planning | Within existing resourcesCommunity Strategic Plan and Delivery Plan |
| * 1. Develop a framework to procure and prioritise healthy ageing initiatives
 | Evaluate how Council initiatives for older people contribute to the creation of wellbeingEvaluation findings inform recommendations on future program support and on existing major funding recipients | Implement framework to support health and wellbeing initiatives from 1 July 2022Across Council, evaluation findings inform design briefs, program models and communications Align multi-year wellbeing grants and major wellbeing partners’ funding from 1 July 2022 |  | Increased wellbeing, social inclusion and capacity building for residents Sustainable program financial management Satisfaction among users is consistently high | Social & Cultural Planning | Within existing resources |
| * 1. Improve Council communication with older people to support greater participation
 | Evaluate Council’s communication with older people and recommend improvements Create a wellbeing newsletter that provides relevant, accessible and timely information | Evaluation findings inform recommendations on broad communication improvementsExplore digital screens for libraries and neighbourhoods to support and display information | Implement any newly recommended communication initiativesExplore the creation of virtual communities to build social participation  | Proportion of older people that are actively engaged and well informed Website use and satisfaction increases over timeCommunication formats are accessible and satisfactory for seniors who don’t use digital technology | Communications & Engagement | Within existing resourcesCommunity Strategic Plan and Delivery Plan |
| * 1. Collaborate with Sydney Local Health District on policy issues
 | Collaborate on:* addressing isolation and loneliness
* exercise and falls prevention
* food security and nutrition
* overcoming language barriers
* Improving support and services for health conditions, especially with regards to mental health and dementia
 | Promote new initiatives in collaboration with Sydney Local Health DistrictContinued advocacy on new and emerging health needs for older people | Identify and engage in future projects to improve health outcomes for older people in the Inner West | Proportion of older people that are actively engaged in managing their own health and well-informed on options | Social & Cultural Planning | Within existing resourcesCommunity Strategic Plan and Delivery Plan |

## 2. Getting around and staying connected

| **Action** | **Short Term** | **Medium Term** | **Long Term** | **Results Based Accountability** | **Who**  | **$** |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. Improved infrastructure development and service provision ensures inclusion and accessibility
 | Public Domain Design Guidelines are implemented to create consistent access and inclusion in buildings, footpaths and local places Co-design of Town Centre Public Domain Master Planning with older people to deliver more inclusive and accessible outcomes Co-design and user acceptance testing of customer relationship software ensures inclusion and accessibility for older people | Co-design of infrastructure improvements for each precinct with older peopleNewly accessible customer relationship software commences  |  | Satisfaction with accessibility of places and precincts increasesSatisfaction with the quality and utility of design increasesPeople’s sense of connection to the places in which they live increases | Capital WorksInformation technologyCustomer servicelI would suggest one is named as the lead for responsibility and accountability | Within existing resourcesCommunity Strategic Plan and Delivery Plan |
| * 1. Review Council’s Transport Systems
 | Review usage, coverage and gaps in Council’s transport systems for older people and recommend improvements Review findings to inform recommendations to Council on future transport support | Implement Council resolution on future transport support that deliver economic sustainability  |  | Sustainable program financial management Satisfaction among users is consistently high | Social and cultural planning | Within existing resources |
| * 1. Ensure accessible pathways through Pedestrian Access Mobility Planning
 | Develop and adopt a Pedestrian Access Mobility Plan and accessible pathway network planCo-design of local area traffic management plans creates new and improved footpaths, improved pedestrian road crossings and greater pedestrian accessibility  | Local precinct centres and footpath upgrades are codesigned with older peopleCycle path upgrades are co-designed with older people  | The Capital Works Program continues to be informed by the priorities identified through the Pedestrian Access Mobility Plan and detailed local co-design  | Satisfaction with accessibility of footpaths and precincts increasesSatisfaction with the quality and utility of footpath design increasesPeople’s sense of connection to the places in which they live increases | Traffic & Transport Planning | Within existing resourcesCapital Works ProgramCommunity Strategic Plan and Delivery Plan |
| * 1. Community infrastructure planning and contributions deliver improved infrastructure for older people
 | Develop a Community Infrastructure Contributions Plan Identify collaboration opportunities with potential partners including the NSW Department of Education under the Joint Use AgreementOutcomes from Voluntary Planning Agreement negotiations integrate with and support objectives in the Community Infrastructure Contributions Planning  | Planning for delivery of asset upgrades includes projected growth in the population of people over 50 years of age  |  | Satisfaction with community infrastructure increasesPeople’s sense of connection to the places in which they live increases | Strategic planningProperty | Within existing resourcesCapital Works ProgramCommunity Strategic Plan and Delivery Plan |
| * 1. Educate on the appropriate use of accessible parking spaces
 | Develop profile of need, usage and provision through a stocktake of current mobility spaces to understand the need, usage patterns and opportunities / challenges Ensure Council’s new parking strategy includes measures to engage and educate on appropriate use of accessible parking spaces  | Develop and deliver new communication on accessible parkingEvaluate policy for on-street accessible parking for residents | Demonstrate improvement in compliance with use of accessible parking spacesEvaluate satisfaction changes over 18 months | Satisfaction with access to accessible parking increasesPeople’s sense of connection to the places in which they live increases | Traffic and Transport Planning Communication and engagement | Within existing resources |
| * 1. Contribute to improving transport policy for seniors
 | Participate in policy development with Transport for NSW  | Public transport route planning includes co-design by older residentsRailway station accessibility upgrades are completed | Ensure clear local mobility access including pathways to transport links | Satisfaction with access to transport increasesPeople’s sense of connection to the places in which they live increases | Traffic and Transport Planning  | Within existing resources |

## 3. Housing, employment and financial security

| **Action** | **Short Term** | **Medium Term** | **Long Term** | **Results Based Accountability** | **Who**  | **$** |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. Advocate for affordable and accessible housing for older people (suggest becomes 3.2)
 | Advocate to the NSW Government for increased supply of social and affordable housing for older peopleContinue engagement to implement findings of the review of the *Boarding Houses Act* and drafting of new legislationActively support COTA NSW Building Better Homes Campaign - for the inclusion of improved accessibility standards in all new homes | Advocate with the NSW Government on increased affordable housing supplyContinue engagement on improved access to My Aged Care and NDIS for boarding house residents |  | Increased uptake to NDIS and My Aged Care services for boarding house residentsIncreased supply of affordable housing for older people | Strategic PlanningSocial and cultural planning | Within existing resources |
| * 1. Review Council’s Affordable Housing Policy (suggest becomes 3.1)
 | Review Council’s Affordable Housing PolicyMake recommendations to Council of the future shape of this policy |  |  | Satisfaction with Council’s Affordable Housing Policy | Strategic Planning | Within existing resourcesCommunity Strategic Plan and Delivery Plan |
| * 1. Promote employment and business opportunities for older people
 | Develop marketing for local employers on the benefits of employing older workers Engage chambers of commerce in mentoring model by engaging older people to mentor young entrepreneursPromote the NSW Government business advisory service to older people interested in running a? business through social media and the web  | Explore policy options for increasing employment of older people in Council |  | Increased proportion of older people in employment | Economic Development Human resources | Within existing resources |
| * 1. Promote financial literacy and wellbeing among older people, and advocate for policy improvement
 | Promote financial literacy tools and local servicesHost financial literacy workshops and information sessions in libraries and community centresPromote initiatives of the Older Women’s Network targeting older women in financial crisisUndertake policy advocacy on poverty alleviation with the NSW and Commonwealth governments | Host workshops and information sessions in libraries and community centres Policy advocacy on poverty alleviation with the NSW and Commonwealth governments | Policy advocacy on poverty alleviation with the NSW and Commonwealth governments | Information is available to support financial literacy and financial wellbeing | Communications and engagementSocial and Cultural planning | Within existing resourcesCommunity Strategic Plan and Delivery Plan |

## 4. Safety

| **Action** | **Short Term** | **Medium Term** | **Long Term** | **Results Based Accountability** | **Who**  | **$** |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. Explore the use of community facilities for shelter in extreme weather events or other emergency situations
 | Explore options for use of community facilities during extreme weather or emergency eventsContinue access to Council depots for COVID testing to ensure population safety  | Ensure planning and creation of new or improved facilities includes this need (?) |  | Council facilities and depots are used to contribute to resident safety in extreme weather events and other emergencies | Facilities ManagementOperations | Within existing resourcesCommunity Strategic Plan and Delivery Plan |
| * 1. Collaborate with partners to reduce and prevent domestic violence and elder abuse
 | Work collaboratively with the NSW Government agencies, other organisations and local services to implement initiatives to reduce and prevent domestic and family violence, and abuse of older peopleBuild on work achieved with the existing Inner West Region Elder Abuse Collaborative Continue support for domestic violence prevention initiatives for LGBTIQ+ communities | Work collaboratively with partners on reducing and preventing domestic and family violence, and abuse of older people | Work collaboratively with partners on reducing and preventing domestic and family violence, and abuse of older people | Older people are safe and supported to make decisions about increasing their safety | Community Wellbeing | Within existing resourcesCommunity Strategic Plan and Delivery Plan |

## 5. Learning and sharing knowledge

| **Action** | **Short Term** | **Medium Term** | **Long Term** | **Results Based Accountability** | **Who**  | **$** |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. Increase the visibility of healthy ageing
 | Use local images to tell the community story and to promote healthy ageing in the Inner WestEndorse the *EveryAGE Counts* campaign and seek to articulate this approach through Council’s narrative on ageing | Create stock of images that display positive portrayals of healthy ageing |  | Older residents co-create the stories of their lives that Council promotes (Council promotes their stories?) | Communications and engagement | Within existing resources |
| * 1. Support the Inner West Dementia Alliance
 | Map initiatives to build inclusion and participation for people with dementia with the Dementia Alliance Promote the *Dementia Friendly Toolkit for Local Government* for use in customer service improvement planning | Explore dementia friendly awareness training for staffExplore options on becoming a dementia friendly city |  | People living with dementia report that they are included in the community in satisfying ways | Community wellbeing | Within existing resources |
| * 1. Promote ways to connect older residents to volunteering opportunities
 | Promote existing volunteer recruitment platformsExplore collaboration on shared recruitment, background checking and management of volunteers to:* engage older people as volunteers
* engage volunteers to support older people
 | Collaborate to develop or strengthen community initiatives that encourage people to be involved and stay connected in their community after retirement Promote home-based volunteer support initiatives |  | Increased wellbeing and social inclusion for residentsPeople’s sense of connection to the places in which they live increases | Community Wellbeing | Within existing resourcesCommunity Strategic Plan and Delivery Plan |
| * 1. Promote resources for becoming a carer at any age
 | Collaborate with Carers Australia and the NSW Department of Communities and Justice to develop a tactical approach to support people who assume a caring rolePromote available information and resources on becoming a carer | Collaborate with Sydney Local Health District to explore ways to support grandparents who have a caring role for grandchildren |  | Increased wellbeing and social inclusion for residentsPeople’s sense of connection to the places in which they live increases | Community Wellbeing | Within existing resources |
| * 1. Provide opportunities to support digital inclusion for older residents
 | Continue to support opportunities for seniors to increase skills in digital technology  | Collaborate with residents, schools and other educational avenues to establish a sustainable digital cross generational learning framework  |  | Increased knowledge and confidence of older people using technology platforms | Community Wellbeing and Library Services | Within existing resources |

## 6. Health and diversity

| **Action** | **Short Term** | **Medium Term** | **Long Term** | **Results Based Accountability** | **Who**  | **$** |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. Collaborate on implementing the Aboriginal Health Strategic Plan of Sydney Local Health District
 | Collaborate in the policy domains: * Aboriginal social determinants of health
* aged and chronic care
* cancer and oral health
* falls prevention
* the health worker forum

Embed health and wellbeing actions for Aboriginal elders in Council’s Reconciliation Action Plan | Collaborate with Sydney Local Health District on implementing the Aboriginal Health Strategic PlanSupport Women’s and Men’s groups for Elders |  | Increased ? proportion of older Aboriginal people that are actively engaged in managing their own health and well informed on optionsPeople’s sense of connection to the places in which they live increases | Community Wellbeing, Social & Cultural Planning | Within existing resources |
| * 1. Improve capacity to engage in culturally sensitive ways with Aboriginal and Torres Strait Islander people
 | Provide cultural awareness training for all Council staffDevelop resources on engagement practices for Council staff to collaborate with Aboriginal eldersGrants program supports activities and events that bring Aboriginal elders and young people together | Develop and implement actions arising from the Reconciliation Action Plan Grants program supports activities and events that bring elders and young people togetherSupport opportunities for storytelling, sharing knowledge and recording of oral histories | Develop and implement actions arising from the Reconciliation Action Plan | Aboriginal people report that they are included in the community in satisfying ways | Community Wellbeing, Communications & Engagement |  |
| * 1. Improve capacity to engage in a culturally sensitive way with

LGBTIQ+ people | Evaluate what is working well and strengthen communication for LGBTIQ+ peopleIdentify opportunities for improving programs and initiatives to ensure inclusion of LGBTIQ community | Promote peer support and inclusion for older LGBTIQ+ peopleSupport opportunities for shared experiences and digital recording of history and life stories |  | LGBTIQ+ people report that they are included in the community in satisfying ways | Community Wellbeing | Within existing resources |
| * 1. Support the sustainability of groups of seniors from culturally and linguistically diverse backgrounds
 | Council annual grants program focusses on sustainability of multicultural groupsEnsure relevant Council information is provided in accessible formats  | Advocate with Multicultural NSW on new and emerging needs for people from diverse communitiesGrants support multicultural community groups to deliver culturally appropriate activities and events, that bring seniors and young people together Support opportunities for sharing knowledge and digital recording of life stories |  | People’s sense of connection to the places in which they live increases | Community Wellbeing, Communications & Engagement | Within existing resourcesAnnual grants program |