


# Ageing Well in NSW: Action Plan 2021-2022





The NSW Government pays respect to the traditional owners and custodians on whose land we walk, work and live. We acknowledge and learn from the strengths of Aboriginal people, their culture and connection to Country, land and waters across NSW. Aboriginal physical, social and emotional wellbeing are included in the focused efforts outlined in Ageing Well in NSW: Action Plan 2021-2022.

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# Who are seniors?

Seniors are older people over a certain age but the starting age at which anyone can be deemed a 'senior' in NSW can vary from 60 years of age and onwards, or 50 years of age and onwards for Aboriginal people. It's important to remember that seniors are not one homogenous group... how a person ages and their expectations of ageing are impacted by a range of factors. The needs and hopes of people over 65, over 75 and over 85 can also be quite different.

## First two-year Ageing Well in NSW: Seniors Strategy 2021–2031 Action Plan

This Action Plan supports Ageing Well in NSW: Seniors Strategy 2021–2031. It sets out actions under the four focus areas of the strategy for the first two years of its implementation.

The strategy, in conjunction with the actions in this document, supports the NSW Government's 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. Achieving this vision paves the way for all generations – present and future – to have healthy, active and better lives in ageing.

The Ageing Well in NSW: Seniors Strategy 2021–2031 will be supported by NSW Government action plans every two years commencing with 2021–2022. A mid-term review of the strategy will be undertaken in 2026–2027.

**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



# Focus area 1:

## Living in age-friendly environments

Action	Lead Agency + Partner
<p>1 <b>Housing Choices Review</b> Promote and monitor local government planning for ageing populations through the preparation of Local Housing Strategies.</p> <p>The Housing Planning Policy business is assisting the regional teams in their review of council draft local strategic planning statements (LSPS) to ensure the draft LSPS identify actions relating to supply of housing in meeting the future needs of the local community, including actions and opportunities for seniors housing.</p> <p>The Housing Planning Policy business will also assist in the review of draft local housing strategies by mid-2021.</p> <p><b>Target group</b> Local Communities <b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Planning, Industry and Environment + Local Government</p>
<p>2 <b>Future Directions for Social Housing in NSW</b> Achieve positive outcomes for older residents in social housing and help other vulnerable older people avoid entering social housing through the implementation of Future Directions for Social Housing in NSW.</p> <p>The \$1.1 billion Social and Affordable Housing Fund (SAHF) is delivering access to 3,483 social and affordable housing dwellings throughout NSW. Providers awarded 25-year contracts through SAHF tenders provide access to homes and tailored support services to eligible social and affordable housing applicants.</p> <p>As of 31 July 2020, 1,187 social and affordable homes have been delivered. Around half have been allocated to tenants aged 55 years or over (or 45 years or over for people identifying as Aboriginal or Torres Strait Islander).</p> <p>Complete delivery of additional 2,296 social and affordable homes across NSW by the end of 2023, including 30% of dwellings in regional NSW.</p> <p><b>Target group</b> Older people in NSW who require social or affordable housing support <b>Timeframe</b> First and Second Action Plans</p>	<p>Department of Communities and Justice</p>

Action	Lead Agency + Partner
<p>3 <b>Ageing and social and affordable housing through the Homelessness Strategy</b></p> <p>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.</p> <p>Under the strategy, smaller units are being 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> <p>Three Western Sydney projects in the Liverpool, Penrith and Blacktown local government areas will help protect at-risk older women and provide them with a strong support network in a safe, affordable, secure and stable environment.</p> <p>Complete the trial for smaller units under the Homelessness Strategy to provide more housing for older women.</p> <p>Continue to deliver the new generation social housing developments for single mature aged women.</p> <p><b>Target group</b> Older women in NSW at risk of, or experiencing, homelessness</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice + Department of Planning, Industry and Environment</p>
<p>4 <b>Aboriginal Housing Office Capital Works program</b></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><b>Target group</b> Older Aboriginal people in NSW</p> <p><b>Timeframe</b> Whole strategy</p>	<p>Aboriginal Housing Office + Communities, Aboriginal Community Housing Providers (ACHPs), Local Government</p>
<p>5 <b>Age-friendly local government areas</b></p> <p>Revise, update and promote the Age-Friendly Planning Toolkit for Local Government to simplify how local government can work to support older people in their communities.</p> <p><b>Target group</b> Local Government</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + Office of Local Government + LGNSW</p>

Action	Lead Agency + Partner
<p>6 <b>Make improvements to bus facilities in rural and regional areas through the Country Passenger Transport Infrastructure Grant Scheme</b> Continue to implement the Country Passenger Transport Infrastructure Grant Scheme (the Scheme).</p> <p>The Scheme will provide funds to eligible local government areas to improve amenity and access to buses for people in rural and regional areas. Funding will be available for levelling the boarding area at bus stops, connecting them with footpaths; and/or installing tactile ground surface indicators, signage, passenger information boards, lighting, seating, and shelters. These improvements will deliver benefits to country passengers, including older people.</p> <p><b>Target group</b> Older people living in regional areas of NSW <b>Timeframe</b> First Action Plan</p>	Transport for NSW
<p>7 <b>Transport Access Program</b> Deliver safe, modern and accessible integrated transport infrastructure across NSW to foster a seamless transport journey that meets the needs of customers, including older people.</p> <p>Continue delivery of the Transport Access Program Tranche 3. This includes design and development of modern and accessible transport infrastructure at train stations and ferry wharves across NSW.</p> <p><b>Target group</b> Older people living in both metropolitan and regional areas of NSW <b>Timeframe</b> First Action Plan</p>	Transport for NSW
<p>8 <b>Walking and Cycling</b> Shape accessible environments that foster walking and cycling, and that support the operation of micro-mobility devices and other assisted mobility devices used by older people.</p> <p>Provide appropriate infrastructure for micro-mobility users, such as e-bicycles, e-tricycles and other assisted mobility devices.</p> <p>Investigate accessible options to improve the door-to-door walking journey of older people.</p> <p><b>Target group</b> Older people living in both metropolitan and regional areas of NSW <b>Timeframe</b> First Action Plan</p>	Transport for NSW
<p>9 <b>Delivery of the Regional Seniors Travel Card</b> Following a two-year trial period, Transport for NSW (TfNSW) to conduct a review of the \$250 Regional Seniors Travel Card (2020–2021).</p> <p><b>Target group</b> Older people living in eligible regional LGAs <b>Timeframe</b> First Action Plan</p>	Transport for NSW



Action	Lead Agency + Partner
<p>10 <b>Provide subsidised transport schemes for eligible older people</b> TfNSW will deliver a smart card for users of the Taxi Transport Subsidy Scheme (TTSS) across NSW to replace the current paper docket system.</p> <p><b>Target group</b> Older people who are eligible or current users of the TTSS</p> <p><b>Timeframe</b> First Action Plan</p>	Transport for NSW
<p>11 <b>Fleet Delivery Program</b> TfNSW is delivering trains that will provide our customers with more comfortable, reliable, efficient and accessible journeys.</p> <p>Delivery of new trains that provide better outcomes for older people include delivery of:</p> <ul style="list-style-type: none"> <li>• new Intercity Fleet</li> <li>• new Regional Rail Fleet</li> <li>• additional Waratah Series 2 trains.</li> </ul> <p>Delivery of upgrades to existing trains that provide better outcomes for older people include:</p> <ul style="list-style-type: none"> <li>• upgrades and improvements to the existing Tangara fleet.</li> </ul> <p><b>Target group</b> Older people living in both metropolitan and regional areas of NSW</p> <p><b>Timeframe</b> First Action Plan</p>	Transport for NSW
<p>12 <b>Monitor and enhance road safety and mobility for older road users</b> Deliver initiatives for older people that promote safe mobility and encourage the safe use of our roads.</p> <p><b>Target group</b> Older people living in both metropolitan and regional areas of NSW</p> <p><b>Timeframe</b> First Action Plan</p>	Transport for NSW, NSW Centre for Road Safety
<p>13 <b>Monitor and improve safety outcomes for older boaters aged 65+</b> Complete attitudinal research study in relation to older boaters.</p> <p>Develop bespoke educational resource(s) to help facilitate proactive management of common risks and safety issues faced by older boaters.</p> <p><b>Target group</b> Older people who are boat users</p> <p><b>Timeframe</b> First Action Plan</p>	Transport for NSW, NSW Centre for Maritime Safety

Action	Lead Agency + Partner
<p>14 <b>Continue to invest in boating infrastructure improvements across NSW to provide safe access to the water for all boaters</b> Work with partners to deliver 69 boating infrastructure projects being funded under Round 3 of the Boating Now Program.</p> <p><b>Target group</b> Older people who are boat users <b>Timeframe</b> First Action Plan</p>	<p>Transport for NSW, NSW Centre for Maritime Safety</p>
<p>15 <b>Implement the Government Response to the Inquiry into the NSW Retirement Village Sector Report</b> The NSW Government responded to the Inquiry Report, outlining a range of measures to improve retirement village living in NSW, which continue to be implemented.</p> <p>The 2017 Inquiry into the NSW Retirement Village Sector made 17 recommendations to improve protections for residents and ensure that NSW Fair trading has the necessary powers to make sure retirement village operations are complying with the law.</p> <p><b>Target group</b> Older people in NSW, particularly those living in retirement villages <b>Timeframe</b> First Action Plan</p>	<p>Department of Customer Service, NSW Fair Trading</p>
<p>16 <b>Sydney Opera House access upgrades</b> Implementation of large scale accessibility upgrades as part of the Sydney Opera House's NSW Government-funded Renewal Stage 1 works. Deliver Renewal Stage 1 capital works including increased accessible wheelchair and companion seating, accessible bathrooms, and an accessible pathway (lifts and passageway) for independent access to the Concert Hall.</p> <p><b>Target group</b> Seniors, people with accessibility needs <b>Timeframe</b> First and Second Action Plans</p>	<p>Department of Premier and Cabinet, Sydney Opera House</p>

## Focus area 2:

# Participating in inclusive communities

Action	Lead Agency + Partner
<p>17 <b>Enabling retention of older workers in NSW government sector</b> Continue to provide the NSW government sector with guidance to embed and implement flexible working to improve the employment and retention of older workers.</p> <p>Support key stakeholders and partners to use best practice resources enabling the employment and retention of older workers across the NSW government sector.</p> <p>Monitor the rates of employment, retention, promotion and experience of older employees.</p> <p>Continue to provide guidance on flexible working to the sector, share best practice resources to key stakeholders and partners, and monitor data through People Matter Employment Survey and the Workforce Profile Collection Survey.</p> <p><b>Target group</b> NSW public sector managers and staff <b>Timeframe</b> First Action Plan</p>	<p>NSW Public Service Commission + all NSW government sector departments and agencies</p>
<p>18 <b>Accident and insurance coverage for older workers project</b> (across compulsory third party, workers compensation and home building compensation schemes)</p> <p>Ensure older workers are well informed and users receive optimal experience.</p> <p>Monitor workplace injury and recovery rates for older workers in NSW.</p> <p>Investigate the extent to which age-related limitations impact older worker participation in the workforce as reported and managed through the workers' compensation system.</p> <p><b>Target group</b> All people in NSW, in particular older people <b>Timeframe</b> First Action Plan</p>	<p>Department of Customer Service, NSW State Insurance Regulatory Authority</p>
<p>19 <b>SIRA Funded Research Programs</b> Ageing population needs and recovery from injury research to be included as a priority area for SIRA funded research programs.</p> <p><b>Target group</b> All people in NSW, in particular older people <b>Timeframe</b> First Action Plan</p>	<p>Department of Customer Service, NSW State Insurance Regulatory Authority</p>
<p>20 <b>National Research</b> Participate in national research collaboration to create age-friendly workplaces.</p> <p><b>Target group</b> All people in NSW, in particular older people <b>Timeframe</b> First Action Plan</p>	<p>Department of Customer Service, NSW State Insurance Regulatory Authority + Australian New Zealand Research Collaborative Group</p>

Action	Lead Agency + Partner
<p>21 <b>Training course and awareness for employers to support engagement and retention of older workers</b> Continue to work with the Australian Human Rights Commission to promote and support the engagement of older workers through a training program and awareness toolkit.</p> <p><b>Target group</b> Employers in NSW <b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice + Australian Human Rights Commission</p>
<p>22 <b>Return to Work Resource</b> Women NSW to develop a resource that supports women, including older women, returning to work after a break.</p> <ul style="list-style-type: none"> <li>Develop a resource that brings together and promotes awareness of available supports for women returning to work after a career absence. One of the targeted cohorts includes older women, including older parents and carers who have had a career absence looking after children.</li> </ul> <p>Increase the economic participation of women, especially older women, by promoting awareness of and access to supports to return to work after a break.</p> <p><b>Target group</b> Older women <b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice, Women NSW</p>
<p>23 <b>Improve the wellbeing of older migrants and refugees to foster their participation within society</b> Investigate and identify service gaps and strategies to respond to the needs of older migrants and refugees.</p> <ul style="list-style-type: none"> <li>Hold a roundtable or other engagement methods with community and government to identify issues relating to older migrants and refugees.</li> </ul> <p>Determine the extent of barriers for older migrants and refugees accessing services and the support they need to participate in society.</p> <ul style="list-style-type: none"> <li>Compile and analyse insights from the engagement with government and community into a short report.</li> </ul> <p>Work with other areas of the NSW Government to address issues older migrants and refugees are experiencing to foster their participation in society.</p> <ul style="list-style-type: none"> <li>Share the insights report with key government agencies and respond to insights raised where relevant.</li> </ul> <p><b>Target group</b> NSW Government agencies, service providers, peak bodies, community, older people from refugee and migrant backgrounds <b>Timeframe</b> First Action Plan</p>	<p>Multicultural NSW</p>

Action	Lead Agency + Partner
<p>24 <b>Help mature-aged workers get back into the workforce – the Mature Age Workers Scholarship program</b> Provide free TAFE training and career counselling for mature-aged workers who are, or will soon become, unemployed, to retrain or re-enter the workforce.</p> <p>This encompasses Smart and Skilled Certificate II and Certificate III, and Targeted Priorities Certificate IV courses.</p> <p>30,000 fee-free TAFE places for students aged 35 and over, including mature-aged workers seeking to retrain or re-enter the workforce. The program is capped at 30,000 places and will finish on 31 December 2023.</p> <p><b>Target group</b> People aged 35 and over who are unemployed and looking for work or recently made redundant and looking to up- or re-skill</p> <p><b>Timeframe</b> First and Second Action Plans</p>	<p>Department of Education, TAFE NSW</p>
<p>25 <b>Foundation Skills for Your Future Programs – Enrolled Nurse Ready</b> Develop the literacy, numeracy and digital literacy (LLND) skills of 20 Anglican Care Aged Care employees who would like to progress their career to qualify as endorsed enrolled nurses.</p> <p>The target cohort has been identified as people with LLND barriers to further education for various reasons, such as mature-aged workers, early school leavers, disrupted learning, limited experience with further education since leaving school, English as a second language, cultural barriers, and work roles requiring low-level LLND skills.</p> <p>The initial program is capped at 20 Anglican Care Aged Care employees and will finish by January 2021; however, this program will be discussed with other Anglicare locations across NSW in 2021 and 2022.</p> <p><b>Target group</b> Anglican Care Aged Care employees with LLND barriers to further education, including mature-aged workers</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Department of Education, TAFE NSW + Anglicare, Booragul</p>
<p>26 <b>Help Drought and Bushfire affected farmers</b> with valuable skills to help re-build and/or gain skills to enable them to find alternate or supplementary income off the farm.</p> <p><b>Target group</b> Drought and Bushfire affected farmers (many of whom are mature aged)</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Education, TAFE NSW + Local Land Services, Department of Primary Industry</p>
<p>27 <b>Provide COVID-19 risk mitigation training to frontline Aged Care Workers</b> Provide training to frontline Aged Care Workers in NSW to mitigate the risks of COVID-19, e.g. ageing and individual support, assist clients with medications.</p> <p><b>Target group</b> Frontline Aged Care Workers</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Education, TAFE NSW + RSL Lifecare, Calvary Retirement Communities, Uniting Care</p>

Action	Lead Agency + Partner
<p>28 <b>Provide training to frontline Aged Care Workers</b> Provide training to frontline Aged Care Workers in NSW to enable delivery of life enhancing programs to Aged Care Facility residents or in-home Aged Care, e.g. Hunter New England Area Health – Music in a Health Setting + Creating Engagement in Lifestyle; Vietnam Veterans Hostel – Leisure and Health Skillset; Peninsula Village – Leisure and Health Skillset.</p> <p><b>Target group</b> Frontline Aged Care Workers <b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Education, TAFE NSW + Hunter New England Area Health, Vietnam Veterans Hostel, Peninsula Village</p>
<p>29 <b>Statements of Attainment</b> Provide Statements of Attainment for Aboriginal older people in: Aboriginal Primary Health; Nutrition and Food Security; Men’s Health; Gambling; Maternity and Infant Care.</p> <p><b>Target group</b> Aboriginal and other elders/leaders in communities <b>Timeframe</b> First Action Plan – Year 1</p>	<p>TAFE NSW – West Region</p>
<p>30 <b>Literacy</b> Help older people develop their literacy skills in reading and writing, in addition to computer skills.</p> <p>Approach aged care organisations to develop workplace programs to build LLND skills for their current workforce through the Foundation Skills For Your Future (FSfYF) program.</p> <p><b>Target group</b> Mature age workers employees and seniors with low-level digital and literacy skills <b>Timeframe</b> First and Second Action Plans</p>	<p>TAFE NSW</p>
<p>31 <b>Introduction to Digital Literacy course</b> Help Aboriginal older people develop digital literacy skills.</p> <p><b>Target group</b> Older Aboriginal people <b>Timeframe</b> First Action Plan – Year 1</p>	<p>TAFE NSW – West Region</p>
<p>32 <b>Career Pathways Employability Skills (CPES) for older women</b> Work Opportunities for Women (WOW) is targeted at mature-aged women returning to the workforce or commencing a career.</p> <p>CPES mostly involve mature-aged students and are community-based programs designed to support at-risk community cohorts with mature-aged profiles. Some examples are: refugee women, men experiencing homelessness, social housing tenants with disadvantaged learning backgrounds.</p> <p><b>Target group</b> Mature aged women (30s, 40s and 50s) who have not been in work for a significant period and need employability and core skills <b>Timeframe</b> First and Second Action Plans</p>	<p>TAFE NSW</p>

Action	Lead Agency + Partner
<p>33 <b>Proposed re-purposing of an area at TAFE Digital Strathfield for Community Services training facility</b></p> <p>Development of Community Services training facility to provide work-based simulation and assessment to increase number of students with work placement in aged care facilities.</p> <p>Work-based simulation and assessment are Training Package requirements in the Certificate III in Individual Support.</p> <p>This facility will help increase the number of student completions and better prepare students for work placement in aged care facilities.</p> <p><b>Target group</b> Students in Certificate III in Individual Support with specialisation in Ageing, Home and Community</p> <p><b>Timeframe</b> First Action Plan – Year 1 for renovation completion then delivery over several Action Plans</p>	<p>TAFE NSW – TAFE Digital</p>
<p>34 <b>Mature aged learners in Corowa</b></p> <p>Vocational Community Engagement or Statement of Attainment in Foundation Skills Support for mature-aged learners in Corowa.</p> <p>Mature-aged learners in Corowa are required to engage in an online environment to access government and non-government services.</p> <p>These students are receiving critical training through the Corowa Connected Learning Centre (CLC) to ensure they can access essential services.</p> <p><b>Target group</b> People over age 60</p> <p><b>Timeframe</b> First and Second Action Plans</p>	<p>TAFE NSW</p>
<p>35 <b>Support social connections and address loneliness</b></p> <p>Develop and deliver a program to support local communities to establish ongoing connections between older people to promote inclusion and combat isolation and loneliness.</p> <p><b>Target group</b> Older people in NSW at risk of social isolation and loneliness</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice</p>
<p>36 <b>Grandparents Day</b></p> <p>Continue to support the celebration of grandparents, grand-kin and grand-friends across NSW each year.</p> <p><b>Target group</b> Grandparents, grand-kin and grand-friends</p> <p><b>Timeframe</b> Whole strategy</p>	<p>Department of Communities and Justice + All NSW communities</p>

Action	Lead Agency + Partner
<p>37 <b>Art of Ageing Exhibition – showcasing the diversity of older people in NSW</b> Continue to tour the Art of Ageing 2020 exhibition across NSW through to 2023.</p> <p>Develop a toolkit to support local government and communities to run Art of Ageing following completion of the current tour.</p> <p><b>Target group</b> All people in NSW <b>Timeframe</b> First and Second Action Plans</p>	<p>Department of Communities and Justice + Local Government, regional galleries, other locations</p>
<p>38 <b>Seniors' Stories</b> Deliver the Seniors Stories writing competition and publication annually.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice</p>
<p>39 <b>NSW Seniors Festival</b> Deliver the annual Seniors Festival in locations across NSW, including the Premier's Gala Concerts and NSW Seniors Festival Expo.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> Whole strategy</p>	<p>Department of Communities and Justice</p>
<p>40 <b>Seniors Christmas Concerts</b> Continue to deliver the annual Seniors Christmas Concerts in regional and outer metropolitan Sydney, including a single broadcast Christmas Concert in 2020 due to COVID-19 considerations.</p> <p><b>Target group</b> Older people in NSW regional and outer metropolitan areas <b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice</p>
<p>41 <b>Positively promote the need for respect and inclusion for older people</b> Create NSW to profile arts, screen and cultural champions of the NSW sector across social media campaigns.</p> <p>Deliver interviews with arts, screen and cultural practitioners to profile on Create NSW social media channels and in Create NSW eNewsletters.</p> <p><b>Target group</b> Create NSW social media audiences and eNews subscribers <b>Timeframe</b> Whole strategy</p>	<p>Department of Premier and Cabinet, Create NSW</p>



Action	Lead Agency + Partner
<p>42 <b>International Make Music Day</b> Create NSW to link seniors choirs and other music activities under the broader umbrella of International Make Music Day festivities.</p> <p>Invite groups of seniors (in bands or choirs) to be registered for International Make Music Day events and activities on 21 June 2021 and 2022.</p> <p>Promote the involvement of seniors in International Make Music Day events and activities.</p> <p><b>Target group</b> Seniors, professional and community musicians <b>Timeframe</b> First Action Plan</p>	<p>Department of Premier and Cabinet, Create NSW + Live Music Office, Australian Music Association, APRA AMCOS</p>
<p>43 <b>Access Arts engagement programs for older people</b> The Art Gallery of NSW will offer a series of ON-line, ON-request and ON-site arts engagement programs to support individuals to connect with and through art – for older adults, community organisations supporting people who may be socially isolated, people living with dementia or mild cognitive impairment, and care partners and family members.</p> <p>The program highlights the positive benefits of lifelong learning and the importance of building social and cultural connections. It comprises discussion of a selection of artworks from the Gallery collection, supported by resources for art making projects to be engaged with at home or in a group environment.</p> <p>Art ON-line: a monthly streamed arts engagement program. 12 sessions per year.</p> <p>Art ON-request: tailored online engagement for people in aged care facilities, community groups, and in-home communities. Two to three per month, up to 30 sessions per year.</p> <p>Art On-site: programming activities at the Gallery and in aged care facilities or with community groups, which will resume when supported by public health advice. Up to 48 sessions per year.</p> <p>Professional development for aged care and health professionals. Two sessions per year.</p> <p><b>Target group</b> Older adults, community organisations supporting people who may be socially isolated, people living with dementia or mild cognitive impairment, care partners and family members, and professional development for aged care and health professionals <b>Timeframe</b> First and Second Action Plans</p>	<p>Department of Premier and Cabinet, Art Gallery of NSW + UNSW Ageing Futures Institute, UTS, community centres and organisations, aged care facilities</p>
<p>44 <b>Artful: Art and Dementia Program, Museum of Contemporary Art</b> Deliver a two-year project to expand the Artful: Art and Dementia Program, creating new connections and life-enriching experiences through contemporary art for people living with dementia and their support networks.</p> <p><b>Target group</b> People living with dementia and their carers and families <b>Timeframe</b> First Action Plan</p>	<p>Department of Premier and Cabinet, Create NSW + Museum of Contemporary Art, Department of Communities and Justice</p>

Action	Lead Agency + Partner
<p>45 <b>Creative opportunities for seniors as well as older people living with dementia and other chronic illness</b></p> <p>Programs will focus on delivering health and well-being benefits to participants. Sydney Opera House will:</p> <ul style="list-style-type: none"> <li>• pilot a combined inter-generational seniors and early years' dance workshop and performance program, in collaboration with The Australian Ballet Education Unit (The Australian Ballet Program 2021)</li> <li>• expand the existing Dancing Connections workshop series in partnership with Dance with Parkinson's NSW and the global Dance for PD program (Dancing Connections 2021-2022). This includes: <ul style="list-style-type: none"> <li>- investigate opportunities to live-stream workshops to regional areas</li> <li>- identify opportunities to expand the Dancing Connections model to provide classes for people living with other chronic illness</li> </ul> </li> <li>• continue to develop the Music and Dementia program for people living with dementia, successfully piloted in 2019 (Music and Dementia program 2022-2023).</li> </ul> <p>Deliver and evaluate above creative programs for older people. Consider opportunities to increase reach to regional areas.</p> <p><b>Target group</b> Seniors, people living with Parkinson's, people living with dementia, and people living with other chronic illnesses</p> <p><b>Timeframe</b> First and Second Action Plans</p>	<p>Department of Premier and Cabinet, Sydney Opera House</p>
<p>46 <b>Ministerial Advisory Council on Ageing (MACA) Media Awards</b></p> <p>Deliver and promote the annual MACA media awards event to acknowledge the fair reporting and representation of both older people and the issues affecting them, in partnership with the MACA and the private sector.</p> <p><b>Target group</b> Media organisations, journalists, NSW public</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + Ministerial Advisory Council on Ageing</p>
<p>47 <b>Tech Savvy Seniors program</b></p> <p>Support the Tech Savvy Seniors program in partnership with Telstra.</p> <p>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><b>Target group</b> Older people in NSW</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + Telstra</p>
<p>48 <b>Legal Pathways Project</b></p> <p>Partner with the Council on the Ageing (COTA) NSW to provide referrals and free or reduced-cost advice and preparation of wills, enduring guardianship appointments, and enduring powers of attorney to Aged Pensioners and Commonwealth Seniors Health Card holders.</p> <p><b>Target group</b> Aged Pensioners and Commonwealth Seniors Health Card holders</p> <p><b>Timeframe</b> First Action Plan - Year 1</p>	<p>Department of Communities and Justice + COTA NSW</p>

Action	Lead Agency + Partner
<p>49 <b>Enhancing the inclusion of 45+ people at the Department of Customer Service</b></p> <p>The Generations Employee Resource Group (ERG) continues to convene and provide input and advice on the 45+ age group to the Department of Customer Service and staff.</p> <p>The Department of Customer Service established the Generations Employee Resource Group (ERG) to provide a voice of the 45+ age group working in the department.</p> <p>The ERG represents a broad demographic of employees who range from 40 to 80 years old and are at varying stages of their lives and careers. The ERG is tasked to ensure older workers are recognised as a valuable asset; their qualities, ideas and needs are acknowledged; their age is not a barrier to career development or opportunities; and employees have choice and longevity in the number of years they wish to keep working.</p> <p><b>Target group</b> People aged 45+ working at the Department of Customer Service</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Department of Customer Service</p>
<p>50 <b>Support older business operators to start and grow through the Business Connect program</b></p> <p>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> <p><b>Target group</b> Small business owners</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>NSW Treasury</p>
<p>51 <b>Women’s Financial Toolkit – It’s Your Future</b></p> <p>The Council for Women’s Economic Opportunity (CWEO) and Women NSW have developed Women’s Financial Toolkit – It’s Your Future. This online resource includes information to assist all women, including older women, to access trustworthy, free information about government rebates, budgeting, finding work, setting up a business, where to find help with financial challenges, and how to shape their financial futures.</p> <p>Women’s Financial Toolkit – It’s Your Future includes links to returning to work, retirement planning, end of life planning.</p> <p>This will support older women’s financial independence and planning ahead through Women’s Financial Toolkit – It’s Your Future.</p> <p><b>Target group</b> Older women</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice, Women NSW</p>

## Focus area 3:

# Staying safe, active and healthy

Action	Lead Agency + Partner
<p>52 <b>NSW Integrated Care Strategy</b></p> <p>Roll out of the Integrated Care module in Patient Flow Portal (PFP), including the state-wide implementation of the new Planned Care for Better Health Risk of Hospitalisation Algorithm (PCBH RoH).</p> <p>PFP is used to enrol and monitor patients in the Integrated Care initiatives including Planned Care for Better Health (PCBH), and enables local and state-wide evaluation.</p> <p>PCBH RoH assists NSW Health staff to identify people who could benefit from PCBH interventions care coordination, care navigation and health coaching. PCBH and RoH are not specific to aged care; however, the algorithm variables are based on an extensive list of demographic and socioeconomic factors as well as hospitalisation medical history.</p> <p>Rollout the risk stratification tool (PCBH RoH) to all health organisations in NSW by mid-2021. This will include supporting Local Health Districts and SHNs to provide supporting services to older people.</p> <p><b>Target group</b> All people in NSW</p> <p><b>Timeframe</b> Whole strategy</p>	<p>NSW Ministry of Health</p>
<p>53 <b>The Integrated Care Residential Aged Care initiative</b></p> <p>Continue to monitor and evaluate the Integrated Care Residential Aged Care (IC RAC) Program to identify future opportunities.</p> <p>The IC RAC initiative commenced in 2019–20 and is currently being implemented by 4 Local Health Districts (LHDs). The initiative is residential aged care facility focused, and addresses:</p> <ul style="list-style-type: none"> <li>• stakeholder engagement and building partnerships</li> <li>• understanding local capability needs and partnerships to support and provide required capabilities</li> <li>• pathways to LHD Outreach team - to support hospital avoidance for low acuity clinical needs.</li> </ul> <p><b>Target group</b> People aged 65+ in NSW</p> <p><b>Timeframe</b> Whole strategy</p>	<p>NSW Ministry of Health</p>

Action	Lead Agency + Partner
<p>54 <b>The Secondary Triage for Residential Aged Care Facilities program</b> Continue the delivery and complete the evaluation of the Secondary Triage for Residential Aged Care Facilities (RACF) program.</p> <p>The RACF program was implemented in March 2020 as an additional Ambulance pathway to support RACF residents to receive care in their home wherever possible and clinically appropriate. NSW Health has engaged the My Emergency Doctor Service to provide the secondary triage support.</p> <p>The secondary triage process provides screening and assessment of all RACF calls that come through the NSW Ambulance call centre through triple zero or the 131223 booking number.</p> <p>All residents meeting the criteria will be provided with an over-the-phone consultation with a Fellow of the Australasian College for Emergency Medicine Specialists, and a care plan will be determined. If clinically appropriate, residents will be referred to LHD community-based services and General Practitioners for further care at the RACF. Transfer to hospital will continue if clinically appropriate.</p> <p><b>Target group</b> People aged 65+ in NSW <b>Timeframe</b> Whole strategy</p>	NSW Ministry of Health
<p>55 <b>Planning future health services (infrastructure)</b> 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> <p>Continue investments on Health’s capital infrastructure over four years from 2019–20.</p> <p>Funding will be used to progress current works, and commence upgrading and building a further 29 hospital and health facility projects across the state, as well as ensure compliance with new leasing standards.</p> <p><b>Target group</b> People aged 65+ in NSW <b>Timeframe</b> First and Second Action Plans</p>	NSW Ministry of Health
<p>56 <b>Planning future health services (infrastructure)</b> Commence implementation planning for the 20-year Health Infrastructure Strategy to inform future planning for infrastructure investment for our health districts, networks and services.</p> <p>Continue to collaborate with NSW Health organisations to promote a diverse health infrastructure portfolio to deliver a comprehensive and integrated health service system.</p> <p><b>Target group</b> All people in NSW <b>Timeframe</b> First and Second Action Plans</p>	NSW Ministry of Health

Action	Lead Agency + Partner
<p>57 <b>Enhancing community-based mental health care for older people with mental illness</b></p> <p>Enhance access to specialist community Older People’s Mental Health (OPMH) services and the quality of these services, in line with strategic directions in the NSW OPMH Service Plan.</p> <p>Build the capability of the older people’s mental health workforce through professional development scholarships. Professional development of NSW Health clinicians, peer workers and managers will improve the care provided to older people living with mental illness.</p> <p>Continue to develop mental health-residential aged care partnership services under the Pathways to Community Living Initiative and NSW OPMH Service Plan. Ensure NSW Health and our partners work together to expand access to community-based residential care options for older people with complex mental health needs, and reduce long stays in hospital.</p> <p>In partnership with community-managed organisations, 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>Partner with the Australian Government to implement the Commonwealth Specialist Dementia Care Program (SDCP) in NSW. Provision of specialist clinical support to specialist dementia care units will play a key role in addressing the mental health needs of people experiencing very severe behavioural and psychological symptoms of dementia.</p> <p>Fund 70 units of training through scholarships for accredited older people’s mental health higher education courses and evaluate the impact of scholarships.</p> <p>Annually review all nine mental health-residential aged care partnership services to monitor service access.</p> <p><b>Target group</b> People aged 65+ in NSW</p> <p><b>Timeframe</b> First Action Plan</p>	NSW Ministry of Health
<p>58 <b>Healthy Eating Active Living Strategy</b></p> <p>An evaluation of the Make Healthy Normal initiative (media campaign and website Healthy Eating Active Living social marketing campaign), combined with formative research insights, to inform future social marketing campaigns aimed at supporting and motivating parents and carers to adopt healthier behaviours for their families.</p> <p>The Make Healthy Normal website – continue to extend health-enhancing messages to the entire population and to connect people with targeted, age-specific health programs.</p> <p><b>Target group</b> All people in NSW</p> <p><b>Timeframe</b> Whole strategy – to be confirmed as part of new Healthy Eating Active Living social marketing initiatives</p>	NSW Ministry of Health

Action	Lead Agency + Partner
<p>59 <b>Get Healthy Information and Coaching Service</b> Continue to provide this free, state-wide telephone-based health coaching service that supports people to make sustained improvements in healthy eating, physical activity, alcohol reduction and weight management.</p> <p>45% of participants in the ‘Get Healthy’ coaching service to be aged 50+.</p> <p>Telephone-based coaching is highly accessible for older people, particularly those living in rural and regional areas.</p> <p>University-qualified Health Coaches including dietitians and exercise physiologists support older people to reach their healthy lifestyle goals with tailored advice based on national guidelines.</p> <p>In the 2019–20 financial year, 55% of participants enrolled in the Get Healthy service were over 50 years of age (excluding Get Healthy in Pregnancy).</p> <p><b>Target group</b> All people in NSW <b>Timeframe</b> First Action Plan</p>	NSW Ministry of Health
<p>60 <b>Get Healthy at Work program</b> Continue to provide this free program to all workplaces across NSW.</p> <ul style="list-style-type: none"> <li>• Register 400 new workplaces.</li> <li>• Aim for 40% of workers who complete a Healthy Lifestyle Check to be aged 45+.</li> </ul> <p>Get Healthy at Work aims to improve the health of working adults and address the modifiable risk factors for chronic disease and mental wellbeing in the workplace setting.</p> <p>Healthy Lifestyle Checks are available for all workers, regardless of employment status.</p> <p>All individuals who complete a Healthy Lifestyle Check are recommended to register with relevant support services such as the Get Healthy Information and Coaching Service, Quitline, Mindspot and MyCompass.</p> <p>Workplaces are supported to develop, implement and evaluate Workplace Health Programs addressing healthy eating, physical activity, active travel, smoking, alcohol and/or mental health.</p> <p><b>Target group</b> People aged 45+ in NSW <b>Timeframe</b> First Action Plan</p>	NSW Ministry of Health

Action	Lead Agency + Partner
<p>61 <b>NSW Aboriginal Knockout Challenge</b> Continue to 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.</p> <p>Aim for 25% of participants in 'Aboriginal Knockout' to be aged 50+.</p> <p>This primary prevention program targets physical activity, healthy eating, obesity and weight-related issues. In 2019, 26% of participants were over the age of 50 years.</p> <p><b>Target group</b> Aboriginal people of all ages in NSW <b>Timeframe</b> First Action Plan</p>	NSW Ministry of Health
<p>62 <b>Active and Healthy website</b> Support the online directory of community-based physical activity and fall prevention programs.</p> <p>Aim for more than 35,000 unique visitors to the Active and Healthy Website.</p> <p>The website is used by older people, exercise providers and healthcare professionals.</p> <p><b>Target group</b> All people in NSW <b>Timeframe</b> Whole strategy</p>	NSW Ministry of Health
<p>63 <b>Stepping On program</b> Continue to deliver a state-wide 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> <p>Virtual Stepping On program: trial the virtual delivery of Stepping On. The aim is to deliver an accessible and equitable falls prevention program across NSW.</p> <p>Aim to deliver Stepping On to 2,500 participants.</p> <p><b>Target group</b> People aged 65+ in NSW <b>Timeframe</b> First Action Plan</p>	NSW Ministry of Health



Action	Lead Agency + Partner
<p>64 <b>Stepping On – Preventing Falls program</b> Continue delivery of Stepping On, a falls prevention program for people over 65 years of age who have had a fall or are concerned about having a fall.</p> <p>This program is part of NSW Health’s ‘Active and Healthy’ Program and is an evidence-based program that is effective and proven to reduce falls in older people living in the community.</p> <p>Castle Hill students of TAFE NSW The Hills are assisting with the Western Sydney Local Health District’s (WSLHD) community program, Stepping On seven-week program. Students enrolled in Allied Health qualifications take the lead in delivering the program by teaching participants exercises that will improve their strength and balance to prevent falls as well as providing an opportunity to make some new social connections. This program has provided many positive experiences for older adults in the Castle Hill area as well as giving TAFE NSW students practical and valuable real world work experience.</p> <p>This action is continuing in 2021 and is planned to continue throughout 2022 and 2023.</p> <p><b>Target group</b> People over 65 years of age who have had a fall or are concerned about having a fall</p> <p><b>Timeframe</b> First and Second Action Plans</p>	<p>TAFE NSW + Western Sydney Local Health District</p>
<p>65 <b>Staying Active Program</b> Continue to provide funding and support to the aquatic and recreation industry for the development of sustainable physical activity programs for adults over the age of 50 years, across NSW.</p> <p>Fund and support 23 new organisations with the development of 46 new classes.</p> <p>Aim to increase the availability and accessibility of community-based physical activity opportunities for older adults.</p> <p><b>Target group</b> People aged 50+ in NSW</p> <p><b>Timeframe</b> First Action Plan</p>	<p>NSW Ministry of Health</p>
<p>66 <b>Healthy and Active for Life</b> Deliver a state-wide community based physical activity and healthy lifestyle program for adults over 60 years of age. The aim is to build their capacity, knowledge, skills and confidence to lead active and healthy lives.</p> <p>Healthy and Active for Life online: trial the online delivery of Healthy and Active for Life. Digitalisation of the program will enable NSW Health to maximise program reach, accessibility and sustainability.</p> <p>Deliver Healthy and Active for Life to 1,600 participants.</p> <p><b>Target group</b> People aged 60+ in NSW</p> <p><b>Timeframe</b> First Action Plan</p>	<p>NSW Ministry of Health</p>

Action	Lead Agency + Partner
<p>67 <b>Improved Access to Dental Care</b> Support the implementation of sustainable models of care to improve access to dental services for older people in residential aged care.</p> <p>NSW Health will achieve this through:</p> <ul style="list-style-type: none"> <li>• developing systemic collaborative relationships and models of care in the community with Primary Health and Specialist Networks, ACCHSs to improve general health and quality of life</li> <li>• using research, innovation and health technologies to enhance service delivery, e.g. through teledentistry consultations and implementation of dentistry in the home</li> <li>• increasing patient engagement in decisions about their oral health, inclusive of planning preventative intervention, definitive treatment, behaviour modification, and lifestyle changes with service providers, such as General Practice, Dietetics, Home Care Services.</li> </ul> <p><b>Target group</b> People aged 65+ in NSW <b>Timeframe</b> Whole strategy – to be confirmed as part of the Future Oral Health Strategy 2021–2030</p>	NSW Ministry of Health
<p>68 <b>NSW Health Service Coordinators for Stolen Generations Organisations</b> Support specific coordinator roles at peak Stolen Generations Organisations in NSW – the Children of Bomaderry Aboriginal Children’s Home Incorporated, the Coota Girls Aboriginal Corporation, the Kinchela Boys’ Home Aboriginal Corporation, and the Stolen Generations Council NSW/ACT.</p> <p>Service coordinators will help Stolen Generation survivors link with relevant supports available through NSW Health, depending on their specific needs.</p> <p>Coordinators will also help maintain social connections of Stolen Generations survivors and enable sharing of their lived experience, influencing future policy development and delivery at NSW Health in support of trauma-informed care.</p> <p>Established plan and roles commenced by 30 June 2021.</p> <p><b>Target group</b> Aboriginal people in NSW <b>Timeframe</b> First Action Plan</p>	NSW Ministry of Health

Action	Lead Agency + Partner
<p>69 <b>Raise awareness of abuse, neglect and exploitation of older people</b>            Deliver and promote ADC training programs that support better detection and responses to the abuse, neglect and exploitation of older people and adults with disability in NSW.</p> <p>Develop and promote communications that:</p> <ul style="list-style-type: none"> <li>• promote the role of the ADC</li> <li>• inform on issues relating to abuse, neglect and exploitation of older people in their family, home and community</li> <li>• champion the rights of older people</li> <li>• promote the Ageing and Disability Abuse Helpline.</li> </ul> <p>Continue to support and increase the number of Elder Abuse Prevention Collaboratives across NSW LGAs.</p> <p><b>Target group</b> Older people in NSW and the broader NSW community, frontline workers, any person who works or engages with older people, service providers and agencies in NSW</p> <p><b>Timeframe</b> Whole strategy</p>	<p>Ageing and Disability Commission +            Department of Communities and Justice</p>
<p>70 <b>Targeted strategies to raise awareness of abuse, neglect and exploitation of older people in CALD and Aboriginal communities</b>            Develop strategies that engage people from culturally and linguistically diverse (CALD) backgrounds and Aboriginal people, to raise awareness of abuse, neglect and exploitation of older people and their rights.</p> <p><b>Target group</b> CALD and Aboriginal communities across NSW, service providers, agencies and leaders working with CALD and/or Aboriginal communities</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Ageing and Disability Commission +            Department of Communities and Justice</p>
<p>71 <b>Respond to reports of abuse, neglect and exploitation of older people</b>            Receive and respond to reports of older people who are subject to, or at risk of, abuse, neglect and exploitation in their family, home and community.</p> <p><b>Target group</b> NSW community</p> <p><b>Timeframe</b> Whole strategy</p>	<p>Ageing and Disability Commission</p>
<p>72 <b>Work with other NSW Government agencies to promote the role of the ADC and the support available for older people</b>            Work with agencies to promote the ADC across their networks and stakeholders.</p> <p>Assist agencies in identifying opportunities and support the development of relationships with other agencies where synergies may exist.</p> <p><b>Target group</b> NSW public sector agencies</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Ageing and Disability Commission +            Department of Communities and Justice and broader NSW public sector</p>

Action	Lead Agency + Partner
<p>73 <b>Supporting Modified Sports</b> Work with Hockey NSW, Dragon Boat Racing NSW and Netball NSW to complete their contracts to deliver modified sports.</p> <p><b>Target group</b> Older people in NSW areas where the modified sports are delivered</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice + funded sporting organisations</p>
<p>74 <b>SAX Institute’s 45 and Up research study</b> Continue to support the research, which seeks to explore a range of quality of life questions and, through improved knowledge of the impacts of common conditions (i.e. cancer, heart disease, depression diabetes etc.), helps manage and prevent illness.</p> <p>The study is the largest ongoing study of healthy ageing in the southern hemisphere.</p> <p><b>Target group</b> Older people in NSW aged 45 and up</p> <p><b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + SAX Institute</p>
<p>75 <b>NSW Domestic and Family Violence Innovation Fund project: Let’s Talk</b> mitigating the risk and responding early to elder abuse (Relationships Australia) through early intervention to prevent domestic and family violence.</p> <p>The Let’s Talk project:</p> <ul style="list-style-type: none"> <li>• assists families with conflict resolution where elderly people are involved</li> <li>• provides information to the community regarding elder abuse and appropriate support services.</li> </ul> <p>Clients have been supported through a range of different services such as initial consultations, counselling sessions and pre-mediation. Clients often present with complex needs, which has required a multidisciplinary approach to service delivery, including linking with other support services to provide appropriate referrals.</p> <p><b>Target group</b> Older people</p> <p><b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice, Women NSW + Relationships Australia</p>

## Focus area 4:

# Being resilient and informed

Action	Lead Agency + Partner
<p>76 <b>NSW Seniors Card</b> 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><b>Target group</b> People aged 60+ in NSW <b>Timeframe</b> Whole strategy</p>	<p>Department of Communities and Justice</p>
<p>77 <b>Digital Inclusion Pilot – Keeping people connected and included</b> Run a pilot aimed at improving digital inclusion and test whether Service NSW is a suitable touch point for referring customers who are digitally excluded.</p> <p>Service NSW staff in the pilot locations (Wagga Wagga, Taree and Cessnock) will identify customers with no or low digital literacy and offer to connect them with the existing programs in their local communities to uplift their capability.</p> <p>This pilot is open to all customers who need support (not just those identified below as being at greater risk of digital exclusion). Pilot will be launched early 2021.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Customer Service, Service NSW + Department of Communities and Justice</p>
<p>78 <b>Cost of Living Appointments</b> The Cost of Living program helps NSW residents find and access more than 40 rebates and savings offered across NSW Government agencies.</p> <p>COVID assistance finder:</p> <p>Complete a short questionnaire and get a list of benefits and services in health and wellbeing, employment, food, housing and finances, tailored specifically for you or your business.</p> <p>Disaster assistance finder:</p> <p>Complete a short questionnaire and get a list of benefits and services in health and wellbeing, employment, food, housing and finances, tailored specifically for you or your business.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> TBA – (pending funding approval and strategy)</p>	<p>Department of Customer Service, Service NSW</p>

Action	Lead Agency + Partner
<p>79 <b>13 77 88 SNSW</b> Continue to deliver Omni Channel support.</p> <p>Service NSW delivers support on 13 77 88 weekdays between 7:00am and 7:00pm. COVID-19 related enquiries are available 24/7.</p> <p>Translation and interpreter services are available by calling 13 14 50 and asking the interpreter to phone 13 77 88.</p> <p>People who are deaf, hard of hearing and/or have a speech impairment, can contact Service NSW through the National Relay Service by choosing their access option and asking for 13 77 88 when asked by the relay officer.</p> <p>Those who cannot call 1300 numbers can call +61 2 8894 1555.</p> <p>Staying safe and active (continue to 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 through 13 77 88 triage to Ageing and Disability Commissioner for support.</p> <p>109 Service Centres across the state can also support customers with services and transactions for NSW State Government or through Contact us on the SNSW website.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> Whole strategy</p>	<p>Department of Customer Service, Service NSW</p>
<p>80 <b>Financial well-being and lifestyle during retirement</b> Partner with Aware Super to organise a series of information sessions to assist employees to plan for a comfortable retirement and explore the type of lifestyle they want during their retirement.</p> <p><b>Target group</b> Women (Superannuation for women), employees thinking of retirement (Planning for retirement / Retire ready lifestyle) and carers (Aged care - advice for carers) <b>Timeframe</b> First Action Plan - Year 1</p>	<p>Department of Planning, Investment and Environment + Aware Super</p>
<p>81 <b>Develop an approach to simplify access to information for older people in NSW</b> Develop a plan with partner agencies to make it easier for people to get the information they need. Consider the needs voiced by older people in ageing consultations, including a variety of information sources, types and purposes, as well as the methods of communicating these.</p> <p><b>Target group</b> All older people in NSW and those planning for their future or their families and friends as they age <b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + Department of Customer Service - Service NSW and other NSW Government agencies</p>

Action	Lead Agency + Partner
<p>82 <b>Global Access Partners</b></p> <p>The GAP Standing Committee on Productive Ageing exists to discuss ageing and employment issues and develop long-term sustainable policy approaches to improve national productivity, economic outcomes and the health and wellbeing of workers aged 45 and over working with the Commonwealth Government and business partners on this taskforce.</p> <p><b>Target group</b> All people in NSW, in particular older people  <b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + GAP Standing Committee on Productive Ageing</p>
<p>83 <b>Ageing Peak Bodies</b></p> <p>Continue to work with key ageing and advocacy organisations: Council on the Ageing NSW, Seniors Rights Service, Combined Pensioners and Superannuants Association, and Older Women's Network.</p> <p>These organisations are contracted by the Department of Communities and Justice to deliver advocacy information, support and advice as well as projects that will contribute to the support of older people in NSW.</p> <p><b>Target group</b> All people in NSW, in particular older people  <b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + Council on the Ageing NSW, Seniors Rights Service, Combined Pensioners and Superannuants Association, and Older Women's Network</p>
<p>84 <b>Legal Aid NSW seniors resource</b></p> <p>Legal Aid NSW will produce and distribute a free diary and wall calendar aimed at older NSW residents.</p> <p>The diary and calendar will both 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><b>Target group</b> Older people in NSW  <b>Timeframe</b> First Action Plan</p>	<p>Legal Aid</p>
<p>85 <b>Wrap around service provision for older people</b></p> <p>Continue to provide an outreach advice service in partnership with health, legal and community services to target the legal and related needs of older people at Northcott Housing estate.</p> <p>Aim to deliver 60% of services to clients over 65 years of age.</p> <p>Contribute to and attend community events, subject to COVID restrictions.</p> <p><b>Target group</b> Older people in and around the Northcott Housing estate  <b>Timeframe</b> First Action Plan</p>	<p>Legal Aid</p>

Action	Lead Agency + Partner
<p>86 <b>Specialist multi-disciplinary service for vulnerable older people</b> Provide holistic specialist services to older people who live on the Central Coast and are at risk of or experiencing elder abuse through the Elder Abuse Service trial pilot.</p> <p>Develop referral pathways and deliver services on the Central Coast.</p> <p><b>Target group</b> Older people on the Central Coast <b>Timeframe</b> First Action Plan</p>	Legal Aid
<p>87 <b>Remove barriers for older people to access legal services</b> Identify and review Legal Aid NSW policies that act as a barrier to accessing legal services.</p> <p>Identify and review two areas of Legal Aid NSW policy that focus on removing barriers for older people to legal services.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> First Action Plan</p>	Legal Aid



# Actions to support implementation of the Ageing Well in NSW: Seniors Strategy 2021–2031

Action	Lead Agency + Partner
<p>88 <b>Develop an evaluation framework</b> Work to develop an evaluation framework as a basis for the mid-term review and evaluation of the strategy.</p> <p><b>Target group</b> All people in NSW <b>Timeframe</b> First Action Plan – Year 1</p>	<p>Department of Communities and Justice</p>
<p>89 <b>Research available data and develop potential measures for the impact of Ageing Well in NSW: Seniors Strategy 2021–2031</b> Map the strategy against the NSW Human Services Outcomes Framework.</p> <p>Analyse data sources and potential measures at the NSW level for their value in measuring the impact of the strategy, including assessment of the application of the NSW Human Services Outcomes Framework.</p> <p>Develop list of measures.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + Department of Customer Service (Data Analytics Centre)</p>
<p>90 <b>Work with all NSW government agencies</b> to promote the importance of addressing older people in their services and programs</p> <p>Work with NSW government agencies to promote the use of an ‘ageing’ lens across their work and how they support their customers/clients/stakeholders.</p> <p>Assist NSW government agencies to identify opportunities and support the development of relationships with other agencies where synergies may exist.</p> <p>Deliver better targeting of services and programs to address needs of older people in NSW.</p> <p><b>Target group</b> Older people in NSW <b>Timeframe</b> First Action Plan</p>	<p>Department of Communities and Justice + other NSW government agencies</p>





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Department of Communities and Justice  
**Email** [ageing@dcj.nsw.gov.au](mailto:ageing@dcj.nsw.gov.au)

