



NSW AGEING STRATEGY 2016-2020



Year Four Action Plan



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About the Action Plan

The NSW Ageing Strategy 2016–2020 is the NSW Government’s commitment to respond 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 Four Action Plan* describes initiatives to be undertaken in the fourth and final year of the Strategy. The Plan builds on the actions to implement the Strategy in the first three years and looks to the future with preparation of the next strategy. It includes both new actions and existing programs that seek to positively influence outcomes for older people.

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. These organisations are an important voice for older people and provide information through newsletters, their online presence and in person.

The Department of Communities and Justice (DCJ), and the Ministerial Advisory Council on Ageing (MACA) will continue to communicate and engage with older people and 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 aged 45 and over (approximately 10% of the NSW population) who are residents of NSW. Led by the Sax Institute, DCJ has been a study partner since 2007. This open source resource is available to researchers and policy agencies, and collects longitudinal data focusing on factors that influence healthy ageing in the population.

DCJ 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 NSW 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 Seniors. The Interdepartmental Committee also oversees the implementation of the Evaluation and Monitoring Plan developed in 2017. The evaluation and monitoring of the NSW Ageing Strategy 2016–2020 will inform the development of the next Ageing Strategy.

Development of the next NSW Ageing Strategy

The development of the next NSW Ageing Strategy will be a major project for 2019–20. This will involve extensive consultation and a co-design process to ensure we capture and respond to input from stakeholders, in particular, the voices of seniors across NSW. Development of the strategy will include an internal review of research on the ageing population and a comprehensive consultation with our partners, including the Ministerial Advisory Council on Ageing and other government advisory groups such as the Disability Council and the Carers Council, the four funded ageing and advocacy peaks, key non-government organisations, NSW government agencies, and seniors in NSW.

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 2019–2020

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. In the first three quarters of the 2018–19 financial year, 38% of participants enrolled in the Get Healthy Service were over 50 years of age. This increases to 54% of participants aged over 50 years when the Get Healthy in Pregnancy program is excluded. 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 Ministry of Health will provide an improved version of this free program to all workplaces. 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 are available for all workers, 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 mental health. <p><i>Target: 10,000 new ‘Brief Health Checks’.</i></p> <p><i>Target: Register 300 new businesses.</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 2018, 27% of participants were over the age of 50 years. <i>Target: 25% of participants in 'Aboriginal Knockout' to be aged 50+.</i> ■ <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. <i>Target: More than 35,000 unique visitors to the Active and Healthy website.</i> ■ <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. <i>Target: Deliver Stepping On to 3,000 participants.</i> ■ <i>Staying Active program</i> – continue to provide funding and support to exercise professionals for the development of sustainable physical activity programs across NSW for adults over the age of 50 years. The aim is to support adults to lead more active lives by increasing the availability and accessibility of community-based physical activity opportunities. <i>Target: Fund and support 23 new organisations with the development of 46 new classes.</i> ■ <i>New Active Ageing program</i> – roll out a state-wide healthy eating and active living program for adults over the age of 60 years. Provide a free, state-wide program that supports adults to make sustained improvements in their physical activity and eating choices. <i>Target: To roll out the new Active Ageing program across NSW by the end of 2020. This will include supporting local health districts to provide the program to older adults.</i> 	NSW Health
<p>1.2 Supporting modified sports</p> <ul style="list-style-type: none"> ■ Continue to monitor, support and promote modified sports that are funded to date, for example, through social media channels and key partnerships. ■ Promote the modified sports tool kit to assist other sporting codes to adapt their sports for seniors. <p><i>Target: Monitor the progress of individual sporting codes funded to date.</i></p> <p><i>Target: Promote the modified sports brochure at least five times throughout the year.</i></p>	Department of Communities and Justice

Health and wellbeing		Lead
1.3	<p>NSW Integrated Care Strategy</p> <ul style="list-style-type: none"> ■ Support the implementation of Integrated Care for Residential Aged Care (ICRAC) across at least five local health districts. ■ Support the ongoing implementation of a Geriatrician Outreach to Primary Care initiative in at least one local health district to ensure frailty and dementia is identified early and treatment can be coordinated in the community. ■ Fund and support local health districts to offer integrated care programs to older people, as indicated by local population needs. ■ Work with wider partners and agencies outside of NSW Health to support older people. This will include working with the Commonwealth and Primary Health Networks to link NSW Health with partners in social care and primary care. <p><i>Target: To reduce potentially preventable hospitalisations for people over the age of 65 who are receiving Integrated Care.</i></p>	NSW Health
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, with 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 \$10.1 billion on Health's capital infrastructure over the next four years with a program of \$2.7 billion in 2019–20. Over the next four years, this funding will be used to continue 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.</i></p>	NSW Health

Health and wellbeing		Lead
<p>1.5 Enhancing community-based mental health care for older people with mental illness</p> <ul style="list-style-type: none"> ■ 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. ■ Build the capability of the older people’s mental health workforce through new 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. ■ Expand and further develop mental health-residential aged care partnership services under the Pathways to Community Living Initiative and NSW OPMH Service Plan. Ensure NSW Health and its partners work together to facilitate access to community-based residential care options for older people with complex mental health needs, including long-stay patients. ■ 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. ■ Partner with the Australian Government to establish 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><i>Target: Fund 40 units of training through scholarships for accredited older people’s mental health higher education courses.</i></p> <p><i>Target: All nine mental health-residential aged care partnership services reviewed annually to monitor service access.</i></p>	NSW Health	
<p>1.6 Cooking for One or Two – a nutrition and healthy eating program for older people</p> <ul style="list-style-type: none"> ■ Deliver <i>Cooking for One or Two</i> 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: A total of over 200 people participate in the Cooking for One or Two program from 2018–19 to end 2020.</i></p>	Department of Communities and Justice	

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 2019–2020

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"> ■ Monitor workplace injury and recovery rates for older workers in NSW. ■ Investigate the extent to which age-related limitations in the workers' compensation system impact older worker participation in the workforce. <p><i>Target: Determine the extent to which age-related limitations in the workers' compensation system impact older worker participation in the workforce.</i></p>	NSW State Insurance Regulatory Authority
2.2	<p>Support older business operators to start and grow through the Business Connect program</p> <ul style="list-style-type: none"> ■ 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 years or over.</i></p>	NSW Treasury
2.3	<p>Enabling retention of older workers in the NSW Government sector</p> <ul style="list-style-type: none"> ■ Promote the benefits and use of flexible working across regional NSW, as data indicates older workforces are typically located outside the Sydney metro region. <i>To be delivered by June 2020.</i> ■ Promote the benefits of effective workplace adjustments for employees as they age, to support their changing needs at work, as data indicates significantly increased employee engagement is linked to successful workplace adjustments. <i>To be delivered by September 2020.</i> <p><i>Target: All to be completed by December 2020.</i></p>	Public Service Commission
2.4	<p>Training course and awareness for employers to support engagement and retention of older workers</p> <ul style="list-style-type: none"> ■ Continue to work with the Australian Human Rights Commission to promote and support the engagement and retention of older workers through an awareness program. <p><i>Target: Promotion of the awareness program through partners, including ageing and advocacy peaks, Ministerial Advisory Council on Ageing, and NSW government agencies.</i></p>	Department of Communities and Justice

Working and retiring		Lead
2.5	<p>Help mature-aged workers get back into the workforce</p> <ul style="list-style-type: none"> 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. This encompasses Smart and Skilled Certificate II and Certificate III, and Targeted Priorities Certificate IV courses. <p><i>Target: 30,000 fee-free TAFE places for students aged 35 and over, including mature-aged workers seeking to retrain or re-enter the workforce.</i></p>	TAFE NSW
FINANCIAL INDEPENDENCE AND PLANNING AHEAD		
2.6	<p>Taking Care of Business: Planning ahead for Aboriginal people in New South Wales – 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
2.7	<p>Legal Pathways Project</p> <ul style="list-style-type: none"> Continue the partnership between Legal Aid NSW and 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 Pensioner or Commonwealth Seniors Health Card holders. <p><i>Target: Fund COTA (NSW) to staff referral service three days a week.</i></p>	Legal Aid NSW
2.8	<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
2.9	<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 in the home care sector from a welfare model to a private market model. <p><i>Target: Deliver 40 seminars to 1,000 attendees.</i></p>	NSW Fair Trading
2.10	<p>Retirement Years research project</p> <ul style="list-style-type: none"> Engage with people of NSW who are planning for retirement or are retired to identify pain points in their experiences. Collaborate with state and federal agencies to verify and prioritise solutions for those pain points. <p><i>Target: Conduct three rounds of research with users and providers, and identify ideas that can be trialled with people of NSW.</i></p>	Department of Customer Service

Priority area three – Housing choices

Objective:

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

Key activities 2019–2020

Housing choices		Lead
RETIREMENT LIVING		
3.1	<p>Implement the Government Response to the Inquiry into the NSW Retirement Village Sector Report</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>	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. Promote and monitor local government planning for ageing populations through the preparation of Local Housing Strategies. This includes ensuring the strategies adequately respond to the demographic needs of existing and future populations, and are consistent with guidance released by the department in October 2018. Local Housing Strategies are long-term plans for housing, and will be prepared by many councils in NSW, if required by the relevant District and Regional Plan. <p><i>Target: Councils identify the housing needs of their ageing population when developing Local Housing Strategies, and develop strategic planning responses to these needs.</i></p>	Department of Planning, Industry 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>The Retirement Village Ambassador program</p> <ul style="list-style-type: none"> Ms Kathryn Greiner AO, in her role as Ambassador, will visit various locations and retirement village communities across NSW to inform residents about the changes to retirement village laws; listen to issues faced by residents and present these issues to the NSW Government; advocate for residents where appropriate, including representing the residents' perspective to create awareness and generate recommendations for further change; and monitor and report on continuing and emerging issues faced by the sector. <p><i>Target: Deliver 50 events at retirement villages across NSW.</i></p> <p><i>Target: Deliver a report on the issues facing the retirement village sector in NSW.</i></p>	NSW Fair Trading
3.5	<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. The Social and Affordable Housing Fund (SAHF) 2 tender was finalised in January 2019, with four successful bidders awarded Services Deeds to deliver over 1,200 additional social and affordable dwellings. This takes the total number of dwellings expected to be delivered through the SAHF initiative to over 3,400 new social and affordable dwellings. <p><i>Target: Over 1,200 additional social and affordable dwellings to be delivered over the next four years. Of the 850 dwellings expected to be delivered for tenants over the age of 55 years, 300 are specifically for older women, with the balance of 550 dwellings available on a gender-neutral basis.</i></p>	Department of Communities and Justice
3.6	<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. To achieve this, a new generation of social housing will be built in Liverpool, Blacktown and Penrith to deliver more homes for single older women who are experiencing or at risk of homelessness. Additionally, the recently announced regional package will also deliver more accommodation for older people. The strategy will also help people sustain tenancies by addressing complex issues, such as mental health, or drug and alcohol issues. The strategy provides for assertive outreach to proactively support people sleeping rough. <p><i>Target: Delivery of new generation social housing (97 units) to provide more homes for single older women who are experiencing or at risk of homelessness.</i></p>	Department of Communities and Justice

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 2019–2020

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: Continue delivery of the First Stop Transport resource through 2019–2020.</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 2019–2021 biennial round has been assessed and funding distributed.</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 invested by the NSW Government for accessibility upgrades at train stations and ferry wharves, with approximately 90% of passenger journeys now accessible. <p><i>Target: There are seven accessibility upgrades at train stations where construction is continuing, including Rooty Hill, North Strathfield, Kingswood, Glenbrook, Hazelbrook, Wyee and Waratah stations. Edgecliff station accessibility upgrade is complete.</i></p> <p><i>Construction is complete for an accessibility upgrade at Parramatta wharf.</i></p> <p><i>A further 50 projects have progressed to preliminary investigations and planning. For details refer to:</i></p> <p><i>https://www.transport.nsw.gov.au/projects/current-projects/tap-3</i></p>	Transport for NSW

Getting around		Lead
GETTING AROUND THE COMMUNITY		
4.4	<p>Active Transport Program</p> <ul style="list-style-type: none"> ■ The NSW 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
4.5	<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. ■ By June 2020, develop communications and education resources, including online products that target older road users, families, carers and the medical profession. For example, Austroads 'Assessing Fitness to Drive' guidelines detail the medical standards for driver licensing for use by health professionals and driver licensing authorities. The aim is to provide information and education about safety, alternate transport options, and health factors impacting safe mobility, including managing issues such as dementia. Resources will also include information and education to promote safe operation and access to motorised mobility aids, assessments and training needs. <p><i>Target: Develop integrated communications about licensing and safer transport, as well as health factors and driving, for older road users, their families/carers and the medical network.</i></p>	NSW Centre for Road Safety
4.6	<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: Findings report to be published by end of 2019.</i></p>	Transport for NSW

Priority area five – Inclusive communities

Objective:

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

Key activities 2019–2020

Inclusive communities		Lead
SOCIAL ENGAGEMENT AND STAYING CONNECTED		
5.1	<p>Support social connections and address loneliness</p> <ul style="list-style-type: none"> Develop and deliver a grant program to support local communities to establish self-sustaining connections between older people to combat social isolation and loneliness. <p><i>Target: Grant program in place before July 2020.</i></p>	Department of Communities and Justice
5.2	<p>Grandparents Day</p> <ul style="list-style-type: none"> Fund local events for NSW Grandparents Day that 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 Communities and Justice
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 Communities and Justice
5.4	<p>Tech Savvy Seniors program</p> <ul style="list-style-type: none"> Support this program in partnership with Telstra. Tech Savvy Seniors provides low-cost or free training for older people who are interested in learning how to use technology such as computers, tablets and smart phones. <p><i>Target: Deliver 16,000 training places at over 260 locations and a regional road show.</i></p>	Department of Communities and Justice

Inclusive communities		Lead
5.5	<p>Age-friendly local government areas</p> <ul style="list-style-type: none"> Update and promote resources for creating ageing-friendly communities such as the Integrated Age-Friendly Planning Toolkit for Local Government in NSW, to all councils. Engage councils at the Local Government NSW annual conference to encourage them to work with the NSW Government to better support seniors in their planning and services. <p><i>Target: Promote resources to councils by mid-2020.</i></p>	Department of Communities and Justice
5.6	<p>Promote the confidence, skills and online safety of older Australians</p> <ul style="list-style-type: none"> Work with the Office of the eSafety Commissioner to promote the 'Be Connected' website and resources to seniors and relevant stakeholders in NSW. <p><i>Target: Promote website and resources through 2020.</i></p>	Department of Communities and Justice
PERCEPTIONS OF AGEING AND OLDER PEOPLE		
5.7	<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 Communities and Justice
5.8	<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. Launch the Art of Ageing exhibition 2020 and tour the exhibition around NSW from early 2020. <p><i>Target: Complete the tour of the Art of Ageing 2018 Exhibition to 26 locations.</i></p> <p><i>Target: Launch and tour the Art of Ageing Exhibition 2020 to at least 26 locations.</i></p>	Department of Communities and Justice
5.9	<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 Communities and Justice
5.10	<p>Positively promote the need for respect and inclusion for older people</p> <ul style="list-style-type: none"> Create NSW to profile arts, screen and cultural champions of the NSW sector across social media campaigns. <p><i>Target: Social media campaign completed June 2020.</i></p>	Create NSW

Inclusive communities		Lead
CREATIVE AGEING		
5.11	<p>Creative Ageing Framework</p> <ul style="list-style-type: none"> Launch and promote the NSW Creative Ageing Framework. <p><i>Target: Launch the Creative Ageing Framework and promote through 2020.</i></p>	Department of Communities and Justice
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 and NSW Seniors Festival Expo. <p><i>Target: Over 30,000 attendees at the Premier's Gala Concerts and Seniors Festival Expo, and more than 500 events listed in the online NSW Seniors Festival Event Directory.</i></p>	Department of Communities and Justice
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 2,500 attendees at the Seniors Christmas Concerts.</i></p>	Department of Communities and Justice
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: Invite groups of seniors (in bands or choirs) to be registered for Make Music Day events and activities on 21 June 2020.</i></p>	Create NSW
5.15	<p>Art and Dementia Program</p> <ul style="list-style-type: none"> The Art Gallery of NSW to deliver the Art and Dementia program for individuals living with dementia and their care partners, to provide social and cultural engagement, and general health and wellbeing for older people living with dementia. <p><i>Target: 1,200 annual attendees to the Art and Dementia program.</i></p>	Art Gallery of NSW
KEEPING OLDER PEOPLE SAFE		
5.16	<p>Ageing and Disability Commissioner</p> <ul style="list-style-type: none"> Fund the Ageing and Disability Abuse Helpline. Investigative and case coordination services. Awareness raising relating to elder abuse. <p><i>Target: Provide services across NSW.</i></p>	Ageing and Disability Commissioner
5.17	<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: Implementation of Inquiry recommendations.</i></p>	Department of Communities and Justice

Inclusive communities		Lead
5.18	<p>World Elder Abuse Awareness Day (WEAAD) Awareness campaign</p> <ul style="list-style-type: none"> Develop and deliver an awareness raising campaign for World Elder Abuse Awareness Day on 15 June 2020. <p><i>Target: Campaign delivered.</i></p>	Department of Communities and Justice
5.19	<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: Continue to promote the policy and module to all NSW Health staff through relevant NSW Health and interagency forums.</i></p> <p><i>Target: All local health districts to have local protocols for identifying and responding to abuse of older people. Implementation will continue until all local health districts have protocols in place.</i></p>	NSW Health
5.20	<p>Support the national activity relating to elder abuse</p> <ul style="list-style-type: none"> Actively contribute to the implementation plan of the National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019–2023, and its associated inter-jurisdictional working groups. <p><i>Target: Timely advice provided.</i></p>	Department of Communities and Justice
5.21	<p>Wrap around service provision for older people</p> <ul style="list-style-type: none"> Provide 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: Provide 60% of services to clients over the age of 55 years by December 2019.</i></p> <p><i>Target: Contribute to and attend at least four (4) community events by December 2019.</i></p> <p><i>Target: Complete a review of the first 12 months of the advice service by March 2020.</i></p>	Legal Aid NSW
5.22	<p>Specialist multi-disciplinary service for vulnerable older people</p> <ul style="list-style-type: none"> Establish a specialist unit in the Central Coast to trial multi-disciplinary service provision (lawyers and social workers) to provide holistic services to older people experiencing or at risk of abuse. The unit will focus on service provision to older Aboriginal people. <p><i>Target: Open service by December 2019.</i></p>	Legal Aid NSW

Notes



For more information visit
facs.nsw.gov.au/inclusion/seniors

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