



# NSW AGEING STRATEGY 2016–2020

## Year Two Progress Report



A whole-of-government strategy  
and a whole-of-community approach



# NSW Ageing Strategy 2016–2020 at a glance

Priority	Objective	Action area
<b>Health and wellbeing</b>	Older people in NSW are encouraged to live active and healthy lives through improved physical and mental wellbeing.	<p>Staying physically active and healthy</p> <p>Maintaining health and wellbeing for older people at risk of falls</p> <p>Supporting health services to respond</p>
<b>Working and retiring</b>	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.	<p>Staying in or re-entering the workforce</p> <p>Financial independence and planning ahead</p>
<b>Housing choices</b>	Older people in NSW live in affordable, accessible, adaptable and stable housing.	<p>Accessible and adaptable housing information</p> <p>Retirement living</p> <p>Exploring affordable housing options and pathways</p>
<b>Getting around</b>	Older people in NSW travel safely and appropriately to participate in social and economic life and access services.	<p>Public and community options</p> <p>Getting around the community</p> <p>Exploring new options</p>
<b>Inclusive communities</b>	Older people in NSW stay connected and contribute to their communities.	<p>Social engagement and staying connected</p> <p>Perceptions of ageing and older people</p> <p>Creative ageing</p> <p>Keeping older people safe</p>

Cover photo Tayla Martin, one of the regional artists selected to photograph Art of Ageing 2018. Unless otherwise noted, the photographs in this report are from The Art of Ageing 2018, a photographic project commissioned by FACS.

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## Foreword

Last year I committed to delivering on the priorities of the NSW Government's Ageing Strategy by setting clear targets in our *Year Two Action Plan* and giving an honest assessment of our performance. And so, I am delighted to do just that in this latest progress report.

In many ways, the findings of this report mirror my experience as Minister for Ageing. In my role I am privileged to meet many older people, learn from their wisdom, and experience firsthand the generosity of time they contribute to their communities.

This year has seen a comprehensive response to the abhorrent issue of the abuse of older people, with its prevention a top priority for the NSW Government.

The experience of abuse later in life can have a profound impact on the individual's safety, security, and their overall wellbeing which is why we have recently established NSW's first Ageing and Disability Commissioner.

The Commissioner will hold a powerful and independent position from July 1, 2019, where they can investigate and stamp out the abuse of older people and adults with disability.

The work of the Commission will complement the newly announced Elder Abuse Prevention Officers within the NSW Police Force. As part of the largest single increase for the NSW Police Force in more than 30 years, each and every command will have a specialist Elder Abuse Prevention Officer. They will be a part of Crime Management Units and specifically action strategies to prevent and support seniors in our community in the instance of elder abuse.

On the most recent World Elder Abuse Awareness Day in 2018, we launched the *Preventing and responding to the abuse of older people (Elder Abuse) Interagency Policy*. This Interagency Policy sets out the approach we expect from NSW Government agencies to prevent and respond to elder abuse.

We also launched the *NSW Older People's Mental Health Service Plan 2017-2027* and expanded specialised mental health services to better support older men and women who experience mental illness.

As Minister for Mental Health and Minister for Ageing, I am so proud of the additional investment we are making in reconfiguring and expanding mental health services to support our ageing population. On the ground, this means more specialist community-based clinicians, more mental health community clinical services and more clinicians in local health districts, translating to more support and early intervention for people who need it.

Some of my personal highlights were from initiatives that celebrated older people.



The media awards spearheaded by the Ministerial Advisory Council on Ageing (MACA) have been a real highlight and are vital to combatting ageist attitudes in our society. Gold Winners— TV personality Ita Buttrose and producer Bianca Balzer—delivered a fun, uplifting TV piece that challenged negative stereotypes of older people by showcasing seniors at the gym. We know exercise is a priority for older people, so this win was especially important.

So too have been the projects arising from the NSW Government's Liveable Communities Funding Program, where the Playgroup Association of NSW established intergenerational playgroups in aged care facilities. I know firsthand these programs and many others such as the Grandparent of the Year Awards, the touring Art of Ageing Exhibition and our spectacular NSW Seniors Festival events are valued by the community.

The NSW Liberals & Nationals Government is proud to invest in our seniors and thank them for their invaluable years of service to our communities. They are the back bone of NSW's success and without their hard work and tireless contributions, NSW wouldn't be the great state it is today.

### **Tanya Davies**

Minister for Ageing

*Photo by Grandparents Day School Category winner Jess Turner*



# Introduction

## A commitment to change requires a commitment to action

The NSW Ageing Strategy 2016-2020 set out five priority areas: health and wellbeing, working and retiring, housing choices, getting around, and inclusive communities. Older people themselves identified these priorities, in conversations around NSW about how they wanted to live their lives, what barriers they faced and what enabled fulfilling lives.

We are translating these five priority areas into implementation plans. Last year we reported on the achievements of the *Year One Implementation Plan*; this year we are reporting on the *Year Two Action Plan*.

Again, this report sets out how well we performed against those actions. We've included every action and graded our progress. We want to be transparent about how well we have done, so we can celebrate our successes and reflect on our challenges.

## A whole-of-government and whole-of-community approach

We all share a responsibility for the outcomes of older people. The NSW Government has been working hard to collaborate and put in place plans and practical measures that can enhance or improve the experience of older people. Many of these projects rely on partners outside of government to be successful such as: employers who can make it easier for older people to find and keep jobs; local councils which plan for housing in local communities; community transport providers who make mobility possible; and primary healthcare providers who are such an important plank in achieving the ongoing health and wellbeing of our population. The projects in the Ageing Strategy have tapped into this shared sense of responsibility to deliver solutions that work locally and collectively.

## Our actions are delivering progress for older people.

We are delighted that Year Two has continued the success achieved in Year One of the Ageing Strategy. Highlights include:

- Over 1.6 million Seniors Card members have access to discounts with over 7,300 businesses, with an additional 1,800 businesses added to the program over the last year, representing a 32 per cent increase.
- Provided \$150,000 to support local choirs through the Sing Your Age Grants program
- Working with sporting organisations such as Football NSW, Netball NSW and Gymnastics NSW to deliver modified sports through the *Getting Active Plan*.
- Published Volume 4 of *Seniors Stories*, a compilation of short stories authored by older people across the state.
- Provided \$700,000 funding to the Elder Abuse Helpline and Resource Unit in 2017/18. This includes \$100,000 of funding for a case Coordination trial. Since its inception \$3.6 million has been provided to operate the Helpline.

- Announced the establishment of the Ageing and Disability Commissioner, a powerful and independent position to investigate and stamp out the abuse of older people and adults with disability, to be launched from 1 July 2019
- Established Specialist Elder Abuse Prevention Officers in every NSW police command who will develop local prevention strategies and provide assistance to those who wish to report suspected abuse.
- Amended retirement village legislation to introduce greater transparency around fees and charges and increase consumer protections, including the appointment of an independent Retirement Village Ambassador who will report on emerging issues and advocate for residents.
- Reduced the tax on motor vehicles, private caravans and camper trailers by 40 per cent, since November 2018.





The Ageing Strategy places a priority on understanding the perspectives of older people. One of the important ways that this is achieved is through ongoing research. For the 2017/18 year, the NSW Government released two reports on the views of older people aged 60-79, and people aged 80+. These completed a series of reports, the first of which (on those aged 50-59) was published in January 2016. The results of the most recent research are reflected throughout the document.

Publications related to the NSW Ageing Strategy 2016–2020 can be found on the FACS website.

# About this report

## A guide to acronyms

<b>COTA</b>	Council on the Ageing
<b>DISRD</b>	Department of Industry, Skills and Regional Development
<b>DPC</b>	Department of Premier and Cabinet
<b>DPE</b>	Department of Planning and Environment
<b>EAHRU</b>	Elder Abuse Helpline and Resource Unit
<b>FACS</b>	Department of Family and Community Services
<b>GAP</b>	Global Access Partners
<b>IDC</b>	Interdepartmental Committee
<b>MACA</b>	Ministerial Advisory Council on Ageing
<b>MPS</b>	Multipurpose Service
<b>NFP</b>	Not for Profit
<b>NGO</b>	Non-Government Organisation
<b>NSW CRS</b>	NSW Centre for Road Safety
<b>OPMH</b>	Older People's Mental health
<b>OSBC</b>	Office of the NSW Small Business Commissioner
<b>PSC</b>	Public Service Commission
<b>SIRA</b>	NSW State Insurance Regulatory Authority
<b>TfNSW</b>	Transport for NSW

## Key to status colours

	Project is on track or completed
	Project is behind schedule
	Project has stopped
	Project has been redesigned

## Priority 1 | Health and wellbeing

### Objective

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

Older people value health and independence in their later years. Our research shows that for those who are aged over 80, most consider themselves to be mentally and physically healthy, and identify the importance of staying mentally active, having a positive mental outlook and personal hygiene. The *Ageing Strategy* aims to support people to achieve these outcomes.

The Year Two projects take a holistic perspective of health and wellbeing. They identify the importance of preparing for the older years by building strength and resilience and managing health issues as they emerge; healthy middle years position us for healthier older years. These comprehensive projects encompass cooking and eating, as well as the many kinds of physical activity needed for fitness. They offer a range of easy-to-access formats from workplace assessments through telephone coaching to programs in local fitness centres. Wellness projects are complemented by continued investment in helping health systems to respond to the needs of older people, making sure they have facilities and models of care that support contemporary health care.

The Health and Wellbeing projects are effectively tackling important issues like overweight and obesity, achieving impressive results through weight loss, increased exercise and increases in consumption of vegetables and fruit. We will build on this achievement in the future to support everyone to achieve a healthy lifespan.

### Highlights include:

- The *Make Healthy Normal* campaign exceeded its target for recognition by men in their middle years. This media promotion is supporting people across NSW to make healthier lifestyle choices. For this group of men it means an increased level of physical activity and a decreased consumption of sweetened drinks, both contributing to healthier ageing.
- The free *Get Healthy Information and Coaching Service* is achieving tangible results for its many participants. While open to people of all ages, around 5,000 participants in the 2017/18 year were over 50 years. Across the program's life, participants have lost an average of 2.9 kg and reduced their waist circumference by 4.2cm. Impressively, the average proportion of participants meeting their daily consumption guidelines for fruit increased from 50% to 74%, and of vegetables from 12% to 30%. Participants meeting recommended physical activity guidelines also showed significant improvement, with 62% achievement, from a base of 39%.

- As part of the *Get Healthy at Work* program, almost 10,000 working adults over 45 years completed a Brief Health Check. For some of these people, their increased or high risk of diabetes or cardiovascular disease has led to a referral to appropriate support services, increasing their ability to manage their health problems.
- More people in the community sought opportunities for activity through the *Active and Healthy* website. The program exceeded its target for unique visitors by more than 10,000 people, with over 45,000 people seeking access to over 900 community-based physical activity and falls prevention programs.
- Significant additional investment in mental health care for older people through the new *Older People Mental Health Service Plan 2017-2027*. New places in specialist mental health residential aged care have already started, with 45 new places through Local Health Districts, a contract in place with an aged care provider for a further 30 places, and procurement in train for a final 10 places.

Status	Project	Lead	Comment
<b>STAYING PHYSICALLY ACTIVE AND HEALTHY</b>			
1.1	<i>Cooking for One or Two</i>	FACS	FACS is working in partnership with the Benevolent Society to support older people to prepare healthy, cost-effective meals. The program has been delivered in Little Bay, Western Sydney and Bathurst, with plans to deliver in the South Sydney and New England areas.
1.2	<i>Healthy Eating Active Living</i> strategy	NSW Health	This strategy comprises initiatives aimed at improving the health of the people of NSW through increasing activity and better eating.
1.3	<i>Make Healthy Normal</i> initiative	NSW Health	This promotional program encourages people to use the Make Healthy Normal website, a portal into a range of free initiatives to tackle overweight and obesity. Recognising that good habits are set before the older years, this year the initiative targeted men aged 35-54. The campaign successfully achieved a 59% recognition for that group, exceeding the target of 50%. These men said that they intended to increase their physical activity and decrease their consumption of sugar-sweetened drinks.

Status	Project	Lead	Comment
1.4	<i>Get Healthy Information and Coaching Service</i>	NSW Health	This free telephone coaching service aims to support people to make sustained improvements in their eating choices, physical activity and weight management. We have extended our reach by partnering with Health Engine to promote the service to contacts who have expressed interest in healthy ageing, and with the NSW Seniors Card to promote the service. This is supported with new tailored flyers and other material highlighting how the service can help older people. In 2017/18, almost 17,000 participants were referred to the service, around 5,000 (30%) of whom were over 50 years. While this was less than our target of 45%, the activities to increase awareness of the service should bear fruit in the 2018/19 year.
1.5	<i>Get Healthy at Work program</i>	NSW Health	This program, delivered in a partnership between NSW Health, Safework and iCare, aims to improve the health of working adults and support workplaces to become healthier. Over 21,000 individuals completed a 'brief health check' and 420 businesses registered with the program in 2017/18. Almost 10,000 people over 45 years benefited from the Brief Health Checks, of whom over 5,000 were aged 45-54, almost 4,000 were 55-64 and over 600 were over 65 years and over, through 420 new businesses registered.
1.6	<i>NSW Aboriginal Knockout Health Challenge</i>	NSW Health	This community-led healthy lifestyle and weight loss challenge improves lifestyle and reduces the risk of chronic disease in Aboriginal communities. In 2017/18, the Office of Preventative Health has focused on identifying partner organisations to increase participation of Aboriginal people over 50 years in the program. Around 1,200 people participated in the program, and of whom 23% were 50+, an increase from 2016/17.

Status	Project	Lead	Comment
1.7	<i>Active and Healthy</i> website	NSW Health	The <i>Active and Healthy</i> website offers an online directory of more than 900 community-based physical activity and falls prevention programs. In 2017/18, over 45,000 people accessed the website, around 80% of whom were new users. This is an increase of 18% over the previous year, and well over the target of 35,000 unique visitors. With a wealth of falls prevention programs and physical activity programs, the website is used by older people, exercise providers and healthcare professionals.
1.8	<i>Stepping on</i> program	NSW Health	This state-wide community-based falls prevention program helps participants build their skills and confidence, supporting them to stay active and reduce falls. During 2017/18 we delivered 422 programs, reaching over 4,500 participants, exceeding our target of 3,700 participants. All participants are 65+ years. Special programs targeted harder-to-reach communities, with 12 Aboriginal-specific programs and 41 CALD-specific programs.
1.9	<i>Staying Active</i> project	NSW Health	<i>Staying Active</i> increases physical activity by over 50s through an easily accessible program of water and land-based exercise classes in Aquatic Recreation Institute locations. Over 60,000 participants visited almost 150 new classes across 23 new sites, of whom more than 80% were female. This is in addition to an existing base of 83 water-based and 41 land-based classes delivered through 67 venues from previous rounds of funding.
1.10	<i>Getting active</i> plan (Modified Sports Program)	FACS	The Modified Sports program, developed with the University of Sydney and the Office of Sport, encourages older people to make exercise a normal part of their routine. The program worked initially with Football NSW, Netball NSW and Gymnastics NSW through 2017/18, and expanded to Basketball NSW, Table Tennis NSW and Softball NSW in June 2018. The program has delivered modified sports programs through 35 clubs and so far 741 people have tried the program and 514 have become regular participants.

Status	Project	Lead	Comment
SUPPORTING HEALTH SERVICES TO RESPOND			
1.11	NSW Integrated Care Strategy	NSW Health	In its sixth year, this Strategy invests \$30 million in innovative, locally-led integrated care initiatives each year, with a focus on people with complex and long-term conditions, including frail and elderly people. Of the 26,000 people receiving integrated care initiatives in NSW, 41% (almost 11,000) are over 65 years.
1.12	Planning future health services (infrastructure)	NSW Health	\$1.7 billion was invested in 2017/18 to develop new and upgrade existing health infrastructure. With an almost 40% increase in the population of NSW aged 65+ between 2014 and 2021, planning and investment in infrastructure is of critical importance to older people.
1.13	Enhancing community-based mental health care for older people	NSW Health	Building on significant new funding of \$5 million each year allocated from 2016/17, this program dedicates an additional \$2.4 million each year from 2017/18 for reforms that will improve access to mental health services for older people with mental illness. There has been a high level of activity for this project, recruiting new clinicians to support the program and releasing the new <i>NSW Older People's Mental Health Service Plan 2017-2027</i> . The Older People's Mental Health First Aid Training Project has started, with instructor training completed and contracted service providers starting delivery of training across NSW.



# 1 Case studies: Health and wellbeing

## Geriatrician in the practice (GIP) | NSW Health

*“Thank you, thank you. I have never been able to convince my husband to see a specialist at the hospital about his memory and bad moods—being able to bring him to his GP meant he was agreeable and even more relaxed. I feel so much better now that we have finally started this process.”*

The onset of dementia can be a time of anxiety and confusion for patients and their loved ones. Yet effective dementia care requires early diagnosis and coordinated support from primary carers (General Practitioners, nurses), specialists and families or other carers.

For patients, the ‘Geriatrician in the Practice’ project means meeting not just with their GP, but also a Geriatrician, Clinical Nurse Consultant and the practice nurse in their GP’s rooms, offering one integrated appointment that is easily accessible for patients. Not only do patients benefit, but GPs and practice nurses also build expertise in managing dementia, supporting a sustainable model of care.

More than 450 patients have been supported so far by 11 practices, including the Aboriginal Medical Service. The initiative is being implemented within the Shoalhaven local government area and is funded by the NSW Ministry for Health.

The project has shown significant benefits for patients and providers alike, including:

<b>Faster diagnosis</b>	More people receiving an initial dementia assessment  Fewer assessment reviews GIP practices are twice as likely to refer patients for cognitive assessments
<b>Better recognition of younger onset dementia</b>	Practices involved in the project have been four times more likely to refer younger patients for assessment
<b>Earlier recognition of cognitive impairment</b>	37% of patients in GIP had a diagnosis of Mild Cognitive Impairment
<b>Improved patient support</b>	Improved attendance by patients who would not attend hospital-based clinics
<b>Better integration</b>	For example, increased referrals to local dementia services: 86% of GP referrals to Dementia Advisory Service came from the 20% of practices involved in GIP
<b>Less travel</b>	Patients have saved over 10,000km in travel

<b>Fewer emergency presentations</b>	15% reduction in emergency department presentations for patients attending GIP clinics compared with outpatient clinics
<b>Greater GP skill and knowledge</b>	80% of GIP GPs reporting increased confidence in dementia assessment, diagnosis and management
<b>Happier patients</b>	High levels of patient and carer satisfaction

The project won a Quality and Innovation Award in 2017 from the Illawarra/Shoalhaven Local Health District and has been recognised through a range of national and international conference presentations.

## Tailored health care for older people in regional areas | NSW Health

For many people in rural and regional NSW, residential Multipurpose Services (MPS) offer access to a wide range of flexible, integrated health and aged care services, tailored to their own community. MPS make it possible for people in regional and rural areas to receive care in a homelike environment while remaining connected to their family, friends and community.

After an Australian Commission on Safety and Quality in Healthcare (ACSQHC) review identified gaps in MPS standards, the NSW Ministry of Health responded by mapping different standards and considering practical steps to improve quality. *The Living Well in MPS Collaborative* was formed to enhance the quality of life for residents living in NSW Health MPS.

The findings of the mapping exercise led to new *Living Well in MPS Principles of Care*, which support staff to provide care for MPS residents not as patients in a hospital, but as people living in their own home. The principles cover areas such as:

- Patient participation in assessment and care planning,
- Living in a homelike environment,
- Access to meaningful recreational activities, and
- A positive dining experience.

An accompanying toolkit, including a self-assessment checklist and resource guide, now support MPS across NSW to drive large-scale change.

The Dorrigo MPS has transformed its practice by changing the culture and language of care. Changes include: creating a human community, where pets, plants and people are the axis of daily life; residents directing changes to the environment; flexible shower times; spontaneous social activities/outings; and changes in meals, including using home-grown ingredients. Residents report improvements in: recreation and leisure activities; eating; their home environment and the respecting of their rights. Staff report improvements in relationships, tailoring care and feeling that they contribute to the residents' quality of life.



The *Living Well in MPS*<sup>1</sup> project will continue to support facilities to provide tailored, patient-centred care for the 63 existing and future MPS.

## Mental health support for older people | NSW Health

Good mental health is a key factor in the wellbeing of older people. While most older people have good mental health and the prevalence of mental health disorders decreases as people age, some older people experience mental health problems, including depression, anxiety disorders, schizophrenia and other psychotic illnesses and disorders. They can also recover with the right treatment and supports. As the NSW population ages, demand for mental health support for older people increases, and the current service system will need to adapt so it can respond.

The way forward for public specialist mental health services for older people is described in the ten-year NSW Older People's Mental Health (OPMH) Service Plan, which was released in December 2017. This plan focuses on expanding mental health supports for older people in communities across the state, including those in a residential aged care setting. It promotes links and partnerships between services and supports to enhance mental health care for older people.

The plan will ensure, as our population ages, that older people living with mental illness and their families will receive improved community care locally, better access to services and, importantly, more specialist assessment and care.

The Government is investing an additional \$7.7 million per annum in growing community mental health services across NSW under the mental health reforms. Already, we have recruited new clinicians for community services that focus on older people. This has seen an immediate boost in access to support.

<sup>1</sup> <https://www.aci.health.nsw.gov.au/resources/rural-health/multipurpose-service-model-of-care-project/living-well-in-multipurpose-service>

The Government has also provided \$15 million over 10 years in new partnerships with aged care facilities to help older people with enduring mental illness live outside of hospital. New mental health clinicians have been employed in key locations to provide clinical support to these services.

There has also been a focus on improving older people's access to mental health support through the *NSW Health Community Living Supports* and *Housing and Accommodation Support Initiative* programs, which have been expanded under the NSW mental health reforms. This has led to more older people receiving psychosocial supports through these programs.

The roll out of the Service Plan is being monitored to ensure that it is working as intended and there is a plan for a mid-point evaluation in 2022 to assess progress and adjust the approach if required.



## Priority 2 | 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.

Working offers a means of engagement, contribution and meaning, as well as financial security and independence. Yet even now, some older people find it harder to access employment that suits their needs. Our 2018 research showed us that there is still a high participation in the workforce for the over 50s, varying from almost two-thirds of 50-60 year olds, to one-third of those in their 60s, 8% of those in their 70s<sup>2</sup> and 2% of those over 80<sup>3</sup>. The first suite of projects focuses on helping people access and stay in the workforce across all streams.

The way workplaces operate is complex and it can be challenging to find the right way to bring about change. While there has been some success, particularly in practical projects like Business Connect, other projects such as the Older Workers think tank are still working on identifying the issues and innovative approaches that show prospect. Projects to promote flexibility for older people within the public service are also grappling with ways to support older workers while not discriminating against other groups. While progress may appear slow, we understand the importance of this topic and of finding a way through potential barriers and we will continue to seek new approaches.

The second suite of projects looks at retirement and the legal support needed to help achieve financial independence and decision making: almost one-third of those in their 60s are not confident in their ability to financially support themselves in their retirement. These projects have been extremely successful in cutting through what can be complicated legal arrangements, reaching many members in our diverse community, including Hindi, Tamil, Arabic, Vietnamese, Dari, Maltese and Mandarin speakers. The community-developed work targeting Aboriginal people has really taken off, with high interest amongst Aboriginal service providers and communities in resources to support plans tailored for their needs. The success of these projects has set up many for a more confident and clear future.

<sup>2</sup> Ageing Strategy 60-79 Research Report, January 2018\_ [https://www.facs.nsw.gov.au/\\_\\_data/assets/pdf\\_file/0007/631888/NSW-Ageing-Strategy-60-79-Research-Report,-January-2018.PDF](https://www.facs.nsw.gov.au/__data/assets/pdf_file/0007/631888/NSW-Ageing-Strategy-60-79-Research-Report,-January-2018.PDF)

<sup>3</sup> Ageing Strategy 80+ report [https://www.facs.nsw.gov.au/\\_\\_data/assets/pdf\\_file/0008/631889/NSW-Ageing-Strategy-80-Research-Report,-April-2018.PDF](https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/631889/NSW-Ageing-Strategy-80-Research-Report,-April-2018.PDF)

## Highlights include:

- Over 3,000 people attended a *Get it in Black and White* community education session across 2017-18. A wide range of people from diverse cultural and language groups—including Hindi, Tamil, Arabic, Vietnamese, Dari, Maltese and Mandarin—heard more about steps to take to make their will, power of attorney and enduring guardianship documents. With 182 community education and engagement activities, we exceeded the target to deliver 70 sessions.
- Around 10,000 older people attended around 280 seminars and other engagements learning more about shopping and scams, well exceeding the target of 250 seminars to 8,500 older people.
- Broadcasting around 850 advertisements on six community radio stations to reach people from Arabic, Mandarin and English language backgrounds to increase their awareness of the risks of using their home as loan security for family members.
- Extending the reach of legal support services such as the *Legal Pathways* program—which facilitates planning for wills and enduring powers of attorney—to close service gaps in the Northern Rivers and Far North Coast regions; and the Veterans’ Advocacy Service, which provides free legal advice, assistance and representation to veterans and dependents about their rights and entitlements.

Status	Project	Lead	Comment
<b>STAYING OR RE-ENTERING THE WORKFORCE</b>			
2.1	Part-time public service recruitment program for older workers	FACS	<p>A new approach—Acting Opportunities Registers—was established to trial improved access for over 55s to job opportunities in the Commissioning Division of FACS. The register focuses on those seeking opportunities to act in higher duties positions and for those looking for new jobs. FACS will share the outcomes of this project with other clusters through the IDC to consider how to implement similar arrangements in other agencies.</p> <p>This project has been addressed by the work of the Public Service Commission (PSC) to implement a public commitment by the former Premier (Mike Baird) in March 2016 ‘to making all roles flexible in the NSW government sector (the sector) on the basis of “if not, why not” by 2019’. The PSC launched the Flexible Working Communications Toolkit in 2018. In the coming year we will support the Public Service Commission to promote flexible work arrangements.</p>

Status	Project	Lead	Comment
2.2	Accident and insurance coverage for older workers	SIRA	This project experienced delays during this year and has been re-scoped. The future program of work will investigate whether the current regulatory and industry arrangements are detrimentally impacting older worker participation in the NSW workforce.
2.3	<i>Business Connect</i> program	DISRD	The <i>Business Connect</i> program advisers assist business owners, including older business owners, to use new technology. This program assisted 10,800 small businesses over the 2017-18 financial year. Regional clients comprised 52% of the support, 25% were people aged 45-54 years, 15% were 55-64 years, and 4% were 65 and over. It is estimated that 67% of the start-up and established businesses helped by <i>Business Connect</i> are likely to increase their employee numbers in the next five years.
2.4	Older Workers think tank: Global Access Partners (GAP) taskforce on productive ageing	FACS	FACS and GAP have gathered a pool of innovative “thinkers and doers” who are exploring how to retain workers aged 45-64 who are at risk of early retirement. The wide membership of 43 people includes senior representatives from State and Australian Governments (eg Department of Social Services and FACS), academic institutions (eg Macquarie University and Queensland University of Technology), service providers (eg Uniting, Benevolent Society), and before peak and advocacy organisations (eg COTA NSW, Australian Network on Disability). The think tank shifted its focus from recovery-at-work practice and has been in discussion with large Australian employers, such as Australia Post, to identify best-practice mature workforce programs and is considering a wide range of programs and research into the issue to shape a way forward. Key in the activities has been providing support for a University of Sydney Australian Research Council submission <i>Working beyond 65</i> .

Status	Project	Lead	Comment
2.5	Jobs for the Future	Jobs for NSW  DPC	<p>Jobs for NSW provides support to startups and innovative high-growth subject matter experts to build momentum and grow jobs in NSW. Jobs for NSW offers a suite of financial products including grants, loans and loan guarantees to support high-growth SMEs and entrepreneurial businesses that generate sustainable jobs across the state.</p> <p>Jobs for NSW's products encourage people across NSW of all ages, including mature aged workers, to use their skills and expertise to start and grow businesses.</p> <p>Jobs for NSW grants and loans are open to applications year round. To qualify for a loan, businesses must meet set eligibility and merit criteria, including targets for job creation, and undergo financial assessments. Businesses can find out if a grant or loan is right for their business by visiting <a href="https://www.jobsfornewsw.com.au">jobsfornewsw.com.au</a> and taking the Product Matcher quiz.</p> <p>Jobs for NSW has an active online presence on LinkedIn, Twitter and Facebook. Separate to this, people can subscribe for newsletters and events being run by Jobs for NSW.</p> <p>Jobs for NSW also does roadshows across the state including in regional NSW.</p> <p><a href="https://www.jobsfornewsw.com.au/whats-happening">https://www.jobsfornewsw.com.au/whats-happening</a></p>



**Gavin Hillier AKA Elvis - 1946 – 2018** Gavin's love for Elvis Presley began when he received his first record at 10 years of age. Gavin was often seen driving the streets of Wagga in his red Chevrolet which he took to the annual Elvis Festival in Parkes and won the best Elvis Era Car on show for five years running. Gavin is survived by his wife, Marilyn, who travelled with him to Graceland in the USA to see where it all began for the King of Rock and Roll.

Status	Project	Lead	Comment
<b>FINANCIAL INDEPENDENCE AND PLANNING AHEAD</b>			
2.6	<i>Get it in black and white</i> campaign	NSW Trustee & Guardian	As part of the <i>Planning Ahead</i> initiative, our nine outreach branches delivered 182 community education and engagement activities to over 3,000 people, promoting the importance of planning ahead and how to get started making wills, power of attorney and enduring guardianship documents. This exceeded the target of 70 education sessions. People from a wide range of cultural backgrounds, including Hindi, Tamil, Arabic, Vietnamese, Dari, Maltese and Mandarin attended the events.
2.7	<i>Taking Care of Business—Planning ahead for Aboriginal people in NSW</i>	NSW Trustee & Guardian	This tailored community education publication informs and encourages Aboriginal people to make culturally appropriate planning ahead documents. The documents were in strong demand for the year, with almost 3,700 Taking Care of Business handbooks requested by service providers (2,400 for regional organisations) and almost 2,500 Aboriginal Wills handbooks requested (1,700 for regional organisations).
2.8	Older Persons' Legal and Education Program	Legal Aid NSW	This Program offers legal advice, assistance, referral and education for older people across NSW. In addition to supporting 7,480 people through 208 community legal seminars, the program focused on elder abuse through two new strategies: the first was delivering community legal education on preventing elder abuse in 12 locations across NSW during Law Week (May 2018); and the second delivered a webinar and a podcast on elder abuse which reached hundreds of community workers.
2.9	<i>Borrowers Beware</i> radio campaign	Legal Aid NSW	This ongoing campaign provides information to highlight the risks associated with older people using their homes as loan security for family members. A refresh of the approach identified Arabic, Mandarin and English as the key target groups, resulting in around 850 advertisements being broadcast on six community radio stations alongside radio interviews.

Status	Project	Lead	Comment
2.10	Veterans' Advocacy Service	Legal Aid NSW	This specialist service provides free legal advice, assistance and representation to veterans and dependents about their rights and entitlements. The Service directly supported almost 900 people. The Service also exceeded its target, conducting 12 outreach clinics, including six in regional areas, commencing 11 Veterans Review Board matters and 16 appeals at the Administrative Appeals Tribunal.
2.11	Legal topics for older people diary	Legal Aid NSW	Legal Aid provided its informative free diary to 55,000 people in 2018. This is Legal Aid's most popular publication and feedback is universally positive.
2.12	<i>Legal Pathways</i> program for older people	Legal Aid NSW	This program facilitates referrals to prepare wills and enduring powers of attorney and guardianship for older people and supports them to resolve legal problems. Our focus for this year was on identifying service gaps, which we found in the Northern Rivers and Far North Coast regions. As a result, we have recruited three new firms for those locations.
2.13	<i>Shopping and Scams</i> community engagement program	NSW Fair Trading	Older people can be more vulnerable to retail scams and coercive behaviour, so this program aims to empower them with the skills and knowledge to deal more confidently with the market place. In 2017/18 the program exceeded the targets, delivering over 250 face-to-face activities to around 9,500 older people, including 115 talks on scam awareness, 67 seminars on shopping rights, 33 talks on Fair Trading services and 20 seminars on retirement villages.

## 2 Case studies: Working and retiring

### Borrowers Beware | Legal Aid NSW

Many older people want to help family by lending money, but for some, that impulse can create the risk of financial disaster. The *Borrowers Beware* awareness-raising community radio campaign aimed to alert older people to the risks of lending money to their families. Actions that seem helpful, like guaranteeing a loan taken out by their child, transferring title on their home to their children or taking out a reverse mortgage, can place older people at risk of losing their own home.

*Borrowers Beware* shared a series of short messages telling older people and their families about the risk of losing their homes, pension or other assets if they helped their children or relatives with credit contracts, mortgages or guarantees. It also promoted the Seniors Rights Service as the legal service people could call to get help.

A joint initiative of Legal Aid NSW and the Seniors Rights Service, *Borrowers Beware* was run in the first half of 2018. Radio is an effective way to provide information directly to the communities that legal assistance services most want to reach.

“The best way for older people to protect themselves is to seek independent legal and financial advice before agreeing to anything,” says Dana Beiglari from the Consumer Law team at Legal Aid NSW. “We launched the *Borrowers Beware* project to help older people know where to go for advice, so they can be well informed and protect themselves.”

Three years ago, the first radio campaign focused on Arabic and South-Eastern European communities, as data showed that these groups of older people were most at risk. This year, data showed that Arabic, Chinese and English-speaking people were most at risk, so for this second campaign short messages were broadcast over several months as part of Chinese Cantonese, Chinese Mandarin and Arabic radio programs on SBS. The messages were also run on the Macquarie Network and on a number of community radio stations on the Mid North Coast and in the Riverina and Illawarra regions, which are all areas with a high proportion of older people.



## Piano Forte | NSW Legal Aid

Sometimes fiction can help us see patterns and change the way we think about issues better than any lecture can. This is the premise of *Piano Forte*, an innovative legal resource and two-hour community legal education event.

*Piano Forte* captured the live performance of a play, developed and written by Suncoast Community Legal Service, as a video that can be screened in many locations. The play explores legal issues that affect older people like wills and the role and responsibilities of a person appointed under an Enduring Power of Attorney. Using a fictional narrative form, it highlights the subtle way elder abuse can occur and how people can protect themselves.

The screening is followed by a discussion between the audience and panel members drawn from partnership agencies; this allows participants to really explore the issues, clarify their understanding and have their questions answered.

Suncoast Legal Service first performed the play as part of a tour of community theatres across the Queensland's Sunshine Coast in September 2016. They gave Legal Aid permission to adapt it for NSW audiences, giving birth to the *Piano Forte* program which was introduced in NSW public libraries for Law Week 2018. Legal Aid worked closely with the State Library of NSW and other legal assistance agencies, including the Seniors Rights Service and the NSW Elder Abuse Helpline & Resource Unit. Where possible, local legal assistance agencies are involved in the program.

*Piano Forte* sessions were delivered in 17 locations to 336 older people across NSW during Law Week.

Due to the success of the program, Legal Aid NSW is now partnering with the Legal Information Access Centre (LIAC), State Library of NSW, to make it available for libraries to host throughout the year. Legal Aid has also produced a program guide to help implement the *Piano Forte* program in public libraries.

## Building Partnerships | Jobs for NSW

Following a long, successful career in business development, 64-year-old entrepreneur David Hayes decided to start his own company: Jeeves.plus.

David was 64 and looking for a new challenge when, after applying for over 100 jobs, he realised companies were not shortlisting him for interviews because of his age.

“So I decided to use my 30 years of experience to create my own job,” David said. “Since then it’s been an incredible journey.”

Jeeves.plus is a multilingual ‘conversation platform’ that allows hospitality companies to respond by text to guest inquiries, improving guests’ experiences, increasing loyalty and generating revenue. His platform includes a translation tool that allows hotels to text customers in 100 languages—a vital ability for the Australian hotel sector as it caters for growing numbers of tourists from Asia.

David received a \$100,000 *Building Partnerships* grant from Jobs for NSW in 2017 to work with a variety of corporate partners and take the platform to market.

“Jobs for NSW was a critical lifeline helping me to grow the business,” he said. “But the application process also helped me to review and refine my business model.”

David also relied on another valuable source of advice for his fledgling startup—the so called ‘grey army’.

“It’s all the people I’ve done business with over the last 30 years. Now, they’re looking after me,” he said. “They’re an absolute wealth of knowledge because they’ve been there and done that.”

Occasionally, David has faced some resistance from the startup sector. Given his platform caters for the growing tourist market—primarily millennials—he is often asked how he can possibly be ‘in touch’ with the younger crowds.

“I say I have an inbuilt research and development team called my three daughters who are that market,” David said. “Being an older founder means I ensure things are done properly. I don’t have to rush to prove myself as a businessperson.”

David is now looking to expand Jeeves.plus across the Asia-Pacific region, starting with New Zealand, as well as expanding into the corporate and government markets.



David Hayes

## Priority 3 | Housing choices

### Objective

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

Older people value flexibility in housing: our 2018 research showed us that overwhelmingly they would like to stay in their community, but that they want access to a wide range of housing options. Some tell us that they consider that retirement villages are vibrant and active communities, while others say that they are for those older and frail. Whole of life outcomes for tenants of social and affordable housing can be influenced by the quality, accessibility and affordability of their housing.

The first set of projects in this priority focuses on making it easier to find information on making homes accessible. The second set of projects shines a spotlight on retirement village living by both making it easier for people considering retirement village living to understand the costs involved and the conditions of their management arrangements. The final suite of projects offers concrete steps to support housing choice for older people, whether in the private market, in social housing, in private rental or aged care facilities.

Improving the range of housing options requires the cooperation of many, from state and local government to developers and investors. This priority has shown good progress, with reforms underway in both retirement village practice and local housing strategies. We are well placed to build on the progress of this year.

### Highlights include:

- Completing an independent Inquiry into the NSW Retirement Village sector in February 2018, and committing to a sweeping program of reform. Around 1,000 people directly contributed to shaping the Inquiry's recommendations and, in turn, the comprehensive response by the NSW Government. A range of measures are already being implemented or are in development and mean that retirement village residents and their families can have greater peace of mind about retirement living.
- The launch in September 2017 of the Retirement Villages Calculator, a practical tool that helps prospective retirement village residents to better understand the costs of retirement village living. Already more than 7,500 unique users have benefited from the site.
- A new approach to planning for local housing, with a range of tools developed to support local councils in developing local housing strategies. The strategies will detail how and where housing will be provided in each local government area over the next 10 and 20 years. Appropriate consideration of the housing needs of the whole community will contribute flexibility in housing options for people at different life stages as they age.

- Progress of *Future Directions*, through the success of *Communities Plus*, which is renewing the existing social housing portfolio, and the *Social and Affordable Housing Fund*, which is working with not for profit (NFP) providers to build new housing coupled with support coordination. Almost 60% of social housing tenants are aged 55 or over, so the experience and quality of social housing for older people is an important issue.

Status	Project	Lead	Comment
<b>ACCESSIBLE AND ADAPTABLE HOUSING INFORMATION</b>			
3.1	<i>Healthy Homes</i> information series	FACS	Bunnings, which delivered the pilot program, has taken up the <i>Healthy Homes</i> initiative and shaped its offering to support older people people with do-it-yourself (DIY) and low-cost ways of making their homes more comfortable and suitable as their needs change.
3.2	<i>Find your home</i> online real estate listing project	FACS	The <i>Find your home</i> project worked with Domain.com to provide them with research on the needs of older people to support tailoring their search tool. While the project is now closed, FACS will continue to support Domain.com with any data required to support their search tool.
<b>RETIREMENT LIVING</b>			
3.3	<i>Retirement Villages Calculator</i>	NSW Fair Trading	The <i>Retirement Village Calculator</i> was developed to help prospective retirement village residents understand the costs of retirement village living. After a successful launch in September 2017, the site had over 9,000 visits with around 7,500 unique users, exceeding the targets.
3.4	Inquiry into the NSW Retirement Village Sector	NSW Fair Trading	The Inquiry investigated whether retirement village residents have appropriate protections and that Fair Trading powers are sufficient to ensure compliance. Community consultation exceeded the target of five consultations, with over 500 people attending eight community consultations in person, 300 individual online responses and 178 written submissions. The Government's June 2018 response marked the start of implementation of a comprehensive response to the recommendations.

Status	Project	Lead	Comment
EXPLORING AFFORDABLE HOUSING OPTIONS AND PATHWAYS			
3.5	Housing choices review	DPE	New Local Housing Strategy Guidelines and Local Housing Strategy Templates will support local councils in developing their local housing strategies.
3.6	Rental options roundtable	FACS	A roundtable in April 2017 brought together government agencies and the private and not-for-profit sectors to explore innovation. The Report from this roundtable is now available on the FACS website.
3.7	<i>The Aged Care Supported Accommodation program</i>	NSW Fair Trading	This project supports older residents and prospective residents of supported accommodation such as nursing homes, hostels, boarding houses and retirement villages to understand their rights and responsibilities and provides information, advice and advocacy. 1,115 people were assisted directly through 725 cases, alongside over 670 educational activities in which around 25,000 people participated. Our targets for this year were overly optimistic given the funding and so we will revise them for year 3.
3.8	<i>Future Directions for Social Housing in NSW</i>	FACS	<p>Three of the five providers contracted through the SAHF Phase 1 tender process announced in March 2017 will provide access to social and affordable homes for older people. Phase two highlighted older women as a target cohort and is expected to be announced in December 2018.</p> <p>The \$22 billion <i>Communities Plus</i> program is renewing the NSW social housing portfolio. In its second year, this project already has developments at Washington Park, Riverwood, providing new housing for people aged 55+ years. A project at Claymore has 55 seniors dwellings under construction while the awarding of a project for the redevelopment of Ivanhoe Estate in Macquarie Park will see a minimum of 132 social housing and 132 private independent living units for people 55+, alongside a 120-bed residential aged care facility and wellbeing centre.</p>

# 3 Case studies: Housing choices

## Improving performance in retirement villages | NSW Fair Trading

Safety and independence: this is the goal of retirement village living. With over 55,000 people living in retirement villages in NSW and ACT, and more planning to make the move, the quality of their management is a real issue for many older people.

The NSW Government responded to resident concerns about the quality of management of retirement villages by commissioning Kathryn Greiner AO to lead an inquiry.

Around 1,000 people had their say, through 300 individual online submission forms, 178 written submissions and over 500 people attending eight community forums in metro, regional and rural areas (Ballina, Port Macquarie, Wagga Wagga, Newcastle, Wollongong, Hornsby, Parramatta and Sydney). There was strong agreement on the key issues, with concerns raised about costs and contracts; dispute resolution processes; funding for maintenance and upgrades; marketing; safety and security; and general operations.

The Government has supported the Inquiry's 17 recommendations and is already implementing a comprehensive response. Key elements include:

- Implementing mandatory Rules of Conduct to set the standard for retirement village operators and to stamp out unscrupulous behaviour,
- Reviewing requirements around disclosure, particularly key contract terms and exit fees, which will also help generate greater competition in the sector,
- Improved dispute resolution services for residents,
- Measures to help clarify responsibilities with respect to ongoing costs, and
- Strengthened powers for Fair Trading to enforce compliance within the sector.



One of the first steps taken by the Government in response to the Inquiry was to expand the mediation service within Fair Trading for retirement village disputes. The service is free for retirement village residents and operators and is conducted on-site at a resident's village by skilled mediators from Fair Trading. This new service is designed to provide greater access to dispute resolution mechanisms for retirement village residents, while helping to assist in the timely and impartial resolution of disputes.

Next steps include changes to the *Retirement Villages Act 1999* to improve the rights of

residents and their families, including mandatory rules for all operators and annual contract 'check ups' to keep residents' knowledge and understanding current.

## Housing choices review | NSW Department of Planning and Environment

With over two million people aged 55 and older in NSW in 2016—and a further one million expected by 2036—housing for older people is an important issue.

Local housing strategies prepared by councils will outline how and where housing will be provided in each local government area. Strategies will be based on demographic information including age of residents, household types and family composition, and will consider issues like local housing supply and demand, and local land-use opportunities



and constraints. Housing for seniors is an important demographic consideration as councils plan for housing in their areas.

The local housing strategies will form a link between a council's vision for its housing and the objectives set by the NSW Government through strategic plans (such as those of the Greater Sydney Commission), regional and district plans.

In Years one and two of the *Ageing Strategy*, the Department of Planning and Environment (DPE) drafted the Local Housing Strategy Guideline and Template to guide councils in preparing their local housing strategies. The Local Housing Strategy Guideline and Template were released in October 2018.



## Priority 4 | Getting around

### Objective

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

Mobility underpins access to health, contact with family and friends, and essential services such as shopping. While driving a car is the most common mode of transport for those over 50—with more than three-quarters of those over 80 driving a car on a day-to-day basis—other modes of transport are also important. Walking, for example, is used by more than half of those in their 50s for day-to-day transport, increasing to over 70% of those in their 70s. Public transport is also an important option.

Three themes guide the projects under the Getting Around priority. The first focuses on public and community transport, both by direct investment in these options to improve the experience of older people, and through steps such as training to make use of public transport easier. The second theme focuses on how we move through our community, whether through enhanced infrastructure that supports walkways and cycle routes or use of other transport options. The final theme looks to the future, to identify future transport and mobility needs.

We achieved good performance for this priority. Many of the transport projects underway aim to improve accessibility and benefit a wide range of people in the community, particularly older people.

### Highlights include:

- The innovative *Tech Savvy Seniors* travel app training program, which opens pathways for older people who might otherwise have relied on old, printed timetables to instead access real-time information provided by travel apps. The new module offers an increased sense of confidence to those trained in the apps.
- Training in how to use public transport was delivered to over 800 individuals and around 350 groups through nine community transport service providers. This represents almost 7,000 hours in training.
- Making great progress in offering step-free access at train stations, with well over half (173 of 307) of stations providing step-free access and other accessibility features as at June 2018.
- Major infrastructure upgrades, including around \$200 million investment will be spent on improvements to stations and ferry wharves, alongside accessibility infrastructure such as carparks and bike sheds to encourage greater use of public transport.

Status	Project	Lead	Comment
PUBLIC AND COMMUNITY OPTIONS			
4.1	<i>Tech Savvy Seniors</i> travel app training program	FACS	The <i>Tech Savvy Seniors</i> Transport App (NSW) module was completed and launched in 2018. The app outlines how to access real-time travel information, timetables and routes. It is available to the 80 libraries and 100 community colleges that offer <i>Tech Savvy Seniors</i> training.
4.2	<i>First Stop Transport—guide to making your trip easier</i>	TfNSW	<i>First Stop Transport</i> delivers training through local organisations that makes it easier for older people to use public transport. Nine community transport service providers were contracted, delivering almost 7,000 hours of training to over 700 individuals and 259 groups, well exceeding the target for the year. Training is now available through nine regions (Central Coast/Lower Hunter, Northern Sydney, South East Sydney, South West Sydney, Western Sydney, Inner West, Northern Rivers, Nepean and Illawarra) covering 40 local government areas.
4.3	<i>Community Transport Automated Booking System</i> project	TfNSW	This \$8M five-year project has almost completed a two-year roll out for all Government-funded community transport service providers across NSW, providing transport for older people as well as people with disability. Phase 1 of the roll out was completed in September 2018 with 82 providers using the system. Behind the scenes work has improved system speed and stability and introduced mobile device management features. The Customer Portal module allows customers and their family or carer to request trip bookings online at their convenience. 82% of trips were made by customers aged 65 years and over, with the oldest customer being 110 years.
4.4	Community transport customer value proposition research	TfNSW	The research is now completed. The Customer Value Proposition has been used to identify the service features that are most important to customers so sub-contractors can plan and deliver services in a way that customers want. The most important features are that services are available when customers want them, that drivers are polite and offer door-to-door service, and that services turn up at the time agreed.

Status	Project	Lead	Comment
4.5	<i>Country Passenger Transport Infrastructure Grant Scheme</i>	TfNSW	The <i>Country Passenger Transport Infrastructure Grants Scheme</i> subsidises the construction or upgrade of bus stop infrastructure that is generally owned and maintained by local councils across country NSW. The biennial 2018-19 funding round awarded almost \$2 million to 416 projects. A total of 146 projects have been delivered to date, comprising 91 upgrades and 55 new shelters. Most of the works still in progress are due for completion early in 2019. Expressions of interest for the 2019-21 funding round are due to open in July 2019.
4.6	<i>Transport Access Program</i>	TfNSW	The <i>Transport Access Program</i> provides a better experience for public transport customers by improving accessibility infrastructure. A total of 19 projects opened in 2017/18, comprising three carparks, 13 station upgrades, one wharf and two bike sheds. A further 15 Sydney Trains/ Roads and Maritime Services projects have also opened, with a further 10 bike sheds and five ferry wharves. As at June 2018, work was underway for two carparks, three station upgrades and a platform extension, and planning had commenced for accessibility upgrades in 15 locations. In September 2018 in the greater Sydney metropolitan area, 12 accessibility upgrades and two whole station upgrades were in construction and a further two accessibility upgrades were in planning.
<b>GETTING AROUND THE COMMUNITY</b>			
4.7	Qualitative research with mobility device users and retailers	NSW CRS	Information arising from this research was used to support project 4.9, Monitor and enhance road safety and mobility for older road users.
4.8	<i>Active Transport Program</i>	TfNSW	Walking and cycling programs build on partnerships with local council to construct and improve local walkways and cycle routes. In 2017/18 the program invested over \$38 million delivering 148 walking and cycling projects.

Status	Project	Lead	Comment
4.9	Monitor and enhance road safety and mobility for older road users	NSW CRS	The new <i>Road Safety Plan 2021</i> , released in February 2018, has been supported by \$600 million allocated over five years from 2018/19. This Plan contains a range of commitments relevant to older people. We also completed a literature, programs and practices review of screening practices assessing older drivers' fitness to drive, and supporting the transition from driving to retirement from driving. The review addressed five broad themes including: self-assessment/self regulation; transition to non-driving; resources for health professionals and licensing authorities to assess fitness to drive; travel mode schemes; and technologies. The outcomes will support integrated communication and education resources.
4.10	Review of the Taxi Transport Subsidy Scheme	TfNSW	We conducted an extensive public consultation, including publishing a discussion paper and holding face-to-face workshops in 2017. Public submissions closed in November 2017 with further actions and timelines to be determined based on the recommendations of the review once finalised.
<b>EXPLORING NEW OPTIONS</b>			
4.11	Older persons transport and mobility plan	TfNSW	We have completed work on a draft Older Persons Transport and Mobility Plan. The Plan aligns with three broad life stages as people age. The Plan's release date was delayed so we could strengthen alignment with other transport plans, including the <i>Future Transport Strategy 2056</i> . The Plan will be released in 2018/19 for public consultation.

## 4 Case studies: Getting around

### Connecting people in regional areas | Transport for NSW

Easy access to transport is one of the top priorities for older people. Yet accessing transport can be difficult, particularly in regional areas which have little public transport and long distances to conquer.

Transport for NSW is trialling a new approach to providing flexible transport in regional NSW. The first pilot offers a weekly return flexible bus between Tottenham and Dubbo in western NSW, a 145km each way trip, which started in May 2017. The service has received positive feedback and good patronage so far.

Transport for NSW is researching the effectiveness of flexible transport, including interviewing stakeholders and both users and non-users of bus services. The research is being peer reviewed by Sydney University's Institute of Transport and Logistics Studies.

Tottenham community members commented on the positive impact of the service, particularly for older people:

*"Before the bus, a family member would need to take a day off work to take me to my medical appointment."*  
(female, licensed driver, retiree 65+ years).

*"I feel drowsy when I drive long distances and have started to lose confidence in my driving ability."*  
(male, licensed driver, retiree 65+ years).

*"We moved to Tottenham a month ago and have no car. My husband needs the bus, he is looking for a job."*  
(female, non-licensed, working, <65 years).

Further trials are also being undertaken in western NSW and will also be evaluated. The research will help develop an operational model for regional NSW.



Photo courtesy of Transport for NSW

## Travels with Tech Savvy Seniors | FACS

If you travel by public transport, the information you need is increasingly available through travel apps, which provide constantly updated real-time data on travel routes for trains, buses and ferries. For older people who may not have high digital literacy, accessing information this way can be alienating. So breaking the digital code for travel apps has become a high priority.

When Transport for NSW heard that its older customers wanted to keep printed timetables after the information moved online, they realised that helping older people to use travel apps could really make a difference.

What resulted was a new module for the already successful *Tech Savvy Seniors* program. *Tech Savvy Seniors* supports older people improve their digital literacy through training courses and online resources on core topics for using new technology. Community colleges and public libraries deliver free or low-cost face-to-face training through an ongoing partnership with Telstra. Since 2012, Telstra and FACS have brought together the skills and resources of a technology provider with access to community facilities to provide the training, which has continued to grow under the *NSW Ageing Strategy*.

The *Tech Savvy Seniors* team developed a new learning module based on the apps that were most commonly used and available on both Apple and Android. The module helps older people to know where to find the apps, how to use them and tips and tricks with detailed 'walkthroughs' showing each step. The module includes instructions on how to use the journey planner on the TfNSW website ([transportinfo.nsw](http://transportinfo.nsw)) and how to top up an Opal card online.

After testing by users including the Australian Seniors Computer Club Association (ASCCA), the module was launched at Blacktown library in May 2018. The module is now available through all sites that deliver the program.

The *Tech Savvy Seniors* team now has a well-established process for developing learning modules. The process effectively harnesses the expertise of multiple organisations, user input, advice from the peak group (ASCCA) and leverages existing programs and resources.

The details of the program are available online at <https://www.telstra.com.au/tech-savvy-seniors>

## Older Persons Mobility Plan | TfNSW

Access for all, no exceptions. This is a core objective of the *Future Transport Strategy 2056*. The *Older Persons Transport and Mobility Plan* is one of a suite of social inclusion plans that gives life to this objective, supporting older people to access the services and activities that contribute to their health and wellbeing, independence and community participation.

We listened to the needs of more than 2,000 people aged 60 years and over to better understand their travel needs. Our research found that:

- Most older people drive regularly,
- Most older people are not planning for when they can no longer drive,
- Most older people are also public transport users,
- When older people use public transport, they mostly use buses,
- The proportion of people with a pensioner concession card increases with age,
- Key reasons for not using public transport included convenience, distance of the service from home, and destinations and making connections safely,
- Community Transport users are most likely to be women aged over 70 years, and
- Only a small percentage of older people use subsidised taxi services.

The Plan takes a ‘whole of life’ approach by looking at a person’s changing needs as they move from active ageing through to older age. These have been captured in four broad outcomes:

- Keeping active and connected with my community,
- Staying safe,
- Being informed, and
- Maintaining independence.

The Plan includes initiatives for delivery over the next five years. Actions that are likely to be included are: changing toilet design to better meet the needs of older customers through adequate space for walking aids and mobility devices; trialling flexible services in city and regional centres, more research on customer experience on the bus network; and working with local government to improve bus stops, footpaths and kerb ramps for older people and make it easier to access public transport.



## Active Transport Program | TfNSW

Having easy walking and cycling access is an important factor for maintaining exercise and accessibility as people age.

In March 2018 the NSW Government released *Future Transport 2056* to ensure the way we travel is more personal, integrated, accessible, safe, reliable and sustainable.

A key component of *Future Transport* is delivering walking and cycling improvements to local communities, public transport hubs and major centres.

Transport for NSW continues to work with councils by offering matched funding or full funding to build and upgrade walking and cycling infrastructure and to deliver non-infrastructure walking and cycling programs to encourage safe, healthy and connected transport modes.

In 2017-18 the program invested over \$38 million across 148 walking and cycling projects across NSW. The projects ranged from construction of pedestrian refuges, improved pedestrian access at intersections, kerb ramps, construction of shared pathways and cycleways.

For example, Lake Macquarie Council installed a signalised intersection at Warners Bay while Glen Innes Severn Council upgraded several pedestrian refuge islands and kerb ramps. Hornsby Council recently completed an overhead pedestrian bridge at Hornsby station including the installation of lifts for people who are less mobile.

These projects benefit the whole community, and in particular, improved pedestrian access makes it easier for older people and people with disabilities to move around safely, walk around their local area, and walk to, from and around public transport. Encouraging more people to walk or cycle results in health benefits, social interaction and community cohesion.

Transport for NSW continues to improve the transport system to ensure that it is fully accessible for everyone.



## Priority 5 | Inclusive communities

### Objective

Older people in NSW stay connected and contribute to their communities

For all of us, active involvement in our community offers a sense of personal connection and contribution. Research shows us again and again that connection is a key to a long and fulfilling life.

Our research showed that many older people are active in their community. Post retirement, volunteering comes to the fore with two-thirds of the over 50s and one-third of those over 80 giving back to their community through volunteering activities. They tell us it is important for them to do something worthwhile, to help others and the community, and that it brings personal satisfaction.

We also found that almost all of those aged over 80 trust (97%) and feel safe with (98%) family, friends and others who visit them. However, elder abuse—whether physical or emotional—is still a significant concern for older people and so a priority for the NSW Government.

This priority addresses connection and contribution from a number of different angles. Some celebrate the valuable role that older people play in our community; others challenge our perceptions of ageing and older people, encouraging us to recognise and celebrate the diversity of older people's stories. Still other projects support creativity and its role in fostering health and meaning. Finally, there is a focus on keeping older people safe, through a range of initiatives to prevent, identify and respond to elder abuse.

This priority has achieved almost all its projects and has a wide reach across NSW.

### Highlights include:

- Release of the *Preventing and responding to abuse of older people (Elder Abuse) NSW Interagency Policy*, a key plank in responding to the NSW Government Elder Abuse Inquiry. This policy sets out a framework for responding to abuse of older people in NSW and the expectations of NSW Government agencies in dealing with the abuse of older people.
- The development and implementation of agency policies on abuse of older people, particularly with NSW Health's new policy and online training module which will support staff to identify and respond to abuse of older people. The policy takes a comprehensive perspective on the role of staff and sets out approaches to local protocols, training and collaboration.

- Seniors Card reached an all-time record with 1.6 million NSW residents having a Seniors Card and benefiting from the offers from over 7,300 businesses, an additional 1,600 in the last year alone.
- A real emphasis on the importance of creativity in expressing the joy of ageing and creating connection and meaning in daily life, through programs like *The Art of Ageing*, *Seniors Stories*, *the Creative Ageing Framework* and *Sing Your Age*.

Status	Project	Lead	Comment
<b>SOCIAL ENGAGEMENT AND STAYING CONNECTED</b>			
5.1	<i>Liveable Communities Grants</i> program	FACS	In its final round, the <i>Liveable Communities Grants</i> approved an additional 25 projects valued at \$1.2 million. The successful projects came from across NSW, including Bathurst, Broken Hill, Dubbo, Goulburn, Orange and Wagga Wagga, achieving the target for greater rural and regional participation. The projects cover a range of areas, from physical health and wellbeing, social connection, cultural engagement and creativity to housing and connections to justice.
5.2	<i>Creating opportunities for older people to connect</i> project	FACS	This project aims to explore interventions to promote social engagement for older people and overcome loneliness and social isolation. In 2017/18 FACS partnered with the Benevolent Society to develop guidelines for and pilot an intergenerational mentoring program that matches people aged 12-18 with mentors 65 years and over. While progress is slightly delayed, already nine mentors and mentees have been matched, completed their training and are working towards their identified project goals. The project will be completed early in 2019.
5.3	Grandparent's Day	FACS	Grandparents Day, held on the last Sunday of October, celebrates the contribution of older people—particularly grandparents—to their families and communities. For 2017, FACS distributed almost \$200,000 in grants to support 82 events across the state, exceeding the target of 60 events. The day was also marked with a photography competition and awards.

Status	Project	Lead	Comment
5.4	<i>Tech Savvy Seniors</i> program	FACS	<i>Tech Savvy Seniors</i> is now in its sixth year of delivering tech-literacy training to older people. There are currently over 100 libraries and 100 community college locations in the program. For 2017/18, the program delivered around 16,400 training places to seniors across NSW in 222 locations and in nine languages, as well as introducing a Travel App and NSW Seniors Card website learning modules and holding a regional roadshow across 10 regional locations.
5.5	Seniors Card NSW	FACS	Between 6,000 and 7,000 new Seniors Cards are issued monthly, with more than 1.6 million people now having a card—around 90% of NSW seniors. A focus on gaining new partners and discounts has added over 1,600 new businesses to the program in 2018. There are now over 7,300 businesses on the NSW Seniors Card program.
5.6	Age-friendly Shopping Precincts project (stage two)	FACS	This project consulted with a wide range of stakeholders including older people and business leaders at four sites across NSW. The Stage Two report and its recommendations are being considered by FACS and will inform the key strategies for this project in Year Three.
5.7	Seniors access to online information	FACS	The NSW Government website <a href="http://nsw.gov.au">nsw.gov.au</a> offers information on services for older people. The content has been reviewed and tailored to respond to the best information available from the <i>Ageing Strategy</i> on older people's information needs.
<b>PERCEPTIONS OF AGEING AND OLDER PEOPLE</b>			
5.8	Ministerial Advisory Council on Ageing (MACA) media awards event	FACS	The MACA media awards were successfully held in October 2017. More than 100 nominations were received across seven categories, with awards presented for news, current affairs, lifestyle and health, images, regional and advertising, as well as a Gold Award. As at September 2018, nominations had closed for the 2018 awards and the judging processes was underway.

Status	Project	Lead	Comment
5.9	<i>Years Ahead (Art of Ageing)</i> project	FACS	Building on the successful Art of Ageing exhibitions first held in 2016, the 2018 Art of Ageing exhibition opened at Parliament House in March 2018 and is touring across 25 sites in NSW through to December 2019. An innovative digital form of the exhibition was debuted at Parramatta Library and there is strong interest by other libraries across NSW to screen the exhibition during NSW Seniors Festival in February 2019. The feedback has been extremely positive with Narellan library, for example, hosting a morning tea for a local aged service in conjunction with the exhibition.
5.10	Seniors' stories	FACS	Seniors' Stories Volume Four, containing 100 stories on positive ageing from the Seniors' Stories writing competition, will be released in November 2018. A key part of the writing competition was fostering writing skills through five workshops for seniors held across the state.
<b>CREATIVE AGEING</b>			
5.11	Creative ageing strategy	FACS	The <i>Creative Ageing Framework</i> made good progress this year following a comprehensive review of research and targeted consultations to shape the approach. FACS is now working with Create NSW on the final framework, which will be released in 2018/19.
5.12	<i>Sing Your Age</i> singing program for older people	FACS	Working in partnership with the Australian National Choral Association, FACS exceeded the target to support 25 groups, ultimately administering grants to 30 groups and reaching around 650 new older people through singing groups. Almost half the participants were over 70 years, two-thirds were from a culturally or linguistically diverse background, and around one-third identified as living with disability or in need of carers.
5.13	Seniors Festival	FACS	The 2018 Seniors Festival Expo in April 2018 at the International Convention Centre was visited by more than 20,000 people, the most ever. For the first time, the Expo included an evening event, responding to requests by working seniors. Activities included concerts, an art workshop by the Museum of Contemporary Art and a keynote speech by Ray Martin.

Status	Project	Lead	Comment
<b>KEEPING OLDER PEOPLE SAFE</b>			
5.14	Elder Abuse Helpline and Resource Unit (EAHRU)	FACS	In 2017/18 the EAHRU, an advice, referral and support service operated by Catholic Healthcare Ltd, received almost 3,000 calls for assistance. Calls came from older people experiencing abuse and those concerned about older people. In June 2018, FACS launched an EARHU Dashboard providing an overview of the Helpline's performance. In March 2018, FACS funded EARHU for a 12-month Case Coordination Trial, aimed at providing support to complex cases through a case coordinator until the abuse is mitigated or resolved.
5.15	NSW Government Elder Abuse Inquiry: implementation of recommendations	FACS	In 2017/18 activity focused on progressing the government response to the Inquiry. The most significant activity was the release in June 2018 on World Elder Abuse Awareness Day of a revised NSW Interagency Policy. This revised policy strengthens the framework guiding service delivery by NSW Government agencies responding to and working towards preventing the abuse of older people. The February 2018 NSW Elder Abuse Inquiry Progress Report documents the Government's progress towards implementing the recommendations from the Inquiry.
5.16	NSW Health Policy on Identifying and Responding to Abuse of Older People	NSW Health	NSW Health successfully developed and issued a policy outlining the responsibilities of NSW Health staff to identify and respond to abuse, including outlining the specific responsibilities of NSW Health organisations. This policy sets out clear responsibilities of organisations for implementing local protocols, training staff and collaborating with others to address abuse of older people.
5.17	Online training module on abuse of older people for NSW Health workers	NSW Health	A new training module supporting NSW Health staff to identify and respond to abuse of older people was released in mid-2018. The module should improve the confidence of health staff and improve clarity of their role and duty of care towards older people, identifying different types of abuse and support older people in mitigating risk and service referrals.

# 5 Case studies: Inclusive communities

## MACA media awards | FACS

Our views of society are strongly influenced by the way media portray issues. This is particularly true for our perceptions of older people. Rather than allowing negative stereotypes to persist, the MACA Awards have been challenging these narrow stereotypes by shining a light on media reports that get the balance right, depicting ageing in its vivid reality.

The 2018 Awards culminated in a ceremony, hosted by SBS Insight's Jennie Brockie, held at the Australian Museum in October 2018. It was a night of celebration, with culture, music, high profile guests and winners.

A special Gold Award went to Lifestyle and Health winner Ita Buttrose and Bianca Balzer for their work on Ita Buttrose's Healthy Lifestyle Tips on TODAY extra, in which Ita visited a seniors gym.

"So many people think older men and women are "past it" but they are so wrong. Gyms for seniors are an exciting growth area," Ms Buttrose said.

"Active older people are a wonderful example to the rest of the community. They are discovering that they can push themselves further physically than they thought possible and they're rightly proud of their achievements."

For the MACA, it hasn't been enough to just celebrate positive and nuanced reporting; they have gone a step further to develop 'ReportAGE' guidelines for portraying older people in the media. Among the distilled wisdom, the guidelines contain prompts for media professionals including:



*Photo Courtesy of Ian Barnes Photography*

- How is the person's age important to the story?
- How will the older person's voice be included?
- How are the older person's contributions described?
- Is the person's age framed as a barrier?
- Is equal focus given to both challenges and opportunities?
- Does the story highlight diversity among older people?
- Does the story focus on the person's past or present contributions?

## Even more value for Seniors Card holders | FACS

Older people in NSW know the value of the Seniors Card for accessing discounts and products that are tailored for them - more than 1.6 million people are now members.

The Seniors Card is also an important way for businesses to reach the right people. In an effort to help drive down the cost of living pressures for seniors across the State, the NSW Government encouraged more businesses to join the program during a targeted business acquisition campaign.

The Government's concerted effort over recent years to grow the program has brought an unprecedented amount of discounts for seniors, and the renewed push boosted this work. The campaign extended the reach of the program even further, with a 28% increase in the number of participating businesses statewide.

There are now more than 7,300 businesses across NSW offering members discounts and special offers on a vast array of goods and services including electricity and gas, groceries, insurance, mobile phone packages, clothing, entertainment, dining out, professional services and much more.

A survey of 35,000 Seniors Card members revealed NSW seniors are more likely to try a new business if it offers a Seniors Card discount and almost 70 per cent of seniors would return to a business if they offered a Seniors Card discount.



## Grandparents Day | FACS

Older people are ever present in the lives of their families and communities, contributing so much of themselves, whether time, support or love. On the last Sunday in October, Grandparents Day celebrates the contribution of older people—particularly grandparents—to our lives.

The day itself is celebrated across NSW in local communities. For the October 2018 Grandparents Day, FACS funded 82 events through grants worth almost \$200,000. Communities came together to take part in intergenerational activities including tai chi, a zumba street party, Aboriginal Elder storytelling, oral history activities, billy kart racing, tree and garden planting, bonsai workshops and musical performances. These events reminded us of the importance of connection in our community and the fun we can collectively make.

Of course, no celebration would be complete without a competition. In 2018, Grandparents Day was recognised through an intergenerational photography competition. The competition encouraged photographers of all ages to listen to stories by older people about their lives and to challenge the perceptions of older people in the community. Budding photographers were supported through four photography workshops aimed at improving skill and exploring the topic. The winners were remarkable for both their aesthetic vision and their fresh take on intergenerational connection.

Jess Turner won the School Category, for school-aged entrants in NSW. Jess's photo (featured in full on page 6 in this report) challenged the stereotypes of the older generation being associated with newspapers, books and bingo and 21st Century teens being associated with technology—in particular smartphones—through a twist of our expectations.



Angus Lee Forbes won the Open Category for NSW residents over the age of 18. Angus's entry is a portrait of two Ilonas: baby Ilona, who was named after her great grandmother, a remarkable woman who was born in Hungary and arrived in Australia during the onset of World War II. While 90 years and four generations separate the two Ilonas, they are connected by name and adore spending time with one another.



Grandparents Day culminated in the 2018 Grandparents of the Year Award, this year held at Parliament Housing in Sydney. The Awards formally recognise the contribution that grandparents and older people make to their family and community.

## Case coordination for preventing and managing elder abuse | FACS

In March 2018, following an extensive scoping project, EAHRU commenced a holistic strength-based Case Coordination Trial. The model is implemented entirely over the phone, making it more cost-effective and viable than a face-to-face model. The model responds to, and recognises the many complexities and vulnerabilities underpinning elder abuse. It does so by providing crucial emotional support and the time required for the client to identify their needs and co-design a “stepped” response/plan of action. This response can include navigating the myriad of agencies and non-government organisations (NGOs) that can form part of the solution. The response plan always seeks to first identify the options for reducing or stopping the abuse being experienced in the least intrusive manner, and then pursuing more formal avenues as required.

The trial provides a holistic response by including family and friends in the solution, where this is safe and appropriate. Many older people don’t wish to sever ties with the person abusing them, they simply want the abuse to stop. Therefore, it is essential that Case Coordinators consider and cater for the context in which the abuse is occurring.

Since March 2018, 50 clients have participated in the Case Coordination Trial. Within a short amount of time it has become clear that emotional support and unpressured co-ordination time is integral to client engagement with the trial. Client feedback is a powerful testament to the support:

*“I felt encouraged, supported and cared for”*

*“I felt empowered”*

*“My son has apologised and is even treating me nicely, I can now live the next 10 years in peace”*

*“The support and call back to check on me were so helpful”*

*“The most important thing was feeling heard without judgement”*

*“You were the ones that got me started in knowing what to do”*

The Helpline will complete a more comprehensive analysis of data and outcomes over the next few months, building on very encouraging anecdotal reports and feedback.

# NSW Elder Abuse Inquiry – Progress Report

Since the first Progress Report was published in 2018, the NSW Government is continuing its focus on keeping older people safe and working hard to implement the recommendations of the Elder Abuse Inquiry.

## Elder Abuse Helpline Case Coordination Trial

In February 2018, the Berejiklian Government announced \$150,000 to fund a phone-based Case Coordination trial over a 12 month period, extending the current service provided by the Elder Abuse Helpline and Resource Unit. The trial commenced on 1 March 2018 and will run until mid-2019.

## Elder Abuse Prevention Officers

In November 2018, the NSW Government announced it will deliver 1,500 new police – the biggest single increase for the NSW Police Force in more than 30 years – as part of a record investment to keep our community safe. Following extensive consultation with the Police Association of NSW and police commands across the state, elder abuse was identified as one of the key areas requiring greater policing resources. As part of the expansion of the Police Force, each and every command will receive a specialist Elder Abuse Prevention Officer, which will be established as part of Crime Management Units, and specifically look to strategies of prevention and support.

## Ageing and Disability Commissioner

In December 2018, Premier Berejiklian announced that a powerful and independent Ageing and Disability Commissioner will be established in NSW to investigate, and stamp out, the abuse of older people and adults with disability. The new Commissioner will start operations from 1 July 2019, and will investigate allegations of abuse, neglect and exploitation and will provide support to vulnerable adults and their families/carers following investigations. It will also raise community awareness about abuse, neglect and exploitation, including providing advice on preventing, identifying and responding to potential issues.

The Commissioner will be given special powers, which will include:

- The power to initiate investigations on its own motion, or following a referral or complaint;
- The power to apply for and execute a search warrant, and seize evidence, as part of an investigation; and
- Information gathering and sharing powers.

The establishment of the Commissioner will bring together and expand on the work of the Elder Abuse Helpline and Resource Unit, and the NSW Ombudsman's Standing Inquiry, and will work closely with the new Specialist Elder Abuse Officers.

Further information can be found at [www.facs.nsw.gov.au/inclusion/disability/ageing-and-disability-commissioner](http://www.facs.nsw.gov.au/inclusion/disability/ageing-and-disability-commissioner)

## Retirement village laws

The NSW Parliament passed the *Retirement Villages Amendment Bill 2018* in November 2018.

The changes to the Act are designed to better protect residents and prospective residents of retirement villages. They also act on some of the recommendations of the Inquiry into the NSW Retirement Village Sector. People who live in, work in and run retirement villages were consulted as part of the review.

The reforms aim to improve protections for current and prospective retirement village residents. They aim to do this by increasing transparency, improving dispute resolution, giving more certainty around costs and strengthening safety and emergency planning and procedures.

Further information can be found at [www.fairtrading.nsw.gov.au/](http://www.fairtrading.nsw.gov.au/)

## Retirement Village Ambassador

In December, the NSW Government also announced that Kathryn Greiner AO will be the new NSW Retirement Village Ambassador, taking on the important role to speak to and advocate for residents across NSW.

Further information can be found at [www.fairtrading.nsw.gov.au/](http://www.fairtrading.nsw.gov.au/)



Recommendation	Gov. Response	Progress of Key Activities	Status
<p>Recommendation 1(i)</p> <p>The NSW Government embrace a comprehensive approach to elder abuse including: a rights based framework to empower older people</p>	<p>Supported</p>	<p>NSW Ageing Strategy 2016-2020 has been launched and specific actions are included in annual action plans.</p> <p>NSW Interagency Policy for Preventing and Responding to Abuse of Older People review is complete (see Recommendation 4).</p>	<p>On track</p>
<p>Recommendation 1(v)</p> <p>The NSW Government embrace a comprehensive approach to elder abuse including: an active commitment to building the evidence base for policy</p>	<p>Supported</p>	<p>The NSW Government has supported and provided funding towards the National Elder Abuse Research Agenda: Stage 1.</p>	<p>On track</p>
<p>Other parts of Recommendation 1 are addressed at separate recommendations:</p> <p>Recommendation 1(ii): Prevention - see recommendation 2</p> <p>Recommendation 1(iii): Legislative reforms - see recommendation 7 and recommendation 11</p> <p>Recommendation 1(iv): Training on elder abuse - see recommendation 5</p> <p>Recommendation 1(vi): Role of the Elder Abuse Helpline &amp; Resource Unit - see recommendation 6</p>			

Recommendation	Gov. Response	Progress of Key Activities	Status
<p>Recommendation 2</p> <p>The NSW Government make a significant new investment of resources in the prevention of elder abuse</p>	<p>Supported in part</p>	<p>Annual funding of \$650,000 has been committed to the NSW Elder Abuse Helpline and Resource Unit to June 2019. Helpline received 2,964 calls in 2017/18.</p>	<p>On track</p>
		<p>Justice Connect project provided with funding to improve outcomes for older people using a Health Justice Partnership model of integrating a lawyer in health care teams.</p>	<p>Completed</p>
		<p>Joint project between the NSW Ethnic Communities Council, Seniors Rights Service, COTA NSW and the Elder Abuse Helpline and Resource Unit, funded by the NSW Government, to share knowledge, better understand barriers, and develop innovative ways to navigate pathways between service provision and people from culturally and linguistically diverse backgrounds with regard to elder abuse.</p>	<p>Completed</p>
		<p>Funding and support has been provided towards the delivery of the 5th annual national elder abuse conference, which will be held in Sydney on 19 and 20 February 2018.</p>	<p>Completed</p>
		<p>Funding has been provided towards a pilot project to develop an early detection and intervention of elder abuse for older people suffering from dementia.</p>	<p>On track</p>
		<p>The annual Legal Topics for Older People diary has been produced and distributed.</p>	<p>Completed</p>
		<p>The Get it in Black and White campaign has been delivered. Ongoing messaging is continued through 'Planning Ahead' initiatives.</p>	<p>Completed</p>

Recommendation	Gov. Response	Progress of Key Activities	Status
<p>Recommendation 3</p> <p>The NSW Steering Committee on the Prevention of Abuse of Older People meet at least quarterly</p>	<p>Supported</p>	<p>The Steering Committee on the Prevention of Abuse of Older People has been dissolved. Terms of reference and membership for the new NSW Steering Committee on the Prevention of Elder Abuse were revised to support a more strategic approach to develop, implement and review measures aimed at tackling elder abuse. The Committee held meetings during July, August and November 2017.</p>	<p>On track</p>
<p>Recommendation 4</p> <p>Undertake a review of the NSW Interagency Policy on Preventing and Responding to Abuse of Older People</p>	<p>Supported</p>	<p>A review of the NSW Interagency Policy for Preventing and Responding to Abuse of Older People is complete. The revised policy, <b>Preventing and responding to abuse of older people (Elder Abuse), NSW Interagency Policy</b> has been endorsed by the NSW Government and was launched on 15 June 2018, World Elder Abuse Awareness Day This process was be facilitated by the NSW Steering Committee for the Prevention of Elder Abuse and overseen by the Department of Family and Community Services.</p>	<p>Completed</p>
<p>Recommendation 5</p> <p>Development and funding of a comprehensive elder abuse training plan</p>	<p>Supported</p>	<p>The Elder Abuse Helpline and Resource Unit continues to provide training, including train-the-trainer courses.</p> <p>NSW Health has established a Steering Committee to develop a statewide policy that enables staff in NSW Health settings to identify and respond appropriately to suspected and/or actual abuse of older people.</p>	<p>On track</p>
<p>Recommendation 6</p> <p>Expanding the role of the NSW Elder Abuse Helpline and Resource Unit</p>	<p>Further consideration required</p>	<p>Working group established by the Federal Attorneys-General to assess national approaches to elder abuse. The findings of the group will be considered before making any decisions to expand or restructure the functions of the Elder Abuse Helpline and Resource Unit. A case management pilot scoping study is underway.</p>	<p>On track</p>

Recommendation	Gov. Response	Progress of Key Activities	Status
<p>Recommendation 7</p> <p>Amend the Powers of Attorney Act 2003 (NSW)</p>	<p>Further consideration required</p>	<p>The NSW Law Reform Commission has completed an inquiry into the broader NSW guardianship framework with the Report tabled at Parliament in 15 August 2018.</p>	<p>Under consideration</p>
<p>Recommendation 8</p> <p>Liaise with the Law Society NSW on professional development</p>	<p>Supported</p>	<p>Work on this matter is underway by the Elder Law and Succession Committee of the Law Society. In 2017, four Continuing Professional Development sessions on mental capacity and decision making were held.</p>	<p>On track</p>
<p>Recommendation 9</p> <p>NSW Elder Abuse Helpline and Resource Unit to train financial institutions</p>	<p>Supported</p>	<p>A review of the availability and uptake of current online training tools on financial abuse for staff of financial institutions is underway.</p>	<p>On track</p>
<p>Recommendation 10</p> <p>Establish Vulnerable Community Support Officer positions in each Police regional area command</p>	<p>Supported</p>	<p>In November 2018 the NSW Government announced as part of the expansion of the Police Force, each and every command will receive a specialist Elder Abuse Prevention Officer.</p>	<p>On track</p>
<p>Recommendation 11</p> <p>Establish a NSW Public Advocate with investigative powers</p>	<p>Supported</p>	<p>The NSW Law Reform Commission has completed an inquiry into the broader NSW guardianship framework which specifically includes consideration of establishing a NSW Public Advocate. The report was tabled in Parliament on 15 August 2018. On 15 December 2018 the NSW Government announced that an Ageing and Disability Commissioner would be established, commencing 1 July 2019. The Department of Family and Community Services has commenced work to establish the Commission.</p>	<p>On track</p>

## Federal Initiatives

The Federal Budget recognises the importance of this issue and will provide \$22 million over five years from 2017-18 to protect the rights of older Australians and protect them from abuse.

These Initiatives will include:

- expansion of three specialist support service trials:
  - specialised elder abuse units located in legal services
  - health-justice partnerships
  - family counselling and mediation services
- creation of an Elder Abuse Knowledge Hub
- commissioning a National Prevalence research scoping study
- development of a National Plan to address elder abuse, and
- development of a nationally consistent legal framework.

NSW is playing an active role in working with the Federal Government and other states and territories on the issue of elder abuse, in particular, the development of the National Plan.

## Royal Commission into Aged Care Quality and Safety

On 16 September 2018, the Prime Minister announced the Federal Government's decision to ask the Governor General to establish a Royal Commission into the aged care sector. The Royal Commission will primarily look at the quality of care provided in residential and home aged care to senior Australians. It will also include young Australians with disabilities living in residential aged care settings.

The Royal Commission was established on 8 October 2018, with The Honourable Richard Tracey AM RFD QC and Ms Lynelle Briggs AO appointed Royal Commissioners. An interim report is due by 31 October 2019, and a final report by 30 April 2020.

Further information can be found at [www.agedcare.royalcommission.gov.au/](http://www.agedcare.royalcommission.gov.au/)

## Aged Care Quality and Safety Commission

The Federal Government established a new Aged Care Quality and Safety Commission from 1 July 2019 to provide oversight of the system and address complaints, with \$253.8 million over four years to support the functions of the new Commission and to ensure the aged care system is providing quality of care.

Further information can be found at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

# Supporting implementation

The success of the implementation of the *NSW Ageing Strategy* relies on feedback from older people in NSW to determine if the Strategy is addressing the five priorities and outcomes are being achieved.

## Continuing consultation

Over \$1.1 million was allocated in 2017/18 for the four key ageing advocacy organisations. The Council on the Ageing NSW (COTA), the Combined Pensioners and Superannuants Association (CPSA), Seniors Rights Service (SRS) and the Older Women's Network (OWN) were funded for their work as peak organisations, while (SRS) and (OWN) were funded for specific projects. The consultation, policy development and advocacy activities of the peaks support greater engagement by the Government with older people, while the projects have delivered local seminars and engagement activities.

## 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 resident in New South Wales. Led by the Sax Institute, FACS has been a study partner since 2007.

This open source resource is available to researchers and policy agencies and collects longitudinal data focussing on factors that influence healthy ageing in the population.

## Governance and reporting

The *Ageing Strategy* is governed by an Interdepartmental Committee that meets twice a year. A key achievement by the Interdepartmental Committee was the delivery of an Evaluation and Monitoring Plan, consistent with the NSW Government Evaluation Guidelines and linking with the outcomes in the NSW Human Services Outcomes Framework developed by the Social Innovation Council. We will conduct an outcomes review using population level data as part of the Strategy evaluation. This review, coupled with program level data, will inform future decision making.



For more information visit  
**[www.facs.nsw.gov.au/ageingstrategy](http://www.facs.nsw.gov.au/ageingstrategy)**

Department of Family and Community Services  
Inclusion and Early Intervention

**Email** [ageing@facs.nsw.gov.au](mailto:ageing@facs.nsw.gov.au)