

Nillumbik Shire Council
Ageing Well in Nillumbik
Action Plan 2019-2022



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Nillumbik Shire Council acknowledges the Wurundjeri as the traditional custodians of the land now known as the Shire of Nillumbik and values the significance of the Wurundjeri people's history as essential to the unique character of the Shire.

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Nillumbik Shire Council

Ageing Well in Nillumbik

Action Plan 2019-2022

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Ageing Well in Nillumbik

DEFINITION OF TERMS

| Term | Definition |
|---|---|
| Aged Care Reform | <p>The Australian Government is progressively implementing changes to the aged care system. This is in response to the growing population of older people and the challenges facing the current aged care system. The changes seek to create a better system to give older people more choice, more control and easier access to a full range of aged care services.</p> <p>More information is available on the Department of Health website agedcare.health.gov.au/aged-care-reform</p> |
| Age friendly cities | <p>Age friendly cities and communities are places where older people live safely, enjoy good health and stay involved. Guiding the development of Age Friendly places is a process that actively involves older people in decision-making, implementation and evaluation of a plan of action to bring about sustainable change.</p> |
| Commonwealth Home Support Program | <p>The Commonwealth Home Support Programme (CHSP) is one of the changes made by the Australian Government to the aged care system to help older people stay independent and in their homes and communities for longer. The CHSP provides entry-level home support for frail older people who need assistance to keep living independently.</p> |
| Consumer Directed Care | <p>Consumer Directed Care (CDC) is a model of service delivery designed to give more choice and flexibility to consumers. Consumers who receive a Home Care Package will have more control over the types of care and services they access and the delivery of those services, including who delivers the services and when.</p> |
| Council | <p>Nillumbik Shire Council; within the context of this guide that also includes Councillors, employees, agents and contractors of Council.</p> |
| My Aged Care | <p>My Aged Care is the main entry point to the aged care system in Australia. My Aged Care aims to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to find and access services. It includes the My Aged Care website myagedcare.gov.au and the My Aged Care contact centre 1800 200 422.</p> |
| Positive Ageing Advisory Committee | <p>The Positive Ageing Advisory Committee (PAAC) acts as a formal mechanism within Council in which community representatives can discuss, advise and action ideas around opportunities and challenges related to positive ageing in Nillumbik. Their goal is for Nillumbik to have an older population (aged 55 and over) who is informed, connected and supported to live well and age even better.</p> |
| Regional Assessment Service | <p>The Regional Assessment Service (RAS) is for people 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people. It is a face to face Assessment undertaken by a trained Home Support Assessor to work out a person's aged care service needs and to refer them to appropriate Commonwealth Home Support Programme services. RAS is for older people who have low level needs. This means that they can remain in their home, but need some assistance with daily activities such as house cleaning or shopping.</p> |



Ageing Well in Nillumbik

INTRODUCTION

Nillumbik's older residents are vibrant, active and valued members of our local community. Contributing to our social, economic and community success, our older residents are a rich resource of knowledge and ideas and offer significant benefit to our Shire. By 2036 we expect the number of people over the age of 65 years to grow by 73% and make up 20% of our total population¹.

Levels of disadvantage vary across local government areas in Victoria, and within each local government area. Overall, the population of Nillumbik is at the higher end of the socio-economic gradient in Victoria. This means that in many aspects, the population of Nillumbik enjoys better than average health and wellbeing. Our relatively healthy population also demonstrates that Nillumbik provides an environment that fosters good health. The Nillumbik community have a strong level of engagement with green space and the arts, which is a protective factor for both physical and mental health. Additionally, Nillumbik's strong sense of connectivity, cohesiveness and trust in its neighbourhoods contribute to people's overall feeling of wellbeing.

A commonly used measure of socio-economic status in Australia is the Socio-economic index for Areas (SEIFA) and Index of Relative Socio-economic Disadvantage (IRSD).

The IRSD is a general socio-economic index that summarises a range of information about the economic and social conditions of people and households within an area. The IRSD is standardised so the Australian average is 1000, and individuals are compared against this benchmark.

Overall, in 2016 Nillumbik had a SEIFA IRSD score of 1099, indicating that the economic and social conditions of people and households within Nillumbik are well above the national average. A higher score indicates relatively greater advantage in general. Nillumbik has one of the highest SEIFA IRSD scores in Victoria, indicating it has less disadvantage on average than other municipalities

However, there are certain wide-spread health inequalities persist within our municipality, affecting different population groups in different ways. For example, the growth in the ageing population of Nillumbik means that particular issues faced by the older population will increase. These include limited transportation options, social and geographic isolation, limited housing options and access to services and facilities.

¹ Population and household forecasts, 2016 to 2036, prepared by .id, the population experts, October 2017

Ageing Well in Nillumbik

INTRODUCTION CONT..

In 2015 the Commonwealth Government's National Aged Care Reform commenced across Victoria. This reform introduced significant changes to the funding and delivery of aged care services, including changes to the way in which Council participates in the delivery of outcomes to our older residents.

As a signatory to the Age Friendly Declaration in 2016, Council has confirmed its commitment to working with other tiers of Government and our community to create an age friendly community as a contribution to Council's vision of Nillumbik as Australia's most liveable Shire.

Community consultation and Council's Positive Ageing Advisory Committee has provided the opportunity to clarify our future focus and ensure the needs and priorities that were identified as most important, are adequately resourced.

The Action Plan has been developed as part of an integrated set of Council plans to contribute to community outcomes and has a specific focus on priorities actions and activities to strengthen, benefit and resource older people, their carers and families across Nillumbik.



BACKGROUND

to the National Aged Care Reform

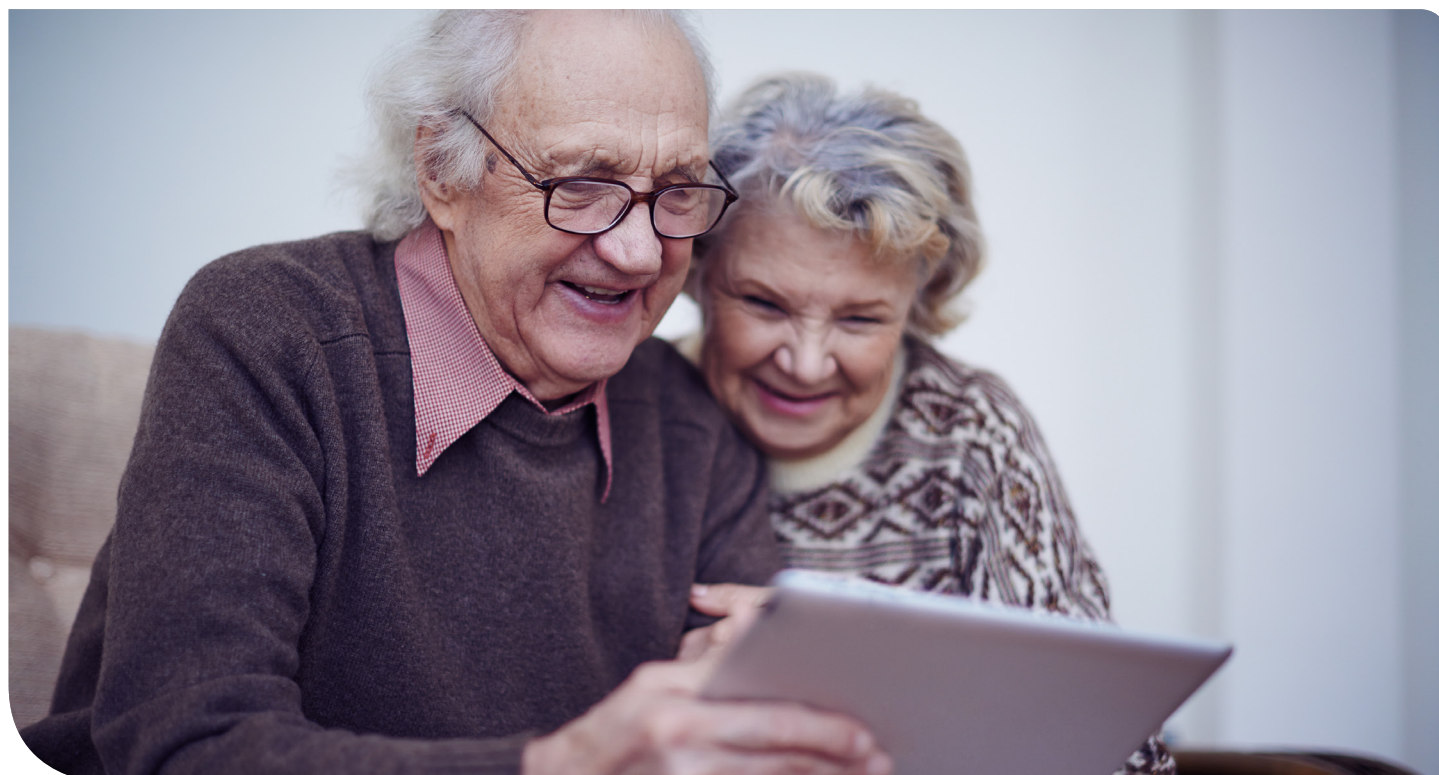
In July 2016 the Commonwealth Government assumed full funding, policy and operational responsibility for services provided to older people under the Home and Community Care (HACC) program in Victoria and these services are now delivered under the Commonwealth Home Support Program (CHSP).

For more than 30 years, Victorian Local Government has been supporting older people, people with disabilities, their carers and families to live independently in their community. Following the Commonwealth Government decision to undertake a national reform of the aged care and disability service systems in 2013, arrangements for the delivery of services to older people are undergoing a transformational change.

Access to all services is now via the My Aged Care gateway and assessment of service eligibility is undertaken by the Regional Assessment Service (RAS). Service types, service levels and service guidelines are determined by the Commonwealth as part of a transition to create a national aged care system.

These changes mean that Council no longer has a role in determining priority of access to services or service levels and Council is no longer the preferred provider of these support services. The Commonwealth Government now funds multiple providers to deliver these CHSP services.

The planned introduction of the Aged Care Reform priority known as Consumer Directed Care (CDC) is intended to provide older people seeking service support with greater choice over the types of care and services they access, how and when those services are delivered and who delivers them. The Consumer Directed Care model supports a competitive market driven model that enables client choice in the delivery of services and the service provider.





COUNCIL'S ROLE

in the National Aged Care Reform

Council has considered the best way to respond to the National Aged Care Reform and to respond to the needs and priorities of older people their carers and families into the future. Three important roles for Council are identified to support the vision for all residents to live and age well in Nillumbik. These are:

Planning and advocacy

Council will continue to:

- Plan for the current and emerging needs and aspirations of an ageing population.
- Encourage and attract services and supports in response to identified need and work in partnership with other tiers of government to strengthen access and opportunities for older people in Nillumbik.
- Advocate for funding to address the needs of the older community, the delivery of services, solutions and effective responses to identified priorities and needs.

Partnerships and community strengthening

Council will:

- Provide collaborative and consultative leadership that will strengthen internal partnerships to support integrated and cross organisational approaches to best meet the needs of older people.
- Establish new and strengthen established partnerships with aged care sector and community partners.
- Work toward building a robust service system to provide choice opportunity and options for older people living in Nillumbik.
- Work closely with the Positive Ageing Advisory Committee.
- Consult, engage and partner with older people, their carers and families to strengthen social connection, participation and opportunities to build age friendly communities across Nillumbik.

Service provision

Council will continue to:

- Assess and respond to the National Aged Care reform and seek to attract adequate funding, diverse and quality service providers and innovation in the delivery of services and supports to older people living in Nillumbik.
- Address barriers to access and actively participate in the provision of services and facilities to enable the participation and inclusion of older people in community life.

COUNCIL'S ROLE

continued...

In late 2018 Councils Futures Committee adopted a number of resolutions to guide and support a considered response to the National Aged Care Reform. The resolutions include:

- Transition from the delivery of highly subsidised services which can be offered by other providers in the market based aged care system by June 2020.
- Realign Councils role in supporting older people toward improving the opportunities and choices for older residents to live and age well in Nillumbik by;
 - » Establishing an information advocacy and navigation service which supports older residents and carers to navigate a significantly changed service system and a diverse range of positive ageing programs.
 - » Continuing to provide Community Transport and conduct a service delivery review.
 - » Developing a business model for social connection and social participation.
 - » Undertaking a service delivery review for community based social meals in place of delivered meals for Council consideration.
- Continue to deliver Regional Assessment Services until such point that the Commonwealth and State Governments determine the future operating and funding model and then review Council's role.
- Continue to engage with the PAAC as part of the transition process and service delivery reviews.
- Develop and resource a transition plan to effectively implement these changes.





AGE-FRIENDLY

cities and communities



Social participation



Communication and information



Housing



Transportation



Community support and health services



Outdoor spaces and buildings



Civic participation and employment



Respect and social inclusion

In an age-friendly city, policies, services, settings and structures support and enable people to age actively.

In 2007 the World Health Organisation (WHO) released a guide to assist government to create age friendly cities. *Global Age Friendly Cities: A Guide* identifies eight domains that support age friendliness in communities which are illustrated above.

These domains reflect and align with the priorities identified through consultation with older people in Nillumbik in 2018 and are reflected in this action plan.

In 2016 Nillumbik Shire Council became a signatory to the *Age Friendly Declaration* confirming Council's commitment to work with the State Government to create liveable communities for older Victorians.

In signing this declaration, Council has made a commitment to build the age friendly capacity of its local communities by:

- Promoting and planning for age friendly communities.
- Empowering older people and ensuring their input and engagement.
- Encouraging the participation and involvement of older people in issues of priority to them.
- Responding to the eight domains as illustrated above.
- Valuing engagement and partnerships with older people.

COMMUNITY CHANGE

as drivers for action

Ageing population

Nillumbik's population is growing older with people aged 65-85 years expected to increase 73% by 2036, representing 20% of people living in Nillumbik¹. Ensuring public places and spaces are accessible and age friendly and that structures and systems engage and involve older people are priorities for the future. Sustainable services, supports and the meaningful participation of older people in social, economic, civic and community life will contribute to Councils Vision for Nillumbik to be Australia's most liveable Shire.

Households

40% of households in Nillumbik are households without children of which 24.7% are couples without children and 13.8% are lone person households². Additionally a number of older people living in Nillumbik have limited or no family supports and may become vulnerable if services, supports and opportunities to participate are not accessible. Access to transport, health services, retail and community spaces will continue to be critical connections for people to age well in Nillumbik.

Housing options

The range of housing options available to older people across Nillumbik is limited and impacts their options to remain in the local community as their needs and lifestyle changes. This includes opportunities to downsize; to access social, shared and other housing models; and supported care options including retirement and residential aged care.

Economic factors

For many people the family home is their main asset and may be relied upon to support and fund housing, health and related needs as they age. The effect of being "asset rich and income poor" also impacts older people across the community. Reliable information and advice; access to housing and service options and confidence in accessing home modifications and maintenance services to enable older people to remain living in their homes are important resources to secure choice and control in older peoples decisions.

Social isolation

The opportunity to establish and maintain connections to community, to remain active and healthy and to participate in social, economic and community life and other activities of living can be a challenge for many older residents, particularly when circumstances change, such as the loss of a life partner, illness or disability.



1 Population and household forecasts, 2016 to 2036, prepared by .id, the population experts, October 2017
2 ABS Census 2016



COMMUNITY

consultation and engagement

The Ageing Well in Nillumbik Action Plan has been developed in partnership with the Nillumbik Positive Ageing Advisory Committee (PAAC). Two consultation workshops with the PAAC informed the plans priorities and to develop relevant and meaningful actions for implementation. A sub group of the PAAC confirmed the title of the plan and developed the vision statement to guide Council's commitment.

Two additional consultation processes informed the development of this Action Plan:

'What do you need to live and age well in Nillumbik' survey

The survey provided the opportunity to consult older people, their carers and families and the broader Nillumbik community to identify current and future needs and priorities. The feedback provided and findings emerging from the consultation processes were compelling, with four priorities emerging for Council's further consideration. These are:

1. Support and assistance to get the right services and information to be able to make independent decisions and access services.
2. Access to transport options to assist me to maintain my independence and reduce my isolation.
3. Reduce social isolation and loneliness through service programs and initiatives that maintain and improve social connection and assist to address related health and wellbeing concerns, including activities for mobility.
4. Access to health services, retail precincts facilities and places.

'Meeting older people's needs for social connection and to live independently at home' (Ideas Hack)

In 2018 Nillumbik Shire Council partnered with five other NMR councils to facilitate an "Ideas Hack". Formally titled "Meeting older people's needs for social connection and to live independently at home" the consultation and engagement workshop and subsequent activities provided an opportunity to ask the broad question "What do our older residents need to age well into the future?"

Drawing on the feedback and findings from the six individual community consultations undertaken by the participating NMR councils, 60 community agencies, service providers, advocacy and other groups contributed ideas and insights regarding the needs of older people and discussed a range of ideas for how councils could support the building of more coherent, coordinated sector.

Three major needs across the Northern Metropolitan Region also consistent with the priorities emerging from the 'Live and Age Well in Nillumbik' survey, were identified as:


1. Social connection and social participation.
2. Services and supports to help people live independently at home.
3. Information as needs change.

The Action Plan commits to continued consultation and engagement with the PAAC and community to support and guide implementation and identifies strategies to consult with older residents progressively through the life of this plan.

DISTRIBUTION


of people aged over 55 in Nillumbik


Legend

 Nillumbik Shire boundary


 Inset map

Number of people 55 years or older
(2016 census SA1 areas)

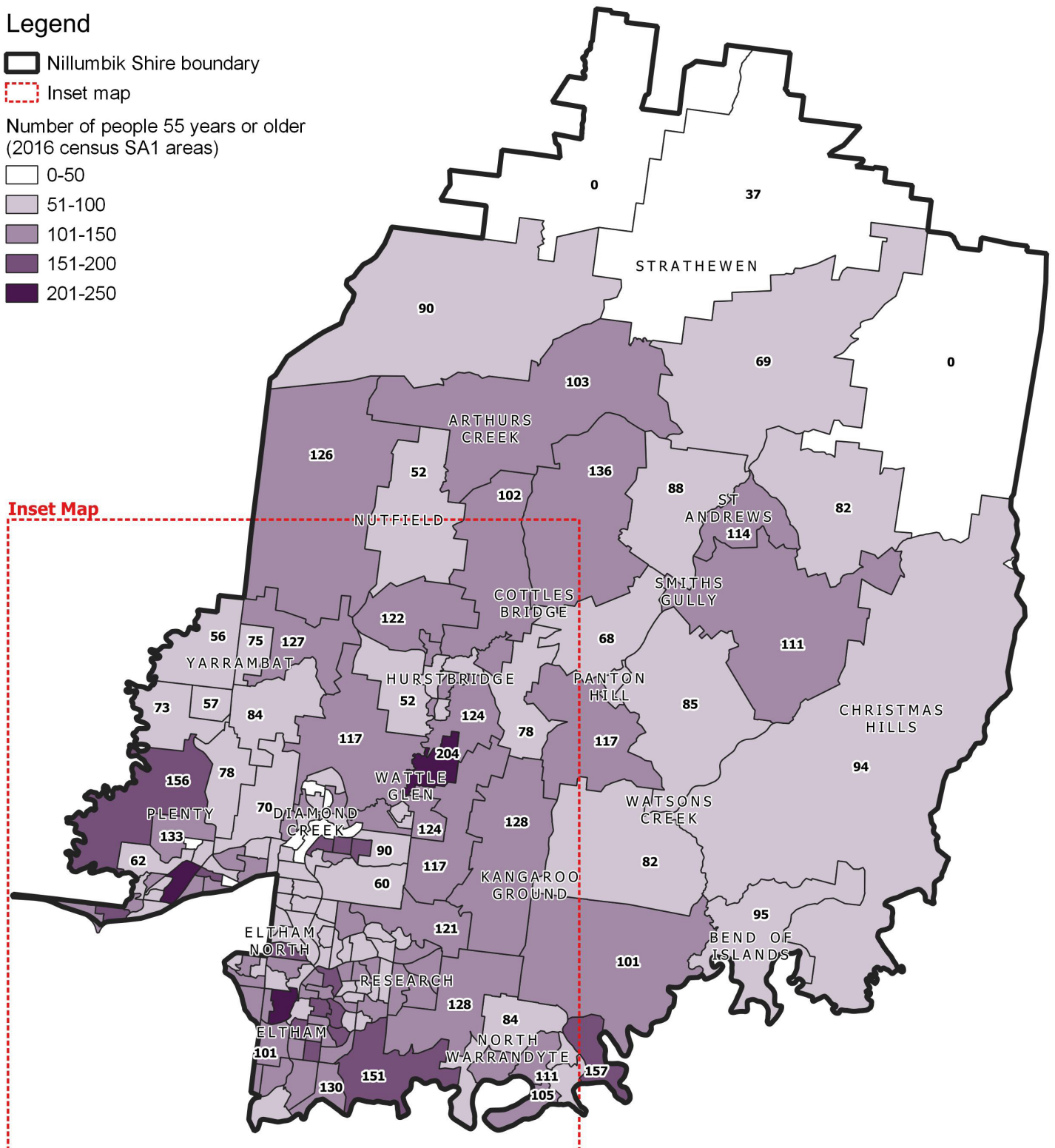
 0-50

 51-100

 101-150

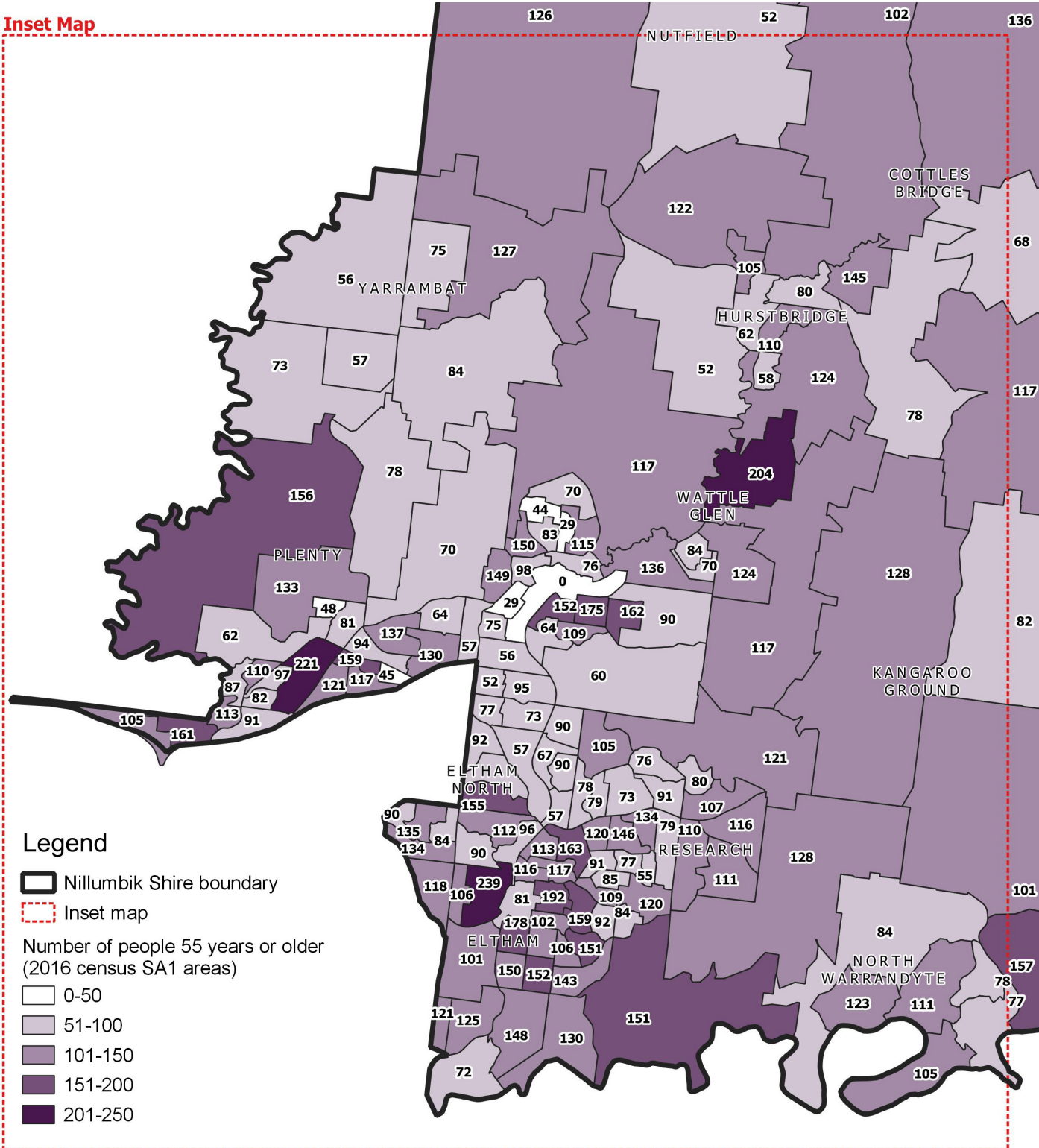
 151-200

 201-250



DISTRIBUTION

of people aged over 55 in Nillumbik



The maps on pages 17 and 18 represents the distribution of people aged 55 years and over living within Nillumbik Shire, according to data collected in the 2016 Census. The three geographical areas highlighted with the highest number of residents aged 55 years and over (between 201-250 residents) aligns with where residential aged care facilities are located within the Shire.

AGEING WELL

facts and figures

Older people

8,035 people over 65 now live in Nillumbik

- 51% are female and 49% are male
- 17% are over the age of 80
- 12% need assistance with core activities

Source: ABS Census 2016



By 2036 the number of people aged 65-85 will increase another 73% to 14,115 people and will represent 20% of the Nillumbik population.

Source: Population and household forecasts, 2016 to 2036, prepared by .id , the population experts, October 2017.

Older person households (aged 65 years or older)

- 10.3% of households are older couples without children
- 6.1% are older lone persons
- 10% of households speak a language other than English
- **Main** languages spoken at home other than English include Italian, Greek, German, Macedonian and Mandarin

Source: ABS Census 2016.



AGEING WELL

facts and figures

Health



- By **2050** the number of people with dementia will increase by **900%**
- The **total number** of people living with dementia in Nillumbik will increase by **7%** each year

Source: NATSEM, University of Canberra, January 2016. Commissioned by Alzheimer's Australia Vic

Health priorities for older people in Nillumbik include anxiety, depression, arthritis, mental health, cancer and heart disease

Source: Victorian Population Health Survey 2014.

Work and income



- **1,010** men and **629** women over 65 years are employed full or part time
- **1,824** people over the age of 65 volunteer with organisations or groups

Source: ABS Census 2016

- **48%** of older person households depend on the age pension

Source: Social Health Atlas of Australia, Victoria. Data by Local Government Area. Published 2018: November 2018.

AGEING WELL

vision and priorities

Council's Positive Ageing Advisory Committee developed the following vision and identified seven priorities for Council action in response to the National Aged Care Reform and to ensure that all residents can live and age well in Nillumbik.

VISION

Nillumbik residents will live and age well in healthy and safe communities that are inclusive and respectful.

PRIORITIES

1. Access to services
2. Information and advocacy
3. Community connection, resilience and engagement
4. Transport and mobility
5. Safe and healthy communities
6. Housing
7. Civic participation

AGEING WELL

strategic framework

The Ageing Well in Nillumbik Action Plan 2019-2022 joins an integrated set of plans developed by Council to guide the development and growth of Nillumbik. It is directly influenced by the National Reform of Aged Care and Disability services, Council's commitment to creating an age friendly community and will inform the work across Council and with older people, to guide and be guided in the implementation of identified actions and priorities.

The Action Plan will contribute to the goals and priorities of Council's key strategic plans. These include;

Council Plan 2017-2021

- Engaged, connected communities
- Active and creative people
- Safe and healthy environments
- A prosperous economy
- Responsible leadership

Health and Wellbeing Plan 2017-2021

Support healthy ageing by:

- Working to ensure public spaces and buildings are designed to be age friendly.
- Supporting access to transportation to enable older people to remain physically active socially connected and able to access shops, health facilities and other essential services.

- Plan suitable housing for changing community needs.
- Ensure the effective participation of older people in social and civic activities.

Disability Action Plan

- Reducing barriers to people with a disability accessing Council goods, services and facilities.
- Reducing barriers to people with a disability in the area of employment.
- Promoting inclusion and participation in the community.
- Achieving tangible changes in attitude and practices that discriminate against people with a disability.

Gender Equity Framework

- Improve gender equity, safety and respectful relationships in the workplace.
- Ensure our services and facilities are gender equitable, safe and inclusive.
- Raise community awareness of gender equity and respectful relationships.
- Increase the promotion of gender equitable and non-violence messages through communications and social marketing.
- Collaborate with other organisations and community groups to collectively work towards preventing violence against women.

AGEING WELL

Action Plan

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
|---|---|---|--|-----------|--|
| Priority 1 : Access to Services | | | | | |
| Develop a transition plan for delivery of alternative supports and services for older people in Nillumbik as a result of the National Aged Care Reform. | Continue to engage with Council's Positive Ageing Advisory Committee (PAAC) as part of the transition process and service delivery reviews. | <ul style="list-style-type: none"> Positive Ageing Advisory Committee (PAAC) Community Programs Unit | All clients are transitioned to another provider | June 2020 | <ul style="list-style-type: none"> ENGAGED CONNECTED COMMUNITIES SAFE AND HEALTHY ENVIRONMENTS |
| Develop a policy position for Council that will guide future decision making and participation in service delivery | Produce a discussion paper that highlights Council's position on service delivery | <ul style="list-style-type: none"> PAAC Community Support Services | Discussion paper is produced and endorsed by Council | June 2020 | <ul style="list-style-type: none"> RESPONSIBLE LEADERSHIP |
| Undertake a service delivery review for community based social meals in place of delivered meals | <ul style="list-style-type: none"> Explore opportunities for social meals programs with community Identify partnership opportunities to implement and embed new service model | <ul style="list-style-type: none"> PAAC healthAbility Diamond Valley Community Support Other LGA's | Social support program is developed and implemented | June 2019 | |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
|--|---|---|--|-------------------------------------|---|
| Priority 2 : Information and Advocacy | | | | | |
| Plan and establish an information, advocacy and navigation service which supports older residents and carers to navigate a significantly changed service system and a diverse range of positive ageing programs. | Explore existing models and co-design a business proposal for an information, advocacy and navigation service in consultation with the PAAC. | <ul style="list-style-type: none"> Community Programs Unit PAAC | Model is developed and endorsed by Council | June 2019 | <ul style="list-style-type: none"> ENGAGED CONNECTED COMMUNITIES RESPONSIBLE LEADERSHIP |
| Develop multiple strategies to disseminate a wide range of information, events and services accessible to older people in Nillumbik | Disseminate information through a range of channels that are accessible for everyone including: <ul style="list-style-type: none"> Community Information Sessions Ageing Well in Nillumbik (AWiN) Newsletter Facebook Flyers / brochures Newspaper Website Libraries Service providers Develop a Shire wide calendar of events and activities | <ul style="list-style-type: none"> Community Support Services Corporate Affairs Marketing Community Strengthening Yarra Plenty Regional Libraries healthAbility Bolton Clarke Mecwacare | <ul style="list-style-type: none"> 4 x quarterly newsletters are distributed annually in hard copy and electronic formats 4x quarterly community information sessions are delivered annually | Ongoing 2019-2022 | |
| Review current communication and information approaches to ensure continued activity is meeting community and Council needs | Survey older residents and clients to understand how they access information by building relevant questions into existing annual surveys delivered by Council | <ul style="list-style-type: none"> Community Support Services Positive Ageing Officer PAAC Nillumbik Community Corporate Affairs Marketing Governance | Survey questions are developed and incorporated into Council's annual household and satisfaction surveys | September 2019 and ongoing annually | |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
|---|--|--|--|--|---|
| Priority 2 : Information and Advocacy continued... | | | | | |
| Support carers of older people to be able to access a range of relevant information and resources on supports and services | Survey carers to understand how they access information by building relevant questions into existing annual surveys delivered by Council | <ul style="list-style-type: none"> • Community Support Services • Positive Ageing Officer • PAAC • Nillumbik Community • Corporate Affairs • Marketing • Seniors Rights Victoria • Dementia Australia • healthAbility | <ul style="list-style-type: none"> • Survey questions are developed and incorporated into Council's annual household and service satisfaction surveys • Information is available and accessible to Nillumbik residents | September 2019 and ongoing annually | <ul style="list-style-type: none"> • ENGAGED CONNECTED COMMUNITIES • RESPONSIBLE LEADERSHIP |
| Monitor population trends related to older people | Utilise existing data sources to inform service planning and community needs | <ul style="list-style-type: none"> • Positive Ageing Officer • Social Planning and Policy Officer • Community Support Services • ABS | Older people's needs are addressed through: <ul style="list-style-type: none"> • Advocacy • Policy • Service and program delivery | Ongoing | |
| Priority 3 : Community Connection, Resilience and Engagement | | | | | |
| Provide education and information to older people and their families to support planning and decision making around end of life | <p>Information session delivered in partnership with Seniors Rights Victoria</p> <p>Information provided through AWiN Newsletter and other relevant channels</p> | <ul style="list-style-type: none"> • Positive Ageing Officer • Community Support Services • COTA Victoria • Corporate Affairs • Marketing | <ul style="list-style-type: none"> • 1 x information session is delivered annually • 1 x article included in AWiN newsletter on an annual basis | <ul style="list-style-type: none"> • Dying to Know Day 8 August 2019 and ongoing • Winter edition 2019 and ongoing | <ul style="list-style-type: none"> • SAFE AND HEALTHY COMMUNITIES • ENGAGED CONNECTED COMMUNITIES • ACTIVE AND CREATIVE PEOPLE • A PROSPEROUS ECONOMY |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
|---|--|--|---|---------------|--|
| Priority 3 : Community Connection, Resilience and Engagement continued... | | | | | |
| Develop a social media awareness campaign to promote 'good neighbor' model support for older people | Investigate existing model and campaigns Co-design a social media communication strategy in consultation with the PAAC | <ul style="list-style-type: none"> • Positive Ageing Officer • Community Support Services • Corporate Affairs • Marketing • Community Inclusion | <ul style="list-style-type: none"> • Social media campaign is developed and rolled out on Facebook by 2021 | April 2021 | <ul style="list-style-type: none"> • SAFE AND HEALTHY COMMUNITIES |
| Develop a proposal for a future business model to support and facilitate social connection and social participation for older people across Nillumbik | Work in partnership with North East Healthy Communities and other LGA's to consider potential models that address social isolation and encourage social participation across Nillumbik | <ul style="list-style-type: none"> • Community support services • North East Health Communities • Other LGA's | <ul style="list-style-type: none"> • Business model is developed • Pilot project tested and evaluated | December 2021 | <ul style="list-style-type: none"> • ENGAGED CONNECTED COMMUNITIES |
| Continue to deliver the Nillumbik Neighbors Social Support Group | Explore opportunities to expand program model | <ul style="list-style-type: none"> • Nillumbik Neighbours Social Support Group | <ul style="list-style-type: none"> • Program is fully utilised • Program addresses the social needs of older people in the Northern region of the Shire | June 2020 | <ul style="list-style-type: none"> • ACTIVE AND CREATIVE PEOPLE • A PROSPEROUS ECONOMY |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
|--|---|---|--|---------------------------------------|---|
| Priority 3 : Community Connection, Resilience and Engagement continued... | | | | | |
| Continue to consult and engage with a diverse representation of older people in the community | <ul style="list-style-type: none"> Strengthen and consolidate the role of the Positive Ageing Advisory Committee (PAAC) to support consultation and engagement with older people, their carers and families Develop a consultation and engagement approach that ensures the voice of older people is included in planning, decision making and strategy development throughout Council Engage with Council departments and services to explore ways in which the voice of older people may strengthen and support planning and development of councils services and infrastructure | <ul style="list-style-type: none"> Positive Ageing Officer PAAC Community Engagement Officers Inclusion Advisory Committee | <ul style="list-style-type: none"> PAAC consulted on a range of Council projects Townships and facilities within Nillumbik are progressively inclusive and accessible to older people | Ongoing | <ul style="list-style-type: none"> SAFE AND HEALTHY COMMUNITIES ENGAGED CONNECTED COMMUNITIES ACTIVE AND CREATIVE PEOPLE A PROSPEROUS ECONOMY |
| Work in partnership with key stakeholders to develop proactive and preventative strategies to support ageing well in Nillumbik | <ul style="list-style-type: none"> Deliver free health and wellbeing sessions in partnership with Bolton Clarke Explore opportunities to incorporate activities into Council's Social Support Group that encourage health and wellbeing such as physical activity, falls prevention, healthy eating etc. | <ul style="list-style-type: none"> Positive Ageing Officer Bolton Clarke Community Support Services Nillumbik Neighbours Support Group PAAC healthAbility North East Healthy Communities Living & Learning Nillumbik Eltham Leisure Centre | <ul style="list-style-type: none"> Series of information sessions delivered throughout the year Minimum of 1 x health and wellbeing activity or program with an older person focus developed and implemented | 2019 and ongoing December 2021 | |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
|---|--|--|--|--------------------|--|
| Priority 4 : Transport and mobility | | | | | |
| <p>Conduct a Community Transport service delivery review to ensure the delivery model best responds to the new aged care service system and contributes to community outcomes</p> | <ul style="list-style-type: none"> • Survey older adults to understand needs for community transport • Explore and activate shared transport models that may address and meet community need (e.g., linking in with existing transport providers such as LINK and LINC) • Develop partnerships with neighbouring LGA's to enhance available services to local residents | <ul style="list-style-type: none"> • Community Support Services • LINK Community Transport • LINC • Positive Ageing Officer • Banyule City Council • Whittlesea City Council | <ul style="list-style-type: none"> • Improvement in the number of residents that have access to transport services to access shops, social activities and health services | <p>August 2019</p> | <ul style="list-style-type: none"> • SAFE AND HEALTHY ENVIRONMENTS |
| <p>Support Council's advocacy for public transport solutions and responses to ensure older persons needs are included</p> | <p>Utilise the PAAC to provide advice and feedback around community public transport needs</p> | <ul style="list-style-type: none"> • PAAC • Transport Advocacy Officer • Positive Ageing Officer | <ul style="list-style-type: none"> • Older people's needs are represented in advocacy campaign | <p>Ongoing</p> | |
| <p>Support Council's work in the planning and delivery of bus shelters, footpaths, seating, lighting, road crossings, signage, charge points and other infrastructure that will support the mobility of older people with safety and confidence</p> | <ul style="list-style-type: none"> • Ensure the PAAC is included in consultation and engagement on the planning and delivery of a range of projects across Council • Explore the opportunity to develop mobility maps to assist residents to navigate the Shire and to encourage activity and community connection | <ul style="list-style-type: none"> • PAAC • Transport and Development • Infrastructure Unit • Statutory planning • Community Inclusion Unit | <ul style="list-style-type: none"> • Mobility maps developed and distributed to support accessibility of activity precincts | <p>June 2022</p> | |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
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| Priority 4 : Transport and mobility continued... | | | | | |
| Provide training and information to older people on safe travel using public transport | <ul style="list-style-type: none"> • Work in partnership with Metro Trains to deliver 'safe travel on metro trains' session across community • Promote information on public transport travel to older adults in Nillumbik | <ul style="list-style-type: none"> • Metro Trains • Positive Ageing Officer • Victorian Seniors Festival | <ul style="list-style-type: none"> • Minimum of 2 training sessions run annually • Information on public transport included in annual Seniors Festival program | Ongoing | <ul style="list-style-type: none"> • SAFE AND HEALTHY ENVIRONMENTS |
| Develop a policy position regarding Council's delivery of community transport to guide further development and integration into universal transport solutions | Produce a discussion paper that highlights Council's Policy position on community transport | <ul style="list-style-type: none"> • Community Support Services • Community Transport Officer • Positive Ageing Officer • PAAC • Corporate Affairs • Marketing | | | |
| Priority 5 : Safe and healthy communities | | | | | |
| Assist older people to plan and prepare for disasters and critical incidents including: <ul style="list-style-type: none"> • flood • fire • heat events • pandemic | Promote awareness through: <ul style="list-style-type: none"> • Community information sessions • Facebook / social media • AWiN Newsletter • Information packs | <ul style="list-style-type: none"> • Emergency Management • Positive Ageing • Community Support Services • Corporate Affairs • Marketing • Community Inclusion Unit | <ul style="list-style-type: none"> • 1 x community safety information session held annually • Information on fire preparedness & heat health included in Summer edition of AWiN newsletter • Heat and fire danger alerts posted on Council's Facebook page • Emergency Management toolkit created to support older people and people with a disability | Ongoing | <ul style="list-style-type: none"> • SAFE AND HEALTHY ENVIRONMENTS |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
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| Priority 5 : Safe and healthy communities continued... | | | | | |
| Raise community awareness and enhance community resilience around elder abuse | <ul style="list-style-type: none"> Raise community awareness on elder abuse through information sessions Provide elder abuse information and training to Council staff and volunteers working with older people Develop a resource kit of local information to support older people experiencing Family Violence | <ul style="list-style-type: none"> Community Support Services Positive Ageing Officer Organisational Development Family Support and Gender Equity Officer | <ul style="list-style-type: none"> Information session held around World Elder Abuse Awareness Day (WEAAD) Elder abuse training is provided to all Council staff and volunteers Resource kit developed and community have access to information and advice | Ongoing September 2022 | <ul style="list-style-type: none"> SAFE AND HEALTHY ENVIRONMENTS |
| Develop a policy position regarding Council's future role in supporting older people experiencing family violence | Work with Council's Family Support and Gender Equity Officer to ensure Elder Abuse is incorporated into Council's work on Family Violence | <ul style="list-style-type: none"> Positive Ageing Officer Family Support and Gender Equity Officer | <ul style="list-style-type: none"> Elder abuse is addressed as part of Council's Prevention of Family Violence work | December 2019 | |
| Explore the opportunity for Council to join as a member of the World Health Organisation (WHO) Global Age Friendly Network | Understand requirements for Council to become a member of the WHO Global Age Friendly Network | <ul style="list-style-type: none"> Positive Ageing Officer Relevant Officers | <ul style="list-style-type: none"> Council obtains membership to the WHO Global network | December 2022 | |
| Raise community awareness and enhance community resilience around dementia | <ul style="list-style-type: none"> Provide information and awareness of dementia throughout Dementia Awareness Month (Sep) Explore opportunity of developing a dementia alliance | <ul style="list-style-type: none"> Positive Ageing Officer Dementia Australia Carers Link North Bolton Clarke | <ul style="list-style-type: none"> Minimum 1 awareness session held annually Information included in AWiN newsletter Community Alliance for Dementia explored and developed | Ongoing December 2022 | |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
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| Priority 6 : Housing | | | | | |
| Advocate for housing diversity and options as people plan to downsize or seek alternative housing options and solutions | <ul style="list-style-type: none"> • Develop an understanding of the current and future housing needs for older people across Nillumbik • Support the development of Council's Housing Strategy and ensure the needs of older people are considered and included • Investigate intergenerational housing options and models • Participate in master planning and advocacy processes to enhance options, spaces and places for older people | <ul style="list-style-type: none"> • Community Support Services • Positive Ageing Officer • PAAC • Integrated Strategy • Community Inclusion | <ul style="list-style-type: none"> • A contribution to Council's Housing strategy and a policy position is developed in consultation with PAAC and older residents | December 2019 | <ul style="list-style-type: none"> • SAFE AND HEALTHY ENVIRONMENTS |
| Develop resources to assist older people to consider and plan for their future housing needs | <ul style="list-style-type: none"> • Develop FAQ's information sheet • Hold a Community information session on Housing options • Promote available services to support older people through residential and aged care processes | <ul style="list-style-type: none"> • Community Support Services • Positive Ageing Officer • PAAC | <ul style="list-style-type: none"> • FAQ sheet produced and distributed • Community information session delivered regarding housing options • Information on available housing related services provided through AWiN newsletter | April 2021 | |

| ACTION | IMPLEMENTATION | PARTNERS | OUTCOME | TIMELINE | COUNCIL PLAN GOALS |
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| Priority 6 : Housing continued... | | | | | |
| Investigate the development of local short term emergency housing in response to elder abuse | Work in partnership with local service providers and aged care facilities to understand the capacity for short term accommodation in Nillumbik | <ul style="list-style-type: none"> • Community Support Services • Service Providers • Aged Care Facilities • St Vincent's | Options identified and agreements for short term housing developed | December 2019 | <ul style="list-style-type: none"> • SAFE AND HEALTHY ENVIRONMENTS |
| Priority 7: Civic Participation | | | | | |
| Support and promote volunteering opportunities in Nillumbik | <ul style="list-style-type: none"> • Coordinate older adult community group leaders network to provide the opportunity to share, inform and discuss topics to build the capacity and enhance volunteering in Nillumbik • Recognise and celebrate Council volunteers through a range of events and activities | <ul style="list-style-type: none"> • Positive Ageing Officer • Community Development Officer • Community Development Officer - Volunteering | <ul style="list-style-type: none"> • Community Group Leaders Network re-established • Volunteers are recognised through annual NVW event | December 2019 May 2019 and ongoing | <ul style="list-style-type: none"> • ENGAGED CONNECTED COMMUNITIES • ACTIVE AND CREATIVE PEOPLE |
| Facilitate research into the needs of mature age workforce participation | <ul style="list-style-type: none"> • Collaborate with National Ageing Research Institute (NARI) to better understand the local needs of a mature aged workforce in Nillumbik Shire • Draw upon research findings to raise awareness on the benefits of mature aged employment to local business | <ul style="list-style-type: none"> • Community Support Services • Positive Ageing Officer • PAAC • Business Development and Tourism Officer • Centrelink • Berry Street • Seniors Rights Victoria | <ul style="list-style-type: none"> • Mature aged employment is promoted and encouraged amongst local employers | June 2021 | <ul style="list-style-type: none"> • A PROSPEROUS ECONOMY |



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