

## 6.3 Policy Reports

### 6.3.1 Ageing Well Strategy 2019-25

**File Reference:** Nil.  
**Responsible GM:** Tracey Parker  
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#### Recommendation(s)

That Council adopts the Ageing Well Strategy 2019-2025 noting the minor amendments made to the Draft Strategy following community consultation.

#### Attachments

1. Draft Ageing Well Strategy and Action Plan 2019-2025 [6.3.1.1 - 42 pages]

#### Executive Summary

This report provides information from the public exhibition period and the appropriate amendments to the draft Cardinia Shire Ageing Well Strategy 2019-2025 for final adoption.

Extensive community consultation has taken place during 2019 with a range of key stakeholder's community groups and service providers including state and federal government agencies. This engagement has shaped the draft Ageing Well Strategy 2019-2025 and will determine council's five-year strategic priorities for older adults. We welcomed the opportunity for the public to consult on the draft by public exhibition over four weeks. This feedback has been considered and some minor amendments have been made accordingly.

#### Background

In 2016, Cardinia Shire Council was accepted by the World Health Organisation (WHO) as a member of the Global Network of Age Friendly Cities due to its commitment to deliver age friendly initiatives. This was achieved through delivering the Age Friendly Strategy and action plan 2015-2019, which has now concluded. The Ageing Well Strategy 2019-2025 builds upon those achievements and lays the pathway for a strong and inclusive community that values diversity, ageing and the concept of active ageing by optimising opportunities for good health, social and economic participation.

The strategy integrates council's Liveability domains and the WHO Age Friendly Cities Framework to ensure the outcomes have a specific focus on the priority actions for older people and their families across Cardinia Shire. These six key priorities within this adapted framework acknowledges that this approach can influence the dominant perception for older people from one of decline in both function and community participation to one of active participation, independence and having a voice.

A biannual action plan has been developed to compliment the delivery of this strategy. The plan outlines specific actions that will ensure the achievement of the objectives in a timely manner which will ensure accountability and transparency. These will be measured against specific objectives, providing a clear overview of implementation progress. This will ensure the needs of our community are continuing to be met and amended as appropriate.

A detailed report, draft Ageing Well Strategy and associated action plan were presented to council on 25 May 2020. Following council endorsement of the draft, community feedback was sought.

A public exhibition period was open for four weeks from 26th May - 26th June 2020. These responses and actions have been summarised in the community consultation section within this report.

### **Policy Implications**

The draft Ageing Well Strategy 2019-2025 is influenced from International, National and State levels. The following strategies or policies have influenced this strategy development.

#### **International**

International Conventions, Charter of Human Rights and Responsibilities Act 2006  
 United Nations, Sustainable Development Goals  
 World Health Organisation - Global Strategy and action plan on Ageing and Health 2017

#### **Federal Government Legislation/Policies**

Aged Care -Living Longer, Living Better Act 2013  
 Disability Discrimination Act 1992

#### **State Government Legislation/Policies**

Local government act 1989  
 Victorian Public Health and Wellbeing Plan 2019-2023  
 Victorian Charter of Human Rights and Responsibilities Act 2006  
 Free from Violence 2018 - 2021  
 Age Friendly Victoria Declaration, 2016 The Age-friendly Victoria Declaration signed by the Municipal Association of Victoria (MAV) together with the Victorian Government in April 2016.  
 Disability Discrimination Amendment Act 2012

#### **Local government Policies**

Council Plan 2019-2020

The Ageing Well Strategy aligns with key outcome measures within the Cardinia Shire's Liveability Plan 2017-29 including;

- Improve mental health and wellbeing
- Reduce financial vulnerability
- Improve social cohesion
- Improve safety
- Reduce Obesity
- Reduce Family violence

- Social Justice and Equity Policy 2019 - 2023
- Cardinia Disability Access & Inclusion Policy 2017-2021
- Cardinia Shire Social and Affordable Housing Strategy 2018-2025
- Municipal Emergency Management Plan
- Safer Communities Strategy
- Reconciliation Action Plan Draft
- Cardinia Shire Food Strategy 2018-2026
- 

### **Relevance to Council Plan**

The Council Plan has identified managing population growth (projections of a rapidly growing ageing population), and the importance of encouraging residents to improve their health and wellbeing.

**Our People**

We support a variety of needs and lifestyles through programs and activities that promote and develop the wellbeing of Cardinia Shire's people.

**Our Community**

We will foster a strong sense of connection between Cardinia Shire's diverse communities.

**Our Governance**

We will consult with the community, as appropriate, in an open and accountable way to help in determining the key direction of Council.

**Climate Emergency Consideration**

Nil.

**Consultation/Communication**

In line with Councils Community Engagement Policy, the development phase of the draft strategy comprised of several community engagement activities facilitated from March through September 2019 as follows;

- Focus Workshops with Councils Age Friendly Alliance Group
- Community Survey – Over 300 respondents
- Seven Community Workshops attending by over 200 residents facilitated in all wards
- Workshop with Student leaders - 100 Grade 6 children and their teachers
- Embrace Ageing Expo – Attended by 220 residents & twenty-two local service providers
- Living Well in Later life – Nine facilitated workshops attended by over 100 residents
- A variety of internal business unit and stakeholder workshops

All community engagement activities were based around the framework of the six priority areas (domains). Education was provided to participants on the domains for the Age Friendly Cities framework including a series of guided questions. Council with the support and participation of councils Age Friendly Alliance members delivered all workshops.

These engagement activities collectively shaped the draft Ageing Well Strategy 2019-2025. To ensure it accurately reflected the community input, public consultation was open for four weeks in 2020 for feedback. Methods used to inform residents of this opportunity included the following;

- Media Releases - advertised in the local Gazette throughout the consultation time frame.
- Social Media promotion on Council Facebook page, LinkedIn and Instagram.
- Creating Cardinia Online Platform which included a snapshot of the community engagement completed, simplified information on Age Friendly Cities, information on the purpose of the strategy and a survey to complete.
- Postal/ e-mailout to all sixteen members of Councils Age Friendly Alliance group for focused feedback.
- Council Bulletin to share with constituents
- Email and postal distribution to all relevant community groups and organisations including those involved in the initial consultation.

Face to face community engagement was unable to be achieved for this public exhibition due to COVID-19 restrictions. Despite this, ample opportunity has been provided through other means including non-digital methods as noted above. Internal staff consultation was also

undertaken and communication with targeted business units. The Creating Cardinia platform received 130 views and four written pieces of feedback resulted in minor changes.

All responses have been summarised in the below table including any amendments within the strategy and action plan.

| Who                          | Written/Verbal Feedback received  | Updates and/or related action   |
|------------------------------|---|---|
| Councillor request           | Please consider adding sports clubs into action 6.2.  | 6.2 Promote existing opportunities to get active including sports clubs, outdoor trails for cycling and walking.<br><br>Amended - included the wording Sports Club  |
| Age Friendly Alliance member | "It is a well written document. As you indicated it would have taken a long time and lots of effort to prepare. Well done. With 16 references to the "Aged Friendly Alliance Group" throughout the document it appears there is going to be a lot of interesting involvement by the group over the next few years. Exciting stuff." | 5.2 Develop a positive ageing cluster with representation from interested groups to provide a peer-based support and information sharing platform for local groups and organisations focused on older adult social connection.<br><br>Comments acknowledged |
| Ranges Ward Resident         | Please consider leaving the public consultation period open for longer than four weeks.   | The community engagement approach within both the development and public consultation period is aligned to councils Community Engagement policy.<br><br>Comments acknowledged   |
| Council Officer              | 2020 Population data updates provided   | Section 3- Our Community<br><br>Amended to reflect current data   |

### Financial and Resource Implications

The Ageing Well Strategy 2019 -2025 and action plan will be delivered within the current budget. Where actions can be enhanced, we will seek external funding and partnership opportunities where possible. Currently a component of EFT for the Ageing Well team is externally funded which ceases in June 2022. Future actions plans beyond this timeframe will be determined on staff capacity.

| Item                   | Budget 20/21 | Budget 21/22 | Budget 22/23 | Budget 23/24 | Budget 24/25 | Comments  |
|------------------------|--------------|--------------|--------------|--------------|--------------|---|
| Ageing Well Newsletter | \$20,000     | \$20,000     | \$20,000     | \$20,000     | \$20,000     | Includes graphic design, for the publication of three editions each calendar and distribution of 3000 copies. |

|   |                           |                           |          |          |          |   |
|---|---------------------------|---------------------------|----------|----------|----------|---|
| Senior Citizens Operational grants        | \$90,000                  | \$90,000                  | \$90,000 | \$90,000 | \$90,000 | Support for members, operational function, social activities, and meal offset where provided. |
| Commonwealth Home Support Program         | External funding \$62,781 | External funding \$63,723 |          |          |          | Funding ceases in June 2022 and CPI index each year.  |
| Seniors Inclusion and Participation grant | External funding \$25,000 | N/A                       |          |          |          | Project funding related F/Y 2020-2022.  |

### Conclusion

The community has had the opportunity to have input into the draft strategy development and by public exhibition for a period of four weeks. Minor adjustments have been made to further reflect the additional input provided during the public exhibition. The Ageing Well Strategy 2019-2025 provides a new roadmap for council to support our older residents to optimise their wellbeing. It is evidence based, builds upon past achievements, new opportunities, and community engagement. It lays the pathway for a strong and inclusive community that values diversity and the concept of active ageing and we look forward to its implementation.

It is recommended that Council adopts the Ageing Well Strategy 2019-2025.



## Cardinia Shire Council Ageing Well Strategy 2019 -2025



Cardinia Shire Council Ageing Well Strategy 2019 -2025 1

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## Acknowledgments

Cardinia Shire Council respectfully acknowledges the Bunurong and Wurundjeri people as the traditional owners of the land on which we are today, and we pay our respects to their elders both past and present.

Council appreciates the invaluable contribution from Councillors, residents, community organisations, service providers, and Council officers who shared their vision and knowledge during the consultation process and development of this plan.

Council expresses gratitude to the Age Friendly Alliance group, Councils peer consultative committee representing older people throughout the shire. The insights, passion and advocacy shared throughout the community engagement process has influenced the actions within this plan. The lived experience and extensive community connections from participants has provided a true reflection of the needs and aspirations of older residents, more so than if Council were to work in isolation.

We anticipate this new road map reflects those insights accurately. We strive to continue creating a Cardinia Shire where residents can actively participate in their community, regardless of age or ability. A community that enables and encourages older people to age well, remain active, connected and to have a voice.

## 1. Introduction

Cardinia Shire is following the national trend with a rapidly growing ageing population. Our older residents are respected members of our community who offer value through their knowledge and wealth of experience, offering significant benefit to our shire. They deserve to be involved in shaping the community in which they live, work, and connect. This strategy was designed with them, not for them.

Through consultation with all ages in our community, we have listened to resident's including our young people's thoughts, experiences, and attitudes on ageing. We have accessed examples of local and international best practice, government policies, local data, and international research to ensure the strategy is evidence informed.

As our community is rapidly growing, council plays a pivotal role in leading and facilitating communities where people of all ages, regardless of ability or life stage, can achieve healthy quality of life. This strategy sets to achieve the objectives by working in partnership with residents, community groups, organisations, and all tiers of government.

## 2. Background

In 2016, Cardinia Shire Council was accepted by the World Health Organisation (WHO) as a member of the Global Network of Age Friendly Cities due to its demonstrated commitment to deliver age friendly initiatives. This was achieved through delivering the Age Friendly Strategy and action plan 2015-2019, which has now concluded. The Ageing Well Strategy 2019-2025 builds upon those achievements and lays the pathway for a strong and inclusive community that values diversity, ageing and the concept of active ageing by optimising opportunities for good health, social and economic participation.

The role local government fulfils within the trajectory of age has changed over the last ten years. Historically, the role of local government encompassed planning, funding and delivery of aged and community care services. Cardinia Shire Council has demonstrated over many years of commitment to its ageing demographic in roles of advocate, partner, planner and convenor within this sector rather than in direct care delivery. This has provided space to demonstrate the influence and opportunity councils have outside the traditional role of local government within homecare.

The impact of Commonwealth and State government policy reform within the Aged (My Aged Care) and Disability (NDIS) sectors has created significant change to funding and service delivery within local government. Both reforms focus on consumer choice and control, enabling people to live longer in their homes with the appropriate support individuals and carers require. A focus on wellness and reablement rather than illness and burden. However, it is important to acknowledge that for residents to fulfil those objectives they are experiencing an increasingly complex and disconnected system to navigate to gain the support they require. As these reforms continue to rollout, older residents and their families will increasingly rely on Councils and as their local source of information and support.

### 3. Our Community

Cardinia Shire is located in the south east of Melbourne and is one of 10 ‘Interface Councils’ which forms the perimeter of metropolitan Melbourne, providing a transition between urban and rural areas. The municipality has an area of approximately 128,088 square kilometres, comprising a variety of landforms and landscapes. Cardinia Shire has a large rural population; 27 rural townships exist outside the urban growth area. In addition, it is one of the fastest growing municipalities in Victoria, which requires a committed response to manage growth, community needs and expectation.

The most recent population estimate is 120,559 (2020, <https://forecast.id.com.au/cardinia>). This is expected to increase by approximately 54,733 over the next 10 years (2030) with those aged greater than 60 years foreseen to comprise of 15% of the overall population within Cardinia by 2030, which is an increase of 42% (Cardinia Shire Council, 2017).



Figure 1. Location map of Cardinia Shire

## 4. Population Data

Cardinia Shire is experiencing significant population growth including in our older population. For the purpose of this strategy, the term ‘older adult’ refers to those aged 55 years and over. However, chronological age alone is not an indicator for patterns of living, and it is important not to generalise about older people. People have different skills, experiences, expectations, and aspirations of growing older. Gender, health status, education, work life, culture, income, housing, the physical and built environment; as well as family and social connections also affect the experience of ageing.

There is extensive existing data available to form a picture of the current state of health and wellbeing for older adults in our community. In addition to localised data obtained through Council community consultations, data has been sourced from the Australian Bureau of Statistics Census 2016, the Department of Health and Human Services and Cardinia Profile 2019. Collectively, this information provides a snapshot of the state of health and wellbeing of older adults in our community.

### 4.1 Demographics

- Over the next 10 years, the number of persons aged over 60 is forecast to increase by 42% and comprise 15% of the total population. Population growth will be most concentrated in the growth area corridor.
- Between 2011 and 2026, the age structure forecast a 124.5% increase in population of retirement age.
- Of people aged over 75 who live alone in the local community, 71.9% are female and 28.1% are male.
- The five areas with the highest percentages of lone person households were; Pakenham Central (20.6%), Lang Lang (12.8%), Garfield (10.5%) and Koo Wee Rup (9.1%).
- The number of 55+ year olds in Cardinia is forecast to increase by 23,000 adults in the next 25 years, from 20,936 in 2016 to 43,905 in 2041.
- The greatest increase is anticipated to occur in the Officer area, particularly amongst 55-64-year old (additional 2,350 from 2016-2041).

Cardinia forecasted population by age group

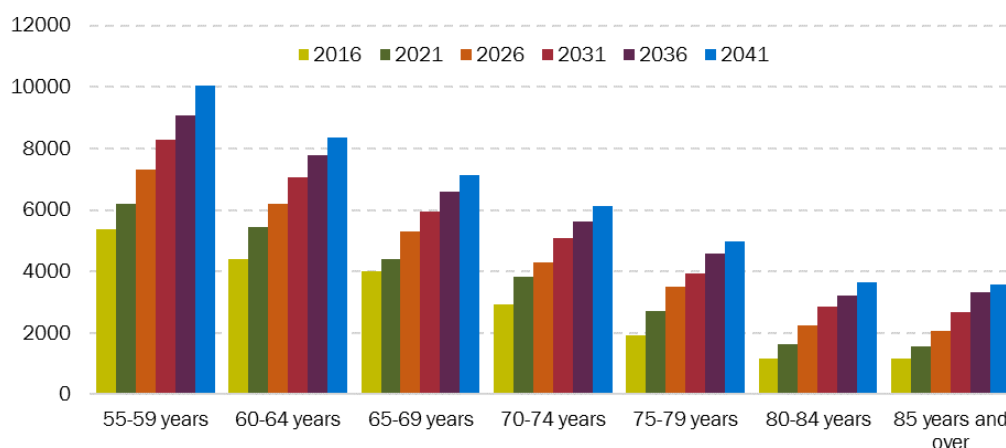


Figure 1. Cardinia Shire forecasted population growth, by age group.

### 4.2 Employment

- Most 55-64-year olds are still in the workforce (69% 55-59, 54% 60-64), with these proportions higher in 2016 than was the case 10 years ago (66% 55-59, 47% 60-64% in 2006). This increase has primarily been due to more women in these age groups working in 2016 when compared to 2006: 55-59yo female employed from 57% in 2006 to 62% in 2016. 60-65yo female employed from 33% in 2006 to 47% in 2016 (Figure 3).

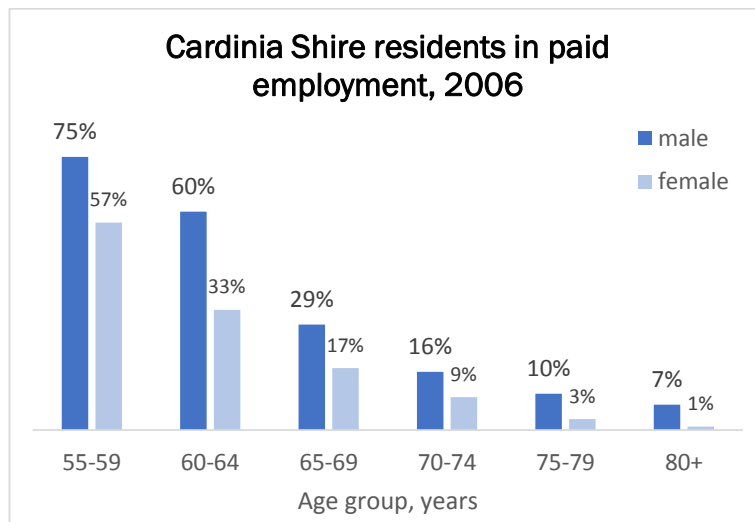


Figure 2. Cardinia Shire residents in paid employment by gender and age group, 2006.

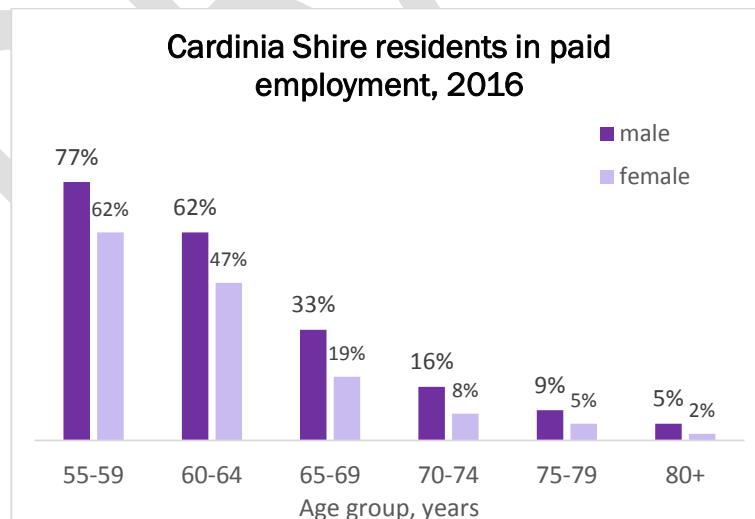


Figure 3. Cardinia Shire residents in paid employment by gender and age group, 2016.

### 4.3 Economics

- People 60 years and over living in Cardinia Shire have a lower income than the Victorian average.
- Age Pension rates at 76.4% are higher than the Victorian average.
- For people aged 65 and over, 36% work more than 40 hours per week, which is higher compared, to the Victorian measure of 29.5%.  
Due to more people working, the proportion with personal weekly incomes lower than the poverty line (\$500) in 2016 is lower than 2006 (\$400). It is more common for females to have weekly incomes under poverty line levels than males.

### 4.4 Diversity

- Cardinia Shire is part of the Casey Cardinia growth corridor with seven new families arriving each day, many being of multicultural backgrounds. Our growing cultural diversity is seeing the highest representation from non-English speaking countries for residents aged 65 years and over is from India and Sri Lanka (Fig.4).

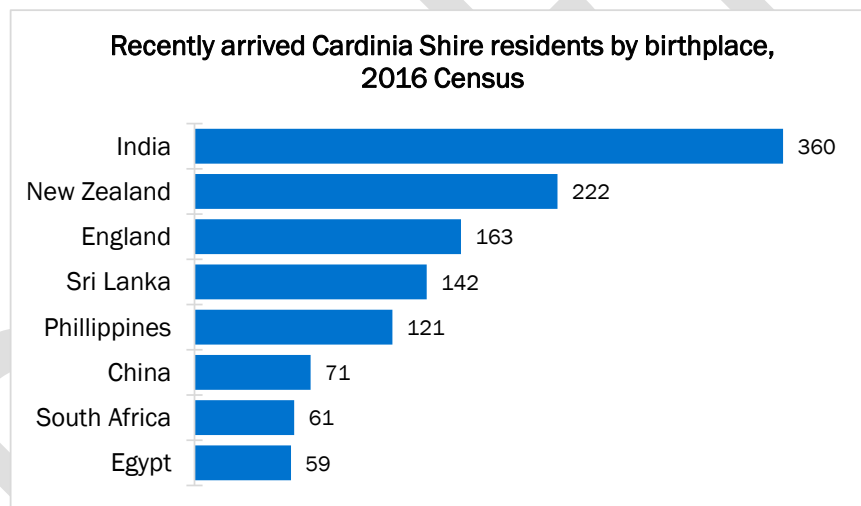
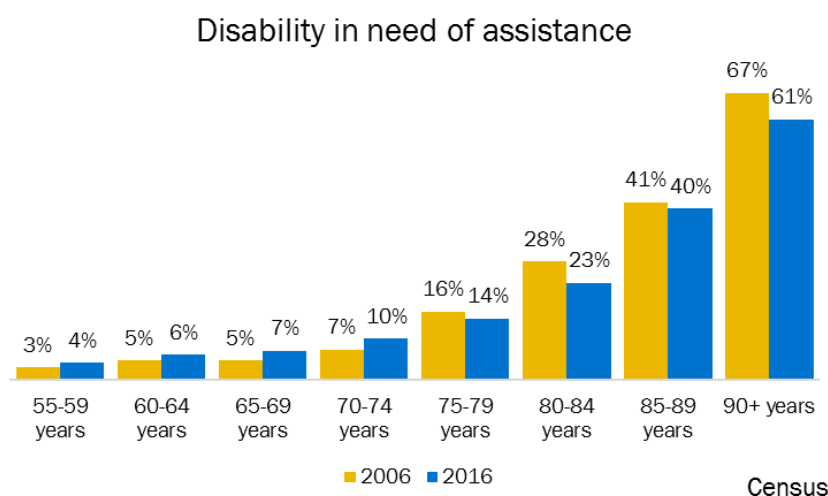


Figure 4. New arrivals to Cardinia Shire by birthplace, 2016, census

- Anecdotally we know many elders are joining their growing families in Cardinia Shire often caring for grandchildren, however disconnected from culturally specific supports and community connections. There are known gaps in the availability and access to multicultural groups and organisations pivotal to supporting new and emerging communities.

### 4.5 Carers and Disability

- 10.3% of people aged 65 and over provide unpaid assistance to persons with a disability, comparative to the Victoria measure of 10.9%.
- It is estimated people with dementia per 1,000 population is 12.7%, which is below the Victorian measure of 16.8%. This figure is often impacted by under reporting in the community for a range of reasons. Dementia Australia reports that by 2030, Cardinia Shire will experience a 590% increase.
- There is 57.1% of people 85 years and over with a disability, higher than the Victorian average of 52.6%.
- The proportion of adults with a disability who need assistance with everyday tasks starts to increase after they reach 70 years of age.



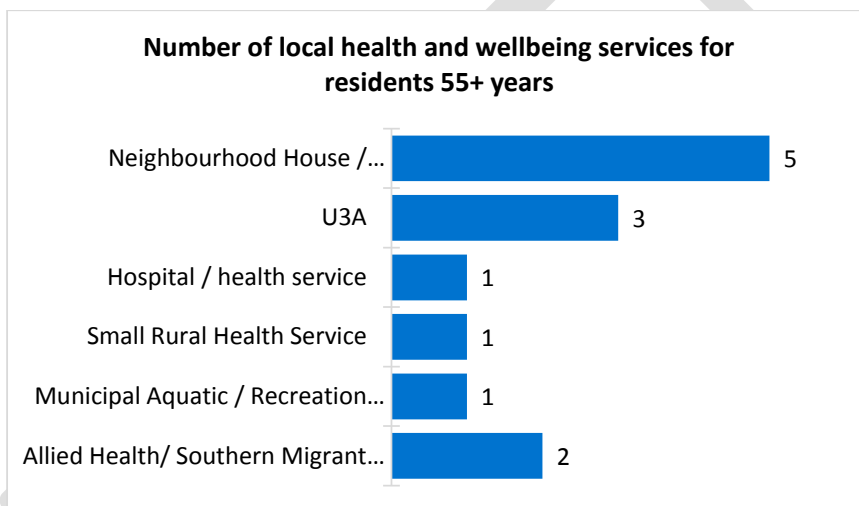
**Figure 5. Change in need for assistance by age group (Census 2016)**

### 4.6 Community Access

- 29.3% of people aged 55 to 64 in Cardinia Shire experienced transport limitations in the last 12 months compared to the Victorian measure of 28.2%.
- A snapshot survey of 97 residents aged 55+ across the shire revealed 46% preferred mode of transport was the regional bus, 29% preferred the train and 15% metro bus service. However, there were numerous barriers identified, such as limited destinations, the stations being too far from home, lack of confidence, service inaccessible for physical disability and poor availability of seating.
- Research conducted by SGS Economics in the South East region, which encompasses Cardinia Shire, found; residents experienced lack of transport services and vast distances involved in physically accessing services and communities.

### 4.7 Health and Physical Activity

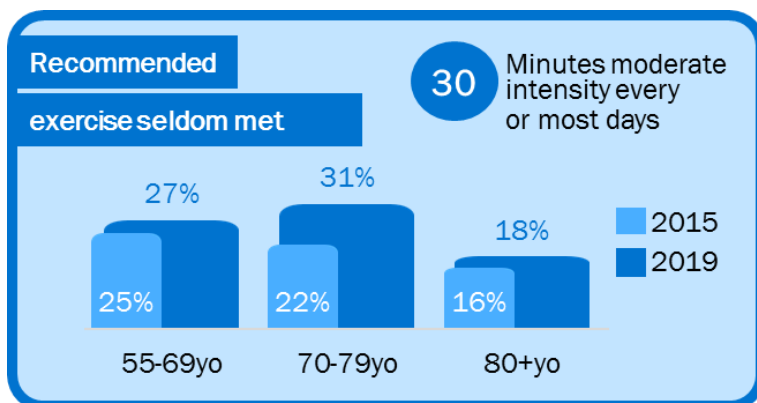
- Overall Cardinia Shire has a significant less rate of visits to a GP in the last 12 months, 5.6 per head of population versus 10.4 for the Victorian comparison.
- Self-reported chronic conditions such as Osteoporosis, Diabetes and Cancers were higher than the Victorian average. This correlates with community feedback that identified the need for specialist support for many varied chronic illnesses were required closer to home.
- Access to Hospital, Dental and Allied health services are significantly less in Cardinia Shire than in comparable local government areas.
- The National Physical activity guide for older persons states that Older people (65+) should accumulate at least 30 minutes of moderate intensity physical activity on most, preferably all days, doing a range of physical activities that incorporate fitness, strength, balance and flexibility.
- Figure 6 below, represents the availability of local services and places to participate in health and wellbeing activities for residents aged 55+ within the shire.



**Figure 6. Types of local health and wellbeing services for residents 55+ years**

- The incidence of participating in the recommended 30 minutes of moderate intensity exercise has improved in recent years, however, most do not meet the recommended guidelines. Only 25% of 55-69 year old Cardinia Shire residents meet the recommendation (Figure 7). Recent data collated by Department of Health and Human Services identified transport and costs as reasons for older people not participating in exercise and or strength training programs.





**Figure 7. Summary of physical activity from Cardinia Shire Community Survey's, 2015 and 2019**

## 5. Context and Vision

This strategy will guide councils' approach to optimise the liveability for residents aged 55 and over. The vision statement for the strategy is;

*Cardinia Shire enables residents to actively participate in their community and treats everyone with respect, regardless of age. It is a community that enables and encourages older people to age well, remain active, connected and to have a voice.*

Liveability is a familiar concept covering many aspects of life. It reflects the wellbeing of the community and comprises many characteristics that make a location a place where people want to live now and in the future. It encompasses employment, community strength, environment, amenity and place, planning, participation, and infrastructure. Council has an existing commitment to community wellbeing through Cardinia Shire's Liveability Plan 2017-29, the municipal public health and wellbeing plan required by all local governments under the Victorian Public Health and Wellbeing Act 2008.

The Liveability Plan aims to achieve seven long-term health and social outcomes for our community, which are listed in Figure 8. To achieve the outcomes in the Liveability Plan, there are seven key policy domains with accompanying actions Figure 9.

Along with the local government plans this strategy aligns with and compliments the World Health Organisations Age Friendly Framework depicted in Figure 10. The WHO identifies eight key priority areas of influence for ageing well. Social participation, respect and social inclusion and education are the points of difference, but the concepts are captured in both strategies.



Figure 8. The Liveability Plan: Seven priority health and social outcomes



Figure 9. The Liveability Plan: seven key policy domains

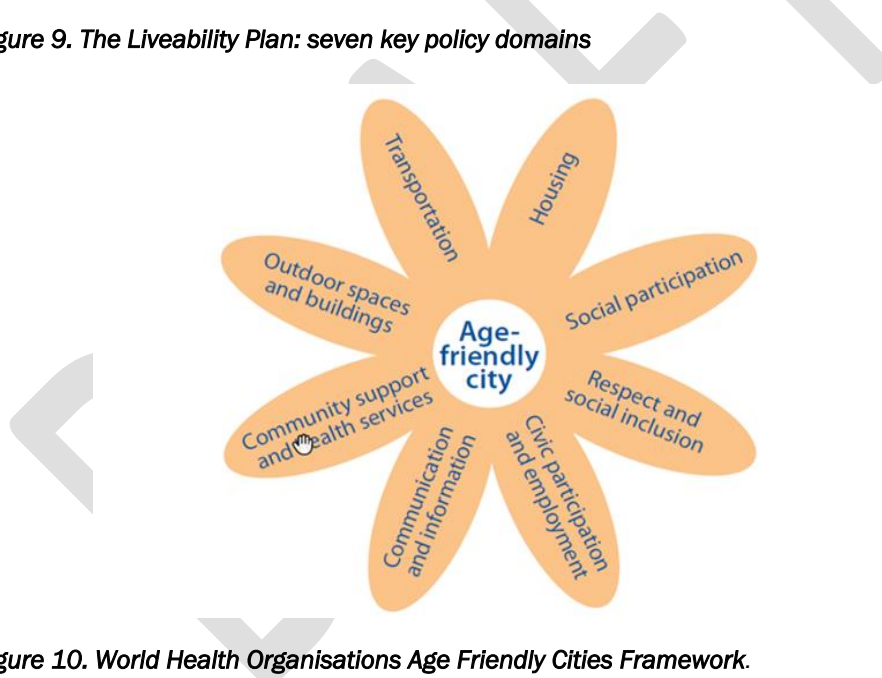


Figure 10. World Health Organisations Age Friendly Cities Framework.

### 5.1 Guiding Principles

For over a decade the World Health Organisation (WHO) has provided guidance and evidenced based research to assist planning and implementation of communities where regardless of age, ability and circumstance people can live well later in life.

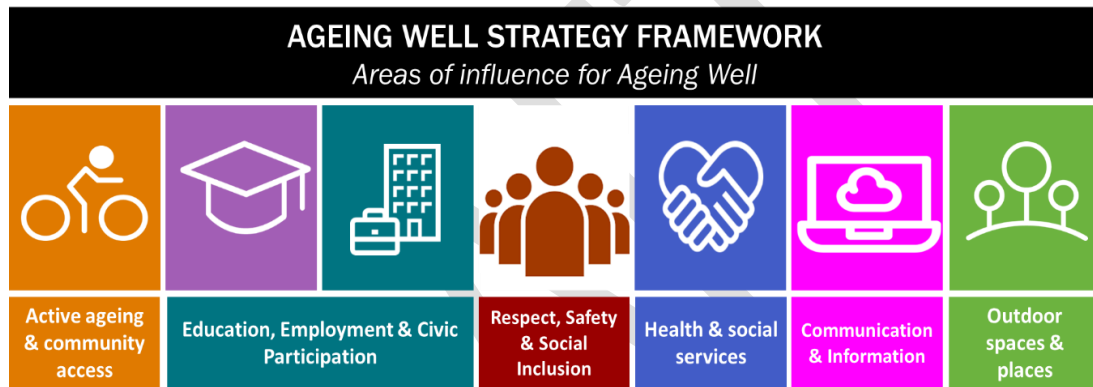
The eight priorities of the WHO Age Friendly Cities framework represent the essential, interconnected areas of living that impact older people’s health and wellbeing. The WHO defines an age friendly community as one which, “enables older persons to live in security, maintain their health and participate fully in society.” Importantly they note that, “making cities age-friendly is one of the most effective approaches for responding to demographic ageing.”

Influencing community well-being and facilitating healthy and inclusive communities are also key responsibilities for local government. Council planning, practices, policies and actions, have a direct impact on how people can live across all ages. The eight domains of the WHO Age-friendly cities framework capture the breadth and depth of council business.

The Ageing Well Strategy 2019-2025 integrates council's Liveability domains and the WHO Age Friendly Cities Framework to ensure the outcomes have a specific focus on the priority actions for older people and their families across Cardinia Shire.

This framework compliments the Cardinia Shire Liveability Plan policy domains and has six key ageing well priorities areas (Figure 11).

These six key priorities within this adapted framework acknowledges that this approach can influence the dominant perceptions for older people from one of decline in both function and community participation to one of active participation, independence and having a voice.



**Figure 11. Ageing Well Framework**

The following section will outlay the objectives underpinning each of this six age friendly priority areas.

### 5.2 Key priorities and objectives

The six adapted priorities will shape the focus of actions over the life of the strategy.

| Key Priority                                     | Objectives  |
|--|---|
| 1. Active ageing and community access            | <ul style="list-style-type: none"> <li>• Older adults have means and opportunity to maintain and improve their physical and mental health and wellbeing</li> <li>• Older adults will have knowledge, access, and confidence to utilise all available transport options</li> <li>• Improve mental health and wellbeing</li> <li>• Improve social cohesion</li> </ul>   |
| 2. Education, Employment and Civic Participation | <ul style="list-style-type: none"> <li>• Older residents have opportunity to be actively involved in community life</li> <li>• Reduce financial vulnerability</li> <li>• Older adults are supported to share their skills and knowledge through volunteering and employment opportunities.</li> </ul>   |
| 3. Respect, Safety and Social Inclusion          | <ul style="list-style-type: none"> <li>• Older adults are valued, respected, and included.</li> <li>• Ageism is challenged through intergenerational activities and positive messaging around ageing.</li> <li>• Older adults are supported and have opportunities to, live and participate in the community safely.</li> <li>• Reduce social isolation by increasing opportunity for connection.</li> <li>• Reduce elder abuse through prevention measures and education.</li> </ul> |
| 4. Health and social services                    | <ul style="list-style-type: none"> <li>• Older adults will have access and knowledge of community support and health services available to meet their needs.</li> <li>• Older adults and their families have the primary health services they need within their communities</li> <li>• Older adults and their families have the knowledge, choice, and support to age in place</li> <li>• Improve mental health and wellbeing</li> </ul>  |
| 5. Communication and Information                 | <ul style="list-style-type: none"> <li>• Older adults can access relevant up to date information about their community and services in multiple modalities.</li> <li>• Improve social cohesion</li> </ul>   |
| 6. Outdoor spaces and places                     | <ul style="list-style-type: none"> <li>• Older residents have access to pleasant, safe, and healthy environments.</li> <li>• Improve mental health and physical wellbeing</li> </ul>  |

## 6. Community consultation and engagement

### 6.1 Methodology

As a member of the WHO Age Friendly City network, it is incumbent upon Council to adopt a “participatory approach”, giving our seniors a voice. As such, the Cardinia Shire Age Friendly Alliance Group was formed in 2017, comprising of fifteen senior peers, equally representing the three wards which make up the shire. This group has provided invaluable lived experience for Council, influencing several decisions and projects implemented. The vast connections members have within their own communities has enabled the distribution of information and resources to a much wider resident base than if Council were to work in isolation. Central to the process of community engagement was the inclusion of the seniors from Councils Age Friendly Alliance group as facilitators at each community consultation.

Engagement activities were facilitated over the course of months during 2019 as follows;

- Focus Workshops with Councils Age Friendly Alliance Group
- Community Surveys – Over 300 respondents
- Seven Community Workshops attended by over 200 residents
- Workshop with Student leaders -100 Grade 6 children and their teachers
- Embrace Ageing Expo – Attended by 220 residents & twenty-two local service providers
- Living Well in Later life – Nine facilitated workshops attended by over 100 residents
- A variety of internal business unit and stakeholder workshops

The community engagement activities were based around the six priority areas (domains). Information was presented to participants to raise awareness and understanding of the importance of these priority areas as they relate to the domains for the Age Friendly Cities framework. This also included a series of guided questions.

The following questions were presented at each workshop;

*“Using the domains think about the following key questions”;*

*‘What do you enjoy most about the eg. Open Spaces & Places\_(domain) in your community’*

*‘If you could change one thing about \_\_\_\_\_(domain) to have a better quality of life, what would this be’*

*‘What are three great opportunities in \_\_\_\_\_(domain) that you would like us to see build on’*

The Living Well in later life sessions, Embrace Ageing Expo and Student leaders conference were all focused on perceptions of Ageing.

The following topics were included;

*“What are the positives and negatives of Ageing?”*

*“What do you need to live and Age Well in Cardinia Shire?”*

*“How can we include older adults in the work you do ?” (Student Leaders)*

### 6.2 Consultation Data Snapshot

Results, both qualitative and quantitative data from the community engagement are summarised in Figure 12. The summary included benchmarking data from the 2015 Age Friendly Survey.

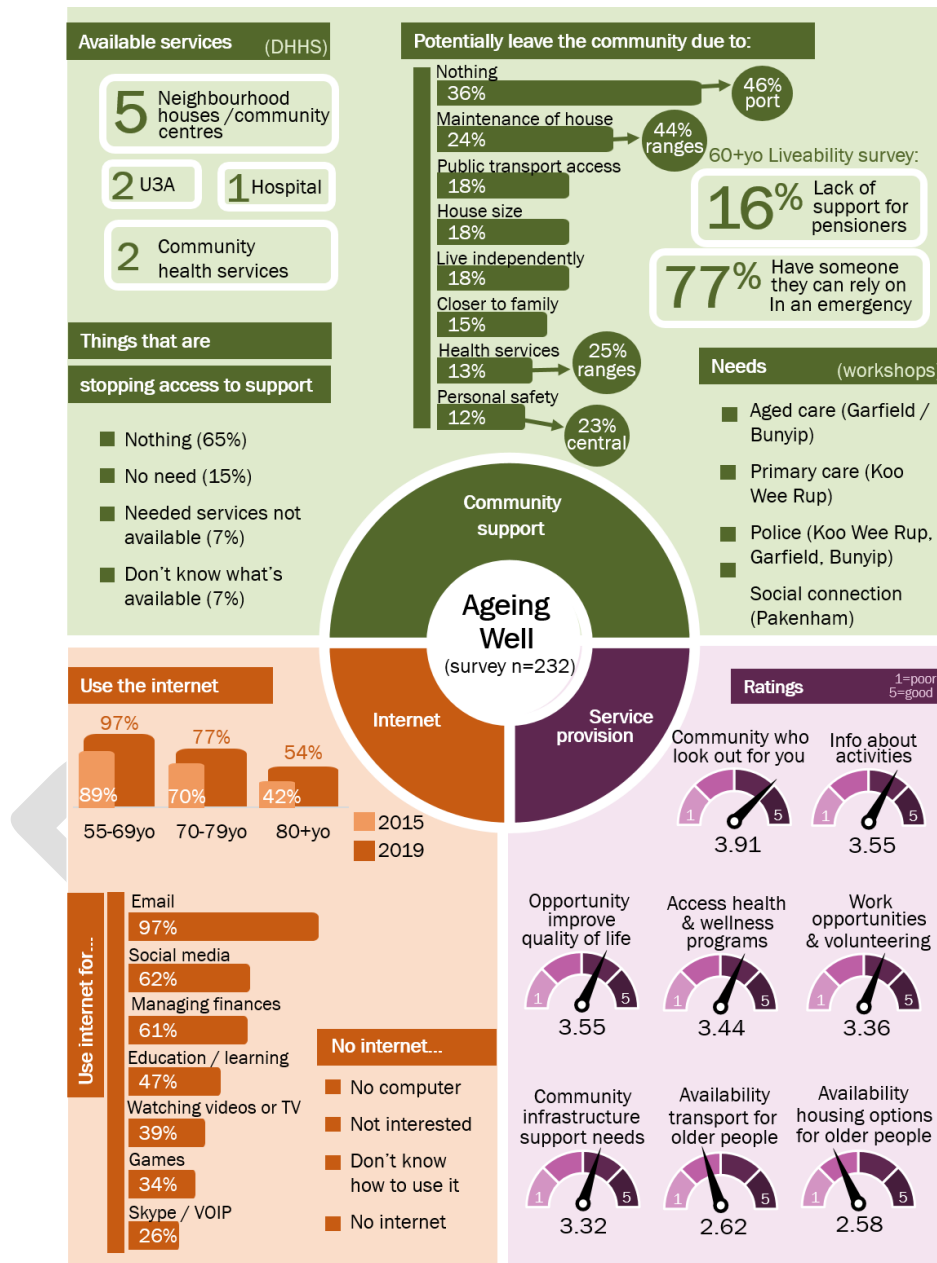


Figure 12. Results from community engagement 2019

### 6.3 Consultation Discussion

Recent research conducted by Department of Health and Human Services found that in Cardinia there are few community and health services available. Indeed, through the survey, 7% indicated that services they need were not available and 13% reported that lack of access to health services may result in them potentially having to leave their community. This was higher amongst residents in the Ranges ward (25%).

Those in Port ward are less likely to potentially need to leave their community for the range of reasons listed, whilst house maintenance was a particular risk for those in ranges ward, and almost a quarter of those in Central ward cited personal safety as a potential reason for moving. In a recent community-wide survey (all ages), 16% of older adults (aged 60 years and over) indicated they felt there was a lack of support for older adults in the region.

This survey also revealed 23% do not have someone they can rely on in an emergency (77% do). The workshops identified that the key community support needs are aged care, primary care, emergency services and social connection. Concerns regarding the availability of specialist supports for carers and health conditions on the increase such as dementia and chronic conditions.

To track community service provision in the shire, in both 2015 and 2019 older adults were asked to rate a range of aspects of services and social cohesion. Findings in 2019 were similar to 2015 (no statistically significant variations). In 2019 availability of transport and housing options received the lowest average ratings (also the case in 2015). Respondents experience aligned with statistical knowledge of poor transport infrastructure. Specifically, they identified public transport not sufficient as a means of getting around, particularly in the Ranges and Port wards. Confidence in using public transport was poor due to a combination of perceived sense of safety concerns and knowledge of the ticketing systems.

Request to increase accessible parking bays and accessible features within community assets such as ramps and handrails. Common challenges shared across the shire included a sense of apathy in the community – only a core few get involved and drive change within community groups.

In the last four years, there is a slight increase in the proportion of older adults who use the internet. It is now apparent that a high proportion of 55-69-year old's are internet users, although this decreases down to just half of those aged 80 years or older, therefore hard copy information is still necessary for older adults in our community.

Amongst those who use the internet, common activities are using email, social media and managing finances. The main barriers to using the internet are not having a computer and lack of interest and confidence.

Addressing social isolation on a broader scale was a strong theme across all community engagement activities. Social isolation is a complex issue with a range of contributing factors and interconnected influences. It is well documented that social isolation is equivalent to the health effects of smoking 15 cigarettes a day or consuming more than six alcoholic drinks daily and it is more harmful than not exercising and twice as harmful as obesity (Gibson, 2011).

Ageism was reported across the community engagement activities including participants experiencing a sense of 'invisibility' as they have aged. People's perceptions of, and attitudes towards their own ageing, were primarily shaped by their personal experiences this was explored in depth as part of the Living Well in later Life workshops.

Perception of ageing were explored with young people as part of the student leaders conference. One hundred grade six students provided their insights and perception of ageing. Interestingly, ageing was predominantly described using negative connotations. Lack of awareness, recognition of the positive aspects of older people's lives and a tendency to overestimate the

negative aspects, such as poor health, financial concerns, and dependency. The exception appeared to be only from those who had a positive, active older adult role model in their lives, which provided a more positive picture of ageing.

## 7. Strategic Context

International, national and state levels of government influence the Ageing Well strategy 2019-2025. The following strategies and policies have informed the development of this strategy. In these documents, the importance of local government's role is acknowledged in supporting environmental, social and economic factors that influence the health and wellbeing of older adults.

In addition to the above, a comprehensive literature review also provided including examples of best practice, challenges and opportunities on a broader context.

| International Conventions, Charter of Human Rights, Sustainable Development goals<br>World Health Organisation - Active Ageing Policy |   |   |   |
|---|---|---|---|
| Federal Government<br>Legislative/Policies  | State Government<br>Legislation/Policies                              | Local Government Policies                                       |   |
| Disability Discrimination<br>Act 1992   | Local Government Act 1989   | Cardinia Shire Council<br>Plan 2019-2020                        | Cardinia Shire<br>Liveability Plan 2017-<br>2029                      |
| Aged Care: Living Longer<br>Living Better Act 2013  | Victorian Public Health and<br>Wellbeing plan 2019-2023               | Cardinia Shire Council<br>Cultural Diversity Plan<br>2019 -2023 | Social Justice and<br>Equity Policy 2019-<br>2023                     |
|   | Victorian Charter of Human<br>Rights and Responsibilities<br>Act 2006 | Cardinia Shire Access<br>and Inclusion Policy<br>2017-2021      | Cardinia Shire Social<br>and Affordable Housing<br>Strategy 2018-2025 |
|   | Free from Violence 2018-<br>2021                                      | Reconciliation Action<br>Plan                                   | Cardinia Shire Food<br>Strategy 2018 -2026                            |

**Figure 13. International and national policies informing strategy**

## 8. Implementation and Evaluation

An Ageing Well action plan will complement the delivery of this strategy. The action plan outlines specific actions that will enable Council to achieve our objectives in a timely manner. Council will monitor and report on all actions in this plan annually to ensure accountability and transparency. All actions will be measured against the objectives, providing a clear overview of implementation progress. The action plan will be renewed biannually by financial year cycles with evaluation and planning for a new strategy to be undertaken in the remainder of the timeframe. This will ensure the needs of our community are continuing to be met and amended as appropriate.



## 9. Definitions

| Term                               | Definition   |
|------------------------------------|--|
| <b>Age Friendly Alliance Group</b> | The Aged Friendly Alliance group acts in an advisory capacity within Council where community representatives provide the lived experience of older adults in our community, discuss, advise and action ideas around opportunities and challenges related to positive ageing in the Cardinia Shire.   |
| <b>Age Friendly Cities</b>         | 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.   |
| <b>Aged Care Reform</b>            | The Australian Government is progressively implementing changes to the aged care system. This is in response an ageing population and the challenges facing the current aged care system. The changes seek to create a better system to give individuals, carers and families more choice and control and improve access to a full range of services.  |
| <b>Ageism</b>                      | Discrimination against older people due to negative and inaccurate stereotypes.  |
| <b>Ageing well</b>                 | WHO defines the recipe to Age Well is about maintaining the functional ability that allows you to do the things you value. This means preserving both your physical and mental capacity as you age - it also means making changes to our environments (housing, transportation, public spaces etc.) so that they are accessible to and supportive of older people with varying needs and capacities. |
| <b>Council</b>                     | Cardinia Shire Council; within the context of this guide that also includes Councillors, and employees of Council.   |
| <b>Evidence informed</b>           | Actions, undertaken to make Cardinia Shire a place to Age Well need to be informed by the most current data and evidence from Australia and Internationally.   |
| <b>Human rights</b>                | Respect for and upholding of human rights requires adopting a non-judgemental approach to people or groups of people. It involves eliminating discrimination based on age, gender identity, sexuality, race, religious/faith beliefs, political beliefs, ethnicity, physical ability and socio-economic status.  |
| <b>Interface Council</b>           | Cardinia Shire are one of ten Interface Councils of Melbourne are that form an arc around metropolitan Melbourne and incorporate both the green wedge and the urban growth boundary. They bridge the gap between metropolitan Melbourne and rural Victoria, sharing characteristics of both urban and rural communities.   |

|  |  |
|--|--|
| <b>Liveability</b>                     | Liveable communities are regarded as “safe, attractive, socially cohesive and inclusive, and environmentally sustainable with affordable housing linked via public transport, walking and cycling to employment, education, public open space, local shops, health and community services, and leisure and cultural opportunities” (Lowe et al. 2013). |
| <b>My Aged Care</b>                    | My Aged Care is the gateway to the aged and homecare service 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.  |
| <b>NDIS</b>                            | The National Disability Insurance Scheme is an Australian wide system that aims to provide support, choice and control to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability including early intervention and children with developmental delay.  |
| <b>Older adult</b>                     | For the purpose of this strategy, the term “older adult” refers to residents of Cardinia Shire Council aged 55 years and over.   |
| <b>Social Isolation</b>                | For the purpose of this strategy, this term refers to social isolation as the absence of relationships with family or friends on an individual level, and with society on a broader level.   |
| <b>World Health Organisation (WHO)</b> | A part of the United Nations that deals with major health issues around the world. The World Health Organization sets standards for disease control, health care, and medicines; conducts education and research programs; and publishes scientific papers and reports.  |

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## 11. Action Plan 2020-2022

| <b>Ageing Well Action Plan 2020-2022</b>                |   |   |   |                   |   |  |                |
|---|---|---|---|-------------------|---|--|----------------|
| <b>Priority One: Active Ageing and Community Access</b> |   |   |   |                   |   |  |                |
| <b>No</b>   | <b>Action</b>   | <b>Implementation</b>   | <b>Outcome measure</b>  | <b>Timeframe</b>  | <b>Lead</b>   | <b>Partner</b>   | <b>Funding</b> |
| 1.1   | <b>Support Council’s advocacy for transport solutions and ensure older person’s needs are included.</b> | <ul style="list-style-type: none"> <li>Contribute to the current scoping and implementation of the Southern Metropolitan Partnership - Social Isolation Project.</li> </ul> | <ul style="list-style-type: none"> <li>Older adults will have knowledge, access and confidence to utilise all available transport options.</li> <li>Council is involved in implementing the outcomes within the SMP Project.</li> <li>Improve mental health and wellbeing</li> <li>Improve social cohesion</li> </ul> | Ongoing           | Victorian State Government                            | Council Public Transport Victoria  | External       |
| 1.2   | <b>Council’s new and existing assets are accessible.</b>  | <ul style="list-style-type: none"> <li>Enhanced Universal design principals are applied across new and existing assets across council.</li> </ul>                           | <ul style="list-style-type: none"> <li>Councils Access and Upgrade program achieves improved accessibility in a minimum of two existing assets annually.</li> <li>Councils Enhanced standards are applied</li> </ul>  | June 2022 Ongoing | Buildings and Facilities Team Infrastructure Services | Ageing Well Facilitator Social Inclusion - Disability Facilitator Cardinia Access and Inclusion Advisory Group | Council        |

|     |  |   |   |                                 |                                       |  |                       |
|-----|--|---|---|---------------------------------|---------------------------------------|--|-----------------------|
|     |  |   | <p>to all new build planning, design and implementation.</p> <ul style="list-style-type: none"> <li>• <b>Cardinia Access and Inclusion Advisory Committee are consulted as part of the community engagement process.</b></li> </ul>   |                                 |                                       |  |                       |
| 1.3 | <p><b>Work in partnership with key stakeholders to develop proactive and preventative strategies to support ageing well in Cardinia Shire.</b></p> | <ul style="list-style-type: none"> <li>• <b>Deliver health and wellbeing sessions in partnership with community groups and health agencies related to; Mental health and physical wellbeing</b></li> <li>• <b>Opportunities to be physically active.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Series of information sessions delivered throughout the year.</b></li> <li>• <b>Minimum of 4 x health and wellbeing activity or program with an older person focus implemented annually.</b></li> <li>• <b>Minimum 4 x articles in the Ageing Well publication annually supporting positive ageing messaging.</b></li> <li>• <b>Improve mental health and wellbeing</b></li> <li>• <b>Improve social cohesion.</b></li> </ul> | <p><b>June 2022 Ongoing</b></p> | <p><b>Ageing Well Facilitator</b></p> | <p><b>Active Communities<br/>Aligned Leisure<br/>Community Centres<br/>Neighbourhood Houses<br/>Retirement Villages<br/>Aged Friendly<br/>Alliance Group<br/>Lifestyle Communities<br/>Seniors groups and organisations<br/>COTA<br/>Monash Health<br/>Koo Wee Rup<br/>Regional Health Service<br/>Bolton Clarke</b></p> | <p><b>Council</b></p> |

|                   |   |  |  |                                 |                                       |  |                       |
|-------------------|---|--|--|---------------------------------|---------------------------------------|--|-----------------------|
| <p><b>1.4</b></p> | <p><b>Further, develop the information and support available to residents and their families to inform decision making as they age.</b></p> | <ul style="list-style-type: none"> <li>• <b>Provide information sessions in partnership with relevant agencies related to;</b><br/> <b>Financial Information Services</b><br/> <b>End of life planning</b><br/> <b>Enduring Power of Attorney</b><br/> <b>My Aged Care</b><br/> <b>Transition to Retirement</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Participate in the development of the Aged Care Navigation-Community Hub Project.</b></li> <li>• <b>Information is accessible, up to date and in multiple modes.</b></li> <li>• <b>Minimum of 4 x information sessions, activity or program with an older person focus developed and implemented annually.</b></li> <li>• <b>Improve mental health and wellbeing.</b></li> <li>• <b>Improve social cohesion</b></li> </ul> | <p><b>June 2022 Ongoing</b></p> | <p><b>Ageing Well Facilitator</b></p> | <p><b>COTA Outlook</b><br/> <b>Community Centre</b><br/> <b>Volunteers</b><br/> <b>AFAG</b><br/> <b>Residents</b><br/> <b>Regional Assessment Service</b><br/> <b>Centrelink</b><br/> <b>Australian Government</b></p> | <p><b>Council</b></p> |
|-------------------|---|--|--|---------------------------------|---------------------------------------|--|-----------------------|



| <b>Priority Two: Education, Employment and Civic Participation</b> |  |   |  |                  |  |  |                |
|--|--|---|--|------------------|--|--|----------------|
| <b>No</b>  | <b>Action</b>  | <b>Implementation</b>   | <b>Outcome measure</b>   | <b>Timeframe</b> | <b>Lead</b>  | <b>Partner</b>   | <b>Funding</b> |
| 2.1  | <b>Consult and engage with a diverse representation of older people in the community to ensure the voice of seniors is included.</b> | <ul style="list-style-type: none"> <li>Strengthen and consolidate the role of the Age Friendly Alliance group (AFAG) to support consultation and engagement with older adults, their carers and families</li> <li>Older adults are included in consultation and community engagement approach that ensures the voice of older people is included in planning, decision-making and strategy development throughout Council.</li> </ul> | <ul style="list-style-type: none"> <li>AFAG are engaged and consulted on a range of Council projects</li> <li>Increase the diversity mix of membership to ensure this is representative of demographic change.</li> <li>Older residents have opportunity to be actively involved in community life.</li> </ul> | Ongoing          | Ageing Well  | Community Engagement Facilitator<br>Age Friendly Alliance Group<br>Social Inclusion Officer<br>Councillors<br>CALD Network | Council        |
| 2.2  | <b>Explore opportunities to increase workplace diversity.</b>  | <ul style="list-style-type: none"> <li>Consider enlisting an employer engagement advisor to review current recruitment policies and practices relating to Disability.</li> </ul>  | <ul style="list-style-type: none"> <li>A review of current employment practice and policies related to recruiting a more diverse employer base is achieved.</li> </ul>   | Jun-22           | Social Inclusion Officer - Disability People and Culture | Job Access – Australian Government Learning and Development Ageing Well Facilitators                                       | External       |

|                   |  |  |   |                      |  |   |                       |
|-------------------|--|--|---|----------------------|--|---|-----------------------|
|                   |  |  |   |                      |  |   |                       |
| <p><b>2.3</b></p> | <p><b>Older adults are supported to participate in community organisations/groups and share their skills and knowledge through volunteering.</b></p> | <ul style="list-style-type: none"> <li>• <b>Incorporate age groups/cohorts reporting requirements into new neighbourhood house SLAs Supporting older volunteers to remain on committees (volunteer and Council committees)</b></li> <li>• <b>Encourage older adults to apply for the Cardinia Community Leadership Program</b></li> <li>• <b>Explore the feasibility of a skills swap project in partnership with schools and older adult groups.</b></li> <li>• <b>Explore the feasibility of Wisdom Wizards project or similar in kinder program in partnership with ELC.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Reporting of age groups 55+ is provided as part of the Neighbourhood Houses and Community Centre service level agreements. In year, two after creating a baseline we would anticipate seeing participation rates increase.</b></li> <li>• <b>An increase of participants aged over 55 will apply for the Cardinia Community Leadership Program</b></li> <li>• <b>The feasibility of Wisdom Wizards project in kinder program in partnership with ELC explored.</b></li> <li>• <b>Older residents have opportunity to be actively involved in community life.</b></li> </ul> | <p><b>Jun-22</b></p> | <p><b>Community Development Ageing Well Healthy Children’s Facilitator Child and Family Partnerships Facilitator</b></p> | <p><b>Community Groups and Organisations Leadership Victoria Community Centres Neighbourhood Houses Worthington Place Early Learning Centre</b></p> | <p><b>Council</b></p> |

|     |   |   |   |           |  |                       |                |
|-----|---|---|---|-----------|--|-----------------------|----------------|
| 2.4 | <b>Ensure older adults have the resources to support business opportunities including learning new skills that could maintain their employment.</b> | <ul style="list-style-type: none"> <li>• <b>Create increased awareness of the Casey Cardinia Region events and training available including promotion of the business bus.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>One article per calendar year in the Ageing Well Newsletter highlighting events and or opportunities around skill development.</b></li> </ul> | June 2022 | <b>Economic Development Ageing Well Facilitators</b> | <b>Communications</b> | <b>Council</b> |
|-----|---|---|---|-----------|--|-----------------------|----------------|

**Priority Three: Respect, Safety and Social Inclusion**

| <b>No</b> | <b>Action</b>   | <b>Implementation</b>  | <b>Outcome measure</b>  | <b>Timeframe</b> | <b>Lead</b>  | <b>Partners</b>  | <b>Funding</b> |
|-----------|---|--|---|------------------|--|--|----------------|
| 3.1       | <b>Raise community awareness and enhance community resilience around elder abuse.</b> | <ul style="list-style-type: none"> <li>• <b>Raise community awareness and enhance community resilience around elder abuse through information sessions.</b></li> <li>• <b>Provide elder abuse information and updates to Age Friendly Alliance Group annually.</b></li> <li>• <b>Ensure relevant support and agency referral information is available and accessible for all council staff and residents.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Information sessions are held around World Elder Abuse Awareness Day (WEAAD).</b></li> <li>• <b>Resources developed and community have access to information and advice.</b></li> <li>• <b>Elder abuse information and updates to Age Friendly Alliance Group are completed annually.</b></li> <li>• <b>Older adults are valued, respected and included.</b></li> <li>• <b>Reduce elder abuse through prevention</b></li> </ul> | Annually         | <b>Ageing Well Facilitator<br/>Collective Impact Facilitator</b> | <b>Community Safety Officer<br/>Together We Can Better Place Australia<br/>Victoria Police<br/>Seniors Rights Victoria<br/>All Council Staff<br/>Seniors Rights Victoria</b> | <b>Council</b> |

|     |   |  |   |        |                         |   |         |
|-----|---|--|---|--------|-------------------------|---|---------|
|     |   | <ul style="list-style-type: none"> <li>• <b>Encourage community groups to connect with advocacy and support agencies to upskill members.</b></li> </ul>  | <p>measures and education.</p>  |        |                         |   |         |
| 3.2 | <p><b>Provide training and information to older adults on safe travel including public transport.</b></p> | <ul style="list-style-type: none"> <li>• <b>Implement the Road Safety grants program</b></li> <li>• <b>Support the delivery of the Public Transport Victoria peer support education program.</b></li> <li>• <b>Seek interest from community groups to be involved in the ongoing delivery of actions to support sustainability.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Series of information sessions delivered throughout the year.</b></li> <li>• <b>Achievement of the KPIs from the Vic Roads grants.</b></li> <li>• <b>Older adults participating in information sessions have increased knowledge and confidence in using public transport and safe travel.</b></li> <li>• <b>Older adults are supported and have opportunities to, live and participate in the community safely.</b></li> </ul> | Jun-22 | Ageing Well Facilitator | <p><b>Community Safety Officer</b><br/> <b>Ageing Well Facilitator</b><br/> <b>Road Safe South East</b><br/> <b>Public Transport Victoria</b><br/> <b>Retirement Villages</b><br/> <b>Aged Friendly Alliance Group</b><br/> <b>Lifestyle Communities</b><br/> <b>Seniors groups and organisations</b><br/> <b>Residents</b></p> | Council |

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| <p><b>3.3</b></p> | <p><b>Provide support and funding to the Senior Citizens groups who facilitate their activities within council facilities.</b></p>  | <ul style="list-style-type: none"> <li>• <b>Provide biannual operational grants to support the Senior Citizens clubs to function.</b></li> <li>• <b>Provide governance support and ensure financial accountability for council funding.</b></li> <li>• <b>Provide support for committees to access council grants and opportunities where relevant.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Senior Citizens clubs are supported to continue providing a social support function for their members.</b></li> <li>• <b>Senior Citizens groups are operating within the guidelines of incorporated committees and accountable for council funding.</b></li> <li>• <b>Members are attending grant writing sessions and applying for council grants programs.</b></li> </ul>        | <p><b>Jun-22</b></p> | <p><b>Ageing Well Facilitator</b></p> | <p><b>Community Development<br/>Child and Family Services<br/>Senior Citizens Committees</b></p>  | <p><b>\$ 90,000 Existing council funding</b></p> |
| <p><b>3.4</b></p> | <p><b>Work in partnership to assist older people to plan and prepare for disasters and critical incidents including:</b></p> <ul style="list-style-type: none"> <li>● <b>flood</b></li> <li>● <b>fire</b></li> <li>● <b>heat events</b></li> <li>● <b>pandemic</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Promote awareness through information sessions, Ageing Well publication and social media messaging.</b></li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Information provided on fire preparedness and heat health included in the Summer edition of the Ageing Well publication.</b></li> <li>• <b>A minimum of 2 x community sessions delivered annually where information is provided to older adults about resilience and emergency preparedness.</b></li> <li>• <b>Information is delivered in a variety of mediums eg,</b></li> </ul> | <p><b>Jun-22</b></p> | <p><b>Emergency Management</b></p>    | <p><b>Ageing Well Facilitators<br/>Community Safety Officer<br/>Communications<br/>Vic Police<br/>CFA<br/>SES<br/>Mecwacare<br/>Regional Assessment Service</b></p> | <p><b>Council</b></p>                            |

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|            |  |   | <b>written, face to face and electronic.</b>   |               |   |   |                |
| <b>3.5</b> | <b>Challenge Ageism through intergenerational activities and positive messaging around ageing.</b> | <ul style="list-style-type: none"> <li><b>Promote contemporary, positive narratives about ageing, older people in all their diversity and an ageing society.</b></li> <li><b>Engage the Youth Councillors education and positive role modelling around Ageism.</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Include articles challenging Ageism in the Ageing Well publication</b></li> <li><b>Re-engagement of primary school leaders to explore intergenerational activities to improve perceptions of Ageing through positive engagement activities.</b></li> <li><b>Youth Councillors are engaged in education about Ageism</b></li> <li><b>Older adults are valued, respected and included.</b></li> <li><b>Ageism is challenged through intergenerational activities and positive</b></li> </ul> | <b>Jun-22</b> | <b>Healthy Children’s Facilitator<br/>Ageing Well Facilitator</b> | <b>Primary Schools involved in school leaders program<br/>Youth Council</b> | <b>Council</b> |

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|            |  |   | <b>messaging around ageing.</b>   |                 |                                 |                                   |                |
| <b>3.6</b> | <b>Promote awards and recognition opportunities to acknowledge the contribution of Seniors in our local community.</b> | <ul style="list-style-type: none"> <li>• <b>Ensure the Senior Citizen of the Year is facilitated as the shire nominee for the Victorian Senior of the Year</b></li> <li>• <b>Promote Stan Henwood, Citizens of the Year, Volunteer Celebrations with key contacts.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Older adults are being recognised by peers and residents for their community contributions</b></li> <li>• <b>The annual shire Senior of the Year is nominated as the submission for Victorian Senior of the year awards at Government House.</b></li> </ul> | <b>Annually</b> | <b>Ageing Well Facilitators</b> | <b>Victorian State Government</b> | <b>Council</b> |

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| <p><b>3.7</b></p> | <p><b>Increase and promote opportunities for connection.</b></p> | <ul style="list-style-type: none"> <li>• <b>Co-design the DHH\$ funded Seniors Inclusion and Participation project with older adults.</b></li> <li>• <b>Contribute to the current scoping and implementation of the Southern Metropolitan Partnership - Social Isolation Project</b></li> <li>• <b>Celebrate annual Seniors Festival</b></li> <li>• <b>Promote new and existing opportunities to be connected.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Successful development and implementation of the Seniors Participation and Inclusion project and associated KPIs.</b></li> <li>• <b>Council supports the implementation of the Southern Metropolitan Partnership - Social Isolation Project.</b></li> <li>• <b>Provide a minimum of x 2 local low-cost activities to celebrate Seniors Festival annually in October.</b></li> <li>• <b>A minimum of x 4 articles annually in the Ageing Well publication to promote opportunity to engage in community activities.</b></li> <li>• <b>Reduce social isolation by increasing opportunity for connection.</b></li> </ul> | <p><b>June 2022 Annually</b></p> | <p><b>Victorian State Government</b></p> | <p><b>Ageing Well Facilitators<br/>DHH\$ Age Friendly Alliance Group</b></p> | <p><b>Council</b></p> |
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| <b>Priority Four: Health and Social Services</b> |               |                       |                        |                  |             |                |                       |
|--|---------------|-----------------------|------------------------|------------------|-------------|----------------|-----------------------|
| <b>No</b>  | <b>Action</b> | <b>Implementation</b> | <b>Outcome measure</b> | <b>Timeframe</b> | <b>Lead</b> | <b>Partner</b> | <b>Funding Source</b> |

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| <p><b>4.1</b></p> | <p><b>Continue to advocate for health services including specialist providers to have consulting locations within the shire.</b></p> | <ul style="list-style-type: none"> <li>• <b>Support the implementation of the services for success model</b></li> <li>• <b>Ensure the voice of older adults is included in the consultation about the Pakenham Community Hospital</b></li> <li>• <b>Continue to advocate for allied health outreach models to support rural residents to access care at home.</b></li> <li>• <b>Ensure information on primary care providers is accessible for residents.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Older adults and their families have the primary health services they need within their communities.</b></li> <li>• <b>Older adults and their families have the knowledge, choice and support to age in place.</b></li> <li>• <b>Older adults will have knowledge of primary care providers to meet their needs.</b></li> <li>• <b>Improve mental health and wellbeing.</b></li> </ul> | <p><b>Jun-22</b></p> | <p><b>Social and Community Planning</b></p> | <p><b>Ageing Well Facilitators<br/>Department of Health and Human Services<br/>Age Friendly Alliance Group</b></p>   | <p><b>Council</b></p>  |
| <p><b>4.2</b></p> | <p><b>Support the local Commonwealth Home Care providers to ensure the needs of residents requiring support are available.</b></p>   | <ul style="list-style-type: none"> <li>• <b>Implement the Commonwealth Home Support Program Activity Work Plan.</b></li> <li>• <b>Ensure information on My Aged Care and local providers is accessible for residents.</b></li> <li>• <b>Ensure stakeholder relationships are built and maintained to best understand service gaps and</b></li> </ul>   | <ul style="list-style-type: none"> <li>• <b>The Commonwealth Home Support program AWP is implemented and reported to the Australian government quarterly with successful achievements of all KPIs.</b></li> <li>• <b>Older adults and their families have the knowledge, choice and support to age in place.</b></li> </ul>  | <p><b>Jun-22</b></p> | <p><b>Ageing Well Facilitator</b></p>       | <p><b>Regional Assessment Service<br/>Australian Government<br/>Monash Health<br/>Koo Wee Rup Regional Health Service<br/>Alfred Carer Health<br/>Bolton Clarke<br/>Southern Migrant Resource Centre</b></p> | <p><b>External</b></p> |

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|            |  | <b>opportunities for residents.</b>   |   |                |                                |  |                 |
| <b>4.3</b> | <b>Collaborate with local health and community services to ensure relevant and current health services information is provided to residents.</b> | <ul style="list-style-type: none"> <li>• <b>Ensure information is accessible for residents.</b></li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Partnerships formed and relevant up to date information is provided and available.</b></li> <li>• <b>Improve mental health and wellbeing</b></li> </ul>   | <b>Ongoing</b> | <b>Ageing Well Facilitator</b> | <b>Customer Service Staff</b><br><b>Communications</b><br><b>Monash Health</b><br><b>Koo Wee Rup</b><br><b>Regional Health Service</b><br><b>Dementia Australia</b><br><b>Alfred Carer Health</b><br><b>Bolton Clarke</b><br><b>Southern Migrant Resource Centre</b> | <b>Council</b>  |
| <b>4.4</b> | <b>Raise community awareness and enhance community resilience around Dementia.</b>   | <ul style="list-style-type: none"> <li>• <b>Provide information and awareness of Dementia throughout Dementia Awareness Month (Sep).</b></li> <li>• <b>Support the Koo Wee Rup Dementia Alliance.</b></li> <li>• <b>Support the Dementia Cafe model to expand beyond one location.</b></li> <li>• <b>Build relationships with specialist health services to ensure knowledge of support groups within the shire.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Dementia Alliance continues to function aligned with their terms of reference.</b></li> <li>• <b>The Dementia Café model is maintained and expanded to a second location in the shire.</b></li> <li>• <b>Information and resources are easily available in multiple modes.</b></li> <li>• <b>Improve mental health and wellbeing</b></li> </ul> | <b>Jun-22</b>  | <b>Ageing Well Facilitator</b> | <b>Dementia Australia</b><br><b>Alfred Carer Health</b><br><b>Monash Health</b><br><b>Koo Wee Rup</b><br><b>Regional Health Service</b><br><b>Outlook</b><br><b>Community Centre</b><br><b>Dementia Alliance</b><br><b>Volunteers</b><br><b>Carer Gateway</b>        | <b>External</b> |

| Priority Five: Communication and Information |   |  |  |           |             |  |                                   |
|--|---|--|--|-----------|-------------|--|-----------------------------------|
| No   | Action  | Implementation   | Outcome measure  | Timeframe | Lead        | Partner  | Funding                           |
| 5.1  | Develop multiple strategies to disseminate a wide range of information, events and services accessible to older people in Cardinia Shire. | <ul style="list-style-type: none"> <li>Develop and distribute the Ageing Well Publication.</li> <li>Promote the public Internet Access Program - offering free internet access through our neighbourhood houses.</li> <li>Promote opportunities for older adults to learn and stay updated with changing technology and communication platforms such as Be Connected, IT Savvy Seniors IT learning programs.</li> <li>Explore the opportunity to expand the resource manuals developed with local secondary schools for older adults.</li> </ul> | <ul style="list-style-type: none"> <li>The Ageing Well publication will provide 9000 copies and three editions per calendar. It will be distributed across the shire in a variety of access points such as Libraries (incl mobile), General Stores, Post Offices etc.</li> <li>Older adults can access relevant up to date information about their community and services in multiple modalities.</li> </ul> | Annually  | Ageing Well | Communications<br>Community Development<br>U3A-Emerald and Cardinia<br>Neighbourhood Houses<br>Community Centres<br>Healthy Children's Facilitator | \$20,000 Council existing funding |

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| <p><b>5.2</b></p> | <p><b>Build the capacity of older adults to increase their confidence, safety and knowledge in information technology and communication platforms.</b></p>   | <ul style="list-style-type: none"> <li><b>In partnership provide up to date information on scams and online safety awareness.</b></li> <li><b>Explore the opportunity to expand the resource manuals developed with local secondary schools for older adults.</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Older adults will be able have access to initiatives that will increase their awareness and understanding of online safety.</b></li> </ul>   | <p><b>Jun-22</b></p> | <p><b>Ageing Well</b></p> | <p><b>Casey Cardinia Libraries - Pakenham and Emerald<br/>U3A<br/>Neighbourhood Houses<br/>Community Centres<br/>Community Safety Officer<br/>Vic Police<br/>Consumer Affairs</b></p>                                   | <p><b>Council</b></p>  |
| <p><b>5.3</b></p> | <p><b>Develop a positive ageing cluster with representation from interested groups to provide a peer-based support and information sharing platform for local groups and organisations focused on older adult social connection.</b></p> | <ul style="list-style-type: none"> <li><b>Explore the interest of local groups come together with the purpose of peer support, sharing of information and building relationships.</b></li> </ul>   | <ul style="list-style-type: none"> <li><b>A minimum of four groups will be represented/engaged in positive ageing cluster network.</b></li> <li><b>Contact will be made with all known groups that's membership base are majority older adults to seek interest in participation.</b></li> </ul> | <p><b>Jun-22</b></p> | <p><b>Ageing Well</b></p> | <p><b>U3A<br/>Senior Citizens Groups<br/>OMNI<br/>Probus<br/>Rotary<br/>Life Activities Clubs<br/>Men's Sheds<br/>Community Development<br/>Interfaith Network<br/>CALD Network<br/>Age Friendly Alliance Group</b></p> | <p><b>External</b></p> |

| Priority Six: Outdoor Spaces and Places |  |   |   |           |   |   |         |
|---|--|---|---|-----------|---|---|---------|
| No                                      | Action   | Implementation  | Outcome measure   | Timeframe | Lead  | Partner   | Funding |
| 6.1                                     | Support Council's work in the planning and delivery of footpaths, seating, lighting, road crossings, wayfinding, charge points and other infrastructure that will support the mobility of older people with safety and confidence. | <ul style="list-style-type: none"> <li>The Age Friendly Alliance are consulted about the planning and delivery of a range of projects across council.</li> <li>Community Engagement for council projects are inclusive of older adults.</li> <li>Charge points are promoted and kept updated across the shire.</li> <li>Wayfinding audits are explored as part of improving signage around key locations.</li> <li>Installation of a recharge point in high use community buildings, which incorporates the appropriate signage and is registered as part of the power up program.</li> </ul> | <ul style="list-style-type: none"> <li>Older residents will have an opportunity to provide input to the development of relevant projects.</li> <li>Installation of a recharge point in high use community buildings are achieved. Locations of charging stations are easily available and promoted.</li> <li>A minimum two access keys are developed for an outdoor space and community building.</li> <li>Improve mental health and wellbeing</li> </ul> | Jun-22    | Active Communities Operations Buildings and Facilities Access and Inclusion Facilitator- Disability | Ageing Well Facilitators Social Inclusion Facilitator - Disability Cardinia Access and Inclusion Advisory Committee Dementia Alliance Age Friendly Alliance Group | Council |

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|     |   | <ul style="list-style-type: none"> <li>• <b>Develop a number of 'Access Maps' for key locations.</b></li> </ul>  |  |        |  |  |         |
| 6.2 | <p><b>Promote existing opportunities to get active including sports clubs, outdoor trails for cycling and walking.</b></p>        | <ul style="list-style-type: none"> <li>• <b>Promote community groups that support outdoor activity.</b></li> <li>• <b>Promote rail trails, cycling paths and outdoor spaces to encourage usage.</b></li> <li>• <b>Engage with cycling groups and enthusiasts.</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Minimum 1 x article relating to Outdoor spaces or Places in the shire in the Ageing Well publication.</b></li> <li>• <b>Ensure information relevant to outdoor spaces and places is easily accessible.</b></li> <li>• <b>Improve mental health and wellbeing</b></li> <li>• <b>Reduce Obesity</b></li> </ul> | Jun-22 | <p><b>Active Communities</b><br/><b>Ageing Well Facilitators</b></p>                                 | <p><b>Ageing Well Facilitators</b><br/><b>Age Friendly Alliance Group</b><br/><b>Aligned Leisure Community Sporting groups and Organisations</b></p> | Council |
| 6.3 | <p><b>Work with developers to ensure the needs of all abilities are considered as part of the design of new developments.</b></p> | <ul style="list-style-type: none"> <li>• <b>Promote the opportunities to have your say as part of precinct structure planning and developments.</b></li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Older residents will have an opportunity to provide input to the development of relevant projects.</b></li> <li>• <b>Older residents have opportunity to be actively involved in community life.</b></li> </ul>  | Jun-22 | <p><b>Ageing Well Facilitators</b><br/><b>Strategic Planners</b><br/><b>Community Engagement</b></p> | <p><b>Victorian Planning Authority</b><br/><b>Age Friendly Alliance Group</b></p>  | Council |