Positive Ageing Action Plan 2016 – 2026

WINGECARRIBEE SHIRE COUNCIL

Appendix 1

Positive Ageing Action Plan

Focus Area 1: A Safe and Accessible Community

Older people can move safely and easily around the area, utilise accessible local facilities and spaces and feel valued and safe in their homes and community.

What Council will do	Timeframe[1]	Responsibility	Partners	Resources
1. Actively promote public and community transport options available within the Shire, including through the Council website and Seniors Directory.	Short term Ongoing	Community Development	Transport providers Local service providers Transport for NSW	Existing
2. In partnership with local stakeholders and transport providers, develop a number of transport strategies and initiatives to introduce people to local services, build confidence and encourage regular use of public and community transport.	Short term Ongoing	Community Development	Transport providers Local service providers Transport for NSW	Additional funding required
3. Continue to advocate on a range of transport issues including upgrades to local railway stations to improve accessibility and the roll out of the Opal Card to local public bus services.	Long term Ongoing	Transportation Planning Engineer	Transport providers Transport Working Group Access Committee	Existing
4. Continue to apply for and utilise a range of funding sources, including the Country Passenger Transport Infrastructure Grants Scheme (CPTIGS) funding to provide support funding to improve the accessibility, comfort and amenity of public transport facilities.	Short term Ongoing	Transportation Planning Engineer	Transport for NSW Transport providers	Existing AND additional funding to be sought
5. Investigate designated transport drop off and pick-up zones near key services and ensure that new commercial developments make adequate provision to ensure easy access to public transport.	Short term	Transportation Planning Engineer and Development Services	Transport providers Community Transport Service Providers Private Developers	Existing

---

[1] The timeframe refers to the period in which the action is expected to be completed. Short term actions are expected to be completed within 1-3 years, medium term in 3-7 years and long term within 7-10 years.

6. Promote the Mobility Parking Scheme, including putting information and locations of accessible spaces on Council's website.	Short term Ongoing	Community Development		Existing
7. Advocate for large print user friendly timetables and route maps at bus stops and train stations and actively promote the use of trip planning apps and websites.	Short term	Community Development	Transport providers Access Committee	Existing
8. Investigate the development of an ongoing information resource package for older people around safe driving and alternative transport options.	Short term Ongoing	Road Safety Officer	Transport providers RMS Local Doctors	Additional funding required
9. Support and deliver older driver and pedestrian safety education.	Short term Ongoing	Road Safety Officer	RMS	Existing AND additional funding to be sought
10. Work in partnership with Police and other services to deliver information sessions and other resources on crime and community safety for older people. Ensure the needs and concerns of older people are addressed in the local Community Safety Plan.	Short term Ongoing	Community Development	Police Emergency services NGOs	Existing
11. Ensure that older people are included in community engagement activities specifically targeted at bush fire awareness and preparedness as identified in the Bush Fire Risk Management Plan and Council Fire Management Plans.	Short term Ongoing	Environment & Sustainability	Emergency services Local Emergency Management Committee NGOs	Existing AND additional funding to be sought
12. Ensure all new or redeveloped community and public facilities are accessible for people of all ages and abilities. Work with developers to include Age Friendly design principles as part of the design of residential and commercial development.	Medium term	Development Services	COTA LGNSW	Additional funding required

Action	Timeframe	Responsibility	Partners	Resourcing
13. Pedestrian access and safety is improved through the design, upgrade and repair of footpaths and walking tracks. Opportunities for cycling are enhanced through the expansion of the cycleway network across the Shire.	Long term Ongoing	Assets		Existing AND additional funding to be sought
14. Support implementation of local solutions to create age-friendly communities, including walkable pathways, seating, lighting, kerb ramps, clear signage and accessible public toilets.	Long term Ongoing	Assets		Existing AND additional funding to be sought
15. Conduct an Access Audit of Council's community facility buildings and public toilets. Assess compliance with Australian standards for access and mobility and prioritise the improvement works or renewal of assets to meet accessibility standards.	Long term	Assets		Existing AND additional funding to be sought
16. Encourage local business to improve the accessibility of their premises for older people and people with a disability.	Short term	Community Development	Local businesses Access Committee	Existing AND additional funding to be sought

<div align="right">

Performance Indicators

Satisfaction measures

Older peoples satisfaction with community safety and crime prevention (CSS)

Older peoples satisfaction with cycle paths and walking tracks (CSS)

Older peoples satisfaction with availability of and access to public transport (CSS)

Older peoples satisfaction with cleanliness and functionality of public toilets (CSS)

Older peoples satisfaction with the provision and quality of footpaths (CSS)

Older people feel part of the local community (CSS)

Community appreciation of the benefits of living in a community with people of diverse age, backgrounds and cultures (CSS)

Quantitative measures

Footpaths installed/maintained (WSC annual report)

Shared paths and cycle ways installed/maintained (WSC annual report)

Number of upgrades to Council facilities and spaces so they are more accessible and age friendly (new performance indicator)

Number of people attending road and pedestrian safety training sessions (new performance indicator)

Number of council staff trained in age friendly design and community principles (new performance indicator)

</div>

Focus Area 2: Maintaining Independence and Good Health

Older people maintain a healthy lifestyle and retain their independence, supported by access to local services and a range of accommodation options and community facilities and spaces that reflect their needs.

What Council will do	Timeframe	Responsibility	Partners	Resources
17. Support and advocate for: • **an adequately funded aged care sector that provides services that are responsive to the diverse needs of older people;** • **services that enable 'ageing in place' including the provision of affordable home maintenance, domestic and gardening services, home modification, community transport, meals, respite and social support services;** • **services and programs for people with dementia and their carers; and** • **services and public housing stock to meet the needs of older people who are homeless or at risk of homelessness.**	Short term Ongoing	Community Development	NGOs Service providers Commonwealth Govt. State Govt. Alzheimer's Australia Community housing providers Specialist homelessness services	Existing
18. Support and advocate for older people with disabilities and their carers so they are not adversely affected by service system changes associated with introduction of the NDIS.	Short term Ongoing	Community Development	Disability Service Providers Aged Care Providers NGOs	Existing AND additional funding to be sought
19. Collaborate with health agencies and authorities to identify strategies that improve health outcomes for older people including strengthening local networks to support continuity of care.	Medium term Ongoing	Community Development	Local Health and Aged Care Services Primary Health Network NGOs	Existing AND additional funding to be sought
20. Support programs and initiatives that address emerging sustainability issues such as food security and energy efficiency amongst older people.	Medium term Ongoing	Environment & Sustainability	Regional Development Australia NGOS Local service providers	Existing

21. Support and advocate for suitable training and initiatives for older people to understand and make use of information technology and smart devices in everyday life.	Short Term Ongoing	Community Development	Local Service Providers Libraties TAFE Robertson CTC U3A	Existing AND additional funding to be sought
22. Support programs and initiatives that cultivate older people's connection to the natural world and associated health benefits.	Medium term	Environment & Sustainability	Local community groups Health agencies and providers National Parks	Existing AND additional funding to be sought
23. Review services offered for seniors in Council owned pools and leisure centres and promote their availability.	Short term	Business Services	Local community groups Allied health providers	Existing
24. Increase access to dog friendly spaces and information on responsible pet ownership in recognition of the importance of companion animals to the wellbeing of many older people.	Medium term	Assets Regulatory Services		Additional funding required
25. Install additional outdoor exercise equipment in locations frequently used by older people and investigate provision of facilitated exercise sessions to encourage equipment use.	Short term Ongoing	Assets Community Development	Local community groups NGOs Allied health providers	Existing AND additional funding to be sought
26. Review and where necessary update Council resources and tools for developers to promote and support universal design that future proofs new dwellings.	Medium term	Development Services	Developers	Existing
27. Improve information about housing issues and options for older people, for example providing fact sheets on: • **Council requirements for adapting existing housing;** • **potential for dual occupancy dwellings and relevant planning requirements;** • **universal design principles that support ageing in place; and**	Medium term Ongoing	Development Services	Residents Real Estate Agents Builders LGNSW	Existing AND additional funding to be sought

28. Support and promote the development of new aged care facilities in locations that are close to transport linkages, encourage interaction with younger people and support ageing in place.	Medium term Ongoing	Strategic Planning	Aged care providers	Existing

Performance Indicators

Satisfaction measures

Older peoples satisfaction with the range of services and facilities available to them (CSS)

Older peoples satisfaction with the provision and maintenance of swimming pools (CSS)

Older peoples satisfaction with the provision and maintenance of sporting facilities (CSS)

Quantitative measures

Number of health and aged care service issues advocated for annually (new performance indicator)

Number of annual health assessments by GPs for people over 75+ (Social Health Atlas of Australia)

Number of new outdoor exercise facilities installed in Council spaces (WSC annual report)

Information sessions and resources on age friendly housing issues developed for the community (new performance indicator)

New collaborative projects between Council and local health agencies that focus on older people (new performance indicator)

Number of older people attending information technology and smart device training (new performance indicator)

Focus Area 3: Participation in Community Life

Older people enjoy a wide range of opportunities to maintain wellbeing and participate in the local community and economy through access to events, activities, volunteering and employment opportunities.

What Council will do	Timeframe	Responsibility	Partners	Resources
29. Continue to support and organise Seniors Week events and activities.	Short term Ongoing	Community Development	NGOs Local community groups Service providers	Existing AND additional funding to be sought
30. Encourage and support a diverse range of recreational and leisure activities for older people in council facilities and open spaces.	Short term Ongoing	Community Development	NGOs Local community groups Service providers	Existing AND additional funding to be sought
31. Continue to provide financial support for initiatives that assist older people through Council's Community Assistance Scheme.	Short term Ongoing	Community Development	NGOs Local community groups	Existing
32. Identify new opportunities for socially isolated older people to participate in community life, e.g. phone based book clubs, online learning and discussion groups.	Medium term	Community Development	Local community groups NGOs Service providers	New resources needed
33. Promote and support a wide range of accessible and affordable life-long learning opportunities for older people.	Short term Ongoing	Community Development	U3A TAFE UOW Robertson CTC Library	Existing AND additional funding to be sought

34. Explore and scope new initiatives around volunteering with Wingecarribee Volunteering Centre.	Short term	Community Development	Wingecarribee Volunteer Centre NGOs Aged Care service providers	Existing
35. Council provides an age friendly workplace in recognition that people have to work longer by: • **Reducing barriers to continued participation of mature aged workers** • **Mentoring to utilise the experience of older staff**	Medium term Ongoing	Human Resources		Existing
36. Facilitate discussion on age diversity in the workforce and support initiatives that help workers remain in the workforce and access training that updates their skills and opens up new opportunities.	Medium term	Economic Development	Local employers Employment agencies NGOs Education providers Commonwealth and State Govt.	Existing
37. Encourage and support intergenerational initiatives that deepen understanding and connection between generations.	Medium term	Community Development	Schools NGOs	Existing AND additional funding to be sought
38. Investigate the needs of older people, particularly those in rural villages, with regards to waste collection, recycling education and the most effective information products.	Short term	Waste Education Projects Officer	Community Associations	Existing
39. Ensure that Council's Library Services continue to meet the needs of the Shire's diverse ageing population and consider opportunities to leverage existing library and Visitor Information Centre resources to provider a broader range of services and support for older people.	Medium term Ongoing	Libraries and Tourism	NGOs Local community groups Wingecarribee Volunteer Centre	Existing AND additional funding to be sought
40. Continue to engage older people in caring for the local natural environment, including though expanding opportunities for older people to volunteer in the Wingecarribee Community Nursery, consistent with Council's Environment Strategy.	Short term Ongoing	Environment & Sustainability	Bushcare Landcare Local community groups	Existing AND additional funding to be sought

41. Consider how the expertise and resources within local Men's Sheds could support the broader community, including for example DIY workshops for women to build basic home maintenance skills or provision of low cost home maintenance for older people.	Medium term	Community Development	Mend Sheds Local community groups	Existing AND additional funding to be sought
42. Develop, support and facilitate a variety of creative activities and access to cultural opportunities that cater to the needs of older people consistent with Council's Arts and Culture Strategic Plan.	Short term Ongoing	Community Development	STARTS Local arts and culture groups Service providers	Existing AND additional funding to be sought

Performance Indicators

Satisfaction measure

Older peoples satisfaction with library services (CSS)

Older people feel they have opportunities to participate in arts and cultural activities (CSS)

Older peoples satisfaction with recycling and waste reduction initiatives (CSS)

Older peoples satisfactions with restoration of natural bushland and community environmental initiatives (CSS)

The Shire is considered a good place for older people to live (Ageing Strategy Community Survey)

Quantitative measures

Number of older people participating in volunteering (Census and CSS)

Number of older people in paid employment (Census)

Number of projects benefiting older people that are funded though Council's Community Assistance Scheme (new data collection and performance indicator)

Number of older people involved in caring for the natural environment (new data collection and performance indicator)

Number of collaborative projects between Council and Volunteering Wingecarribee that focus on older people (new data collection and performance indicator)

Number of collaborative projects/events jointly developed by Council's Arts/ Culture and Ageing officers (new data collection and performance indicator)

Focus Area 4: Information and Communication

Older people have easy access to information that assists them to make choices, stay connected to the community and participate in local decision making.

What Council will do	Timeframe	Responsibility	Partners	Resources
43. Continue to produce and enhance a hard copy and online Seniors Directory by providing additional information on service offerings, costs and eligibility requirements.	Short term Ongoing	Community Development	Service providers Businesses NGOs	Existing
44. Develop and deliver dementia awareness training to Council customer service staff to support them in appropriately responding to the needs of all older people.	Medium term Ongoing	Community Development	Alzheimer's Australia Local service providers	Existing AND additional funding to be sought
45. Continue to support and resource Council's Seniors Working Group and establish a twice yearly Seniors Issues Forum (on line and in person), that allows older people to raise issues and provide feedback to Council on matters of interest.	Short tem Ongoing	Community Development		Existing
46. In partnership with the Aboriginal community establish an annual Yarn to enable Aboriginal elders and local Aboriginal stakeholders to meet with Councillors and Council staff and discuss issues of older Aboriginal people.	Short tem Ongoing	Community Development	Aboriginal elders Service providers	Existing
47. Plan and deliver a Positive Ageing Conference to present topical ageing and health matters and showcase local services and businesses with a positive ageing focus.	Short term	Community Development	Local business NGOs Service providers	Existing AND additional funding to be sought
48. Support and promote education programs that enable older people to utilise information technology to assist them to stay connected, informed and entertained and continue to provide free WIFI in a range of public places.	Short tem Ongoing	Community Development	Local providers Community Groups	Existing
49. Explore the feasibility of older persons helpline or information kiosk that would be staffed by volunteers with information developed and its currency maintained by Council.	Medium term Ongoing	Community Development	Volunteering Wingecarribee NGOs Businesses service providers	Existing AND additional funding to be sought

50. Investigate options to improve the dissemination of information for older people including: - **Council website** - **Provide a monthly e-newsletter of community events and topical information for older people** - **Including a seniors page in Wingecarribee Today** - **Use of prominent and maintained community notice boards** - **Development of a Wingecarribee App providing information about events, facilities and services that could be used by visitors and residents** - **Use of community radio** - **Support for village associations to establish and maintain Facebook pages, websites and telephone trees** - **Strategies to ensure older people in aged care facilities can access relevant information**	Medium term Ongoing	Community Engagement	Community Groups Village Associations Local newspapers Community radio Volunteering Wingecarribee	Existing AND additional funding to be sought
51. Maintain relationships with local providers and community groups through participation in local consultative committees.	Short term Ongoing	Community Development	Local providers Community Groups	Existing
52. Scope the project ideas that were identified in the Ageing Strategy community consultations so Council is well placed to apply for external grants as opportunities present.	Short term Ongoing	Community Development	Local providers Community Groups Businesses	Existing

Performance Indicators

Satisfaction measures

Older peoples satisfaction with Council's provision of information to residents (CSS)

Quantitative measures

Internet use by older people (Census)
Number of delegates that register for Positive Ageing Conferences (new data collection and performance indicator)
Number of issues identified through the Seniors Issues Forum (new data collection and performance indicator)
Subscriptions to the monthly Positive Ageing e-newsletter (new data collection and performance indicator)
Resources secured for positive ageing projects, including public and private funding (new data collection and public reporting)