

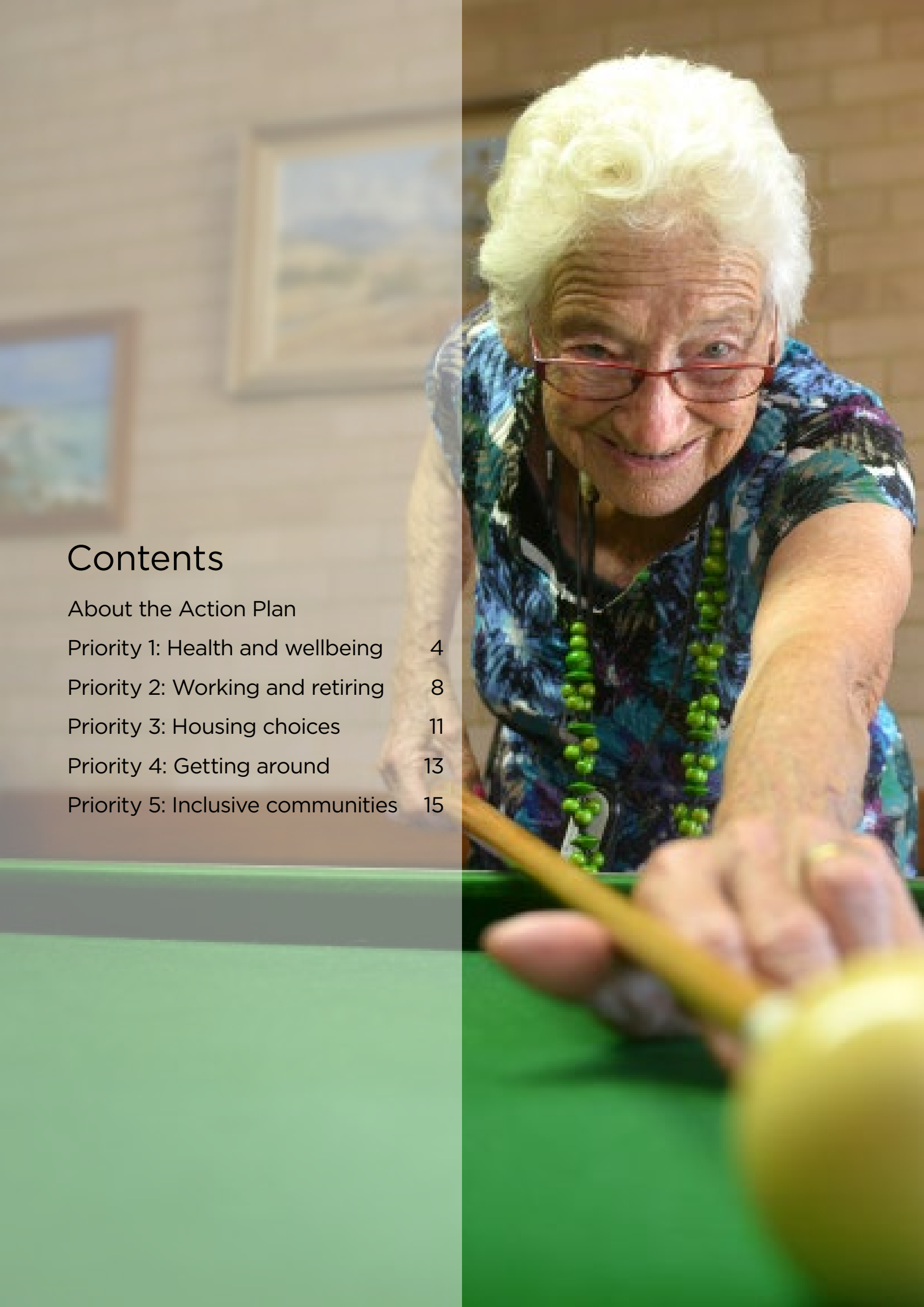


# NSW AGEING STRATEGY 2016-2020



## Year Two Action Plan





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# About the Action Plan

The NSW Ageing Strategy 2016 – 2020 is the NSW Government's commitment to respond to the opportunities and challenges of our ageing population. Our vision is for people in NSW to experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities.

The *Year Two Action Plan* describes initiatives to be undertaken in the second year of the Strategy. It also identifies existing programs that seek to positively influence outcomes for older people.

## Supporting implementation

As for year one, the *Year Two Action Plan* includes learning activities to support implementation. These include creating opportunities to listen to older people about their priorities, research into older people's concerns and funding peak bodies to be able to dig deeper than governments can.

## Continuing consultation

The NSW Government will continue to fund four key ageing advocacy organisations: the Council on the Ageing NSW, the Seniors Rights Service, the Combined Pensioners and Superannuants Association and the Older Women's Network. These organisations are an important voice for older people, as well as providing information through newsletters, their online presence, and in person. They work across the priority areas of the Strategy to develop and inform responses to the challenges and opportunities of an ageing population.

The Department of Family and Community Services (FACS) will also develop and implement a communication and engagement strategy which reflects the commitment to work in partnership with non-government and government partners, and to capitalise on existing resources and opportunities.

## Ongoing research on ageing

The *45 and Up* study is Australia's largest cohort study into the healthy ageing of 267,000 men and women aged 45 and over (approximately 10% of the NSW population) who are resident in New South Wales. Led by the Sax Institute, FACS has been a study partner since 2007. This open source resource is available to researchers and policy agencies and collects longitudinal data focussing on factors that influence healthy ageing in the population.

FACS will continue to conduct its annual survey of older people which will support the evaluation and monitoring of the Strategy, and inform future planning.

## Governance and reporting

The Ageing Strategy is governed by an Interdepartmental Committee, who are responsible for overseeing the implementation of the Strategy, and for compiling an annual progress report for the Minister for Ageing. The Interdepartmental Committee also oversees the implementation of the Evaluation and Monitoring Plan developed in 2017. The evaluation and monitoring of the Ageing Strategy will support the refinement of Ageing Strategy initiatives and inform future decision making by the NSW Government.

# Priority area one – Health and wellbeing

## Objective:

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

## Key Activities 2017-2018

Health and wellbeing		Lead
<b>STAYING PHYSICALLY ACTIVE AND HEALTHY</b>		
<b>1.1</b>	<p><b>Cooking for One or Two – a nutrition and healthy eating program for older people</b></p> <ul style="list-style-type: none"> <li>Deliver <i>Cooking for One or Two</i>, in partnership with the private and not-for-profit sector, to a wider audience. This program, developed by the Commonwealth Department of Veteran Affairs, supports older people to prepare healthy, cost-effective meals.</li> </ul> <p><i>Target: 300 people participate in the Cooking for One or Two program</i></p>	Department of Family and Community Services

Health and wellbeing		Lead
1.2	<p><b>Healthy Eating Active Living strategy</b></p> <ul style="list-style-type: none"> <li>■ <b>Make Healthy Normal initiative</b> – deliver this media campaign and website initiative, which encourages people to use the Make Healthy Normal website. <i>Target: Increase recognition of the Make Healthy Normal campaign to 50% in men aged 35-54 years</i></li> <li>■ <b>Get Healthy Information and Coaching Service</b> – provide this free, state-wide telephone-based health coaching service, which aims to support people to make sustained improvements in their eating choices, physical activity and weight management. Over 40% of people using the service are aged 50 years and over. <i>Target: 45% of participants in ‘Get Healthy’ coaching service to be aged 50+</i></li> <li>■ <b>Get Healthy at Work program</b> – NSW Health, in partnership with SafeWork NSW and iCare, will continue to provide this free program to all workplaces in NSW. <i>Target: 18,000 new ‘brief health checks’</i> <i>Target: Register 754 new businesses</i></li> <li>■ <b>NSW Aboriginal Knockout Health Challenge</b> – deliver this community-led healthy lifestyle and weight loss challenge to improve lifestyle and reduce the risk of chronic disease in Aboriginal communities in NSW. This primary prevention program targets physical activity, healthy eating, obesity and weight-related issues. In 2015 and 2016, 19 per cent of participants were over the age of 50 years. <i>Target: 25% of participants in ‘Aboriginal Knockout’ to be aged 50+</i></li> <li>■ <b>Active and Healthy website</b> – support the online directory of community-based physical activity programs and falls prevention programs. The site also includes a range of falls prevention resources. The website is used by older people, exercise providers and healthcare professionals. <i>Target: More than 35,000 unique visitors to the Active and Healthy Website</i></li> <li>■ <b>Stepping On program</b> – deliver a state-wide community-based falls prevention program for people aged 65 years and over, providing skills and confidence-building exercises to assist in preventing falls and keeping active. <i>Target: Deliver Stepping On to 3,700 participants</i></li> <li>■ <b>Staying Active Project</b> – support the Aquatic Recreation Institute (ARI) to conduct the Staying Active project. The project aims to increase physical activity by adults over the age of 50 years through a sustainable, accessible program of water and land-based exercise classes in ARI facilities. Activities will focus on strength, power, balance and mobility as well as cardiovascular fitness. Social activities will promote networking. <i>Target: Add 23 new sites for ‘Staying Active’</i> <i>Target: Achieve 60,000 visits to Staying Active groups</i></li> </ul>	NSW Health
1.3	<p><b>Getting Active plan</b></p> <ul style="list-style-type: none"> <li>■ Launch accessible sports and modified programs in partnership with the private sector, sporting organisations, and with other government agencies, which will build from lessons learnt during the Getting Active pilot program. <i>Target: Deliver modified sports programs through 50 sporting clubs across NSW</i></li> </ul>	Department of Family and Community Services

Health and wellbeing		Lead
<b>SUPPORTING HEALTH SERVICES TO RESPOND</b>		
<b>1.4</b>	<p><b>NSW Integrated Care Strategy</b></p> <ul style="list-style-type: none"> <li>Invest in new models of integrated care, which will see innovative locally-led integrated care initiatives implemented across the state, particularly focused on people with complex and long-term conditions, including frail and elderly people, those with chronic disease, disability, and who are at the end of life.</li> </ul> <p><i>Target: 100% of participants in the Chronic Disease Management Program (mostly older people) assessed for enrolment in the Integrated Care program</i></p>	NSW Health
<b>1.5</b>	<p><b>Planning future health services (infrastructure)</b></p> <ul style="list-style-type: none"> <li>Incorporate population demand and ageing data into the planning for new and existing infrastructure health works, giving specific focus on the 37 per cent increase in the proportion of people in NSW aged over 65 years of age between 2014 and 2021.</li> </ul> <p><i>Target: Invest \$1.7 billion in health infrastructure; commence work on projects at 15 locations, plan for future works at five locations and plan for a capital works program to support mental health reform</i></p>	NSW Health

Health and wellbeing		Lead
1.6	<p><b>Enhancing community-based mental health care for older people with mental illness</b></p> <ul style="list-style-type: none"> <li>■ Expand specialist community older people’s mental health teams, under the 2017/18 mental health reform enhancements (new funding of \$2.374 million per annum from 2017/18, building on \$5 million per annum from 2016/17). This will deliver improved access to mental health services for older people with mental illness.</li> <li>■ Continue to redesign services in community older people’s mental health services, in line with the new good practice model of care (released January 2017) and NSW Older Peoples Mental Health Service Plan 2017-2027 (under development).</li> <li>■ Expand and further develop mental health residential aged care partnership services, under the Pathways to Community Living Initiative. This will increase appropriate community-based residential care options for older people with severe and enduring mental illness, including long-stay inpatients.</li> <li>■ In partnership with community-managed organisations, improve the access to and delivery of health and psychosocial supports to older people with mental illness living in the community, under the Community Living Supports Initiative.</li> <li>■ Complete Mental Health First Aid training for Older People with relevant stakeholders</li> <li>■ Adopt and implement Living Well in Later Life: A Case for Change and Statement of Principles, developed by the Mental Health Commission of NSW (July 2017).</li> </ul> <p><i>Target: Recruit 15 new clinicians for older people’s mental health across NSW</i></p> <p><i>Target: Release NSW Older Peoples Mental Health Service Plan</i></p> <p><i>Target: Establish 85 places in specialist mental health/residential aged care partnership services</i></p>	NSW Health

## Priority area two – Working and retiring

### Objective:

Older people in NSW have opportunities to remain in the workforce, are financially secure and independent in retirement, and plan their finances based on their circumstances and needs.

### Key Activities 2017-2018

Working and retiring		Lead
<b>STAYING IN OR RE-ENTERING THE WORKFORCE</b>		
<b>2.1</b>	<p><b>Part-time public service recruitment program for older workers project</b></p> <ul style="list-style-type: none"> <li>Identify better ways to support the recruitment and retention of older workers in the public service, including more flexible work arrangements such as part-time positions, in partnership with other government agencies.</li> </ul> <p><i>Target: Two new approaches identified and trialled by September 2018</i></p>	Department of Family and Community Services
<b>2.2</b>	<p><b>Accident and insurance coverage for older workers project</b></p> <ul style="list-style-type: none"> <li>Investigate impacts of age restrictions in the workers' compensation system.</li> <li>Build the evidence base around health and safety risk for older workers.</li> <li>Engage with insurance providers on private sector policies for older workers.</li> </ul>	Department of Industry NSW State Insurance Regulatory Authority
<b>2.3</b>	<p><b>Better tailoring the Business Connect program for older business operators</b></p> <ul style="list-style-type: none"> <li>Analyse the 2016 census to identify characteristics of small businesses operated by older people to inform policy work and improve program delivery.</li> <li>Through Business Connect advisors, assist business owners, including older business owners, to use new technology, such as developing a website or accessing social media.</li> </ul> <p><i>Target: 2% of all client contacts are aged 65+</i></p>	Department of Industry Office of the NSW Small Business Commissioner
<b>2.4</b>	<p><b>Older workers think tank: Global Access Partners (GAP) taskforce on productive ageing</b></p> <ul style="list-style-type: none"> <li>Create a pool of innovative projects that focus on retaining workers aged 45-64 years who are at risk of early retirement due to health concerns.</li> </ul> <p><i>Target: Presentation to the NSW Social Innovation Council on productive ageing</i></p>	Department of Family and Community Services



Working and retiring		Lead
2.5	<p><b>Jobs for the Future</b></p> <ul style="list-style-type: none"> <li>Reduce barriers to employment under the Jobs for the Future plan to make NSW the best place to work for people 65 years and over.</li> </ul> <p><i>Target: A plan to address barriers to employment of people aged 65+ in place by June 2018.</i></p>	Jobs for NSW
<b>FINANCIAL INDEPENDENCE AND PLANNING AHEAD</b>		
2.6	<p><b>Getting it in black and white campaign – delivered under the Planning Ahead initiative</b></p> <ul style="list-style-type: none"> <li>Deliver this public awareness program to increase understanding and uptake of legal wills, power of attorney and enduring guardianship in NSW.</li> </ul> <p><i>Target: Deliver 70 community education sessions in 2017/18 that promote the importance of planning ahead to the NSW community.</i></p>	NSW Trustee & Guardian
2.7	<p><b>Taking Care of Business – Planning ahead for Aboriginal people in NSW – delivered under the Planning Ahead initiative</b></p> <ul style="list-style-type: none"> <li>Widely distribute this tailored community education publication to both inform and encourage Aboriginal people to make planning ahead documents that are culturally appropriate for their needs, including preparing a will, making a power of attorney and appointing an Enduring Guardian.</li> </ul> <p><i>Target: Distribute 5,000 copies of the publication.</i></p>	NSW Trustee & Guardian
2.8	<p><b>Older Persons’ Legal and Education Program</b></p> <ul style="list-style-type: none"> <li>Provide legal advice, assistance, referral and education for older people throughout NSW including rural, regional and remote areas.</li> </ul> <p><i>Target: Develop a Strategy to provide improved targeted services to older people</i></p> <p><i>Target: Deliver 2 webinar sessions on elder abuse as part of the ‘Law for Community Workers’ program</i></p> <p><i>Target: Deliver 12 legal education sessions on preventing elder abuse in Law Week 2018 (in partnership with the State Library).</i></p>	Legal Aid NSW
2.9	<p><b>Borrowers Beware – radio campaign</b></p> <ul style="list-style-type: none"> <li>Run a community awareness campaign to provide information to older persons from targeted CALD communities on the risks associated with using their homes as security for loans obtained for the benefit of a family member.</li> </ul> <p><i>Target Dec 17: Identify audience/language groups for advertising campaign; project plan for repeat of the project</i></p> <p><i>Target Jun 18: Broadcast advertisements on radio and conduct radio interviews</i></p>	Legal Aid NSW

Working and retiring		Lead
2.10	<p><b>Veterans' Advocacy Service</b></p> <ul style="list-style-type: none"> <li>Provide free legal advice, assistance and representation to veterans and their dependents about their rights and entitlements under the <i>Veterans' Entitlements Act 1986</i>.</li> </ul> <p><i>Target: 40 new matters commenced at the Veterans' Review Board and four outreach advice clinics</i></p>	Legal Aid NSW
2.11	<p><b>Legal topics for older people diary</b></p> <ul style="list-style-type: none"> <li>Distribute a free diary that provides detailed information about the legal rights of older people.</li> </ul> <p><i>Target: Distribute over 50,000 2018 diaries to key organisations, including libraries, local councils and services for older people.</i></p>	Legal Aid NSW
2.12	<p><b>Legal Pathways Program for Older People</b></p> <ul style="list-style-type: none"> <li>Facilitate referrals to prepare wills and enduring powers of attorney and guardianship for older people and continue to provide advocacy and assistance to older people to resolve legal problems.</li> </ul> <p><i>Target: Identify gaps in services, including regional areas and service locations (e.g. hospital visits)</i></p> <p><i>Target: Recruit solicitors in two new regional areas and develop a strategy to address other identified gaps</i></p>	Legal Aid NSW
2.13	<p><b>Shopping and Scams – community engagement program</b></p> <ul style="list-style-type: none"> <li>Deliver this face-to-face engagement program to empower vulnerable older people with the skills and knowledge to more confidently deal with the marketplace. Through a series of talks and seminars the program seeks to change behaviours which make older people more vulnerable to retail scams and coercive retail behaviours.</li> </ul> <p><i>Target: Deliver 250 seminars to 8,500 attendees</i></p>	NSW Fair Trading

# Priority area three – Housing choices

## Objective:

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

## Key Activities 2017-2018

Housing choices		Lead
<b>ACCESSIBLE AND ADAPTABLE HOUSING INFORMATION</b>		
<b>3.1</b>	<p><b>Healthy Homes information series</b></p> <ul style="list-style-type: none"> <li>Support the delivery of information sessions designed to help older people make better decisions when renovating or modifying their homes, in partnership with Bunnings. These sessions were piloted in year one of the Strategy, with a broader rollout scheduled for year two to connect older people and their families with knowledge about the design features, products and services they can use to make their homes more accessible.</li> </ul> <p><i>Target: Support this partnership for a broader roll out of DIY workshops at Bunnings stores</i></p>	Department of Family and Community Services
<b>3.2</b>	<p><b>Find your home – online real estate listing project</b></p> <ul style="list-style-type: none"> <li>Identify how current online search engines can be enhanced to improve the visibility of accessible housing features, such as wheelchair access, in partnership with existing online real estate search engines.</li> </ul> <p><i>Target: Establish a successful partnership with an online real estate search engine</i></p>	Department of Family and Community Services
<b>RETIREMENT LIVING</b>		
<b>3.3</b>	<p><b>Retirement villages calculator</b></p> <ul style="list-style-type: none"> <li>Develop an online retirement village calculator to enable prospective retirement village residents to better understand the fees and charges associated with retirement living.</li> </ul> <p><i>Target: Achieve 6,500 unique visits to the calculator page and increase traffic to retirement village resources on Fair Trading website</i></p> <p><i>Target: Achieve over 75% positive feedback from users</i></p>	NSW Fair trading
<b>3.4</b>	<p><b>Inquiry into the NSW Retirement Village sector</b></p> <ul style="list-style-type: none"> <li>An inquiry, headed by Ms Kathryn Greiner AO, will investigate whether residents have the protections they deserve, and that Fair Trading has the necessary powers to make sure retirement village operators are complying with the law.</li> <li>A Fair Trading compliance blitz to ensure compliance with all relevant legislation.</li> </ul> <p><i>Target: Undertake 5 community consultation forums for the inquiry</i></p> <p><i>Target: Complete the inquiry and start implementation of action plan to give effect to recommendations</i></p>	NSW Fair Trading

Housing choices		Lead
<b>EXPLORING AFFORDABLE HOUSING OPTIONS AND PATHWAYS</b>		
<b>3.5</b>	<p><b>Housing choices review</b></p> <ul style="list-style-type: none"> <li>Investigate what changes to NSW Government planning and regulatory responses are needed to help create more housing choice for older people, in partnership with other government agencies, the private sector and not-for-profit partners.</li> </ul> <p><i>Target: Councils will be asked to consider the housing needs of their ageing population when developing Local Housing Strategies. Local Housing Strategies are long term plans for housing, and will be prepared by many councils in NSW</i></p>	Department of Planning and Environment
<b>3.6</b>	<p><b>Rental options roundtable report</b></p> <ul style="list-style-type: none"> <li>Identify options for ensuring affordable rental housing is available for older people in NSW in partnership with government agencies, the private and not-for-profit sector. The project will build on the roundtable discussion held in 2017, and release the resulting scoping paper. Activity will focus on promoting a whole-of-government strategy on housing affordability, working to increase universally-designed housing, developing incentives for affordable housing and promoting changes to the private rental market.</li> </ul> <p><i>Target: Publish the Rental options roundtable report</i></p>	Department of Family and Community Services
<b>3.7</b>	<p><b>The Aged-Care Supported Accommodation program</b></p> <ul style="list-style-type: none"> <li>Support this state-wide service to improve the quality and standard of living for older people living in supported accommodation such as nursing homes, hostels, boarding houses and retirement villages. The service provides advocacy, information and education services for residents in supported accommodation across NSW, with a particular emphasis on those people living in retirement villages</li> </ul> <p><i>Target: Deliver 1,300 education activities to 35,000 participants</i></p>	NSW Fair Trading
<b>3.8</b>	<p><b>Future Directions for Social Housing in NSW</b></p> <ul style="list-style-type: none"> <li>Identify opportunities to achieve positive outcomes for older social housing tenants and helping other vulnerable older people avoid entering social housing through the implementation of Future Directions for Social Housing in NSW.</li> </ul> <p><i>Target: Additional 66 homes for tenants aged 55+</i></p>	Department of Family and Community Services

# Priority area four – Getting around

## Objective:

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

## Key Activities 2017-2018

Getting around		Lead
<b>PUBLIC AND COMMUNITY OPTIONS</b>		
<b>4.1</b>	<p><b>Tech Savvy Seniors – Travel app training program</b></p> <ul style="list-style-type: none"> <li>Deliver a travel app training package to increase the capacity and confidence of older people in the use of transport planning applications.</li> </ul> <p><i>Target: Make the training package available at over 260 locations across NSW</i></p>	Department of Family and Community Services
<b>4.2</b>	<p><b>‘First stop transport’ – Guide to making your trip easier</b></p> <ul style="list-style-type: none"> <li>Strengthen the First Stop Transport travel training to make it easier for older people to use public transport.</li> </ul> <p><i>Target: Eight providers to deliver over 4,000 hours of travel training to both individuals and groups</i></p>	Transport for NSW
<b>4.3</b>	<p><b>Community Transport Automated Booking System project</b></p> <ul style="list-style-type: none"> <li>Commence a two-year roll out of the new automated booking and scheduling system in all 84 community transport service providers contracted by Transport for NSW. The project is being rolled out in 10 waves.</li> </ul> <p><i>Target: New booking system is rolled out to 90% of our contracted providers by June 2018</i></p>	Transport for NSW
<b>4.4</b>	<p><b>Community transport customer value proposition research project</b></p> <ul style="list-style-type: none"> <li>Research to improve our understanding of the travel preferences and priorities for existing and potential community transport customers. This will help develop a service quality index and provide a baseline for improving service delivery and performance. (LALC, schools, councils, bus companies, community transport organisations – mostly councils that respond)</li> </ul> <p><i>Target: Research project now complete, future actions and research to track customer values to be determined</i></p>	Transport for NSW
<b>4.5</b>	<p><b>Country Passenger Transport Infrastructure Grant Scheme</b></p> <ul style="list-style-type: none"> <li>Implement the redesigned Country Passenger Transport Infrastructure Grant Scheme, providing funds to eligible local government areas to improve amenity and access to buses for people in rural and regional areas. Funding can be used for levelling the boarding area at bus stops, connecting them with the footpath, and/or install tactile ground surface indicators, signage, passenger information boards, lighting, seating and shelters maximising benefits to country passengers including older people.</li> </ul> <p><i>Target: Award \$1.6million per annum in funding for grant projects</i></p>	Transport for NSW

Getting around		Lead
4.6	<p><b>Transport Access Program</b></p> <ul style="list-style-type: none"> <li>Deliver accessible, modern, secure and integrated transport infrastructure, such as lifts, ramps and accessible paths.</li> </ul> <p><i>Target: Complete upgrades at five stations, two ferry wharves and five regional interchanges</i></p>	Transport for NSW
<b>GETTING AROUND THE COMMUNITY</b>		
4.7	<p><b>Qualitative research with mobility device users and retailers</b></p> <ul style="list-style-type: none"> <li>Build on research into users' and retailers' perspectives (completed in 2016/17) to promote safe operation and access to motorised mobility aids, assessments and training needs (linked to Project 4.9).</li> </ul> <p><i>Target: Develop information resources for retailers, health professionals, older people, their families and carers about safe use of motorised mobility aids including the relevant road rules. (linked to Project 4.9)</i></p>	NSW Centre for Road Safety
4.8	<p><b>Active Transport Program</b></p> <ul style="list-style-type: none"> <li>Construct and improve local walkways and cycle routes, in partnership with local councils, to improve the accessibility of access pathways to transport hubs.</li> </ul> <p><i>Target: Roll out of Walking and Cycling Program deliverables and update Guidelines for 2019-20</i></p>	Transport for NSW
4.9	<p><b>Monitor and enhance road safety and mobility for older road users</b></p> <ul style="list-style-type: none"> <li>Build on research into the future road safety risks for older road users (completed in 2016/17) to promote safe systems approach to older road user safety to help reduce road safety risks and promote safe mobility</li> </ul> <p><i>Target: Develop road safety initiatives, education and information resources to assist older drivers, their families and medical practitioners to promote safe mobility</i></p>	NSW Centre for Road Safety
4.10	<p><b>Review of the Taxi Transport Subsidy Scheme</b></p> <ul style="list-style-type: none"> <li>Conduct a review to examine the viability of wheelchair accessible services given the higher capital and running costs associated with providing these services, and the effectiveness and adequacy of passenger subsidies and other incentives for the provision of services to all people with disability, especially those with very limited mobility.</li> </ul> <p><i>Target: Further actions and timelines to be determined based on the recommendations of the review once finalised</i></p>	Transport for NSW
<b>EXPLORING NEW OPTIONS</b>		
4.11	<p><b>Older persons transport and mobility plan</b></p> <ul style="list-style-type: none"> <li>Set out the key directions for improving the way transport supports mobility as people age, as well as how it can better respond to the challenges and opportunities of an ageing population.</li> </ul> <p><i>Target: Release of the Older Persons Transport and Mobility plan (March 2018)</i></p>	Transport for NSW

# Priority area five – Inclusive communities

## Objective:

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

## Key Activities 2017-2018

Inclusive communities		Lead
<b>SOCIAL ENGAGEMENT AND STAYING CONNECTED</b>		
<b>5.1</b>	<p><b>Liveable Communities Grants Program</b></p> <ul style="list-style-type: none"> <li>■ Fund round three of this innovative, locally-driven program. The grants are directed towards innovative and strategic projects that aim to make local communities more responsive and inclusive of the needs of older people.</li> </ul> <p><i>Target: Hold information sessions in three rural and regional locations to encourage applications from rural and regional areas</i></p>	Department of Family and Community Services
<b>5.2</b>	<p><b>Creating opportunities for older people to connect project</b></p> <ul style="list-style-type: none"> <li>■ Explore what opportunities and programs can promote social engagement opportunities for older people and overcome loneliness and social isolation, in partnership with the community sector.</li> </ul> <p><i>Target: Pilot and evaluate a 'Grandparent Connection' intergenerational program</i></p>	Department of Family and Community Services
<b>5.3</b>	<p><b>Grandparents' Day</b></p> <ul style="list-style-type: none"> <li>■ Support the annual Grandparent's Day event, which celebrates the role of grandparents and older people in the community, and expand the grants program to continue local events across the state.</li> <li>■ Conduct a Grandparents' Day photography competition to support intergenerational connections.</li> </ul> <p><i>Target: Support over 60 events in areas across NSW</i></p>	Department of Family and Community Services
<b>5.4</b>	<p><b>Tech Savvy Seniors program</b></p> <ul style="list-style-type: none"> <li>■ Support this program in partnership with Telstra. Tech Savvy Seniors provides low-cost or free training for older people who are interested in learning how to use technology such as computers, tablets and smart phones.</li> </ul> <p><i>Target: Deliver 16,000 training places at over 260 locations and a third regional road show</i></p>	Department of Family and Community Services

Inclusive communities		Lead
5.5	<p><b>Seniors Card NSW</b></p> <ul style="list-style-type: none"> <li>■ Increase the geographic spread of businesses offering discounts to older people. Seniors Card will deliver more major corporate partnerships to reduce the cost of living for older people, while supporting them to be active and healthy.</li> <li>■ Improve the Seniors Card website and social media platforms to be more accessible and relevant, creating opportunities for older people to engage with each other.</li> </ul> <p><i>Target: Sign-up one new major partnership, and 100 new participating businesses</i></p> <p><i>Target: Re-develop and relaunch the Seniors Card website by December 2017</i></p>	Seniors Card NSW
5.6	<p><b>Age-Friendly Shopping Precincts Project (Stage Two)</b></p> <ul style="list-style-type: none"> <li>■ Consult with stakeholders including seniors, business leaders, shopping centre managers, chambers of commerce, local council officers, and government at four sites across NSW, building on the review of Australian and international best practice in Stage One, on making shopping destinations more popular, welcoming and inclusive for older people.</li> </ul> <p><i>Target: Deliver project implementation recommendations by April 2018</i></p>	Department of Family and Community Services
5.7	<p><b>Seniors access to online information</b></p> <ul style="list-style-type: none"> <li>■ We will identify opportunities to streamline access to online information about government services, events and other issues of interest to older people.</li> </ul> <p><i>Target: Investigate older people's online information needs and identify opportunities to improve their access</i></p>	Department of Family and Community Services
<b>PERCEPTIONS OF AGEING AND OLDER PEOPLE</b>		
5.8	<p><b>Ministerial Advisory Council on Ageing media awards event</b></p> <ul style="list-style-type: none"> <li>■ Deliver and promote the annual media award event to acknowledge the fair reporting and representation of both older people and the issues affecting them, in partnership with the Ministerial Advisory Council on Ageing and the private sector.</li> </ul> <p><i>Target: Exceed the 101 nominations received to the inaugural awards in 2016</i></p>	Department of Family and Community Services
5.9	<p><b>Years Ahead project – showcasing the diversity of life stories of older people in NSW</b></p> <ul style="list-style-type: none"> <li>■ Tour the exhibition across NSW and continue to commission and exhibit images that represent the diverse lives, stories and backgrounds of older people in NSW, building on the success of the Art of Ageing exhibition in October 2016.</li> </ul> <p><i>Target: Increase the number of Art of Ageing tour locations to 12</i></p> <p><i>Target: Commission over 100 photographs, representing the diversity of older people and of ageing</i></p>	Department of Family and Community Services



Inclusive communities		Lead
5.10	<p><b>Seniors' Stories</b></p> <ul style="list-style-type: none"> <li>Deliver the Seniors' Stories writing competition and publication.</li> </ul> <p><i>Target: Print and distribute 1,000 copies of Seniors' Stories</i></p>	Seniors Card NSW
<b>CREATIVE AGEING</b>		
5.11	<p><b>Creative ageing strategy</b></p> <ul style="list-style-type: none"> <li>Develop a creative ageing strategy for older people in NSW, building upon the evidence review and market research conducted in 2016/17.</li> </ul> <p><i>Target: Complete consultations with arts and cultural sector</i></p> <p><i>Target: Release and promote the creative ageing strategy</i></p>	Department of Family and Community Services
5.12	<p><b>Sing Your Age - Singing program for older people</b></p> <ul style="list-style-type: none"> <li>Support a number of private and community sector partners to make singing more accessible for older people across the state through a grants program administered by the Australian National Choral Association.</li> </ul> <p><i>Target: Provide 'Sing Your Age' grants to over 25 groups</i></p> <p><i>Target: Over 1,000 more people participate in singing programs across NSW</i></p>	Department of Family and Community Services
5.13	<p><b>Seniors Festival</b></p> <ul style="list-style-type: none"> <li>Deliver the annual Seniors Festival in locations across NSW, including the Premier's Gala concerts.</li> <li>Deliver the annual Seniors Christmas Concerts in regional and outer metropolitan NSW.</li> </ul> <p><i>Target: Over 2,800 attendees at the Seniors Christmas Concerts</i></p> <p><i>Target: Over 30,000 attendees at the Premier's Gala Concerts and more than 430 events listed in the online NSW Seniors Festival Event Directory</i></p>	Department of Family and Community Services
<b>KEEPING OLDER PEOPLE SAFE</b>		
5.14	<p><b>Elder Abuse Helpline and Resource Unit</b></p> <ul style="list-style-type: none"> <li>Fund the Elder Abuse Helpline and Resource Unit, which provides advice, referrals and support for older people experiencing abuse, or those concerned about an older person living in the community.</li> </ul> <p><i>Target: Answer 2,120 calls to the Helpline in 2017/18</i></p> <p><i>Target: Complete a case coordination trial by March 2018</i></p>	Department of Family and Community Services

Inclusive communities		Lead
5.15	<p><b>NSW Government Elder Abuse Inquiry: Implementation of NSW Government recommendations</b></p> <ul style="list-style-type: none"> <li>■ Build the evidence base for policy development through committing \$192,000 to the national prevalence study into elder abuse.</li> <li>■ Provide \$114,000 over two years to Justice Connect to improve outcomes for older people using a Health Justice Partnership model of integrating a lawyer in health care teams.</li> <li>■ Convene the NSW Steering Committee for the Prevention of Elder Abuse four times a year to oversee and review the NSW policy response to elder abuse.</li> <li>■ Support a national prevalence study into elder abuse and direct our investment towards culturally and linguistically diverse and indigenous communities, in partnership with the Commonwealth Government.</li> <li>■ Deliver innovative projects that seek to understand and prevent elder abuse with a range of partners including Justice Connect, Seniors Rights Service, Ethnic Communities Council of NSW and the University of Newcastle.</li> </ul> <p><i>Target: Support the 5th Annual National Elder Abuse Conference in Sydney in 2018</i></p> <p><i>Target: Review the NSW Interagency Policy for Preventing and Responding to Abuse of Older People</i></p>	Department of Family and Community Services
5.16	<p><b>NSW Health Policy on Identifying and Responding to Abuse of Older People</b></p> <ul style="list-style-type: none"> <li>■ Develop a statewide NSW Health Policy on Identifying and Responding to Abuse of Older People.</li> </ul> <p><i>Target: Release the NSW Health Policy</i></p>	NSW Health
5.17	<p><b>Development of an online training module on abuse of older people for NSW Health workers</b></p> <ul style="list-style-type: none"> <li>■ Develop new digital training tools to better support NSW Health workers identify and respond to abuse of older people.</li> </ul> <p><i>Target: Finalise and release the training tool</i></p>	NSW Health

# Notes



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

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