



NSW AGEING STRATEGY 2016–2020



Year One Implementation Plan

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Supporting implementation

Supporting implementation		Lead
STRATEGY DEVELOPMENT AND REVIEW		
0.1	Review, monitor and evaluate the Ageing Strategy and Implementation Plan <ul style="list-style-type: none"> We will develop an evaluation plan and outcomes framework to support the effective monitoring and evaluation of the Strategy and Implementation Plan. 	FACS
0.2	Governance and reporting in relation to the Ageing Strategy <ul style="list-style-type: none"> We will prepare an annual progress report on the Strategy's Implementation Plan detailing progress and key achievements. 	FACS
0.3	Continuing consultation and communication with older people in NSW <ul style="list-style-type: none"> We will engage in ongoing consultation forums across NSW with older people and other stakeholders. We will develop appropriate forums for older people and other stakeholders to provide feedback on the implementation of the strategy. 	FACS
ADVOCACY SUPPORT		
0.4	Funding to support peak bodies and services representing older people in NSW <ul style="list-style-type: none"> We will continue to support the range of services provided by the Seniors Rights Service to support older people in NSW. 	FACS
	<ul style="list-style-type: none"> We will continue to support the Council of the Ageing NSW in the provision of advocacy, sector development and policy advisory activities in relation to the needs of older people in NSW. 	FACS
	<ul style="list-style-type: none"> We will continue to support the Older Women's Network NSW in the development and delivery of a range of initiatives and programs aimed at older women living in NSW. 	FACS
	<ul style="list-style-type: none"> We will continue to support the Combined Pensioners and Superannuants Association of NSW to undertake a range of sector engagement and policy development activities in support of low income retirees. 	FACS
ONGOING RESEARCH ON AGEING		
0.5	45 and Up research study <ul style="list-style-type: none"> We will continue to support the Sax Institute's 45 and Up study. This study seeks to explore a range of quality of life questions and, through improved knowledge of the impacts of common conditions (i.e. cancer, heart disease, depression diabetes etc.), help manage and prevent illness. The study is the largest ongoing study of healthy ageing in the southern hemisphere. 	FACS and NSW Health
0.6	Ongoing research to better understand the needs of older people <ul style="list-style-type: none"> We will continue to collaborate on research and data collection activities to better understand the needs and activities of older people. This research will inform future directions and commitments in years two to four of the Ageing Strategy. 	FACS
0.7	Annual older persons research project <ul style="list-style-type: none"> We will commit to undertaking an annual survey of older people. The survey will consider different age cohorts of older people and seek to build on the existing research on the needs and aspirations of older people in NSW. 	FACS

Priority area 1: Health and wellbeing

Objective

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

Key Activities 2016–2017

1 Health and wellbeing		Lead
STAYING PHYSICALLY ACTIVE AND HEALTHY		
1.1	<p><i>Good Living: Healthy Eating – nutrition and healthy eating program for older people</i></p> <ul style="list-style-type: none"> In partnership with the private sector, we will develop a health and nutrition program for older people. With a focus on meal preparation, the program will seek to educate older people on how to prepare healthy, cost-effective meals. The program will also seek to instil the value of connecting with other people through the sharing of meals. 	FACS
1.2	<p><i>Make Healthy Normal initiative – delivered under the Healthy Eating Active Living strategy</i></p> <ul style="list-style-type: none"> This large-scale media campaign and website initiative will continue to encourage people to use the Make Healthy Normal website which provides a range of resources designed to help people make healthier food and lifestyle decisions. The healthy eating and active living behaviours encouraged by the campaign will assist older people to reduce the risk of chronic health issues associated with overweight and obesity, such as Type 2 diabetes, stroke and heart disease. 	NSW Health
1.3	<p><i>Get Healthy Information and Coaching Service – delivered under the Healthy Eating Active Living strategy</i></p> <ul style="list-style-type: none"> NSW Health will continue to 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. It targets NSW residents aged 16 or over with one or more risk factors for chronic disease, and through early intervention aims to reduce the onset of disease and increase chances of a healthy life expectancy. Telephone coaching makes the service easily accessible to older people, particularly those living in rural and remote areas. Approximately 20 per cent of people using the service are over the age of 60. 	NSW Health

1 Health and wellbeing		Lead
<p>1.4 <i>Get Healthy at Work</i> program – delivered under the Healthy Eating Active Living strategy</p> <ul style="list-style-type: none"> ■ This free program, available to businesses in NSW, will continue to provide free health checks for individual workers to assess their risk of developing Type 2 diabetes and other related health issues. ■ Obesity is a chronic medical condition which is associated with an increased risk of developing chronic disease, including type 2 diabetes, hypertension, heart disease and some cancers. Early intervention through this program works to prevent future high rates of chronic disease in the older population. 	NSW Health	
<p>1.5 <i>Aboriginal Knockout Challenge</i> – delivered under the Healthy Eating Active Living (HEAL) strategy</p> <ul style="list-style-type: none"> ■ This primary prevention program aims to improve lifestyle and reduce the risk of chronic disease by targeting physical activity, healthy eating, obesity and weight-related issues in Aboriginal communities in NSW. ■ During 2014 and 2015, 19 per cent of participants were over the age of 50 years. ■ In 2015, more than 1,200 participants from 38 teams participated in the Knockout Health Challenge with an overall average weight reduction of 2.8 per cent per participant. 	NSW Health	
<p>1.6 <i>Getting active</i> plan</p> <ul style="list-style-type: none"> ■ In partnership with the private sector and sporting organisations, and with other government agencies, we will develop a program to encourage older people to make exercise a normal part of their routine. ■ The program will highlight the health, wellbeing and social benefits of regular sport and exercise activities for older people. 	FACS	
MAINTAINING HEALTH AND WELLBEING FOR OLDER PEOPLE AT RISK OF FALLS		
<p>1.7 <i>Active and Healthy</i> website – delivered under Preventing Falls and Harm from Falls Among Older People 2011–2015</p> <ul style="list-style-type: none"> ■ Continued support for this online directory of community-based physical activity programs around falls prevention. The site also includes a range of falls prevention resources. ■ The website is used by older people, exercise providers and healthcare professionals. At the end of December 2016 there were 591 providers with 1,753 exercise programs listed on the Active and Healthy website. ■ More than 12,000 searches by people looking for exercise programs have been conducted since the new site went live in June 2015. 	NSW Health	

1 Health and wellbeing		Lead
<p>1.8 Stepping On program – delivered under Preventing Falls and Harm from Falls among Older People 2011–2015</p> <ul style="list-style-type: none"> ■ This state-wide community-based falls prevention program for people aged 65 years and over provides skills and confidence-building exercises to assist in preventing falls and keeping active. It will continue to be strengthened in 2016/17. ■ It is currently delivered in 13 languages, and has delivered a 31 per cent reduction in participants’ risk of falling (which is a key contributor to high rates of preventable hospitalisations in older people). ■ In 2016, Stepping On was delivered in a larger number of Aboriginal communities. The participation age has been lowered to 45 years for these communities and NSW Health is working with local health districts to tailor the program more specifically to Aboriginal communities. The program will also be extended to include carers that meet the eligibility criteria. 	NSW Health	
<p>1.9 Active Ageing Project – delivered under Preventing Falls and Harm from Falls among Older People 2011–2015</p> <ul style="list-style-type: none"> ■ Recognising the impact of physical activity in helping to prevent falls in older people, NSW Health will continue to support the Aquatic Recreation Institute (ARI) to conduct the Active Ageing Project. ■ The project aims to increase physical activity by older people through a sustainable, accessible program of water and land-based exercise classes in ARI facilities. Activities focus on strength, power, balance and mobility as well as cardiovascular fitness. Social activities promote networking. ■ In 2013-14, the first year of operation, the program was successfully implemented in 13 sites across NSW, leading to 2,002 classes and a total of 41,848 visits. In addition, 46 instructors were trained in over 50s exercise instruction across the 13 sites. The project was rolled out to eight additional sites in Year Two. ■ The project will be rolled out to additional ARI facilities across regional and metropolitan NSW, including facilities with higher Aboriginal and culturally and linguistically diverse populations. 	NSW Health	
SUPPORTING HEALTH SERVICES TO RESPOND		
<p>1.10 NSW Integrated Care Strategy</p> <ul style="list-style-type: none"> ■ This six-year program, which commenced in 2014, will see innovative locally-led integrated care initiatives implemented across the state to transform the delivery of care in NSW. NSW Health is investing in new models of integrated care to deliver person-centred, seamless and effective care to improve health outcomes and reduce avoidable hospitalisation. ■ This approach is particularly important for people with complex and long-term conditions including frail and elderly people, those with chronic disease, people with a disability and those at the end of life. 	NSW Health	

1 Health and wellbeing	Lead
<p>1.11 Planning future health services</p> <ul style="list-style-type: none"> ■ This ongoing investment in new infrastructure and existing infrastructure upgrades considers the future health services demands of the catchment population by clinical type and demographics, including population ageing using the Department of Planning and Environment’s population projections. ■ The NSW State Health Plan: Towards 2021 and NSW Rural Health Plan: Towards 2021 include strategies to assist NSW Health deliver a health system that improves people’s health care experience by being patient-centred, respectful and compassionate, integrated and connected and providing the right care in the right place at the right time. ■ The plans recognise the expected 37 per cent increase in the proportion of people in NSW aged over 65 years of age between 2014 and 2021. 	NSW Health
<p>1.12 Health Infrastructure NSW capital infrastructure program</p> <ul style="list-style-type: none"> ■ Health Infrastructure manages the planning, design and delivery of health infrastructure capital works within the NSW health system. Health Infrastructure’s design processes have a focus on universal design to meet the needs of older people, and those with chronic illness and disability. ■ Infrastructure upgrades will continue to be underpinned by service planning that considers the future needs of the population including population ageing. ■ Health Infrastructure also manages the program of development and review of the Australasian Health Facility Guidelines, which consider the needs of an ageing population and how facility construction needs to respond.. NSW Health’s capital program of building new infrastructure and renewing existing facilities applies the guidelines to ensure access to quality healthcare. ■ Guidelines have also been developed to address specific needs, such as Older Persons’ Mental Health Unit. 	NSW Health
<p>1.13 NSW Dementia Services Framework</p> <ul style="list-style-type: none"> ■ The NSW Dementia Services Framework has assisted health, community and residential services to plan and develop dementia services and programs. The practical recommendations for improving access, diagnosis and continuing care have been used as a checklist for reviewing service provision and to aid reflection on how services might be delivered differently to improve outcomes for people with dementia, carers and families. ■ Dementia is the second leading cause of death in Australia and is a national health priority. ■ NSW Health will continue working with FACS to review key outcomes and achievements under the framework and set policy direction for future dementia care and services in NSW, taking account of national priorities under the National Framework for Action on Dementia 2015-2019. 	NSW Health

Priority area 2: Working and retiring

Objective

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

Key Activities 2016-2017

2 Working and retiring		Lead
STAYING IN OR RE-ENTERING THE WORKFORCE		
<p>2.1 Part-time public service recruitment program for older workers project</p> <ul style="list-style-type: none"> ■ In partnership with other government agencies, we will seek to establish a program to support the recruitment of older workers. The program will consider both part-time and casual arrangements for older workers as a transition pathway from full-time work into retirement. 	FACS	
<p>2.2 Accident and insurance coverage for older workers project</p> <ul style="list-style-type: none"> ■ This project will examine the interaction between public and private sector accident injury insurance and employment for older workers. It will include: <ul style="list-style-type: none"> – Investigating impacts of age restrictions in the workers' compensation system – Building the evidence base around health and safety risk for older workers – Engaging with insurance providers on private sector policies for older workers. 	A joint project between the Department of Industry, Skills and Regional Development and NSW State Insurance Regulatory Authority	
<p>2.3 Small Biz Connect program</p> <ul style="list-style-type: none"> ■ This state-wide personalised, highly-subsidised business advisory program for NSW small business operators offers face-to-face support to help clients develop key business skills, whether just starting out, wanting to expand, or planning for succession. ■ The OSBC will undertake analysis of the 2016 census (released 2017) to identify characteristics of small businesses operated by older people to inform policy work and program delivery. 	Department of Industry, Skills and Regional Development Office of the NSW Small Business Commissioner (OSBC)	

2 Working and retiring		Lead
<p>2.4 Small Biz Connect – How to use technology service</p> <ul style="list-style-type: none"> ■ Small Biz Connect advisors can assist business owners to use new technology, such as developing a website or accessing social media. This service is available to older business owners. 	<p>Department of Industry, Skills and Regional Development</p> <p>OSBC</p>	
<p>2.5 Older workers think tank: Global Access Partners (GAP) taskforce on productive ageing</p> <ul style="list-style-type: none"> ■ We will continue to work with GAP to 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. 	<p>GAP</p>	
<p>2.6 Jobs for the Future</p> <ul style="list-style-type: none"> ■ We aim to make NSW the best place to work for people 65 and over by reducing barriers to employment under the <i>Jobs for the Future</i> plan 	<p>Jobs for NSW</p> <p>DPC</p>	
FINANCIAL INDEPENDENCE AND PLANNING AHEAD		
<p>2.7 Getting it in black and white campaign – delivered under the Planning Ahead initiative</p> <ul style="list-style-type: none"> ■ We will continue to deliver this highly-successful public awareness program which aims to increase understanding and uptake of legal wills, power of attorney and enduring guardianship in NSW. 	<p>NSW Trustee & Guardian</p>	
<p>2.8 Taking Care of Business – Planning ahead for Aboriginal people in NSW – delivered under the Planning Ahead initiative</p> <ul style="list-style-type: none"> ■ This tailored community education resource will continue to be available as an online resource. The booklet is designed to both inform and encourage Aboriginal people to complete wills, power of attorney, enduring guardianships and advance care planning directives. 	<p>NSW Trustee & Guardian</p> <p>Legal Aid NSW</p>	
<p>2.9 Older Persons’ Legal and Education Program</p> <ul style="list-style-type: none"> ■ This program will continue to provide legal advice, assistance, referral and education for older people throughout NSW including rural, regional and remote areas. This service is for people over 60 years of age, particularly those who are socially or economically disadvantaged. 	<p>Legal Aid NSW</p>	
<p>2.10 Borrowers Beware – radio campaign</p> <ul style="list-style-type: none"> ■ This successful community awareness campaign will again be facilitated in 2016-2017. The campaign seeks 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. ■ Information is delivered via community radio broadcasts and primarily targets older Arabic and South Eastern European people. 	<p>Legal Aid NSW</p>	
<p>2.11 Veterans’ Advocacy Service</p> <ul style="list-style-type: none"> ■ This state-wide specialist service of Legal Aid NSW will continue to provide free legal advice, assistance and representation to veterans and their dependents about their rights and entitlements under the Veterans’ Entitlements Act 1986. 	<p>Legal Aid NSW</p>	

2 Working and retiring	Lead
<p>2.12 Legal topics for older people diary</p> <ul style="list-style-type: none"> ■ A free annual publication developed in partnership between FACS, Seniors Rights Service and the Financial Ombudsman Service, the diary provides detailed information about the legal rights of older people. This project will again be supported in 2016-2017. 	<p>Legal Aid NSW</p>
<p>2.13 Shopping and Scams – community engagement program</p> <ul style="list-style-type: none"> ■ This face-to-face engagement program which seeks to empowers vulnerable older people with the skills and knowledge to more confidently deal with the marketplace will be continued. ■ It successfully minimises consumer detriment and seeks to change behaviours which make older people more vulnerable to retail scams and cohesive retail behaviours. 	<p>NSW Fair Trading</p>

Priority area 3: Housing choices

Objective

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

Key Activities 2016-2017

3 Housing choices		Lead
ACCESSIBLE AND ADAPTABLE HOUSING INFORMATION		
3.1 <i>Healthy Homes</i> information series <ul style="list-style-type: none"> In partnership with the private sector, we will develop and pilot a series of information sessions designed to help older people make better decisions when they are renovating/modifying their homes. The sessions will connect older people and their families with knowledge about the design features, products and services they can use to make their homes more accessible. 	FACS	
3.2 <i>Find your home</i> – online real estate listing project <ul style="list-style-type: none"> In partnership with existing online real estate search engines, we will explore the ways current online engines could be enhanced to improve the visibility of accessible housing features in current online searches. Through this project it is anticipated that older people will have greater capacity to find properties that suit their future housing needs. 	FACS	
RETIREMENT LIVING		
3.3 <i>Retirement villages comparison tool</i> <ul style="list-style-type: none"> We will commence the development of an online, retirement village comparison tool. The tool will enable prospective retirement village residents to better understand both the upfront and ongoing fees and charges associated with retirement living. 	NSW Fair Trading	
EXPLORING AFFORDABLE HOUSING OPTIONS AND PATHWAYS		
3.4 <i>Housing choices review</i> <ul style="list-style-type: none"> In partnership with other government agencies, the private sector and not-for-profit partners, we will investigate what changes to NSW Government planning and regulatory responses are needed to help create more housing choice for older people. 	Department of Planning and Environment	

3 Housing choices		Lead
<p>3.5 Rental options roundtable</p> <ul style="list-style-type: none"> ■ Government agencies, the private and not-for-profit sector will work together to explore options for ensuring affordable rental housing is available for older people in NSW. ■ The project will include a roundtable discussion of the key issues and opportunities for innovation, and development of a scoping paper setting out possible options to be tested in later years of the Strategy. 	FACS	
<p>3.6 The Aged-Care Supported Accommodation program</p> <ul style="list-style-type: none"> ■ We will continue to support this state-wide service which aims 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. 	NSW Fair Trading	
<p>3.7 Future Directions for Social Housing in NSW</p> <ul style="list-style-type: none"> ■ Through the implementation of <i>Future Directions for Social Housing in NSW</i> we will identify opportunities for achieving positive outcomes for older social housing tenants and those on the waiting list. 	FACS	

Priority area 4: Getting around

Objective

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

Key activities 2016-2017

4 Getting around		Lead
PUBLIC AND COMMUNITY OPTIONS		
4.1 Tech Savvy Seniors – Travel app training program <ul style="list-style-type: none"> In partnership with government agencies and the private sector, we will develop a training package that increases the capacity and confidence of older people in the use of transport planning applications. 	Transport for NSW FACS	
4.2 ‘First stop transport’ – Guide to making your trip easier <ul style="list-style-type: none"> We will continue to strengthen the <i>First Stop Transport</i> travel training. This online travel training resource aims to make it easier for older people to use public transport. The program also supports a range of e-learning modules for travel trainers. 	Transport for NSW	
4.3 Transport Access Program <ul style="list-style-type: none"> We will continue the roll-out of the Transport Access Program. This large-scale transport infrastructure initiative aims to provide a better experience for public transport customers by delivering accessible, modern, secure and integrated transport infrastructure, such as lifts, ramps and accessible paths. 	Transport for NSW	
4.4 Country Passenger Transport Infrastructure Grant Scheme <ul style="list-style-type: none"> We will implement the redesigned Country Passenger Transport Infrastructure Grant Scheme in 2016. This grant scheme provides funds to eligible local government areas to improve amenity and access to buses for people in rural and regional areas. 	Transport for NSW	
4.5 Community Transport Automated Booking System project <ul style="list-style-type: none"> This new automated booking and scheduling system for community transport providers will commence a two-year roll out in all Transport for NSW contracted community transport service providers. This system is designed to maximise the efficiency of community transport services and increase the range of transport options for older people. 	Transport for NSW	

4 Getting around	Lead
<p>4.6 Community transport customer value proposition research project</p> <ul style="list-style-type: none"> ■ We will commence research to improve our understanding of the travel preferences and priorities for existing and potential community transport customers. ■ The research will help develop a service quality index and provide a baseline for improving service delivery and performance. 	Transport for NSW
GETTING AROUND THE COMMUNITY	
<p>4.7 Qualitative research with mobility device users and retailers</p> <ul style="list-style-type: none"> ■ We will undertake research to identify, from both users' and retailers' perspectives, the issues relating to safety, operation, access, assessments and training needs for people who use motorised mobility aids. 	NSW Centre for Road Safety
<p>4.8 Active Transport Program</p> <ul style="list-style-type: none"> ■ The Active Transport Program will continue to partner with local councils to construct and improve local walkways and cycle routes. The aim of this project is to improve the accessibility of access pathways to transport hubs. 	Transport for NSW
<p>4.9 Monitor and enhance road safety and mobility for older road users</p> <ul style="list-style-type: none"> ■ We will commence a research and evaluation project to better understand the future road safety risks for older road users. The research will seek to develop appropriate risk and hazard management measures to help minimise road incidences for older drivers. 	NSW Centre for Road Safety
EXPLORING NEW OPTIONS	
<p>4.10 Uber partnership</p> <ul style="list-style-type: none"> ■ We will continue to support our partnership with Uber as part of a broader strategy to increase the transport options available to older people. The partnership offers discounts and incentives for Seniors Card holders to use the service both as passengers and drivers. 	Seniors Card NSW
<p>4.11 Older persons transport and mobility plan</p> <ul style="list-style-type: none"> ■ Ongoing program to develop a plan to 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. 	Transport for NSW

Priority area 5: Inclusive communities

Objective

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

Key activities 2016-2017

5 Inclusive communities		Lead
SOCIAL ENGAGEMENT AND STAYING CONNECTED		
5.1	<p>Liveable Communities Grants Program</p> <ul style="list-style-type: none"> We will continue to fund 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. 	FACS
5.2	<p>Creating opportunities for older people to connect project</p> <ul style="list-style-type: none"> In partnership with the community sector, we will explore what opportunities and programs can promote social engagement opportunities for older people. The focus of this project is older people who are, or are at risk of becoming, socially isolated in the community. 	FACS
5.3	<p>Grandparents' Day</p> <ul style="list-style-type: none"> We will continue to support the state's annual event which celebrates the role of grandparents and older people in the community. In addition, we will continue to support the grants program which provides funds to host local events across the state. 	FACS
5.4	<p>Tech Savvy Seniors program</p> <ul style="list-style-type: none"> We will continue to support and strengthen this highly successful program which 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. The training enables older people to participate in the online economy, find government and business information and stay in touch with family and friends. 	FACS
5.5	<p>Seniors Card NSW</p> <ul style="list-style-type: none"> We will support Seniors Card NSW to implement a significant reform agenda to increase the number and geographic spread of businesses offering discounts to older people. Seniors Card aim to deliver more major corporate partnerships to reduce the cost of living for older people, while supporting them to be active and healthy. Seniors Card is also committed to creating opportunities for older people to engage with each other and to build the online community that accesses the Seniors Card website and its electronic communications. 	Seniors Card NSW

5 Inclusive communities		Lead
PERCEPTIONS OF AGEING AND OLDER PEOPLE		
<p>5.6 Ministerial Advisory Committee on Ageing (MACA) media awards event</p> <ul style="list-style-type: none"> In partnership with the MACA and the private sector, we will commence the development of an annual media award event which will acknowledge the fair reporting and representation of both older people and the issues affecting them. 	FACS	
<p>5.7 Years Ahead project – showcasing the diversity of life stories of older people in NSW</p> <ul style="list-style-type: none"> We will commission and curate a library of photographic images which represent the diverse lives, stories and backgrounds of older people in NSW. 	FACS	
<p>5.8 Seniors' stories</p> <ul style="list-style-type: none"> We will continue to support Seniors Card to deliver the seniors' story writing competition and publication. This initiative seeks to recognise and value the experiences of older people in NSW and foster intergenerational connection through storytelling and the development of an annual publication. 	Seniors Card NSW	
CREATIVE AGEING		
<p>5.9 Creative ageing strategy</p> <ul style="list-style-type: none"> We will develop a creative ageing strategy for older people in NSW. The strategy will articulate a commitment across government to creating opportunities and supporting initiatives which increase older people's participation in artistic and cultural activities in their community. 	FACS	
<p>5.10 Singing program for older people</p> <ul style="list-style-type: none"> We will support a number of private and community sector partners to establish singing groups for older people in a range of metro and regional locations. 	FACS	
<p>5.11 Seniors Festival</p> <ul style="list-style-type: none"> We will continue to deliver the annual Seniors Festival in locations across NSW. 	FACS	
KEEPING OLDER PEOPLE SAFE		
<p>5.12 Elder Abuse Helpline and Resource Unit (EAHRU)</p> <ul style="list-style-type: none"> We will continue to support Catholic Healthcare Ltd to operate the Elder Abuse Helpline and Resource Unit (EAHRU) which was established to provide advice, referrals and support for older people experiencing abuse, or those concerned about an older person living in the community. The EAHRU provides a free, confidential helpline service and also works to raise awareness of elder abuse throughout the community. 	FACS	

5 Inclusive communities	Lead
<p>5.13 Train the trainer elder abuse program</p> <ul style="list-style-type: none"> ■ The EAHRU will continue to deliver its train-the-trainer sessions throughout 2016 for frontline staff across NSW. ■ This training seeks to improve understanding and ability of staff who support older people to prevent and more effectively respond to elder abuse situations. 	FACS
<p>5.14 Response to the Legislative Council General Purpose Standing Committee No. 2 Inquiry into Elder abuse in NSW.</p> <ul style="list-style-type: none"> ■ Following the release of the Inquiry's report, we will undertake a range of activities associated with co-ordinating the NSW Government's response to the committee's recommendations. 	FACS



For more information visit
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