

ITEM 3 DRAFT AGEING PLAN 2018 - 2022

The Draft Ageing Plan 2018 - 2022 (the Plan) provides a strategic framework to guide Council in responding to the opportunities and challenges presented by Wollongong's increasing ageing population. The Plan details the strategies and actions Council will undertake to support older people to remain involved, connected and valued in their communities across the next four years.

The Plan was placed on exhibition from 22 November to 20 December 2017 (inclusive). 18 submissions were received during the exhibition period with valuable feedback. The feedback has been considered and minor amendments made to the Plan where required.

The Ageing Plan 2018-2022 Implementation Plan (Implementation Plan) has been prepared to support the delivery of the strategies and actions in the Plan.

This report seeks adoption of the final Draft Ageing Plan 2018 - 2022 (Attachment 1) and for the Implementation Plan (Attachment 2) to be noted.

RECOMMENDATION

- 1 Council endorse the Draft Ageing Plan 2018 – 2022.
- 2 Council note the draft Ageing Plan 2018 - 2022 - Implementation Plan (Attachment 2).
- 3 Council note the Summary of Submissions (Attachment 3).

REPORT AUTHORISATIONS

Report of: Kerry Hunt, Manager Community Cultural and Economic Development
Authorised by: Renae Elrington, Director Community Services - Creative and Innovative City

ATTACHMENTS

- 1 Draft Ageing Plan 2018 - 2022
- 2 Submissions from Public Exhibition
- 3 Ageing Plan 2018 - 2022 Implementation Plan

BACKGROUND

The Plan sets out how Council will work towards making Wollongong a place where our City's older population is supported to remain involved, connected and valued in their communities. The Plan has 16 priorities that fall under the following five focus areas:

- 1 Create liveable communities.
- 2 Celebrate older people and promote positive community attitudes and behaviour.
- 3 Improve access to services and support.
- 4 Support use of technology and access to information.
- 5 Enable participation in community life.

The priorities in the Plan reflect current research and what older people said would make Wollongong a great place to live.

The Plan was placed on exhibition from 22 November to 20 December 2017. Feedback has been considered and minor amendments made where required.

An Implementation Plan has been developed in consultation with all relevant divisions across Council to support the delivery of the Plan. The Implementation Plan provides timeframes, responsibility, resourcing and performance measures for each of the strategies and actions in the Plan.

PROPOSAL

This report seeks Council's endorsement of the Draft Ageing Plan 2018 - 2022 and for Council to note the Implementation Plan.

CONSULTATION AND COMMUNICATION

The development of the Plan was informed by current research and extensive community and internal consultation. More than 560 older residents, service providers and Council officers participated in the consultation process.

Older people had their say via the following consultation activities:

- 389 people participated in the Community Survey
- 45 people participated in 5 targeted focus groups
- 93 people participated in 1 community conversation
- 172 people participated in 2 workshops.

The Plan was then on public exhibition from November 22 to 20 December 2017. During the public exhibition copies of the Plan and feedback forms were provided via:

- Council libraries
- Council's Customer Service Centre
- Council's website
- Neighbourhood Forums
- Wollongong Home and Community Support Network
- Focus group participants who were involved in the initial consultations.

The opportunity for the community to have their say was promoted via:

- The Advertiser - issues 29 November and 13 December 2017
- WIN News - 27 November 2017.

Results of Public Exhibition and Common Themes

Eighteen submissions were received during the public exhibition from residents and non-government organisations. Fifteen of the submissions formally indicated support for the Plan. No objections to the Plan were received.

The 18 written submissions received were:

- Community (15)
- Anglican Church
- IRT Group
- Neighbourhood Forum 5.

A summary of the submissions is contained in Attachment 3. The main themes from the submissions are:

- Importance of providing good access to the built environment: Parking, footpaths, public toilets, bus stops and seating with shade in public spaces.
- Importance of providing opportunities for older people to be involved in community decision making.
- Importance of planning to support an older population.

The submissions indicated support for the strategies and actions in the Plan citing that the delivery of the Plan will improve people's experience of ageing in Wollongong.

Changes to the Plan and Implementation Plan Following Exhibition

A few minor changes have been made to the Plan in response to the submissions to provide greater clarity around the actions and strategies. There have been no major changes that alter the overall intent or direction of the Plan.

A Summary of the Changes to the Plan

- AIDS Council of NSW informed Council that their ‘Safe Place’ program is no longer being offered to Councils. To reflect this change, the action has been replaced with one that places emphasis on inclusivity training for key Council staff.
- IRT Group suggested that Council include actions specifically targeting older people of CALD background and older Aboriginal people in the Plan. To reflect this feedback, diversity has been incorporated into a key priority and action in the Plan.

PLANNING AND POLICY IMPACT

The Ageing Plan 2018-2020 contributes to the delivery of Wollongong 2022 goal 5 ‘We are a healthy community in a liveable city’. It specifically delivers on the following:

Community Strategic Plan	Delivery Program 2012-2017	Annual Plan 2017-18
Strategy	5 Year Action	Annual Deliverables
5.1.5 The long term needs of the community, including our people and our places, are effectively planned for.	5.1.5.1 Continue to undertake social, land use and environmental planning activities that assist in service planning.	Finalise the development of the Positive Ageing Plan 2018 - 2022 and when adopted by council begin implementation.

The Plan and Implementation Plan are supporting documents under Council’s Integrated Planning and Reporting Framework. The Plan has links to other Council supporting documents (in particular Council’s Disability Inclusion Action Plan 2016 - 2020).

As part of the development of the Plan, a risk management approach was implemented in accordance with Council’s Enterprise Wide Risk Management process. The risk assessment considered risks associated with the development of the Plan.

FINANCIAL IMPLICATIONS

The implementation of the Plan will be primarily funded through existing operational and capital budgets. Many of the strategies and actions in the Plan are already identified in the forward capital program and will not require additional funds. Other strategies and actions rely on a continuation of what we have already planned, albeit working differently, reprioritising and/or altering the timing of existing planned projects.

The Implementation Plan outlines funded actions and funding gaps. Any unfunded actions will be considered each year as part of the annual planning process.

CONCLUSION

The Ageing Plan 2018 - 2022 will guide Council in supporting older people to remain involved, connected and valued in their communities. The Plan provides a strategic response to the opportunities and challenges that come with Wollongong’s ageing population.



Ageing Plan 2018-2022

DRAFT



Involved Connected Valued

Acknowledgement of Country

Wollongong City Council would like to show their respect and acknowledge the Traditional Custodians of the Land, Elders past and present and to extend that respect to other Aboriginal and Torres Strait Islander people.

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Message from the Lord Mayor

It is my pleasure to present Council's second Ageing Plan. The Ageing Plan 2018-2022 sets out how Council will work towards making Wollongong a place where our City's older residents are supported to remain involved, connected and valued in their communities. We're looking forward to building on the great work of our first Plan.

Like many other communities in Australia, Wollongong has an ageing population. In 2006 there were 28,726 people 65 and over and by 2016 this number grew to 35,934. Over the next 20 years we're expecting this number to grow by a further 38.5%.

This Plan has been informed by research and consultation with our community. It's really pleasing to see that 82% of the older people we surveyed said that "Wollongong is a good place for older people to live".

I would like to thank everyone who took the time to share their ideas for making Wollongong an even better place for older people to live and be involved, connected and valued.

This Plan will guide Council in making sure that the needs and aspirations of our older residents are considered as part of our decision making now and into the future.

We're really proud to be making Wollongong a great city for all people.

Lord Mayor
Councillor Gordon Bradbery OAM



Background

In 2011 population ageing was raised as an issue of concern at a community summit held in Wollongong. In response, Council developed and delivered the first Wollongong Positive Ageing Plan 2013 - 2017. As we moved towards the end of the life of this Plan, Council agreed that ageing remained an important consideration, and developed this new Ageing Plan.

Our population is continuing to age because people are living longer, not having as many children, and the baby boomer generation is reaching retirement age. In response, all levels of government in Australia have developed policies focused on population ageing and recommending ways forward. These policies have one common theme - Australian, State and Local Governments all need to work together to improve people's experience of ageing.

The number of people living in Wollongong aged 65 years and over will increase from 35,934 (17.3% of the population) in 2016 to 50,753 people (19.9% percent of the population) by 2036.¹ At that point, there will be more people aged 65 years and over than there will be under the age of 15. Our City's fastest growing population group is those aged 70 to 84. This group is expected to increase by 46.7% from 20,711 in 2016 to 30,398 in 2036.¹

We recognise that it's important to hear from older residents about their experiences of ageing in Wollongong. That's why, between February and May 2017, Council asked people 65 years and over, and Aboriginal people aged 50 years and over, to share their thoughts about ageing in Wollongong.

This Plan talks about what Council learned from the consultation and how we will support our City's older people over the next four years.

¹. Source: 2016 Australian Bureau of Statistics, Census of Population and Housing. Compiled and presented by .id the population experts.

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Data: People 65 and over

	35,934 people are aged 65 and over ¹
	There are 911 Aboriginal people aged 50 and over ¹
	34,389 or 16.8% speak a language other than English at home, compared to 25.2% in NSW ¹
	5,750 or 16% volunteer, compared to 17.3% in NSW ¹
	5,266 or 10.8% provide unpaid childcare, compared to 9.2% in NSW ¹
	4,562 or 20.5% provide unpaid assistance to a person with disability, compared to 19.9% in NSW ¹
	20.7% identified as needing assistance, compared to 18.1% in NSW ¹
	70.2% live in low income households, on less than \$650/week, compared to 64.5% in NSW ¹
	8,425 or 26.8% live in lone person households, compared to 25.2% in NSW ¹
	63.2% own their own homes, compared to 60.1% in NSW ¹
	In 2017 there were 1,772 people living with dementia in the Wollongong LGA. This is expected to increase to 3,364 by 2050 (growth of 90%) ²

1. Source: 2016 Australian Bureau of Statistics, Census of Population and Housing. Compiled and presented by .id the population experts.

2. Source: Alzheimer's Australia 2017

Purpose

The Ageing Plan's purpose is to describe the key priorities for making our City a great place for older people.

The Plan has 16 priorities that come under the following five focus areas:

1. Create liveable communities
2. Celebrate older people and promote positive community attitudes and behaviour
3. Improve access to services and support
4. Support use of technology and access to information
5. Enable participation in community life

The priorities in this Plan reflect current research and what older people said would make Wollongong a great place to live. This Plan lists the things we will do and will guide our work over the next four years. Whilst Council isn't responsible for all of the priorities in this Plan, we will share it with other organisations to make them aware of what is important to our City's older people.



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Council's role

Council has a role in providing a range of services and facilities for our community in the Wollongong Local Government Area (LGA).

These include:

- Public spaces
- Public toilets
- Community facilities – libraries, community centres, halls
- Public pools and beaches
- Leisure centres, sports fields, gardens, parks, playgrounds and outdoor fitness equipment
- Waste services
- Assessing development applications and land use planning
- Crematorium and cemeteries
- Transport infrastructure and road safety including transport and traffic management, bus stops, local roads, shared pathways, footpaths, cycle ways and parking
- Community Transport and Social Support Services (subject to external funding)
- Information and support to the aged care sector
- Events and cultural activities



Participation of older people

Many residents aged 65 and over use Council services and facilities.

Examples include:

Leisure Centres and Outdoor Fitness Equipment

Across our two leisure centres members can use a variety of facilities such as pools, tennis courts, squash courts, athletics field, gym equipment and group exercise classes.

At Beaton Park 43% and at Lakeside 25% of members are aged 65 and over. Our centres offer 15 physical activity programs for seniors each week.

Aged Care Services (funded by the Australian Government)

Community Transport: Wollongong-Shellharbour provides taxi vouchers and individual and group transport to eligible older residents. These programs currently provide service to 5100 people across the Wollongong and Shellharbour LGA's.

Social Support Services offers a range of respite options, activities and social outings for eligible older people and their carers. 308 residents currently use these services.

Library Services

Council operates 7 libraries across the LGA. 11,330 or 13.7% of our library members are 65 and over.

Home Library Service

This service delivers books to 275 residents who are housebound, most of whom are older.

Tech Savvy for You

In 2016-2017, more than 835 people participated in this program which provides free training on smartphones, tablets, computers, social media, internet, shopping and banking online and cyber safety.

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Volunteering Opportunities

Council run a number of programs which support people to give back to the community through volunteering. In 2016-2017 more than 1,000 older people volunteered for the following:

- Volunteering Illawarra
- Bushcare
- Community Transport and Social Support
- Home Library Service
- Friends of Wollongong Botanic Garden
- Friends of Wollongong Art Gallery
- Friends of the Library
- Events, festivals and programs



Botanic Garden

Friends of the Botanic Garden provide 45-minute tours of the Garden each week. They also have two mobility scooters available for hire free of charge every weekday. Both the guided tours and the mobility scooters are well used by older visitors.

Community Development Worker Aged and Disability

This position provides information and advice across Council on matters affecting older people. The position provides support to the aged care sector and delivers projects that engage, recognise and celebrate our City's older people.

Many older residents also participate in many of our programs and projects.

Examples include:

Seniors Festival

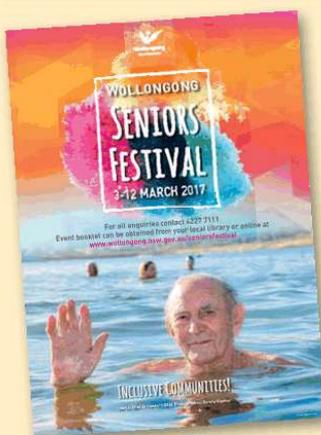
Each year Council celebrates NSW Seniors Festival. In 2017 the Festival had 87 activities which ran across 10 days.

Golden Oldies: Screen Dreams in Pictures

This positive ageing project was supported by funding from the Office for Ageing, Family and Community Services, and Local Government NSW. Local seniors recreated scenes from their favorite movies and television shows. Photographs of the scenes were displayed across the City and uploaded to social media.

Keep it Clear!

This was a partnership project with people in our community who are blind or have low vision, Vision Australia and TAFE Illawarra Institute. They worked together to create a poster campaign to raise awareness about the access challenges people with disability face when getting around our City.



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Council's planning process

Council has one Vision, one Program and one Plan. This is the Community Strategic Plan, Delivery Program and Annual Plan. The Ageing Plan is a supporting document that will inform the actions in our Annual Plan.



Community Strategic Plan



Supporting Documents

Council has two types of supporting documents:

- Strategy level documents
- Implementation Plan proposals



Delivery Program

The outcome of the decision making process is the Resourcing Strategy Delivery Program and Annual Plan



Decision Making

- What are the priorities
- What will we do
- How will we make it happen

Implementation

- Construction
- Service
- Achieving goals



Aged and Disability Directory



Viva la Gong Festival



Construction of Puckey's shared pathway

Developing the Plan

Research

- Reviewed current research and policy
- Analysed demographic data
- Collected and analysed data for use of Council services by people 65 and over
- Prepared a Discussion Paper

Consultation

Community Survey

- 389 people responded to the survey either online or in hard copy

Community Conversation

- 93 people participated in a community conversation

Focus Groups

- 45 older people participated in five targeted focus groups

Workshops

- 34 people participated in two workshops

Strategy Development

Draft strategies and actions were prepared based on what the community told us was important.

Endorsement

The Draft Ageing Plan was placed on public exhibition and the community provided feedback before the Plan was adopted by Council.

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Consultation: What did our City's older people say?

Council consulted the community between February and May 2017:

Key Survey Results

79% of respondents had lived in Wollongong for more than 20 years

82% said "Wollongong is a good place for older people to live"

76% said they "feel part of their local community"

93% said they "feel safe in their neighbourhood during the day"

71% said they "feel safe in their neighbourhood at night"

85% said they were physically active either daily or more than once a week

69% said they had "access to all of the services they currently need"

24% said they "were full time carers"

85% were retired

Our older residents said they like to walk, swim, garden, cycle, catch up with friends and family and volunteer.

They liked living in Wollongong because of the:

- Beaches and mountains
- Access to services
- Opportunities to meet with family and friends
- Short distance to Sydney
- Places and spaces to connect with people in their community

They would like:

- A more linked and connected public transport system (buses and trains)
- Better access to key services
- Better footpaths and public toilets
- More accessible buildings
- To be valued and respected more
- More affordable events and recreation opportunities
- Better access to information in print and plain English
- More outdoor fitness equipment

Information Technology

Information technology was a strong theme during the consultation.

17% of survey respondents were confident using technology.

Many experienced challenges with getting information. They said:

- The internet is confusing
- Having a computer is expensive
- Going online to search for information is difficult

73% would like to learn more about computers, smartphones, internet, iPads and tablets, Skype and social media.

10% were not interested in learning about information technologies.

Priorities for making Wollongong a better place for older people to live were:

84% said “positive community attitudes towards older people”

81% said “more accessible, user friendly information” was a priority

78% said “upgraded accessible and age friendly community facilities”

78% said “more aged friendly, affordable housing options”

77% would like “more involvement in community decision making”

77% said the need for “better public transport”

73% said they would like to learn more about using information technology

72% would like “more age friendly health and fitness programs”

64% said “more social activities”



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Focus Groups

We held five targeted focus groups with older people we don't often hear from. Below is a summary of what they told us:

Aboriginal Elders: Women

- More information about affordable community transport options
- Better footpaths and more accessible parking close to services and the hospital
- More information about services that can support with caring for grandchildren
- Someone to come to their group to teach them how to use mobile phones, internet and Facebook
- Council to report back to the group about the progress of the Ageing Plan

Aboriginal Elders: Men

- Better public and community transport to get to community events and services
- More support with accessing My Aged Care and more affordable services
- More toilets across Wollongong that are wheelchair friendly
- To acknowledge the history of racism towards Aboriginal people and promote positive community attitudes towards older Aboriginal people

Lesbians and Women who identify with the Lesbian Gay Bisexual Transgender Intersex (LGBTI) Community

- More services that are LGBTI friendly and sensitive to their identity and needs
- To be recognised and respected as both a woman and a lesbian
- Women only housing that is affordable and age friendly
- Creation of a social support group that connects older lesbians

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Men who identify with the Lesbian Gay Bisexual Transgender Intersex (LGBTI) Community

- To improve community attitudes so they can feel more connected to the wider community
- Development of an information directory of general practitioners and allied health professionals that are LGBTI friendly
- Council facilities to become LGBTI 'Safe Place', so they feel acknowledged, welcome and safe

Older Men

- More affordable internet packages so they can use the internet and find information
- More flexible work arrangements
- Services to be located in one place connected to transport
- Better promotion of opportunities to volunteer



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Workshops

We held two workshops with local aged care service providers and Council Officers.

Dementia-Friendly Communities Workshop

Council Officers participated in a workshop about 'Dementia-Friendly Communities' to look at how the principles could be included in their work. Some ideas included:

- Raising community awareness about dementia
- Creating spaces that are dementia-friendly
- Include dementia-friendly principles in the design of public spaces and facilities
- Provide dementia awareness training to Council Officers

Wollongong Home and Community Support Network Workshop

Local service providers and Council Officers participated in a workshop to discuss how their services could better support older people. Some ideas included:

- Provide more information to older people and their carers seeking aged care services
- Training in how to deliver service to older people from diverse backgrounds
- Assist and support clients wanting to learn more about information technology



Focus Areas: What Council will do

1. Create Liveable Communities

Liveable communities are places where people can move about easily to access services and facilities and participate in community life. Our older residents indicated a well-connected and accessible public transport system is vital to maintain independence and stay involved in community life.

Priorities

Older people have access to a variety of public, private and community transport options that are affordable, accessible and connected

- Advocate for a shuttle bus route in the south of Wollongong
- Consult Transport NSW about improving public transport options that link older people to services and facilities
- Continue to deliver Community Transport services in line with the funding agreement

Older people can easily and independently move around the community to access services and facilities

- Increase the number of accessible bus stops that have seating, shelter and links to paths of travel
- Improve footpaths that link important places like town centres, parks, railway stations and bus stops
- Have seating and shade at regular points along paths of travel
- Continue to advocate for access upgrades to train stations
- Increase the number of designated accessible parking spaces across the LGA

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Older people can access and use buildings and community facilities

- Continue to undertake access appraisals of our buildings and upgrade them
- Design our buildings and facilities so they are accessible for everyone
- Implement a program to improve public toilets in key locations across the LGA

Older people have access to a range of affordable housing options that consider their needs

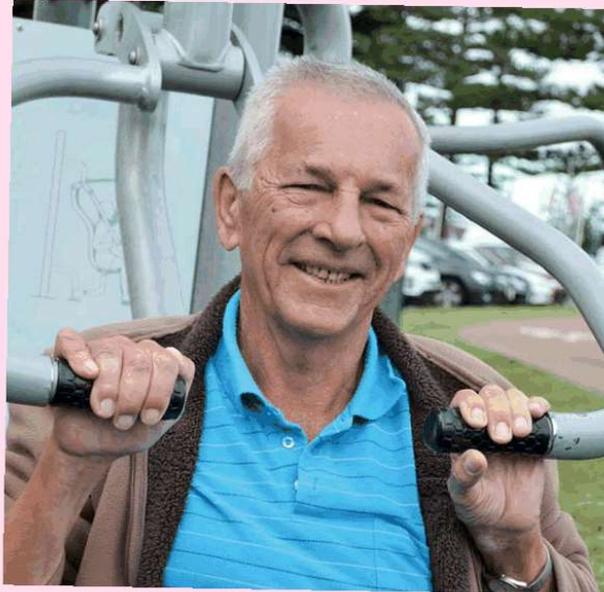
- Continue to require and look to increase the number of adaptable units in new residential development
- Consult services who assist older homeless people to identify opportunities for Council to better support their work
- Continue the preparation of the housing study

Work towards creating age and dementia-friendly communities

- Raise community awareness about dementia
- Incorporate dementia-friendly communities principles into our work
- Provide dementia awareness training for Council Officers
- Incorporate age and dementia-friendly design principles and solutions into urban renewal projects
- Support age and dementia-friendly initiatives such as 'Age Friendly Illawarra'



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“I come down to the outdoor gym equipment most mornings. Even though the recovery from my stroke has been slow, using the equipment has helped ”.

I still clearly remember I had my stroke about 7 years ago, it was Easter Sunday. It was a shock because I exercise regularly.

Health is important, without it life is frustrating. Exercising and not overeating are important to watch and keeping in touch with friends is also important.

John

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2. Celebrate Older People and Promote Positive Community Attitudes and Behaviour

People's attitudes impact all aspects of community life. Older people want to feel valued and recognised for the contribution they make to their communities, to be an active and visible part of the community, and to connect with young people.

Priorities

Older people are recognised for the valuable contribution they make to our community

- Support events and programs that recognise the lives, diversity and achievements of older people
- Continue to support a category that recognises the achievements of older people as part of our Australia Day celebrations
- Continue to deliver a program of events to celebrate NSW Seniors Festival that reflects the diversity of our community

Older people would like the broader community to show positive attitudes towards them, and respect and value their diversity, contribution and wisdom

- Develop and implement projects that promote and raise awareness of the positive contribution older people make to our community
- Support intergenerational projects that bring older and younger people together

Older people would like to be more involved in making decisions about their community

- Continue to support older people to have their say about Council plans, strategies and projects
- Report back to the Aboriginal Elders Women's group about the progress of the Ageing Plan

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“I feel that with the blessings I have had in life comes responsibility to the world around me, for instance righting injustices and volunteering”.

I have amazing grandchildren whose insight and wisdom always surprise me, they tell me I'm unconventional and maybe I am because I don't like 'boring'. I have many interests that keep me happy and I believe keeping physically active is important because as you get older it gets more difficult to bounce back. I believe and live by the motto 'the key to your happiness is in your own pocket'.

Franki

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3. Improve Access to Services and Support

Access to health and aged care services is essential in supporting our older residents to stay well. Many people receive help with daily tasks such as cooking and cleaning, or getting out and about to enable them to live independently. During the consultation most older people indicated they were happy with the aged care services in our community.

Priorities

Older people have access to appropriate health and aged care services to support them to live independently

- Participate in planning activities to improve services for older people
- Resource and support aged care services to deliver high quality services and activities for older people
- Continue to promote and deliver Community Transport, Social Support Services and the Travel Training program in line with funding agreements
- Investigate the possibility of providing a social support group to connect older lesbians



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**“You need to plan for your future,
the government isn’t always going
to be there to look after you”.**

My family has lived in the Wollongong area for some generations. I worked at John Lysaght Australia, Research Department in an admin role for 29 years. Today I volunteer at a local Salvos Store, I like the people there...

Sharing your life with someone is one of the greatest joys, very few people are happy to live alone. Also not being afraid to be yourself and being comfortable within yourself is important, especially when you’re young.

Alan

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4. Support Use of Technology and Access to Information

Whether it's online, in person or in hard copy, older people need a variety of information sources to make choices and manage change in their lives. Since the development of Council's first Plan there has been a big increase in the number of older people who use and would like to learn more about information technologies.

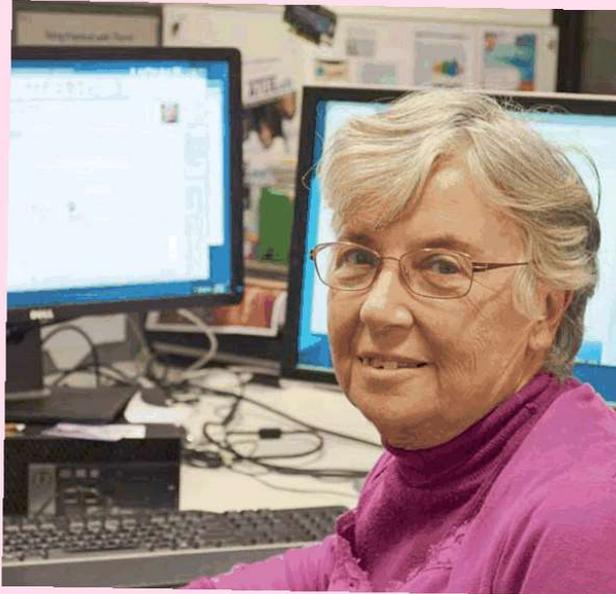
Priorities

Older people can easily and independently access information to support them to make choices, and stay connected and involved in their communities

- Keep our Aged and Disability Directory up-to-date in print and online
- Continue to promote and improve our online Community Information Directory
- Provide information and communications in a printed format using plain English and a large clear font
- Continue to tell people about helplines and government services that support and protect older people
- Promote 'My Aged Care' and how to access it

Older people are supported to learn more about information technologies including internet, email, social media computers, smart phones and tablets

- Continue to run the 'Tech Savvy for You' program at our libraries
- Support programs that help older people to use information technology



“I’m 71 and have an interest in how older people can be supported through the use of technology to stay engaged”.

I taught myself programming which I also eventually taught. Technology has enabled women to do many of the things that only men once did.

I’m a ‘greenie’; we should look ahead, not just 10 years but 150 years. We have a responsibility to generations that come after us. I find most satisfying the people whose lives I’ve influenced, be it my family, the students I’ve taught or the women who have been encouraged by my example.

Helen

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5. Enable Participation in Community Life

Participating in community life supports social interaction and feelings of involvement, and contributes to a sense of self-worth.

Priorities

Older people would like opportunities to learn and remain connected and involved in their communities

- Continue to support older people to be involved in activities at the IPAC, Art Gallery and Libraries
- Continue to run the Home Library Service
- Continue to support older people to be involved in environmental programs
- Involve older people in the development of Local Studies projects
- Promote activities in our community facilities and halls
- Promote accessible tourism opportunities at our three tourist parks
- Continue to make our pools more accessible and tell people about them

Older people would like to give back to their communities by using their skills and experience to volunteer

- Continue to support volunteering by delivering the Volunteering Illawarra service in line with the funding agreement
- Promote opportunities for older people to volunteer with Bush Care, Friends of the Library, Friends of the Art Gallery, Friends of the Botanic Garden, and community services and community events

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Older people feel safe at home and in their communities

- Continue to deliver road safety and pedestrian campaigns
- Raise awareness about elder abuse and ways to respond
- Provide inclusivity training for our libraries and community facilities staff

Older workers have more flexible work hours and opportunities to learn new skills that will help them stay in the workforce

- Host conversations about age in the workforce and how to support older worker participation
- Support ideas and programs that attract and retain workers in the aged care sector

Older people would like more opportunities to access affordable physical activity programs for seniors

- Pursue funding opportunities to install more outdoor exercise equipment
- Continue to provide and promote programs for seniors at Council's leisure centres



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“Helping others and volunteering is important and keeping a healthy mind, body and spirit as I age, keeps me positive. I have learned a lot and now is the time to give back”.

Over many years, I worked for the Department of Immigration, Department of Education, and for 21 years with the Department of Health. Our life in Australia has provided many opportunities which I have greatly appreciated.

I am happiest when my family is happy and other people are happy.

Quan

Delivering the Plan

Integration

The actions in this Plan will become part of our Delivery Program and Annual Plan and will help us to deliver Wollongong's Community Strategic Plan.

Implementation

A detailed Implementation Plan that includes timeframes, priorities, resources, and responsibilities has been developed to help with the delivery of the Plan.

Evaluation

Measures have been developed to record our progress towards delivering this Plan. Data will be collected throughout the implementation of the Plan.

Reporting

Our progress towards delivering this Plan will be reported as part of Council's annual reporting processes.

Resourcing the Plan

This Plan will be used to help Council make decisions:

- Actions that need funding will be considered as part of Council's annual budget planning processes
- Actions that do not cost additional money to deliver will be included in Council's Annual Plan and Delivery Program
- Council may apply for external funding to help deliver actions in this Plan

Measuring our progress

Indicators to show progress towards meeting the priorities in the Plan are shown below.

Create Liveable Communities

Indicator	Measure
↑ % of older people who are satisfied with Council's public toilets	1. Community Survey 2. Customer satisfaction measure for newly installed toilets
↑ % of older people who are satisfied with footpaths	1. Community Survey 2. Customer satisfaction measure for newly installed footpaths
↑ number of accessible bus stops and shelters ↑ number of older people who are satisfied with bus stops and shelters	1. Council data 2. Community Survey
↑ number of accessible parking spaces in key locations	Council data
↑ accessibility of recreation services, community facilities and libraries	Council data

Enable Participation in Community Life

Indicator	Measure
Number of older people participating in and satisfied with Council events	1. Community Survey 2. Customer satisfaction measure
% of older people who feel safe in their neighbourhood and the community	Perceptions of Safety Survey
Number of older people who are contributing to their communities by volunteering and are satisfied with volunteering opportunities	1. ABS Data 2. Council data

Celebrating and Promoting Positive Community Attitudes and Behaviour

Indicator	Measure
Number of community projects and campaigns that raise awareness of the positive contribution older people make to the community	Council data
Number of older people participating in the Seniors Festival who are satisfied with the festival	1. Community Survey 2. Customer satisfaction measure
Number of community development project partnerships, and community satisfaction with these partnerships	1. Council data 2. Customer satisfaction measure
Number of older people who have participated in Council's community engagement activities	Community Survey

Improve Access to Services and Supports

Indicator	Measure
Meet service outputs for Community Transport and Social Support Services in line with funding agreements	Council data

Support Use of Technology and Access to Information

Indicator	Measure
Number of older people who participate in and are satisfied with the Wollongong City Libraries' 'Tech Savvy for You' classes	1. Council data 2. Customer satisfaction measure
Number of partnerships created to support access to information technology for older people	Council data
% of older people who can easily find the Council information they are looking for	Community Survey



Involved Connected Valued

Submissions from Public Exhibition

Draft Ageing Plan 2018 - 2022

Exhibition Period

21 November to 20 December 2018

Notification Process

The notification process for the Public Exhibition included:

- Notification to Neighbourhood Forums;
- Provision of information to the Wollongong Home and Community Support Network;
- Information provided to Council's Customer Service Centre and Media team;
- Notice published in Advertiser on issues published 29 November and 13 December 2017;
- Story on WIN News, 27 November 2017;
- Copies of the draft Plan and feedback forms made available through all libraries; and
- Placed on Council's 'Have Your Say Wollongong' webpage.

Results

During the Public Exhibition there were 136 visits to the 'Have Your Say Wollongong' page with the document downloaded 68 times.

18 written submissions were received and a summary of feedback is provided in the following table.

Submissions from Public Exhibition

Submission from	Submission Comments	Council Comment
Resident – Wollongong	The draft Plan is a comprehensive document.	Noted.
	Wollongong Library is an excellent service for older people.	Noted.
	Lack of free parking in Wollongong and a need to maintain the free bus service.	Noted.
	Lack of seating with shade in the Mall.	Noted.
	Footpaths need upgrading.	Action in the draft Plan (pg 18) address these comments.
	Older people need to be heard, seen and consulted on important matters.	Action in the draft Plan (pg 21) addresses this comment.
Resident – Wollongong	The draft Plan contains motherhood statements.	The delivery of the draft Plan will be supported by a detailed Implementation Plan.
	Performance indicators (pg 31-32) are too general and should be replaced with statistical targets.	Noted.
	Lack of seating with shade in public spaces and at bus stops.	Action in the draft Plan (pg 18) address these comments.
	Lack of affordable housing in Wollongong.	The lack of affordable housing is acknowledged. Council is currently preparing a Housing Study. Council is only one minor player in the housing supply and demand equation that influences affordability.
	Lack of public toilets.	Action in the draft Plan (pg 19) addresses this comment. Council is currently preparing a Public Toilet Strategy which will consider the provision of public toilets across the LGA.
	Need for information to be provided in a variety of formats including print.	Action in the draft Plan (pg 25) addresses this comment.
	Involve older people in community decision making.	Action in the draft Plan (pg 21) addresses this comment.
Resident – Balgownie	Suggests changes to bus route No 7	Bus routes are set by Transport for NSW in consultation with bus companies.
	Lack of free parking, need for 1-2 hour free parking for pension/concession holders in the city centre.	Council currently has no plans to provide dedicated parking for pensioners however, specific parking and provisions are made for members of the public with a Mobility Parking Scheme Permit.

Submission from	Submission Comments	Council Comment
Resident – Unanderra	Poor access at Unanderra train station.	Action addressing this comment is included in the Implementation Plan. High priority action in Unanderra Town Centre Study. Transport for NSW are responsible for this action.
	Lack of seating, shade and bins at bus stops.	Actions in the draft Plan (pg 18) address these comments.
Resident – Woonona	Lack of free/affordable parking in the City. Parking near the Wollongong Entertainment Centre and IPAC should be cheaper.	Council's Parking Policy currently manages parking in areas of high demand through time limits and pricing and regularly monitors such demand. Council currently has no plans for significant changes in this precinct.
Resident - Bulli	The draft Plan contains motherhood statements.	The delivery of the draft Plan will be supported by a detailed Implementation Plan.
	Council to recognise that older people are an underutilised resource.	Priorities and actions in the draft Plan (pg 21) addresses this comment.
Resident – Coledale	Footpaths need replacing.	Actions in the draft Plan (pg 18) addresses this comment.
	Lack of outdoor gym equipment in northern suburbs.	Actions in the draft Plan (pg 28) addresses this comment.
Resident – No suburb	Footpaths need replacing across the entire LGA, not just in town centres.	Actions in the draft Plan (pg 18) addresses this comment.
Resident - Corrimal	Expressed support of draft Plan.	Noted.
	Social Housing needed for older women.	Council encourages housing providers to provide a mix of products and densities.
Resident - Corrimal	Expressed support of draft Plan.	Noted.
Resident - Thirroul	Council recognise the value of faith and spirituality in a holistic approach to ageing and dementia.	Noted.
	Council should support community activities aimed at providing friendship and support for ageing residents, especially those who are likely to be isolated because of difficulties with dementia or frailty.	Action addressing this comment is included in the Implementation Plan.
	Council should promote accessible parking and consider specific time-limited parking zones near community activities to enable the participation of older people.	Actions addressing this comment are included in the Implementation Plan and Disability Inclusion Action Plan.
Resident - Woonona	Footpaths need to link residential areas to key services/locations.	Actions in the draft Plan (pg 18) addresses this comment.

Submission from	Submission Comments	Council Comment
Resident – Wollongong	Expressed support of draft Plan.	Noted.
Austinmer Anglican Church	Council recognise the value of faith and spirituality in a holistic approach to ageing and dementia.	Noted.
	Council should support community activities aimed at providing friendship and support for ageing residents, especially those who are likely to be isolated because of difficulties with dementia or frailty.	An action addressing this comment is included in the Implementation Plan.
	Council should promote accessible parking and consider specific time-limited parking zones near community activities to enable the participation of older people.	Actions addressing this comment are included in the Implementation Plan and Disability Inclusion Action Plan.
IRT Group	Council planning instruments need to support housing models that encourage high density living with access to transport, shopping and services.	Council's planning studies and Local Environment Plan (LEP) encourages higher density housing in close proximity to city centre, town centres and railway stations, where services are available. The town centre review work is ongoing. In some locations development opportunities are limited by flooding or other constraints.
	Council needs to provide a greater allocation of land for services housing to meet the demand of homeless seniors and seniors at risk of homelessness.	The State Environment Planning Policy (SEPP) Housing for Seniors and Persons with a Disability, as well as the land use tables in Council LEP, permit Seniors Housing in all residential and business zones.
	Council needs to plan for the development of intentional communities to create engagement through affordable housing models for older residents, students, families and people with disabilities.	Council's LEP and a number of SEPPs enable and encourage a mix of product type and housing density.
	Currently inner city development opportunities are being purchased by private developers who can outbid community-focused developers. These private developers create high quality, high expense residential properties that are only available to a limited market. Through re-zoning and revising planning instruments, Council can control land use to ensure that older residents are being given an opportunity for affordable inner city living.	Affordability comments noted. However, Council does not prepare planning controls that favour one developer over another.
	Consider targeted initiatives for vulnerable groups identified in the NSW Ageing Strategy.	The NSW Ageing Strategy informed the development of Council's draft Ageing Plan 2018-2022.
	Consider targeted initiatives for older people from CALD and Aboriginal to promote broader positive community attitudes towards all cultural groups of seniors.	Supported. Minor amendments have been made to the draft Plan (pg 21) to reflect this comment.

Submission from	Submission Comments	Council Comment
	<p>Creating a clustered environment for services improves the ability of people to access much needed services. Through making easily accessed services a priority - for example, access points for seniors on the ground floor of hospitals or shopping centres – seniors will be more readily able to participate and enjoy being in the City Centre.</p>	<p>Council's DCP Chapter E1 requires new buildings to be accessible.</p>
	<p>Currently a number of the services required by older people are spread across town (e.g. Centrelink, Service NSW, LegalAid and the medical centre are all different corners of the City Centre). The establishment of satellite hubs for these services would make it much easier for older residents to avoid Wollongong's City Centre and attend these services in areas where they are in closer proximity such as Corrimal.</p>	<p>Noted. Council does not control the location of State and not for profit services.</p>
	<p>With both the public and private hospitals being situated just outside the City Centre boundary of Osborne Street, a number of pathology and diagnostics services cascade from this point down to the Piccadilly Centre at Denison Street. There is then a serious disconnect to the medical centre near Keira Street and then the Medicare office in Burelli Street.</p>	<p>Noted. Medical support services have clustered around the hospitals.</p>
	<p>It appears that some informal districts have begun to form, with residential complexes being built at the Oxford and Dwyers sites and IRT Parkside at Pioneer Place close to completion with units available for purchase in January 2018. Further intentional design could promote and enhance the creation of a number of districts within Wollongong, with residences easily accessible to supermarkets and other essential services and promote the city as an international leader in age-friendly city design.</p>	<p>Noted. Precincts are being considered as part of the Review of the City Centre planning controls. The retail core is located around Crown and Keira Streets and the Crown Street Mall.</p>
	<p>In addition to providing information and communications in large print and plain English, provision of information in the languages most commonly used by the CALD communities would enhance their social participation and connectivity.</p>	<p>Council provides information in community languages for key Council services including waste management, environmental sustainability and surf safety.</p>
	<p>Running the 'Tech Savvy for You' library programs in a range of languages used by the CALD community and being culturally sensitive to the specific learning requirements of the local indigenous community, would assist the whole spectrum of Illawarra seniors to benefit from this program.</p>	<p>Council has run 'Tech Savvy' classes in community languages and assisted with linking local CALD and indigenous groups to programs.</p>
	<p>Engaging Aboriginal Elders to assist in creating signage in the traditional Tharawal language to facilitate cultural inclusion of the Illawarra's Indigenous community and transfer of Indigenous cultural knowledge to future generations.</p>	<p>Council regularly consults with the Aboriginal community and has an Aboriginal Reference Group that provides advice to Council on matters related to the local Aboriginal community. Council has over a number of years consulted with the appropriate members of the Aboriginal Community to develop a list of Aboriginal place names, as well as flora and fauna local to our area that can be used for the naming of streets,</p>

Submission from	Submission Comments	Council Comment
		places and parks when those opportunities arise to do so.
	As the online 'My Aged Care' portal is difficult to navigate, even for those from English speaking backgrounds, targeted assistance for older people from CALD backgrounds in use of this system would enable them to benefit from the Federal Government's move towards Consumer Directed Care.	This is a focus of local sector support and development workers in the Illawarra. Action in the draft Plan (pg 25) addresses this comment.
	Implement an internal Council policy to prioritise employment of older, long-term unemployed people within the Council workforce. This strategy would directly address seniors' unemployment and act as an exemplar, motivating other local businesses to employ people within this demographic.	Council is currently developing a Workforce Strategy to plan for future workforce needs.
	Increase the number of organisations participating in local mature workforce programs by providing cash or other incentives to local businesses to employ older, long-term unemployed people.	Noted. A program such as this would sit with the Australian Government.
	Develop volunteer programs specifically targeting older unemployed people to provide them with relevant and current workplace experience and training as a pathway to paid employment long-term.	Noted. Council currently supports regular, ongoing volunteering opportunities for more than 1000 people, most of whom are aged 60 and over. Actions in the draft Plan (pg 27) addresses this comment.
AIDS Council of NSW (ACON)	Recent changes to the 'Safe Place' program leave Council facilities ineligible for this program.	An amendment has been made to the draft Plan (pg 28) to reflect these changes; instead this action will place emphasis on inclusivity training for key Council staff.
Neighbourhood Forum 5	Expressed support of draft Plan.	Noted.

AGEING PLAN 2018 – 2022 *Implementation Plan*

Background

In 2011 population ageing was raised as an issue of concern at a community summit held in Wollongong. In response, Council developed and delivered *Wollongong Positive Ageing Plan 2013 -2017*. Towards the end of this Plan's timeframe Council agreed that population ageing was still really important and relevant to the City and set out to develop a new Ageing Plan 2018 -2022.

The number of people living in Wollongong aged 65 years and over will increase from 36,639 (17.4% of the population) in 2017 to 50,753 people (20 percent of the population) by 2036. At that point there will be more people aged 65 years and over than there will be young people under the age of fifteen. The fastest growing population group in the City is people aged 70-84 and over (source ID Forecast).

The purpose of this Plan is to bring together current research and the lived experience of our city's older population into a supporting document that describes the key priorities for making our City a great place for older people. The Plan lists the strategies and actions we will undertake over the next four years.

The Plan has 16 priorities that come under five broad focus areas

1. Create Liveable Communities
2. Celebrate older people to promote positive community attitudes and behaviour
3. Improve access to services and supports
4. Support the use of technology and access to information
5. Enable participation in community life

The Plan has 75 actions for Council to deliver and it is hoped that other organisations will use the Ageing Plan 2018-2022 to inform their work.

Development of the Plan

The development of this Plan involved extensive consultation with older people aged 65 and over including hard to reach groups between February and May 2017.

Older people had their say via the following consultation activities:

- 389 Community Survey
- 45 people participated in 5 targeted focus groups
- 93 people participated in 1 community conversation
- 172 people participated in 2 workshops

Ageing Plan Implementation Plan

The development of the Implementation Plan involved extensive consultation and collaboration across Council. Council Officer's worked together to develop and refine the actions and provided their endorsement for the actions they are responsible for delivering and reporting on.

Many of the actions align with work that is planned across Council and as a result are funded through existing budgets.

The actions have not been prioritised. However, when developing the action in the Plan the following was considered:

- The results of the community engagement and what people told us would make the most difference
- Alignment with planned work.

Reporting

Progress towards the delivery of the Plan will be reported as part of Council's annual reporting processes

Key
CSP - Wollongong 2022 Community Strategic Plan
DIAP - Disability Inclusion Action Plan 2016-2018
PP - Pedestrian Plan 2017-2021

FOCUS AREA 1 - Create Liveable Communities

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
1.1 Older people have access to a variety of public, private and community transport options that are affordable, accessible and connected	1.1.1	Advocate for a shuttle bus route in the south of Wollongong to support older people to travel into the City	Road Traffic Safety and Transport Planning	Manager Infrastructure Strategy and Planning	Existing operational budget				Evidence of advocacy	QR EOFY	CSP 6.1.2.1
	1.1.2	Liaise with Transport for NSW to advocate for seamless integration of public transport across the LGA	Road Traffic Safety and Transport Planning	Manager Infrastructure Strategy and Planning	Existing operational budget				Evidence meetings	QR EOFY	CSP 6.2.1.1
	1.1.3	Support integrated transport options that link older people to services and facilities	Road Traffic Safety and Transport Planning	Traffic Manager Unit	Existing capital budget				Increase # of transport links to services and facilities	QR EOFY	CSP 6.2.1.1
	1.1.4	Continue to deliver Community Transport services in line with funding agreement	Community Transport	Community Support Enterprise Manager	Transport for NSW funding				Services delivered in line with funding agreement	QR EOFY	CSP 5.5.3.1
1.2 Older people can easily and independently move around the community to access key services and facilities	1.2.1	Include seating and shade structures into planned footpath and traffic facilities projects	Footpaths, cycle ways and transport nodes	Manager Infrastructure Strategy and Planning	Funds available within existing operational and capital budgets for footpaths				Increased # of paths of travel that provide seating and shade	Request update EOFY annually	CSP 5.5.1 PP 2.1.3
	1.2.2	Increase the number of accessible bus stops and shelters that provide protection from the weather, seats with arm rests and link to continuous accessible paths of travel	Road Traffic Safety, and Transport Planning	Transport and Stormwater Services Manager	Existing Capital Budget				Increased # of Council bus shelters and stops that meet access standards	Request update EOFY annually	CSP 6.2.1 DIAP 1.4.2 PP 2.2.3
	1.2.3	Increase the supply of designated accessible parking spaces and promote. (in particular in town centres, as part of recreation and community facilities and in close proximity to key services in Wollongong LGA)	Car Parks and Boat Ramps	Transport and Stormwater Services Manager	Existing Capital Budget				Increased # of designated accessible parking spaces.	Request update EOFY annually	CSP 6.2.1.2 DIAP 1.5.2
	1.2.4	Continue to monitor, educate and enforce non-compliant use of accessible parking spaces	Parking Enforcement	Ranger Services Manager	Existing operational budget				# of fines issued	Request update EOFY annually	CSP 4.1.3 DIAP 1.5.6
	1.2.5	Continue to advocate for access upgrades to train stations including the installation of lifts at railway stations, in particular Unanderra station	Road Traffic Safety and Transport Planning	Traffic Manager Unit	Existing operational budget				Evidence of advocacy	Request update EOFY annually	CSP 6.2.3.1

Key
CSP - Wollongong 2022 Community Strategic Plan
DIAP - Disability Inclusion Action Plan 2016-2018
PP - Pedestrian Plan 2017-2021

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
	1.2.6	Develop and implement program of works to improve the number of continuous accessible footpath connections to and from key destinations including parks, town centres, railway stations and bus stops	Footpaths, Cycleways and Transport Nodes	Transport and Stormwater Services Manager	Existing Capital Budget				Increased # of continuous accessible paths of travel that link key destinations throughout the LGA	Request update EOFY annually	CSP 5.3.3 DIAP 1.2.1 PP – 2.1.1 & 2.2.1
	1.2.7	Continue to explore options for creating designated drop off and pick-up zones for community transport services in key locations	Road Safety and Traffic Transport Planning	Traffic Unit Manager	Existing operational budget				Evidence documented Increased # of designated drop off and pick up zones	Request update EOFY annually	CSP 5.5.3.1
	1.2.8	Implement street tree planting program	Footpaths, Cycleways and Transport Nodes	Manager City and Works Services	Funds available in existing capital and operational budgets for footpaths, cycleways, traffic facilities and street trees				Street tree planting program implemented	QR EOFY	CSP 1.3.3
1.3 Older people can access and use buildings and community facilities	1.3.1	Continue to undertake functionality assessments of Council buildings and prioritise access when upgrading/building Council buildings and facilities	Infrastructure Strategic Planning	Building and Facilities Planning Manager	Existing operational budget				Access documented in functional assessments	Request update EOFY annually	CSP 5.3.3 DIAP 1.8.1
	1.3.2	Develop Social Infrastructure Supporting Document (incorporate the needs of ageing population)	Council Managed District Community Centres	Manager Library and Community Services	Existing operational budget				Social Infrastructure Supporting Document	QR EOFY	CSP 4.3.2.1
	1.3.3	Implement recommendations from the Public Toilet Strategy	Infrastructure Strategic Planning	To be decided	Costed as part of Public Toilet Strategy				Evidence strategy has been implemented	QR EOFY	CSP 5.3.2 DIAP 1.1.2
1.4 Older people have access to a range of affordable housing options that consider their needs	1.4.1	Review the number of adaptable housing units required in new residential development in line with the NSW Government Apartment Design Guide	Local Environment Planning	Land Use Planning Manager	Existing operational budget				Review complete	Request update EOFY	CSP 5.2.1.1
	1.4.2	Undertake a study to determine current number of adaptable units and their location and develop a mechanism to capture this information on an ongoing basis	Development Assessment and Building Certification	Manager Development Assessment and Certification	Existing operational budget				Study complete and mechanism developed	Request update EOFY	CSP 5.2.1.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
	1.4.3	Undertake a consultation with local community housing providers who provide accommodation to support older people at risk of becoming homeless or who are homeless to identify how Council may assist	Local Environment Planning	Land Planning Manager Use	Existing operational budget				Consultation report	Request update EOFY	CSP 5.2.1.1
	1.4.4	Review the requirements for Section 94 / 94A development contributions and car parking requirements for developments that reduce homelessness amongst older people	Local Environment Planning	Land Planning Manager Use	Existing operational budget				Report to Council	Request update EOFY	CSP 5.2.2.1
	1.4.5	Continue the preparation of the Housing Study	Local Environment Planning	Land Planning Manager Use	Existing operational budget				Study complete	Request update EOFY	CSP 5.2.1.1
1.5 Council's policy and planning processes for development and infrastructure strengthen and support outcomes for older people	1.5.1	Increase housing density around town centres, to support older people to live close to public transport and services	Urban Renewal and Civic Improvement	Land Planning Manager Use	Existing operational budget				DCP's allow for increased housing density in town centres	QR EOFY	CSP 5.2.1.1 DIAP 1.9.1
	1.5.2	Update the Wollongong Development Control Plan to include links and references to age and dementia friendly planning guidelines	Local Environment Planning	Land Planning Manager Use	Existing operational budget				Guidelines developed and referenced in DCP	Request update EOFY	CSP 5.1.2
1.6 Work towards creating and age and dementia-friendly communities	1.6.1	Raise community awareness about dementia	Community Development	Community and Cultural Development Manager	Existing operational budget				Awareness campaign delivered	Request update EOFY	CSP 5.1.1
	1.6.2	Provide opportunities for Council's front line and customer service staff to attend dementia-awareness training	Community Development	Community and Cultural Development Manager	Existing resources				# of Council Officers attending training	Request update EOFY	CSP 4.4.6
	1.6.3	Incorporate age and dementia friendly principles into the planning and delivery of Council services, programs and activities to support people with dementia to participate	Central Library District Libraries Branch Libraries Social Support Programs Community Transport	Manager Library and Community Services	Existing operational budget				Appraisals undertaken and principles incorporated	Request update EOFY	CSP 5.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
1.6	1.6.4	Explore opportunities to incorporate Dementia Friendly Communities principles to create dementia friendly spaces at Council libraries and community facilities	Council Managed Community Centres and Halls Council Managed District Community Centres Council Managed Local Community Centres and Halls Central Library District Libraries Branch Libraries	Branch Libraries and Community Facilities Manager Central Library Manager	Existing operational budget				# of initiatives undertaken	Request update EOFY	CSP 5.1.2
	1.6.5	Raise awareness about dementia friendly design principles to key infrastructure, strategic planning and design staff	Community Development	Community and Cultural Development Manager	Existing resources				# of Council Officers attending training	Request update EOFY	CSP 5.5.1
	1.6.6	Explore opportunities to incorporate age and dementia friendly design principles and solutions into urban renewal projects. For example: seating, way finding signage, footpaths, safe road crossings, outdoor fitness equipment, bus shelters and stops, public toilets and parking	Community Development	Community and Cultural Development Manager	Existing capital budget				# of opportunities pursued Customer Satisfaction Survey	Request update EOFY	CSP 5.1.2

FOCUS AREA 2 - Celebrate older people and promote positive community attitudes and behaviour

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
2.1 Older people are recognised for the valuable contribution they make to our community	2.1.1	Support events and initiatives that recognise the lives, achievements and diversity of our city's older people	Community Development	Community and Cultural Development Manager	Existing operational budget				# of events and initiatives delivered	Request update EOFY	CSP 3.3.1
	2.1.2	Continue to support a category that recognises the achievements of older people as part of Council's Australia Day Award Celebrations	Events coordination	Public Relations Manager	Existing operational budget				Award category supported	Request update EOFY	CSP 3.3.1
	2.1.3	Continue to deliver a contemporary program of events to celebrate NSW Seniors Festival that reflects the diversity of our community	Community Development	Community and Cultural Development Manager	Existing operational budget				Customer satisfaction survey	Request update EOFY	CSP 3.3.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
2.2 Older people would like the broader community to show positive attitudes towards them and respect and value their contributions, wisdom and views	2.2.1	Develop and implement community development initiatives that promotes raised awareness about the positive contribution older people make to our communities	Community Development	Community and Cultural Development Manager	Existing operational budget External funding				Campaign delivered	Request update EOFY	CSP 4.2.2
	2.2.2	Support initiatives that provide intergenerational connections	Community Development	Community and Cultural Development Manager	Existing operational budget External funding				# of initiatives supported	Request update EOFY	CSP 4.2.2
2.3 Older people would like to be more involved in making decisions about their community	2.3.1	Continue to encourage older people to participate in Council's community engagement activities including the development of towns and village and community plans, strategies, policy's and Councils infrastructure projects	Community Engagement	Public Relations Manager	Existing operational budget				# of older people participating in engagement activities	Request update EOFY	CSP 4.1.1.1
	2.3.2	Provide progress reports to Aboriginal elders about Council's progress towards the implementation of the Ageing Plan	Community Development	Community and Cultural Development Manager	Existing resources				Report provided back	Request update EOFY	CSP 4.1.3

FOCUS AREA 3 - Improve Access to Services and Support

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
3.1 Older people have access to appropriate health and aged care services to support them to live independently	3.1.1	Participate in planning activities to identify service gaps and influence policy, process and decision making to improve services for older people	Community Development Social Support Community Transport	Community and Cultural Development Manager Manager Library and Community Services	Existing operational budget				Evidence meetings of	Request update EOFY	CSP 4.3.3
	3.1.2	Continue to promote and deliver Community Transport, Social Support services and the travel training program in line with the funding contract	Community Transport, Social Support Programs	Community Support and Enterprise Manager	Commonwealth and State funding	Funding yet to be confirmed	Funding yet to be confirmed		Services delivered in line with funding agreement	QR EOFY	CSP 5.5.3.1
	3.1.3	Investigate the possibility of providing a social support group to connect older lesbians	Community Transport, Social Support Programs Community Development	Manager Library and Community Services Community Enterprise Manager	Existing operational Budget	Funding yet to be confirmed	Funding yet to be confirmed		Evidence meetings of	Request update EOFY	CSP 5.5.3.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
3.1.4	Resource and support aged care service providers to deliver high quality services and activities for older people	Community Development	Community and Cultural Development Manager	Commonwealth funding					Meet performance indicators set by funding body	Request update EOFY	CSP 4.3.3

FOCUS AREA 4 - Support Use of Technology and Access to Information

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
4.1 Older people can easily and independently access information to support them to make choices, and stay connected and involved in their communities	4.1.1	Continue to maintain and update Council's Aged and Disability Directory in print and online	Community Development	Community and Cultural Development Manager	Existing operational budget				Directory updated	Request update EOFY	CSP 4.1.3
	4.1.2	Continue to promote and improve Council's online Community Information Directory	Central Library	Central Library Manager	Existing operational budget				Directory updated and promoted	Request update EOFY	CSP 4.1.3
	4.1.3	Research and include information about general practitioners and allied health professionals that provide LGBTI friendly services in Council's online Community Information Directory and Council's Aged and Disability Directory	Central Library Community Development	Central Library Manager Community and Cultural Development Manager	Existing operational budget				Information included in online Community Information Directory and Aged and Disability Directory	Request update EOFY	CSP 4.1.3
	4.1.4	Provide and promote new accessible technologies for customers to communicate with Council including Web Self Service, webchat and Video Call	Customer Service	Customer Service Manager	Existing operational budget				Evidence of new technologies promoted to staff and the community	Request update EOFY	CSP 4.4.6 DIAP 2.1.3
	4.1.5	Provide information and communications in plain English, using large clear font and in accessible formats including print	Communications	Public Relations Manager Governance and Information	Existing operational budget				Access provisions are documented in Council's style guide and evidence of internal promotion	Request update EOFY	CSP 4.1.3
	4.1.6	Continue to promote and raise awareness about helplines and Government services that support and protect older people including: <ul style="list-style-type: none"> NSW Elder Abuse Helpline and Resource Unit Safely Home NSW (Alzheimer's Australia and NSW Police) Planning Ahead Seniors Rights Service My Aged Care Council Waste collection Services Seniors Card Carer Gateway 	Community Development	Community and Cultural Development Manager	Existing operational budget				Evidence of promotion of Campaigns delivered	Request update EOFY	CSP 4.1.3 5.4.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
4.1	4.1.7	Promote 'My Aged Care' and how to access it at the local level	Community Development	Community and Cultural Development Manager	Existing operational budget				Campaign delivered	Request update EOFY	CSP 4.1.3
	4.1.8	Promote the availability of Community Transport Services to Aboriginal Communities	Community Transport, Social Support Programs	Community Support and Enterprise Manager	External funding	Funding yet to be confirmed	Funding yet to be confirmed		KPI 2017-2018 financial year	QR EOFY	CSP 6.3.1
4.2 Older people are supported to learn more about information technologies including internet, email, social media, computers, smart phones and tablets	4.2.1	Continue to deliver the 'Tech Savvy for You' program via Council libraries' including tech savvy help, introduction to social media, basic computer skills, cyber safety, shopping and banking online, basic internet, email, introduction to smart phones and tablets. Explore opportunities to expand to include intermediate and advanced courses	Libraries	Central Library Manager Branch Libraries and Facilities Manager	Existing Operational Budget External grant funding (community languages)				# of older people attending program	Request update EOFY	CSP 2.5.1.1
	4.2.2	Support initiatives that enable older people to use information technology	Community Development	Community and Cultural Development Manager	Existing operational budget				# of partnerships	Request update EOFY	CSP 2.5.1.1

FOCUS AREA 5 - Enable Participation in Community Life

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
5.1 Older people would like opportunities to learn and remain connected and involved in their communities	5.1.1	Continue to promote and support the inclusion of older people in activities at the IPAC, Art Gallery, Cultural Services and Libraries	Wollongong City Gallery Central Library District Libraries Branch Libraries and Community Facilities Cultural Services	Community and Cultural Development Manager Central Library Manager Branch Libraries Manager	Existing operational budget				# of older people in programs # of older people engaged as visitors, participants or volunteers	Request update EOFY	CSP 3.3 DIAP 1.7.1
	5.1.2	Continue to deliver the Home Library Service	Central Libraries	Central Library Manager	Existing operational budget				Customer Satisfaction Survey	Request update EOFY	CSP 5.5.2.1 DIAP 1.7.3
	5.1.3	Consider the needs of older people when reviewing /updating <ul style="list-style-type: none"> The collection Programs and activities Information technologies Floorplans As part of the deployment of the Library Strategy	Central Library District Libraries Branch Libraries and Community Facilities	Central Library Manager Branch Libraries Manager	Existing operational budget				Evidence the needs of older people were incorporated	Request update EOFY	CSP 5.5.2.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
5.1	5.1.4	Continue to encourage older people to participate in Council's Environmental Programs, events and waste education activities including, Rise and Shine, Clean Up Australia Day, World Environment Day, National Recycling Week	Environmental Community Programs and Partnerships	Manager Environment Strategy and Planning	Existing operational budget				# of older people in programs Customer satisfaction surveys	QR EOFY	CSP 1.1.3.1
	5.1.6	Involve older people in the development of local studies projects such as, Oral Histories Stories, Illawarra Remembers and Family History Group	Central Library	Central Library Manager	Existing operational Budget				# of older people involved in projects	Request update EOFY	CSP 1.4.1.3
	5.1.7	Promote activities held in Council's community facilities and promote halls and rooms for hire	Council Managed Community Centres and Halls Council Managed District Community Centres Council Managed Local Community Centres and Halls	Branch Libraries and Community Facilities Manager	Existing operational budget				Evidence of promotion	Request update EOFY	CSP 4.3.2
	5.1.8	Promote accessible tourism opportunities at Wollongong Councils three tourist parks at Bulli, Corrimal and Windang	Corrimal, Windang and Bulli Tourist Parks	Operations Manager Tourist Parks	Existing Operational Budget				Increased occupancy rate in the accessible cabins Increase # of accessible facilities Access features are listed in all promotional material	Request update EOFY	CSP 5.1.5.2 DIAP 1.6.15
	5.1.9	Promote the availability of golf cart tours and mobility scooters at the Botanic Garden for people with limited mobility	Botanic Garden and Annexes	Curator Botanic Garden	Existing Operational Budget				Access features are listed in all promotional material	Request update EOFY	CSP 5.5.2 DIAP 1.6.7
	5.1.10	Continue to upgrade Council's community and heated pools to incorporate access and promote	Community Pools Commercial Heated Pools	Recreation Services Manager	Existing Capital Budget				Increase #/% of Council community and heated pools with accessible amenities and access to the pool	Request update EOFY	CSP 5.3 DIAP 1.6.9
5.2 Older people would like to give back to their communities by using their skills and experience to volunteer	5.2.1	Continue to deliver the Volunteering Illawarra program (in line funding agreement and changes to the sector)	Volunteering Illawarra	Community Enterprise and Support Manager	External funding				Services delivered in line with funding agreement	QR EOFY	CSP 4.2.1.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
	5.2.2	Continue to promote and facilitate opportunities for older people to volunteer in Council activities including Bush Care, Friends of the Library, Friends of the Botanic Garden, Friends of the Art Gallery, Community Transport, Social Support and community events and services	Natural Area Management Central Library Art Gallery Community Transport Social Support Events Coordination	Environment and Conservation Services Manager Central Library Manager Community and Cultural Development Manager Community Support and Enterprise Manager Public Relations Manager	Existing operational budget				# of older people volunteering	Request update EOFY	CSP 4.2.1.2
	5.2.3	Develop resources to support the implementation of Council's Volunteer Policy and promote internally	Work Health and Safety	Work Health and Safety Manager	Existing operational budget				Resources developed and promoted	Request update EOFY	CSP 4.4.4
5.3 Older people feel safe at home and in their communities	5.3.1	Support initiatives that improve safety amongst older people	Community Safety and Graffiti Prevention	Community and Cultural Development Manager	Existing operational budget				Campaigns that include older people completed on time Community safety plan actions and milestones delivered Older people are included in initiatives strengthening community safety	Request update EOFY	CSP 5.4.1
	5.3.2	Continue to support and deliver road, mobility scooter and pedestrian safety campaigns for older people	Road Safety	Traffic Unit Manager	Externally funded				Campaigns delivered	Request update EOFY	PP 3.3
	5.3.3	Support the Illawarra Committee Against Domestic Violence (IACDV) to raise community awareness about elder abuse	Community Safety and Graffiti Prevention	Community and Cultural Development Manager	Existing operational budget				Highlight elder abuse on IACDV agenda ICADV events incorporate education on elder abuse	Request update EOFY	CSP 5.4.1

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links
	5.3.4	Promote services/initiatives that support the emergency preparedness for vulnerable older people <ul style="list-style-type: none"> Emergency management messages are accessible to older people Older people are supported to volunteer in emergency management programs Emergency management initiatives to support older people are promoted (eg AIDER) 	Emergency Management and Support	Infrastructure Strategy Manager Emergency Management Officer	Existing operational budget				Evidence emergency management planning incorporate the needs of older people	Request update EOFY	CSP 1.1.3 DIAP 2.1.5
	5.3.5	Provide inclusivity training for all staff across libraries and community facilities (eg by Diversity Australia, Twenty10, or other suitably experience training providers)	Central Library Branch Libraries and Community Facilities	Central Library Manager Branch Libraries and Community Facilities Manager	Existing operational budget				# of staff attending training. Aim for 80% of staff to complete training	Request update EOFY	CSP 5.1.1
	5.3.6	Expand Councils library collection to include a 'rainbow collection' of books and magazines eg Star Observer and LOTL	Central Library	Central Library Manager	Business Proposal	10K	10K		Collection established and promoted in 2018/19, and refreshed in 2019/20; usage stats monitored	Request update EOFY	CSP 5.1.1
5.4 Older workers have more flexible work hours and opportunities to learn new skills that will help the stay in the workforce	5.4.1	Facilitate dialogue on age-diversity in the workforce to learn more about the needs of our ageing workforce and how to support them	Organisational Development and Change	Manager's in consultation with Business Partners	Existing Operational Budget				Evidence of conversations	Request update EOFY	CSP 4.4.4
	5.4.2	Provide flexible working arrangements and leave arrangements to maintain/increase the engagement of older workers and support their transition to retirement	Organisational Development and Change	Manager's in consultation with Business Partners and support from HR - to execute and HR-IS to monitor flexible work arrangements	Existing Operational Budget				# of flexible placements in place for those transitioning to retirement	Request update EOFY	CSP 4.4.5.4
	5.4.3	Support initiatives that attract and retain workers in the aged care sector	Community Transport Social Support	Manager Library and Community Services	Existing operational budget				# of initiatives supported	Request update EOFY	CSP 4.3.3
	5.4.4	Availability of training and development opportunities for older workers	Organisational Development and Change	HR-L&D and HR-IS to monitor performance	Existing operational budget				\$'s spent on training for older workers of higher duty acting opportunities/days for older workers	Request update EOFY	CSP 4.4.4

Priority	Action/Strategy	Delivery Stream	Responsibility	Resourcing	Yr 1 18/19	Yr 2 19/20	Yr 3 20/21	Yr 4 21/22	Indicator/ Milestone	How collected (tools) and when	Strategic Links	
	5.4.4	Identify opportunities for older workers to transfer their knowledge to others through formal and informal channels	Organisational Development and Change	Manager's in consultation with Business Partners and support from HR L&D	Existing Operational Budget					# of L&D plans containing knowledge transfer activities for older workers	Request updates annually EOFY	CSP 4.4.4
5.5 Older people would like more opportunities to access affordable physical activity programs for seniors	5.5.1	Pursue funding opportunities to install additional outdoor exercise equipment in public space and consider running 'come and try' sessions at the equipment	Parks Sportsfields	Recreation Services Manager	External Funding					Number of applications submitted Evaluation 'Come and Try' sessions	Request updates annually EOFY	CSP 5.1
	5.5.2	Continue to provide and promote exercise programs for seniors at Council Leisure Centres	Lakeside Leisure Centre, Beaton Park Leisure Centre	Operations Manager Leisure Centres	Existing operational budget					Customer satisfaction survey Class #'s Evidence of promotion	Request updates annually EOFY	CSP 5.5.3.2
	5.5.3	Promote introductory offers, concession rates and usage cards available to seniors at Council Leisure Centres	Lakeside Leisure Centre, Beaton Park Leisure Centre	Operations Manager Leisure Centres	Existing operational budget					Evidence of promotion	Request updates annually EOFY	CSP 4.1.3
	5.5.4	Work across Council to encourage our relevant services to promote Council as an affiliate member of the NSW Companion Card program	Community Development	Community and Cultural Development Manager	Existing operational budget					Evidence of promotion	Request updates annually EOFY	CSP 4.1.3
	5.5.5	Continue to work with Illawarra Shoalhaven Local Health District to deliver affordable healthy lifestyle programs targeted at improving health outcomes for people with chronic health conditions. BEAT IT, Lungs in Action	Lakeside Leisure Centre, Beaton Park Leisure Centre	Operations Manager Leisure Centres	External funding					Health outcome measures (ISLHD)	Request updates annually EOFY	CSP 5.5.3.2