

Department of  
Communities  
and Justice

# Ageing well in NSW

Action Plan 2023-2024



January 2023



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The NSW Government pays respect to the traditional owners and custodians on whose land we walk, work and live. We acknowledge and learn from the strengths of Aboriginal people, their culture and connection to Country, land and waters across NSW. Aboriginal physical, social and emotional wellbeing are included in the focused efforts outlined in Ageing Well in NSW: Action Plan 2023–2024.

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# Ministerial Foreword

## Ageing Well in NSW: Seniors Strategy Action Plan 2023-2024

The single most precious commodity we have in our lives is time. We are never guaranteed how long we all have, but we are all tasked with doing the very best we can to make the world a better place not just for ourselves, but for future generations as well. Accordingly, we can never waste a single day, week, month or year to take action for the benefit of others. By focusing on making changes today, we are creating a better tomorrow.

Seniors right across NSW understand this deeply. They have worked hard and sacrificed a great deal—much of which we will never fully appreciate—for the society that we have today. There are some 1.9 million seniors living right across our state that have all made significant contributions to NSW. In turn, we must work to ensure that seniors can enjoy the benefits of our great state, which they helped build.

It's this sentiment in particular that drives the Ageing Well in NSW: Seniors Strategy 2021-2031—our vision for how seniors can live safe, happy, healthy and fulfilling lives.

The Seniors Strategy is supported by five, two year action plans. The last action plan contained 90 initiatives across government, including in the areas of cost of living, housing, digital literacy, and community participation and inclusion. By focussing on these meaningful outcomes, the Action Plan shifted the dial for seniors across the state.

Now it's time for us to focus on the next two years through the Ageing Well in NSW: Action Plan 2023-2024. With 95 new and ongoing initiatives, this Action Plan focuses on delivering opportunities and benefits to seniors in harder-to-reach communities, including Aboriginal and Torres Strait Islander people, people from diverse backgrounds, people living in rural, remote and regional areas and LGBTIQ+ communities.

The Ageing Well in NSW: Action Plan 2023-2024 will help us focus our work over the next two years to continue delivering for seniors right across our state. The NSW Government believes that it is our responsibility to effectively use the time we have so that others may enjoy the time they have. For seniors, this means empowering them to live their best, healthiest and happiest lives.

To all those who contributed to the Action Plan, I say thank you. Now let's continue to use our time to deliver for seniors right across NSW.



A handwritten signature in black ink that reads "Mark Coure". The signature is fluid and cursive.

The Hon. Mark Coure MP  
Minister for Seniors  
Minister for Multiculturalism

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# Who are seniors?

There is significant diversity among seniors, including gender, culture, language and ability. In NSW the starting age at which anyone can be deemed a ‘senior’ can vary from 60 years of age and onwards, or 50 years of age and onwards for Aboriginal people. It is important to remember that seniors are not one homogenous group... how a person ages and their expectations of ageing can be impacted by a range of factors. The needs and hopes of people over 65, over 75 and over 85 can also be quite different.

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## Ageing Well in NSW: Seniors Strategy 2021–2031 Action Plan

This second Action Plan supports the Ageing Well in NSW: Seniors Strategy 2021–2031 and builds on the 2021-2022 Action Plan.

The overarching strategy, in conjunction with the actions in this document, supports the NSW Government’s vision that all people in NSW experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities. Achieving this vision paves the way for all generations – present and future – to have healthy, active and better lives in ageing.

Our consultation with stakeholders identified the following priorities - accessible transport, health and wellbeing, elder abuse, culturally sensitive services, Aboriginal led services and supports, digital literacy, and services.

The Ageing Well in NSW: Seniors Strategy 2021–2031 will be supported by five, two year action plans. A mid-term review of the strategy will be undertaken in 2025-2026.

## Focus Areas

### Focus area 1:

**Living in age-friendly environments**

### Focus area 2:

**Participating in inclusive communities**

### Focus area 3:

**Staying safe, active and healthy**

### Focus area 4:

**Being resilient and informed**



# Icon Legends

## Focus Areas



**Focus area 1:**  
Living in age-friendly environments



**Focus area 2:**  
Participating in inclusive communities



**Focus area 3:**  
Staying safe, active and healthy



**Focus area 4:**  
Being resilient and informed

## Priority Target Populations



Aboriginal and Torres Strait Islander people aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer + people



People from Culturally and Linguistically Diverse Backgrounds



People living in regional/rural/remote areas



People experiencing difficulty because of cost of living/financial pressures



People with disability, dementia, chronic disease or mental illness

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# Focus area 1: Living in age-friendly environments

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# 1



Action	Lead Agency + Partner
<p><b>1 More inclusive Local Government Authorities in NSW</b> Support NSW local councils to increase the provision of inclusive services and facilities for all residents within their local community including older people.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Local Government New South Wales + NSW local councils</p>
<p><b>2 Facilitate ongoing access and use by councils of the Integrated Age-Friendly Toolkit</b> Facilitate ongoing access and use by councils of the Integrated Age-Friendly Toolkit, including the creation of a digital web-based version of the toolkit and a council community of practice group.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Local Government New South Wales + NSW local councils</p>
<p><b>3 Pathways to residential aged care facilities for people with a long length of stay in NSW Health facilities</b> Continue to develop mental health-residential aged care partnership services under the Pathways to Community Living Initiative (PCLI) and NSW Older People's Mental Health (OPMH) Service Plan 2017 - 2027. NSW Health works in partnership with residential aged care partners to expand access to community-based residential care options for older people with complex mental health needs. This includes ongoing provision of multidisciplinary clinical support, care planning and transitional support.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> Carers</p>  <p><b>Action Timeframe</b> Whole Strategy</p>	<p>NSW Ministry of Health + Mental Health Residential Aged Care Partnership Initiative (MHACPI) and Specialist Residential Aged Care Facilities (SRACF), Local Health Districts</p>



### Priority Target Populations



Aboriginal and Torres Strait Islander people aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from Culturally and Linguistically Diverse Backgrounds



People living in regional/ rural/remote areas



People experiencing difficulty because of cost of living/ financial pressures



People with disability, dementia, chronic disease or mental illness

**4 Finalise the Seniors Housing Design Guide**

The Guide will provide more comprehensive design guidelines to help inform the design and assessment of new seniors housing proposals under the Housing State Environmental Planning Policy (SEPP). The Guide will inform and assist developers, their consultant teams and planning authorities to understand the specific character and accommodation quality required by occupants of seniors housing. It will include guidance for different types of seniors housing and design outcomes in different urban settings.

**Target Populations** Older people in NSW

**Action Timeframe** Second Action Plan

(Focus Area 2: Participating in inclusive communities)

(Focus Area 3: Staying safe, active and healthy)

Department of Planning and Environment

**5 Supporting ageing in place and growing old in established communities**

Enhance the planning system to facilitate seniors housing developments across established neighbourhoods in the Greater Sydney Region, including in heritage conservation areas (HCAs), where seniors housing proposals are currently restricted. The action will involve working with councils to identify whether any changes are required to the planning system in order to support the assessment and mitigation of development impacts on local heritage. This will provide the community and development industry with a clear planning framework for managing potential impacts of development on heritage.

**Target Populations** Older people in NSW

**Action Timeframe** Second Action Plan

Department of Planning and Environment + NSW local councils

**6 Support Development of Social Housing for Seniors**

Deliver new housing suitable for the needs of seniors. In accordance with the Housing State Environment Planning Policy (SEPP) provisions that are aligned with the wider government priorities set out in Future Direction for Social Housing in NSW. The SEPP provisions aim to facilitate the supply of affordable, social and private-market housing to increase housing diversity in the state.

**Target Populations** Older people in NSW

**Action Timeframe** Second Action Plan

(Focus area 2: Participating in inclusive communities)

Department of Planning and Environment - Land and Housing Corporation



Action	Lead Agency + Partner
<p><b>7 Aboriginal Housing Office Capital Works program</b> Continue to implement the Aboriginal Housing Office (AHO) Capital Works program for new supply responding to expressed demand for seniors housing.</p> <p>These projects are delivered under the Seniors Housing State Environmental Planning Policy (SEPP) and/or in line with AHO's new Design Guidelines, which focus not only on design excellence and reduced whole-of-life costs but also design flexibility, which supports ageing in place and in community for our tenants. Projects include new builds and purchase then repurposing of units or houses to provide high quality seniors housing for local communities across NSW.</p> <p><b>Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy (Focus Area 2: Participating in inclusive communities)</p>	<p>Aboriginal Housing Office + Aboriginal Community Housing Providers (ACHPs), Local government</p>
<p><b>8 Quiet Hour</b> Deliver Quiet Hour across a number of Service Centres to give the option of a lower sensory environment for all people including seniors.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan (Focus Area 2: Participating in inclusive communities)</p>	<p>Department of Customer Service - Service NSW</p>
<p><b>9 Deliver safe, inclusive and accessible integrated transport infrastructure across NSW</b> Continue to design new and upgrade existing infrastructure and places that improves transport journeys for all customers throughout urban and regional areas, including older people. This includes continued delivery of the Transport Access Program focused on the design and development of modern and accessible transport infrastructure at train stations and ferry wharves across NSW.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Transport for NSW</p>
<p><b>10 Shape accessible environments that foster safe walking and cycling</b> Create accessible environments that provide safe walking and cycling options, whilst also supporting the operation of micro-mobility devices and other assisted mobility devices used by older people. This action involves:</p> <ul style="list-style-type: none"> <li>• providing appropriate infrastructure for micro-mobility users, such as e-bicycles, e-tricycles and other assisted mobility devices</li> <li>• investigating accessible options to improve the door-to-door walking journey of older people.</li> </ul> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Transport for NSW</p>

**Priority Target Populations**

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
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-  People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>11 Provide subsidised transport schemes for eligible older people</b> Provide subsidies or discounts for the cost of transport services where an identified need to address disadvantage for older people is detected.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Transport for NSW
<p><b>12 Provide comfortable, reliable and efficient journeys through accessible fleets</b> Deliver new additions to the overall transport fleet that provide accessible outcomes for older people, paying particular attention to new modes and service types that are introduced. Also deliver upgrades to existing fleets to ensure that the amenity of services are maintained for trips throughout the network.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	Transport for NSW
<p><b>13 Monitor and enhance road safety and mobility for older road users</b> Deliver initiatives for older people that promote independence and mobility and encourage the safe use of our roads.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Transport for NSW
<p><b>14 Monitor and enhance boating safety and mobility for older waterway users</b> Deliver initiatives for older people that promote the safe use of our waterways including boating for recreational purposes.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Transport for NSW
<p><b>15 Deliver access improvements to arts and cultural infrastructure through the Creative Capital Medium to Large Projects grants program</b> Grants for infrastructure needed to support the creative economy and ensure people can enjoy quality cultural experiences across NSW. Projects funded in 2022 included new arts and cultural infrastructure, upgrades to existing cultural infrastructure and purchases of essential equipment to ensure cultural spaces are fit-for-purpose and able to accommodate quality programming such as touring exhibitions and productions.</p> <p>Various metropolitan, regional and rural arts and cultural infrastructure projects, which include elements that will improve access and participation for older people were awarded funding from Creative Capital in 2022 and will commence construction in 2023.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b>  </p> <p><b>Action Timeframe</b> Second Action Plan (Focus Area 1: Living in age-friendly environments)</p>	Department of Enterprise, Investment and Trade - Create NSW

### Priority Target Populations

-  Aboriginal and Torres Strait Islander people aged 50+
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- 16 Homelessness Amongst Older People Aged Over 55 in NSW Report**  
The Department of Communities and Justice will review the findings and recommendations of the 2022 NSW Parliamentary report 'Report No.61 - Homelessness Amongst Older People Aged Over 55 in NSW'.

Department of  
Communities and Justice

**Target Populations** Older people in NSW

**Action Timeframe** Whole Strategy



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# Focus area 2: Participating in inclusive communities

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# 2



Action		Lead Agency + Partner
17	<p><b>Seniors Stories</b> Deliver the Seniors Stories writing competition and publication annually.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice + Fellowship of Australian Writers
18	<p><b>NSW Seniors Card</b> Continue to add new businesses offering discounts to older people. Seniors Card and Senior Savers Card will deliver more major corporate partnerships to reduce the cost of living for older people, while supporting them to be active and healthy.</p> <p>Review and refresh the Seniors Card digital channels, focusing on the mobile app, website and a digital Seniors Card.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice
19	<p><b>Tech Savvy Seniors</b> Support the Tech Savvy Seniors program in partnership with Telstra. Tech Savvy Seniors provides low-cost or free training for older people who are interested in learning how to use technology such as computers, tablets and smart phones.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice
20	<p><b>Tech Savvy Elders</b> Tech Savvy Elders program aims to improve digital inclusion for Elders of Aboriginal and Torres Strait Islander communities across NSW.</p> <p><b>Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice
21	<p><b>NSW Seniors Festival</b> Deliver the annual Seniors Festival in locations across NSW, including the Premier's Gala Concerts, NSW Seniors Festival Expo and Seniors Festival Grants Program.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice
22	<p><b>Seniors Christmas Concerts</b> Continue to deliver the annual Seniors Christmas Concerts in regional and outer metropolitan Sydney.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice

### Priority Target Populations

	Aboriginal and Torres Strait Islander people aged 50+		Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people		People from Culturally and Linguistically Diverse Backgrounds
	People living in regional/rural/remote areas		People experiencing difficulty because of cost of living/financial pressures		People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>23 Grandparents Day</b> Continue to support the celebration of grandparents, grand-kin and grand-friends across NSW each year.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice
<p><b>24 Support social connections and address loneliness</b> Develop and deliver the Reducing Social Isolation for Seniors grants program to support local communities to establish ongoing connections between older people to promote inclusion and combat isolation and loneliness.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy (Focus Area 3: Staying safe, active and healthy)</p>	Department of Communities and Justice + NSW local councils, and not for profit organisations
<p><b>25 Global Access Partners (GAP)</b> The GAP Standing Committee on productive ageing exists to discuss ageing and employment issues and develop long term sustainable policy approaches to improve national productivity, economic outcomes and the health and wellbeing of workers aged 45 and over working with the Commonwealth Government and business partners on this taskforce.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Communities and Justice + GAP Standing Committee on Productive Ageing
<p><b>26 Work with all NSW government agencies to promote the importance of addressing the needs and aspirations of older people in their services and programs.</b> The Department of Communities and Justice will:</p> <ul style="list-style-type: none"> <li>work with NSW government agencies to promote the use of an ‘ageing’ lens across their work and how they support their customers/clients/ stakeholders</li> <li>assist NSW government agencies to identify opportunities and support the development of relationships with other agencies where synergies may exist</li> <li>deliver better targeting of services and programs to address needs of older people in NSW.</li> </ul> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	Department of Communities and Justice + Other NSW government agencies

### Priority Target Populations

-  Aboriginal and Torres Strait Islander people aged 50+
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Action	Lead Agency + Partner
<p><b>27 Ministerial Advisory Council on Ageing (MACA) Media Internship</b> Partner with universities and media agency to run a competition for students that challenges ageism. The successful student/s would be provided with an internship with a partner agency and their content would be promoted publicly to change attitudes on ageing.</p> <p><b>Target Populations</b> Media organisations, university students</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Communities and Justice + MACA</p>
<p><b>28 Our OWN Story</b> Deliver a program for older refugee/migrant women to share their stories through art under the guidance of an accomplished artist from a culturally and linguistically diverse background.</p> <p><b>Target Populations</b> Older women in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Second Action Plan (Focus Area 3: Staying safe, active and healthy) (Focus Area 4: Being Resilient and Informed)</p>	<p>Department of Communities and Justice + Older Women's Network NSW (OWN)</p>
<p><b>29 Scope and develop actions to promote increased opportunities for arts and cultural participation by older people in NSW</b> In line with the aims of the NSW Creative Ageing Framework 2021:</p> <ul style="list-style-type: none"> <li>• increase opportunities for older professional artists to continue their practice</li> <li>• raise awareness of current creative ageing programs</li> <li>• increase capacity in the NSW arts, screen and culture sector to deliver high quality programs to older people in NSW</li> <li>• reduce negative perceptions of ageing and older people by highlighting their creativity and rich engagement with arts and culture.</li> </ul> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Enterprise, Investment and Trade - Create NSW</p>
<p><b>30 The Art Gallery of New South Wales Art and Dementia program</b> The Art Gallery of New South Wales Art and Dementia program offers arts engagement experiences for individuals living with dementia and their care partners. A range of experiences including a monthly program focused on discussion and art making, monthly on-line Zoom sessions exploring focused themes and on request visits to engage with community day programs and aged care facilities.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Second Action Plan (Focus Area 1: Living in age-friendly environments) (Focus Area 3: Staying safe, active and healthy)</p>	<p>Department of Enterprise, Investment and Trade - Art Gallery of New South Wales + Local government, community organisations, University of NSW Ageing Futures Institute</p>

**Priority Target Populations**

-  Aboriginal and Torres Strait Islander people aged 50+
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Action	Lead Agency + Partner
<p><b>31 The Art Gallery of New South Wales Arts Health pilot collaboration with Health Infrastructure NSW and the Murrumbidgee Local Health District</b> Continue the Arts in Health Multipurpose Service (MPS) Pilot Project to provide aged care residents and health care staff access to professional and quality arts engagement experiences at three facilities in the Murrumbidgee Local Health District (MLHD) in regional NSW.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Second Action Plan (Focus Area 1: Living in age-friendly environments) (Focus Area 3: Staying safe, active and healthy)</p>	<p>Department of Enterprise, Investment and Trade - Art Gallery of New South Wales + Murrumburrah-Harden Health Service, Culcairn and Tumbarumba Multipurpose Services.</p>
<p><b>32 The Art Gallery of New South Wales Pause: Carers program</b> The Art Gallery of NSW Pause: Carers program will provide an arts engagement, mindful and social experience focused on carers' wellbeing. A monthly program focused on mindful viewing, group discussion, and art making, as well as on-request sessions for organisations that support carers in the community.</p> <p><b>Target Populations</b> Carers</p> <p><b>Action Timeframe</b> Second Action Plan (Focus Area 3: Staying safe, active and healthy)</p>	<p>Department of Enterprise, Investment and Trade - Art Gallery of New South Wales + Local government services, community organisations, Palliative Care NSW, Carers NSW, University of NSW Ageing Futures Institute</p>
<p><b>33 Australian Museum Centre for Citizen Science and Visitor Engagement volunteer programs</b> Series of volunteer programs designed for seniors to actively contribute to the scientific knowledge of Australia and help visitors engage with the collections, exhibitions and programs at the Australian Museum, through the Centre for Citizen Science's volunteer programs onsite and online and the Visitor Engagement Programs.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Whole of Strategy</p>	<p>Department of Enterprise, Investment and Trade - Australian Museum</p>
<p><b>34 Rural Women's Network</b> The Rural Women's Network will continue to develop online and physical events and activities with a focus on engaging older women experiencing geographic isolation throughout the calendar year to support their mental health and wellbeing.</p> <p><b>Target Populations</b> Older women living in regional/rural/remote areas</p> <p><b>Priority Target Populations</b>  </p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Premier and Cabinet - Women NSW + Rural Women's Network (RWN)</p>

**Priority Target Populations**

-  Aboriginal and Torres Strait Islander people aged 50+
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Action	Lead Agency + Partner
<p><b>35 Return to Work Program</b>            The Return to Work Program provides tailored support for women, including women over 50 years of age, who have been unemployed for 30 days or more and intend to return to work within six months.</p> <p>The program supports women, including women over 50 years of age, through the development of a Return to Work Plan which may include the provision of funding to buy goods and services that will help reduce barriers to finding employment.</p> <p>A Return to Work Coordinator will help participants develop a plan to find employment including linking them to a range of NSW government support services.</p> <p>As part of the program, one-off grants of up to \$5,000 will be made available to eligible women to purchase approved goods and services.</p> <p><b>Target Populations</b> Women in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Premier and Cabinet - Women NSW + Service NSW</p>
<p><b>36 Launch Multigenerational Action Plan</b>            Explore the development of an action plan for mature age/senior workers or multigenerational workforce. Establish core objectives and target initiatives to manage the growing multigenerational workforce and the opportunities/challenges this presents to ensure DPE is fostering an inclusive workplace for all. The plan would feed into and form part of the Department of Planning and Environment's broader Diversion and Inclusion workforce strategy.</p> <p><b>Target Populations</b> People working at Department of Planning and Environment</p> <p><b>Action Timeframe</b> Second Action Plan            (Focus Area 4: Being Resilient and Informed)</p>	<p>Department of Planning and Environment</p>
<p><b>37 Enabling retention of older workers in NSW government sector</b>            Continue to provide best practice resources to the NSW government sector, key stakeholders and partners. These resources guide embedding and implementation of flexible working practices to improve the employment and retention of older workers.</p> <p>Facilitating the connection of key stakeholders and partners to enable them to collaborate on measures to improve the workplace experience of older workers.</p> <p>Monitor the rates of employment, retention, promotion and the experience of older employees.</p> <p><b>Target Populations</b> Older workers in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>NSW Public Service Commission + All NSW government sector departments and agencies</p>

Action	Lead Agency + Partner
<p><b>38 Help mature-aged workers get back into the workforce – the Mature Age Workers Scholarship program</b> Provide free TAFE training and career counselling for mature-aged workers who are, or will soon become, unemployed, to retrain or re-enter the workforce.</p> <p>This encompasses Smart and Skilled Certificate II and Certificate III, and Targeted Priorities Certificate IV courses.</p> <p>30,000 fee-free TAFE places for students aged 35 and over, including mature-aged workers seeking to retrain or re-enter the workforce. The program is capped at 30,000 places and will finish on 31 December 2023.</p> <p><b>Target Populations</b> People aged 35 and over who are unemployed and looking for work or recently made redundant and looking to up- or re-skill</p> <p><b>Action Timeframe</b> Second Action Plan</p>	TAFE NSW
<p><b>39 Literacy</b> Help older people develop their literacy skills in reading and writing, in addition to computer skills.</p> <p>Approach aged care organisations to develop workplace programs to build Language, Literacy, Numeracy and Digital (LLND) literacy skills for their current workforce through the Foundation Skills For Your Future (FSfYF) program.</p> <p><b>Target Populations</b> Mature age workers employees and seniors with low-level digital and literacy skills</p> <p><b>Action Timeframe</b> Second Action Plan</p>	TAFE NSW
<p><b>40 Career Pathways Employability Skills (CPES) for older women</b> Work Opportunities for Women (WOW) is targeted at mature-aged women returning to the workforce or commencing a career.</p> <p>CPES mostly involve mature-aged students and are community-based programs designed to support at-risk community cohorts with mature-aged profiles. Some examples are: refugee women, women experiencing homelessness, and social housing tenants with disadvantaged learning backgrounds.</p> <p><b>Target Populations</b> Mature aged women who have not been in work for a significant period and need employability and core skills</p> <p><b>Action Timeframe</b> Second Action Plan</p>	TAFE NSW
<p><b>41 Mature aged learners in Corowa</b> Vocational Community Engagement or Statement of Attainment in Foundation Skills Support for mature-aged learners in Corowa.</p> <p>Mature-aged learners in Corowa are required to engage in an online environment to access government and non government services.</p> <p>These students are receiving critical training through the Corowa Connected Learning Centre (CLC) to ensure they can access essential services.</p> <p><b>Target Populations</b> Older people in Corowa</p> <p><b>Action Timeframe</b> Second Action Plan</p>	TAFE NSW

Action	Lead Agency + Partner
<p><b>42 Plan, support and deliver accessible and inclusive public regional events</b> Making regional events, tourism and attractions in NSW more accessible to people with disability and seniors - through the development and implementation of major projects and social impact investment, including community funding programs for broader inclusion.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b>  </p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Regional NSW
<p><b>43 Accident and insurance coverage for older workers project</b> (across compulsory third party, workers compensation and home building compensation schemes)</p> <p>Ensure older workers are well informed and users receive optimal experience.</p> <p>Monitor workplace injury and recovery rates for older workers in NSW.</p> <p>Investigate the extent to which age-related limitations impact older worker participation in the workforce as reported and managed through the workers' compensation system.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	Department of Customer Service - NSW State Insurance Regulatory Authority
<p><b>44 State Insurance Regulatory Authority Funded Research Programs</b> Ageing population needs and recovery from injury research to be included as a priority area for SIRA funded research programs.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	Department of Customer Service - NSW State Insurance Regulatory Authority
<p><b>45 National Research</b> Participate in national research collaboration to create age-friendly workplaces.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Customer Service - NSW State Insurance Regulatory Authority + Australian New Zealand Research Collaborative Group

### Priority Target Populations

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
-  People living in regional/rural/remote areas
-  People experiencing difficulty because of cost of living/financial pressures
-  People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>46 Implement the NSW Government Response to the Inquiry into the NSW Retirement Village Sector Report</b></p> <p>The NSW Government responded to the Inquiry Report, outlining a range of measures to improve retirement village living in NSW which continue to be implemented.</p> <p>The 2017 Inquiry into the NSW Retirement Village Sector made 17 recommendations to improve protections for residents and ensure that NSW Fair Trading has the necessary powers to make sure retirement village operators are complying with the law.</p> <p>The response to the Inquiry has focused on ensuring that retirement village living is financially sustainable, transparent and fair.</p> <p><b>Target Populations</b> People in NSW living in retirement villages</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Customer Service + NSW Fair Trading</p>
<p><b>47 Enhancing the inclusion of people aged 45+ at the Department of Customer Service</b></p> <p>Through the Generations Employee Resource Group (ERG):</p> <ul style="list-style-type: none"> <li>• continue to convene and provide input and advice on the 45+ age group to the Department of Customer Service and staff</li> <li>• provide a voice of the 45+ age group working in the department</li> <li>• ensure older workers are recognised as a valuable asset; their qualities, ideas and needs are acknowledged; their age is not a barrier to career development or opportunities; and employees have choice and longevity in the number of years they wish to keep working.</li> </ul> <p><b>Target Populations</b> People aged 45+ at the Department of Customer Service</p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Department of Customer Service</p>
<p><b>48 Transition to Retirement Project at the Department of Customer Service</b></p> <p>The team is currently in discovery phase including discussions with the Human Rights Commission and the NSW Public Service Commission (PSC). The project will align with the Department of Customer Service (DCS) flexible working policy and the DCS Care and Belonging Strategy 2022 - 2025 which outlines how DCS will support and empower 12,000+ staff and eight million+ customers to feel cared for, valued and respected.</p> <p><b>Target Populations</b> People aged 45+ at the Department of Customer Service</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Customer Service</p>
<p><b>49 Cultural Program - People with Disability</b></p> <p>Provide a positive experience for people with disability by focusing on the following areas:</p> <ul style="list-style-type: none"> <li>• capability uplift - provide our team members with resources and training so they can know, say and do what is required to contribute to an inclusive environment</li> <li>• provision of services - improve where possible, the way services and transactions are delivered so people with disability have better access and a better customer experience</li> <li>• community engagement - guiding teams to build relationships with people with disability from their local community.</li> </ul> <p><b>Target Populations</b> People with disability at the Department of Customer Service</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Customer Service - Service NSW</p>

Action	Lead Agency + Partner
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**50 Cultural Program - LGBTIQ+ Pride**  
 Deliver initiatives for an inclusive environment to provide a positive experience for LGBTIQ+ people including seniors in the following DCS areas:

- capability uplift - provide our team members with resources and training so they can know, say and do what is required to contribute to an inclusive environment
- employment life cycle - provide our team members with support, networks and opportunities throughout the employment life cycle
- Our DNA - to raise cultural awareness and understanding so that our team members feel inspired and empowered to contribute to an inclusive environment
- provision of services - improve where possible, the way services and transactions are delivered so that LGBTIQ+ people have a better customer experience
- community engagement - guiding teams to build relationships with their local LGBTIQ+ community.

Department of Customer Service - Service NSW

**Target Populations**



**Action Timeframe**

Second Action Plan

**51 Cultural Programs for Seniors, Veterans and people from culturally and linguistically diverse backgrounds**  
 Explore initiatives which can be delivered at Service NSW to provide a positive experience and create an inclusive environment for Seniors, Veterans and people from culturally and linguistically diverse backgrounds. Discovery will determine how services and experiences can be improved.

Department of Customer Service - Service NSW

**Target Populations**

Seniors, Veterans and older people from culturally and linguistically diverse backgrounds in NSW

**Action Timeframe**

Second Action Plan

**Priority Target Populations**



Aboriginal and Torres Strait Islander people aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from Culturally and Linguistically Diverse Backgrounds



People living in regional/ rural/remote areas



People experiencing difficulty because of cost of living/ financial pressures



People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>52 Service NSW Women’s program</b> Seventy nine percent (79%) of the Service NSW workforce are women. Service NSW will:</p> <ul style="list-style-type: none"> <li>• create a supportive and inclusive environment that is welcoming, safe and nurturing for women of all ages, noting there are a number of barriers to workplace participation for older women</li> <li>• create a workplace that delivers a positive experience for teams and customers</li> <li>• run a workplace wellbeing pilot project in first half of 2023 to increase awareness of menopause; provide information and support; encourage and support conversations. The pilot is likely to include environment, policy and people strategies to support women to maintain their health and wellbeing while at work.</li> </ul> <p><b>Target Populations</b> All women at Service NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Customer Service - Service NSW</p>
<p><b>53 Support older business operators to start and grow through the Business Connect program</b> Through Business Connect advisors, assist business owners, including older business owners, to use new technology, such as developing a website or accessing social media.</p> <p><b>Target Populations</b> Small business owners including older business owners in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Customer Service - Service NSW</p>



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# Focus area 3: Staying safe, active and healthy

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# 3



**54 Future Directions for Social Housing in NSW - Social and Affordable Housing Fund (SAHF)**  
 Achieve positive outcomes for older residents in social housing and help other vulnerable older people avoid entering social housing through \$1.1 billion Social and Affordable Housing Fund (SAHF), delivering access to 3,486 social and affordable housing dwellings throughout NSW. Providers supply access to homes and tailored support services to eligible social and affordable housing applicants.

Department of Communities and Justice + NSW Treasury

As of June 2022, 1,605 Social and Affordable homes had been delivered to older people including Aboriginal or Torres Strait Islander people 45 years and over. The remaining 466 of 3,486 homes are expected to be delivered by the end of 2024 including a further 41 homes targeted specifically for older people.

**Target Populations** Older people in NSW

**Priority Target Populations** 

**Action Timeframe** Second Action Plan

**55 The LOVE Project (Living Older Visibly & Engaged) for older lesbian, gay, bisexual, transgender & queer (LGBTQ) people**  
 Empower older lesbian, gay, bisexual, transgender and queer communities, including people living with HIV, to lead healthy, active and socially connected lives.

ACON NSW

**Target Populations**  Lesbian, Gay, Bisexual, Transgender, Queer people

**Priority Target Populations** 

**Action Timeframe** Whole Strategy

(Focus Area 2: Participating in inclusive communities)  
 (Focus Area 4: Being Resilient and Informed)



**Priority Target Populations**

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
-  People living in regional/rural/remote areas
-  People experiencing difficulty because of cost of living/financial pressures
-  People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>56 Creative opportunities for seniors and older people living with dementia and other chronic illness.</b>            Sydney Opera House will deliver programs that focus on providing health and well-being benefits to participants through:</p> <ul style="list-style-type: none"> <li>• inter-generational seniors and early years Dance Class workshop and performance pilot</li> <li>• music and dementia program</li> <li>• Dancing Connections workshop series for people with Parkinson’s and investigating opportunities to live stream workshops to regional areas, and identify opportunities to expand the Dancing Connections model to provide classes for people living with other chronic illnesses.</li> </ul> <p><b>Target Populations</b> Older people in NSW  <b>Action Timeframe</b> Second Action Plan            (Focus Area 2: Participating in inclusive communities)</p>	Department of Enterprise, Investment and Trade - Sydney Opera House
<p><b>57 Raise awareness of abuse, neglect and exploitation of older people in their family, home and community</b>            Deliver and promote information and training by the Ageing and Disability Commission, as well as increase the number of abuse prevention collaboratives across local government areas in NSW to support better detection and responses to abuse, neglect and exploitation of older people in their family, home and community.</p> <p><b>Target Populations</b> All people in NSW  <b>Action Timeframe</b> Whole Strategy            (Focus area 4: Being resilient and informed)</p>	NSW Ageing and Disability Commission
<p><b>58 Work with other NSW government agencies to promote the role of the Ageing and Disability Commission (ADC) and the support available for older people</b>            Work with agencies to promote the ADC across their networks and stakeholders.            Assist agencies in identifying opportunities and support the development of relationships with other agencies where synergies may exist.</p> <p><b>Target Populations</b> Older people in NSW  <b>Priority Target Populations</b>    <b>Action Timeframe</b> Whole Strategy</p>	NSW Ageing and Disability Commission + NSW Public Sector Agencies, non government agencies, ageing sector

**Priority Target Populations**



Aboriginal and Torres Strait Islander people aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from Culturally and Linguistically Diverse Backgrounds



People living in regional/ rural/remote areas



People experiencing difficulty because of cost of living/ financial pressures



People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>59 Raising awareness of abuse, neglect and exploitation of older people in culturally and linguistically diverse and Aboriginal communities</b> Develop strategies that engage people from Culturally and Linguistically Diverse (CALD) and Aboriginal communities to raise awareness of abuse, neglect and exploitation of older people and their rights in a culturally informed way.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy</p>	NSW Ageing and Disability Commission
<p><b>60 Respond to reports of abuse, neglect and exploitation of older people in NSW</b> Provide information, support and respond to reports of abuse, neglect and exploitation of older people in their family, home and community.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b>  Carers</p> <p><b>Action Timeframe</b> Whole Strategy</p>	NSW Ageing and Disability Commission
<p><b>61 Improved access to dental care and oral health information/resources</b> Support the implementation of sustainable models of care to improve access to dental services for older people in all settings, and particularly those living in residential aged care by:</p> <ul style="list-style-type: none"> <li>developing an approach to oral health service delivery for older people, suitable to be applied across Local Health Districts statewide in all settings, not limited to residential aged care facilities</li> <li>using research, innovation and health technologies to enhance service delivery, e.g. through teledentistry consultations and implementation of dentistry in the home</li> <li>increasing patient engagement and strengthening the communication of oral health messages to older Australians and carers through a variety of channels.</li> </ul> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	NSW Ministry of Health

### Priority Target Populations



Aboriginal and Torres Strait Islander people aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from Culturally and Linguistically Diverse Backgrounds



People living in regional/rural/remote areas



People experiencing difficulty because of cost of living/financial pressures



People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>62 Improving the physical health of older people with mental illness</b> who access the Older People’s Mental Health (OPMH) service. This state level project in partnership with OPMH inpatient and community teams, non government partners and academic partners, will develop local quality improvement projects aimed at improving the physical healthcare of older people supported by a state level project team and expert reference group.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>NSW Ministry of Health + Local Health Districts, non government organisations, academic institutions, peer workers</p>
<p><b>63 Accommodation and clinical support to people experiencing extreme behavioural and psychological symptoms of dementia</b></p> <p>Partnering with the Australian Government to implement the Commonwealth Specialist Dementia Care Program (SDCP) in NSW. Provision of specialist clinical support to specialist dementia services.</p> <p><b>Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy (Focus Area 1: Living in age-friendly environments)</p>	<p>NSW Ministry of Health + Australian Department of Health and Ageing, identified Local Health Districts</p>
<p><b>64 Community based health and psychosocial supports for older people with mental illness</b></p> <p>In partnership with community-managed organisations, the Older People’s Mental Health policy unit is developing strategies to improve access to community-based health and psychosocial supports for older people with mental illness under the Community Living Supports Initiative, Housing and Accommodation Support Initiative and other relevant mental health and aged care programs.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy (Focus Area 2: Participating in inclusive communities)</p>	<p>NSW Ministry of Health + Housing and Accommodation Support initiative (HASI) and Community Living Supports Initiative (CLS) providers, non government organisations</p>

**Priority Target Populations**

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
-  People living in regional/ rural/remote areas
-  People experiencing difficulty because of cost of living/ financial pressures
-  People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>65 Healthy Eating Active Living Social Marketing and Communications</b> To improve access to healthy eating and active living information, program and services for older people.</p> <p>The future Healthy Eating and Active Living website (future nsw.gov.au website) and social media channels will extend health-enhancing messages to the entire population including older people and connect people with targeted, age-specific health programs through the Healthy Living Digital Integration Project.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy</p>	NSW Ministry of Health + Department of Customer Service
<p><b>66 Get Healthy Information and Coaching Service</b> Continue to provide statewide virtual health coaching services supporting all people including seniors to make sustained improvement in healthy eating, becoming physically active, reducing alcohol consumption and achieving a healthy weight.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	NSW Ministry of Health
<p><b>67 Active and Healthy website</b> Support the online directory of community-based physical activity and fall prevention programs with a goal of having more than 35,000 unique visitors to <a href="http://activeandhealthy.nsw.gov.au">activeandhealthy.nsw.gov.au</a>. The website is used by older people, exercise providers and healthcare professionals.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	NSW Ministry of Health
<p><b>68 Stepping On Program</b> Deliver a free seven week statewide falls prevention program for people aged 65+ and Aboriginal people aged 45+ providing skills and confidence-building exercises to assist in preventing falls and maintaining independence in older adults.</p> <p>The program aims to reach 1,300 participants between July - December 2023 with both face-to-face and virtual formats.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Second Action Plan</p>	NSW Ministry of Health

### Priority Target Populations

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
-  People living in regional/rural/remote areas
-  People experiencing difficulty because of cost of living/financial pressures
-  People with disability, dementia, chronic disease or mental illness

**69 Healthy and Active for Life Online**

Deliver a free statewide online physical activity and healthy lifestyle program for people aged 60+ and Aboriginal people aged 45+. The aim is to build their capacity, knowledge, skills and confidence to lead active and healthy lives with a 10-week program.

The program aims to reach 745 participants between July - December 2023.

**Target Populations** Older people in NSW

**Priority Target Populations**



**Action Timeframe** Second Action Plan

NSW Ministry of Health

**70 Supporting health and healing for Survivors of the Stolen Generations in NSW**

Supporting the peak Stolen Generations Organisations (SGOs) with their work for survivors and their descendants to navigate both culturally safe Aboriginal services and mainstream services.

Work with the SGOs to link Stolen Generation Survivors with relevant supports through NSW Health depending on their specific needs. To assist in maintaining social connections of Stolen Generations survivors and enable sharing of their lived experience, influencing future policy development and delivery at NSW Health in support of trauma-informed care.

The program will deliver an established plan and project implemented by 30 June 2023.

**Target Populations**



**Action Timeframe** Second Action Plan

NSW Ministry of Health + Children of Bomaderry Aboriginal Children's Home Inc, Coota Girls Aboriginal Corporation, Kinchela Boys' Home Aboriginal Corporation, Stolen Generations Council NSW/ACT

**Priority Target Populations**

Aboriginal and Torres Strait Islander people aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people



People from Culturally and Linguistically Diverse Backgrounds



People living in regional/rural/remote areas



People experiencing difficulty because of cost of living/financial pressures



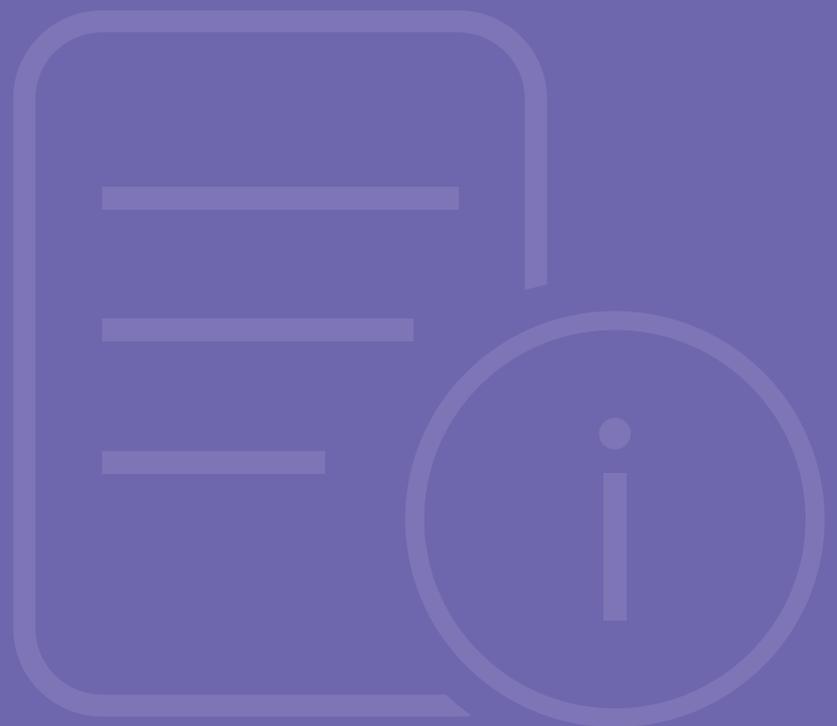
People with disability, dementia, chronic disease or mental illness

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# Focus area 4: Being resilient and informed

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# 4



Action	Lead Agency + Partner
<p><b>71 Ageing Peak Bodies</b> Continue to work with key ageing and advocacy organisations: Council on the Ageing (COTA) NSW, Seniors Rights Service, Combined Pensioners and Superannuants Association, and Older Women’s Network.</p> <p>These organisations are contracted by the Department of Communities and Justice to deliver advocacy information, support and advice as well as projects that will contribute to the support of older people in NSW.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Department of Communities and Justice + COTA, Seniors Rights Service, Combined Pensioners and Superannuants Association, and Older Women’s Network</p>
<p><b>72 Research available data and develop potential measures for the impact of Ageing Well in NSW: Seniors Strategy 2021–2031</b> Map the strategy against the NSW Human Services Outcomes Framework.</p> <p>Analyse data sources and potential measures at the NSW level for their value in measuring the impact of the strategy, including assessment of the application of the NSW Human Services Outcomes Framework.</p> <p>Develop list of measures.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Communities and Justice + Department of Customer Service - Data Analytics Centre</p>
<p><b>73 Regional Community Forums - Ministerial Advisory Committee on Ageing (MACA)</b> The MACA will hold two regional community forums each year. The forums will be an opportunity to listen to the concerns of regional NSW seniors and to ensure seniors are aware of relevant NSW government services.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Communities and Justice + MACA</p>
<p><b>74 Department of Communities and Justice Multicultural Plan 2022-2025</b> Ensure that seniors from culturally and linguistically diverse communities have access to inclusive programs, policies and services delivered by the Department of Communities and Justice.</p> <p><b>Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Department of Communities and Justice</p>
<p><b>75 Department of Communities and Justice - Multicultural Community Engagement</b> Ensuring that information is provided to seniors from culturally and linguistically diverse communities at multicultural community information expos and events.</p> <p><b>Target Populations</b> </p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Department of Communities and Justice</p>

**Priority Target Populations**

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
-  People living in regional/rural/remote areas
-  People experiencing difficulty because of cost of living/financial pressures
-  People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>76 Understanding experiences of aged care and caring</b> Conduct in-depth analysis of Carers 2022 National Carer Survey data on ageing carers and carers of people who are ageing in NSW and disseminate key findings to inform sector policy and practice.</p> <p><b>Target Populations</b> Carers</p> <p><b>Action Timeframe</b> Whole Strategy (Focus Area 3: Staying safe, active and healthy)</p>	Carers NSW
<p><b>77 Building carers' capacity to care safely and sustainably at home</b> Continue to develop, adapt and deliver skills-based education and training sessions and resources in person and online to ageing carers and carers of people who are ageing across NSW, with a focus on safe and sustainable care in the home. Content will include practical caring skills, accessing information and service navigation, emergency planning and response, and future planning.</p> <p><b>Target Populations</b> Carers</p> <p><b>Action Timeframe</b> Whole Strategy (Focus Area 3: Staying safe, active and healthy)</p>	Carers NSW
<p><b>78 Increasing Access to Foundation Skills Training through Smart and Skilled program</b> Expand access to accredited foundation skills, full and part qualifications training in NSW to enable more eligible learners, including seniors, with low language, literacy, numeracy and digital skills to participate in fee-free training.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy (Focus Area 1: Living in age-friendly environments) (Focus Area 2: Participating in inclusive communities) (Focus Area 3: Staying safe, active and healthy)</p>	Department of Education
<p><b>79 Menopause and Perimenopause Education and Awareness Campaign</b> The campaign will provide education and awareness about perimenopause and menopause symptoms and support resources. It will target:</p> <ul style="list-style-type: none"> <li>• the general public, with a focus on women experiencing or approaching menopause or perimenopause</li> <li>• medical practitioners with a focus on GPs</li> <li>• employers with a focus on the NSW public sector.</li> </ul> <p><b>Target Populations</b> Women in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Second Action Plan</p>	Department of Premier and Cabinet - Women NSW + Agency for Clinical Innovation, NSW Health NSW Ministry for Health

### Priority Target Populations

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
-  People living in regional/ rural/remote areas
-  People experiencing difficulty because of cost of living/ financial pressures
-  People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>80 Building the capacity of the older people’s mental health workforce</b> Build the capability of the older people’s mental health workforce through NSW Ministry of Health and Health Education Institute (HETI) professional development scholarships. The scholarships are available to NSW Health clinicians, peer workers and managers working with older people with mental illness. The scholarships have been broadened to include NSW Health mental health residential aged care partnership services and people providing mental health care to older people within NSW through a Primary Health Network (PHN).</p> <p><b>Target Populations</b> Older people’s mental health workforce</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>NSW Ministry of Health + Health Education Institute (HETI), Local Health Districts, Mental Health Residential Aged Care Partnership services</p>
<p><b>81 Suicide prevention initiatives in older people’s mental health</b> Older People Mental Health Branch (OPMH) in collaboration with Health Education Training Institute (HETI) and Agency for Clinical Innovation (ACI), to develop an education module for Older People’s Suicide Prevention to complement and build on the existing HETI Suicide Prevention Gatekeeper Training by June 2023.</p> <p><b>Target Populations</b> Older people’s mental health workforce</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>NSW Ministry of Health + Health Education Training Institute (HETI), Agency for Clinical Innovation (ACI), Local Health Districts</p>
<p><b>82 Digital Inclusion - Keeping people connected and included</b> Following on from the digital pilot program, commence a program of works to explore and understand the key barriers, cohorts and opportunities to enhance access and use of technology.</p> <p>Supporting all NSW residents to access government services and transactions. Digital Inclusion relates to a person’s ability to access, afford and have the ability to use technology. Service NSW has stood up a comprehensive discovery phase commencing in July 2022 to explore possible initiatives for a Digital Inclusion program. There is a growing reliance on digital technology which has seen the gap widen between those who can use digital and those who do not. This disproportionately impacts certain groups of people in NSW who are, for one reason or another, less likely to access, afford or use technology.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Customer Service - Service NSW</p>



Action	Lead Agency + Partner
<p><b>83 Savings Finder</b> The Savings finder program helps NSW residents find and access more than 70 rebates and ways to save offered across NSW government agencies. You can make a 45 minute appointment with one of our specialists. This can be done by calling 13 77 88 or visiting our Service centres, mobile service centres or on the website <a href="http://service.nsw.gov.au/campaign/savings-finder">service.nsw.gov.au/campaign/savings-finder</a>. Alternatively, people can access the Savings Finder tool on the website.</p> <p>Some of the savings and assistance include:</p> <ul style="list-style-type: none"> <li>• COVID assistance</li> <li>• Disaster Assistance Finder</li> <li>• Regional Seniors Travel Card Information - \$250 prepaid card to eligible seniors in regional, rural and remote areas to be used towards the purchase of fuel and transportation services, such as taxi services and NSW TrainLink train and coach services.</li> </ul> <p><b>Target Populations</b> All people in NSW</p> <p><b>Priority Target Populations</b> </p> <p><b>Action Timeframe</b> Second Action Plan</p>	Department of Customer Service - Service NSW
<p><b>84 13 77 88 SNSW</b> Continue to deliver Omni Channel support to:</p> <ul style="list-style-type: none"> <li>• deliver support on 13 77 88 weekdays between 7:00am and 7:00pm</li> <li>• extend Contact Centre operating hours dependant on customer and business needs</li> <li>• include accessible features: Translation and interpreter services, National Relay Service for people who are deaf or hard of hearing</li> <li>• improve services and support in response to elder abuse to ensure older people can live safely and free from abuse, fraud and exploitation. Calls that come to 13 77 88 are triaged to the Ageing and Disability Commissioner for support</li> <li>• support customers with services and transactions for NSW State Government at Service Centres or through 'Contact us' on the Service NSW Website.</li> </ul> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Customer Service - Service NSW
<p><b>85 Tools to make it easier for people to plan their end of life</b> A dedicated digital end of life information platform which includes digital tools which make it easier for people to plan activities and take steps to plan end of life. Includes online services to record assets, and funeral and body wishes. The end of life platform makes it easier to prepare a will and key end of life documents, including Enduring Guardian and Power of Attorney.</p> <p><b>Target Populations</b> All people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	Department of Customer Service - Service NSW + NSW government agencies including Better Regulation Division, NSW Trustee and Guardian, Cemeteries and Crematoria NSW

### Priority Target Populations

-  Aboriginal and Torres Strait Islander people aged 50+
-  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people
-  People from Culturally and Linguistically Diverse Backgrounds
-  People living in regional/rural/remote areas
-  People experiencing difficulty because of cost of living/financial pressures
-  People with disability, dementia, chronic disease or mental illness

Action	Lead Agency + Partner
<p><b>86 Life Events Information Service (Life Events Navigators)</b> Curate key information and services across all levels of government and non government organisations so that people know what their options, entitlements and obligations are when experiencing a major life event. Includes specialised information for planning for retirement and end of life.</p> <p>Significant research has been conducted to ensure the needs voiced by older people are considered, including through ageing consultations, relevant industry organisations and representatives. A wide variety of information sources and services. Accessibility tool, analysis and continued improvements are used to ensure information is accessible to a range of people, including older people.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Whole Strategy</p>	<p>Department of Customer Service - Service NSW</p>
<p><b>87 Legal Aid NSW seniors resource</b> Legal Aid NSW will produce and distribute a free diary and wall calendar aimed at older NSW residents.</p> <p>The diary and calendar will both include information and helpful resources to deal with common problems and concerns faced by older people, including planning ahead, avoiding scams, managing in a disaster, abuse and discrimination.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Legal Aid + Department of Communities and Justice</p>
<p><b>88 Specialist multi-disciplinary service for vulnerable older people</b> Provide holistic specialist services to older people who live on the Central Coast and Lower Hunter Region who are at risk of or experiencing elder abuse through the Elder Abuse Service.</p> <p>Continue to develop referral pathways and deliver services on the Central Coast and Lower Hunter.</p> <p><b>Target Populations</b> Older people on the Central Coast</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Legal Aid</p>
<p><b>89 Citizen Advice Bureau - Peer to Peer Information, Advice and Guidance Service</b> Leveraging off Legal Pathways and other information services, build a network of trained peer advisers to provide independent and impartial information advice and guidance to older people in their chosen communities. This will be a place-based service (operating through shopping and neighbourhood centres) and complement the Council on the Ageing (COTA) NSW established information services to older people. The purpose is to build a sustainable network of information and advice services across NSW.</p> <p><b>Target Populations</b> Older people in NSW</p> <p><b>Action Timeframe</b> Second Action Plan</p>	<p>Department of Communities and Justice + COTA NSW</p>

<b>90</b>	<b>Improve the wellbeing of older migrants and refugees to foster their participation within society</b>	Multicultural NSW
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Work across government to respond to and promote the needs of older migrants and refugees to improve accessibility to necessary supports.

Building on the findings of an Ageing Roundtable report, Multicultural NSW (MNSW) will identify collaboration opportunities and support government stakeholders within NSW to:

- address barriers faced by older migrants and refugees in accessing necessary supports
- promote existing tailored support for communities
- build robust, evidence-based rationale to support policy decisions to better outcomes for this cohort.

Following learnings from recent crisis situations, MNSW will work to promote the importance of accessibility to government information and communications by:

- highlighting the need to nuance communication into accessible formats or community languages for older people, and
- committing to identifying older migrants and refugees as a focus group in the NSW Language Services Guidelines.

**Target Populations** Older people in NSW

**Priority Target Populations** 

**Action Timeframe** Second Action Plan

(Focus area 2: Participating in inclusive communities)

<b>91</b>	<b>Understand the impact of ageing for Aboriginal people in NSW</b> Deliver culturally respectful small community forums to listen to the concerns of older Aboriginal people and to provide awareness of relevant services available to them.	Department of Communities and Justice + Kinchela Boys Home Aboriginal Corporation
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**Target Populations** 

**Action Timeframe** Second Action Plan

**Priority Target Populations**

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|---|--|---|
|  Aboriginal and Torres Strait Islander people aged 50+ |  Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ people                 |  People from Culturally and Linguistically Diverse Backgrounds       |
|  People living in regional/rural/remote areas          |  People experiencing difficulty because of cost of living/financial pressures |  People with disability, dementia, chronic disease or mental illness |

**92 Commitments to Stolen Generations Survivors, Descendants and families.**

Deliver on the commitment between the Department of Communities and Justice (DCJ) and Stolen Generations Organisations (SGOs) roundtable to work together to address survivors' needs and develop and provide culturally responsive and inclusive policy and services through genuine partnerships.

SGOs identified five key priority areas for action agreed to by DCJ:

- Key Priority One - programs and services for Survivors - provide SGOs with a list of services that are funded by DCJ to support Aboriginal communities
- Key Priority Two - resourcing for four Stolen Generations Organisations including DCJ funding coordinators with the SGOs to provide Survivors and their families with better access services
- Key Priority Three - Out-of-Home Care (OOHC) Policy - provide an overview of how OOHC operates, who Stolen Generations Organisations can contact and escalate any concerns and offering them training
- Key Priority Four - trauma Informed and Cultural Competency - SGOs will contribute their expertise by sharing their stories and experiences as part of cultural capability training across DCJ and to the development of the revised training for new child protection caseworkers
- Key Priority Five - Healing Our Families - SGOs and DCJ to discuss the Aboriginal Case Management Policy which is being implemented statewide.

**Target Populations**

Stolen Generations Survivors, their descendants and families

**Action Timeframe**

Whole Strategy

Department of Communities and Justice + Children of Bomaderry Aboriginal Childrens Home, Cootamundra Girls Home, Kinchela Boys Home, Stolen Generations Council NSW/ACT

**93 Stolen Generation Organisations and Department of Community and Justice Monthly meetings**

The meetings operate to promote the needs of survivors, share information and facilitate ongoing partnership. The SGOs advocate on behalf of the survivors and descendants and seek support and advice. Needs and concerns include reforming the child safety system, housing, disability services, justice, travel or counselling services. DCJ will initiate the development of a Stolen Generations Policy Framework.

**Target Populations**

Stolen Generations Survivors, their descendants and families

**Action Timeframe**

Whole Strategy

Department of Communities and Justice + Children of Bomaderry Aboriginal Childrens Home, Cootamundra Girls Home, Kinchela Boys Home, Stolen Generations Council NSW/ACT



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# Actions to support implementation of the Ageing Well in NSW: Seniors Strategy 2021–2031

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**94 Action Plan infographic Report Card**

Building on the evaluation framework as a basis for the mid-term review and evaluation of the Strategy. Develop and publish Infographic Report Cards for each of the five, two year Action Plans to highlight completed and successful projects within the four focus areas:

1. Living in age-friendly environments
2. Participating in inclusive communities
3. Staying safe, active and healthy
4. Being resilient and informed

**Which of the Strategy focus areas does your Action include?**

Actions to support implementation of the Ageing Well in NSW: Seniors Strategy 2021–2031

**Action Timeframe**

Whole Strategy

Department of Communities and Justice

**95 Work with all NSW government agencies to promote the importance of addressing older people in their services and programs**

Through the Interdepartmental Committee, work with NSW government agencies to promote the use of an ‘ageing’ lens across their work and how they support their customers/clients/stakeholders.

Assist NSW government agencies to identify opportunities and support the development of relationships with other agencies where synergies may exist.

Deliver better targeting of services and programs to address needs of older people in NSW.

**Which of the Strategy focus areas does your Action include?**

Actions to support implementation of the Ageing Well in NSW: Seniors Strategy 2021–2031

**Action Timeframe**

Whole Strategy

Department of Communities and Justice + Other NSW government agencies





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