



NSW AGEING STRATEGY 2016–2020 Year Four Final Progress Report



A whole-of-government strategy
and a whole-of-community approach

NSW Ageing Strategy 2016–2020 at a glance

Priority	Objective	Action area
Health and wellbeing	Older people in NSW are encouraged to live active and healthy lives through improved physical and mental wellbeing.	<p>Staying physically active and healthy</p> <p>Maintaining strength and balance in older people at risk of falls</p> <p>Supporting health services to respond</p>
Working and retiring	Older people in NSW have opportunities to remain in the workforce, are financially secure and independent in retirement, and plan their finances based on their circumstances and needs.	<p>Staying in or re-entering the workforce</p> <p>Financial independence and planning ahead</p>
Housing choices	Older people in NSW live in affordable, accessible, adaptable and stable housing.	<p>Accessible and adaptable housing information</p> <p>Retirement living</p> <p>Exploring affordable housing options and pathways</p>
Getting around	Older people in NSW travel safely and appropriately to participate in social and economic life and access services.	<p>Public and community options</p> <p>Getting around the community</p> <p>Exploring new options</p>
Inclusive communities	Older people in NSW stay connected and contribute to their communities.	<p>Social engagement and staying connected</p> <p>Perceptions of ageing and older people</p> <p>Creative ageing</p> <p>Keeping older people safe</p>

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Foreword

This document reports on the final year, Year Four, of the *NSW Ageing Strategy 2016-2020*. It continues our commitment to making a difference in the lives of seniors. The results that the *NSW Ageing Strategy 2016-2020* has delivered across its four years demonstrate the foresight of the NSW Government and the power of a long-term approach.

We have learned much across the period of this strategy, we know that no single approach works for everyone, and that a suite of approaches to support a wide range of people is required.

We know that setting up true partnerships and building trust takes time. We also know that the time we take pays off in the quality of the final results.

In this past year—a completely unexpected year—we learned how resilient we are when providing services and support to older people. First the bushfires and then COVID-19 had us responding to massive environmental and social challenges. Some of the projects that we had planned to deliver in this Year Four Action Plan were adapted and shaped in response to the changing environment. This mirrored how older people themselves adapted and responded to the change.

One thing that has been abundant in these times is hope: hope for a better future; hope of getting together again; and hope that we will learn and grow from the challenges we faced. The next ageing strategy—*Ageing Well in NSW: Seniors Strategy 2021-2031*—is backed by solid evidence and pragmatic action.

Across the year, I listened to hundreds of older people in preparing the Strategy. They talked to me about the challenges they faced. These included challenges to both physical and mental health. A common conversation was about trying to stay connected to family and friends in a world where so much in-person contact had moved online. I was impressed by people's thoughtfulness and generosity in sharing their ideas of what we can do to make their lives better.

In the next decade NSW Government agencies will continue their commitment to and ingenuity in providing a better future as we age.



Dr Geoff Lee

Minister for Seniors



Introduction



COVID-19 meant that many of our health and training programs had to be delivered online

A long-term commitment to action for change

The *NSW Ageing Strategy 2016-2020* set out five priority areas:

- health and wellbeing
- working and retiring
- housing choices
- getting around
- inclusive communities.

Older people themselves identified these priorities in conversations we held around NSW. The conversations were about how they wanted to live their lives; what barriers they faced; and what they thought would give them more fulfilling lives.

Each year, we translate the five priority areas into implementation plans and report on their progress. This year we are delivering the final progress report measuring the success of the *Year Four Action Plan* of the *NSW Ageing Strategy 2016-2020*.

This Year Four report is similar to the previous reports in setting out how we performed against the actions in the Four-Year Action Plan. Every action in the *Year Four Action Plan* has been included, so every citizen in NSW can assess what the government has delivered.

The environment this year challenged the nature of projects and the way they were delivered

Late in 2019 the NSW community faced an unprecedented bushfire season followed by an unprecedented pandemic.

Social limitations were imposed that affected our projects in many ways. Some projects required us to go back to first principles and work out what was needed to provide for older people who were isolated and vulnerable. We had to rethink many health and training programs so they could be delivered online instead of face-to-face. Other projects needed to be brought forward and prioritised to stimulate activity and new funding opened new pathways.

Our renewed activities delivered a huge amount of value and achieved impressive results.

There are many Year Four highlights. They are showcased in the highlights section of each priority area section and in the case studies. The case studies describe the impact of projects on individuals and communities.

There is significant progress in each of the priority areas. This progress means that our older people have:

- better access to support for health and wellbeing
- support in strategies to stay in the workforce for longer
- better and more informed access to a range of housing options
- access to an increased number of transport hubs
- opportunities to participate and to be celebrated for their contributions.



Progress this year means older people have better access to support for their health and wellbeing

About this report

TABLE 1 - A guide to acronyms

ACPO	Aged crime prevention officers (NSW Police)
ADC	NSW Ageing and Disability Commission
AM	Member of the Order of Australia
AO	Officer of the Order of Australia
CEO	Chief Executive Officer
COTA	Council on the Ageing
COVID-19	Coronavirus Disease of 2019
DCJ	Department of Communities and Justice
DCS	Department of Community Services
DPIE	Department of Planning, Industry and Environment
FACS	Department of Family and Community Services (part of the Department of Communities and Justice from March 2019)
GAP	Global Access Partners
HEAL	Healthy Eating Active Living
MACA	Ministerial Advisory Council on Ageing
MPS	multipurpose services
PCLI	Pathways to Community Living Initiative
PSM	Public Service Medal
LGNSW	Local Government NSW
NSW	New South Wales
NSW CRS	NSW Centre for Road Safety
NSW OPMH	Older People's Mental Health
OSBC	Office of the NSW Small Business Commissioner
OWN NSW	Older Women's Network NSW
SAHF	Social and Affordable Housing Fund
SDCP	Specialist Dementia Care Program
SOP	Shared Occupancy Program
SRS	Seniors Rights Service
SIRA	NSW State Insurance Regulatory Authority
TfNSW	Transport for NSW
WWWT	Walk-While-We-Talk

TABLE 2 - Key to status colours

	Project is on track or completed
	Project is behind schedule/target
	Project has stopped
	Project significantly impacted by COVID-19, and/or has been redesigned

Priority 1 | Health and wellbeing

Objective

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

The coronavirus pandemic restrictions and social distancing have meant we have changed the way we look after our physical and mental health.

The year gave us a nudge towards becoming more adept at online and virtual delivery of programs as our usual approaches were made impossible due to restrictions in the number of people allowed in venues and offices. Many people who had never contemplated accessing telehealth or virtual exercise classes found that they were lifelines. The results of these Year Four projects show that fast thinking and quick redesign of health programs resulted in many seniors confidently maintaining their access to support.

During the pandemic, program design continued to be refined. An example was the *Healthy Eating Acting Living Program*. It was an existing program that changed its concept. Health supports were tailored to different needs at different times. Support moved from educating older people about healthy eating and lifestyle changes to support for implementing changes.

Health and wellbeing highlights:

Highlights of the health and wellbeing priority area include:

- Shifting to virtual delivery for many health-support programs so that older people could continue to access support for health in their own homes.
- Completing the first stage of the *Pathways to Community Living Program*, which has supported over 100 older people with complex mental health issues to move out of hospital and into residential aged-care facilities in the community.
- Continuing year-on-year growth in the number of people seeking opportunities for activities from the *Active and Healthy* website, with over 59,000 people (a 7% increase from last year) seeking access to more than 1,000 community-based physical activity and falls prevention programs.
- Ongoing implementation of the *Older People's Mental Health Service Plan* with: scholarships for training for healthcare professionals; annual reviews for mental health-residential aged care partnerships; and the establishment of the *Specialist Dementia Care Program* with the Australian Government.
- Continuing refinement of support for lifestyle improvements, with programs redesigned under a new, simplified banner of *Healthy Eating Active Living* (HEAL).

- Continuing roll out of the Integrated Care Strategy, including a secondary triage process for all non-urgent calls to Ambulance NSW from residential aged care facilities which avoids hospitalisation of older people.
- Rapidly redesigning the *Healthy and Active for Life* program to adapt to COVID-19 restrictions and provide a high-quality, online exercise program for older people.
- Modifying sports programs and continuing to deliver them to show that sustainability is a core program for these sporting codes.



Older people in NSW are living active and healthy lives through improved physical and mental wellbeing.

Status	Project	Lead	Comment
TABLE 3 - STAYING PHYSICALLY ACTIVE AND HEALTHY			
1.1	<i>Make Healthy Normal initiative</i>	NSW Health	<p>NSW Health simplified access to <i>Healthy Eating Active Living</i> (HEAL) programs, information and services based on customer research and in line with the Premier's priority on customer service.</p> <p>In 2020, the team progressed two key projects: a new overarching brand, which links all HEAL supports under a single banner, and rebranding of the <i>Make Healthy Normal</i> website as the <i>Healthy Eating and Active Living</i> website, incorporating the new HEAL visual identity.</p> <p>The website extends health messages to the entire population and provides people with targeted, age-specific health programs. The new website went live in November 2020.</p>
	<i>Get Healthy Information and Coaching Service</i>	NSW Health	<p><i>Get Healthy Information and Coaching Service</i>, a free, confidential, telephone coaching service provided by NSW Office of Preventive Health supports people to eat well, be physically active, reduce alcohol and achieve or maintain a healthy weight.</p> <p>In the 2019-20 financial year, 55% of participants were aged 50 years or older¹, well exceeding the 45% annual target.</p> <p>The service continues to tailor its support. A specialised team of coaches with additional training serviced the needs of frail/older participants. The service is working with the <i>Active Ageing</i> portfolio to support participants in continuing their healthy lifestyle behaviours after completing the <i>Stepping On</i> program and the recently developed <i>Healthy and Active for Life</i> program.</p>

¹ Excluding enrolments in the *Get Healthy in Pregnancy* program

Status	Project	Lead	Comment
	<i>Get Healthy at Work program</i>	NSW Health	<p><i>Get Healthy at Work</i> is a free chronic disease prevention program available to workers and workplaces in NSW. Since July 2014 over 3,600 businesses have registered with <i>Get Healthy at Work</i> and over 80,000 individuals completed a brief health check.</p> <p>In 2019, program updates introduced a new digital platform that offers individuals and businesses expanded health checks. This included physical and mental health components, workplace health programs, and tailored telephone support, for participating businesses to implement environmental, organisational and policy changes.</p> <p>Workplace engagement and completed healthy lifestyle checks were lower than expected in 2020 due to COVID-19. During the year, <i>Get Healthy at Work</i> focused on support for workplaces in new ways of working.</p>
	<i>NSW Aboriginal Knockout Health Challenge</i>	NSW Health	<p>The <i>Knockout Health Challenge</i> focuses on increasing physical activity, healthy eating and healthy lifestyles, to reduce the risk of chronic disease burden in Aboriginal communities. In 2020, 22% percent of participants were over the age of 50 years.</p> <p>The program moved to virtual delivery due to COVID-19 restrictions. This may have affected the proportion of participants aged 50+. The <i>Knockout Health Challenge</i> continued to build pathways and resources to help attract project participation by older Aboriginal Australians through targeted digital resources and a social media approach for older Australians. It is supported by an Aboriginal Elder.</p>

Status	Project	Lead	Comment
	<i>Active and Healthy website</i>	NSW Health	<p>The <i>Active and Healthy</i> website is an online directory of physical activity programs which includes fall-prevention components. It houses consumer information on a range of evidence-based fall-prevention strategies.</p> <p>There are a 1,000 programs listed which has stayed constant. COVID-19 restrictions meant that many programs moved to virtual delivery.</p> <p>In 2019-20, over 59,000 users accessed the website and 47,000 unique visitors accessed the online physical activity directory and active living resources. This was above the target of 35,000 unique visitors.</p>
	<i>Stepping On program</i>	NSW Health	<p><i>Stepping On</i> is a community-based, fall-prevention program delivered across NSW for people aged 65 years and over. The goal in 2020 was to deliver the program to 3,000 participants.</p> <p>COVID-19 restrictions led to the decision to suspend the delivery of the program in March 2020. <i>Stepping On</i> participants were supported in continuing the program at home and encouraged to stay active in the community from home.</p> <p>Since its statewide implementation, over 33,000 participants have completed one of the more than 3,000 programs across NSW.</p>
	<i>Staying Active program</i>	NSW Health	<p>Building on the success of the physical activity strategies in earlier years, this new program aimed to fund and support 46 new activities. 23 new organisations developed successful proposals. Due to COVID-19, the rollout of the projects has been held over until 2021.</p>

Status	Project	Lead	Comment
	<i>Active Ageing program</i>	NSW Health	<p>The program was redesigned and rebadged as the <i>Healthy and Active for Life</i> program. The new program for people aged over 60 was rolled out in ten local health districts before being put on hold because of COVID-19.</p> <p>Participants were supported in continuing the program at home through a new online 10-week exercise and lifestyle program with coaching support. It is now completely online as part of the <i>Active and Healthy</i> website, with new course cycles aligned with school terms.</p>
1.2	<i>Supporting modified sports</i>	DCJ	<p>DCJ funded the development of modified sports programs in earlier years of the strategy. COVID-19 has led to much of this activity being put on hold during 2020 and held over until 2021. Contracts with Netball NSW, Hockey NSW and Dragon Boat NSW have been extended to mid-2021.</p> <p>The long-term aim of the program is for modified sports to become part of the core business of the target sports.</p> <p>Five sports have continued delivering their programs after completion of the pilot previously, indicating that the programs may be achieving the long-term goal.</p> <p>Sports codes have continued to promote their modified sports by taking stalls at the Seniors Festival Expo and running break-out events.</p>

Status	Project	Lead	Comment
TABLE 4 - SUPPORTING HEALTH SERVICES TO RESPOND			
1.3	<i>NSW Integrated Care Strategy</i>	NSW Health	<p>The <i>Integrated Care Strategy</i> covers a range of key activities aimed at better coordinating care for individuals and improving patient experience. Most people supported by the program are aged over 50.</p> <p>In the past year, progress has been achieved in:</p> <ul style="list-style-type: none"> ■ Implementing integrated care for residential aged care in four local health districts, including local needs analysis, case analytics and local solution design. ■ Rolling out a secondary triage initiative in residential aged care from March 2020. The process assesses all calls to NSW Ambulance from aged-care facilities and provides access to an emergency doctor service by phone if the call is not urgent. This supports residents and over 50% of calls have avoided transport to hospital.
1.4	<i>Planning future health services (infrastructure)</i>	NSW Health	<p>More than \$2.7 billion was committed in 2019-20 to continue building and redeveloping hospitals, health facilities and ambulance stations across NSW.</p> <p>In 2019-20 three multipurpose services (MPS), which integrate a range of health and aged-care services, were delivered as part of the \$304.9 million Stage 5 MPS Program (Barham, Cobar and Tumbarumba).</p>

Status	Project	Lead	Comment
1.5	<i>Enhancing community-based mental health care for older people</i>	NSW Health	<p>Key targets have been met:</p> <ul style="list-style-type: none"> ■ Providing scholarships for accredited older people's mental health higher education courses, with 32 out of 40 units funded in 2020. A further round of scholarships will offer 34 units in early 2021. ■ Completing annual reviews for all nine mental health-residential aged care partnership services, with service access monitored through regular reporting. <p>Other program successes this year include:</p> <ul style="list-style-type: none"> ■ The first stage of the Pathways to Community Living Initiative (PCLI), which has supported over 100 older people with complex mental health needs to move out of hospital into residential aged-care facilities in the community, with specialist mental health clinical support. ■ Access to community-based health and psycho-social supports for older people with mental illness under the <i>NSW Health Community Living Supports</i> initiative and <i>Housing and Accommodation Support</i> initiative has improved. ■ NSW Health has worked with the Australian Government to establish the <i>Specialist Dementia Care Program (SDCP)</i> in NSW. NSW OPMH services are providing specialist clinical and partnership support to the first specialist dementia care unit established under the program.
TABLE 5 - SUPPORTING OLDER PEOPLE TO LIVE WELL			
1.6	<i>Cooking for One or Two</i>	DCJ	<p>Meals on Wheels was engaged to deliver courses to one metropolitan and five regional locations. However, the program was delayed, initially because of the bushfires and then COVID-19. The program has been held over because of the risk to older people until face-to-face socialising is possible. The contract has been extended to mid-2021.</p>

1 Case studies for Priority 1: Health and wellbeing

Case study | We can pivot! | Older Women's Network NSW

One of the most-used phrases in 2020 had to be “*You’re on mute!*” as we turned to online meeting platforms such as Zoom to stay connected. Another word which has had a big workout is pivot.

We did pivot in what was a challenging year. It allowed us to keep older women connected and active. A week after the lockdown was announced in NSW, the Older Women's Network NSW (OWN NSW) had online classes ready to roll. Feldenkrais, Tai Chi, Yoga and movement classes were all zoomed into the living rooms of older women. Although there is no denying that there is a large cohort of older people who cannot get online for a variety of very legitimate reasons, the way the older women pivoted to doing their classes online put to bed the stereotype that ALL older people are technology averse.

OWN NSW held classes online and also provided a range of activities such as a writing group, movie club and held an art exhibition online. It teamed up with Yve Lavine, a photographer, who showed images from her *Sweet 16* exhibition and participants spoke about what advice they would give their 16-year-old selves. They also held an online bingo session as a way of teaching older women IT skills.

Thanks to the NSW Government's support, OWN was able to provide the online activities for free to ensure that all older women would be able to access them. One homeless, older woman said that she appreciated having access to these classes because they were free. This shows how important government support is in times of difficulty. Some of the comments we received included:

“It relieves the isolation for a few precious hours a week.”

“I live alone, and I really think having a daily online class has kept me sane during lockdown.”

“I had tried YouTube and phone app exercise classes, but find doing a live Zoom class much more enjoyable because of the personal interaction at this isolating time.”

It was remarkable how ZOOM made the isolation of the pandemic more bearable.



Older people in NSW are getting more opportunities to participate and to be celebrated for their contributions (photograph by Ric Bolzan).

Case study | Virtual health care | NSW Health

How does the NSW health system respond when COVID-19 social restrictions stop people from travelling or being able to meet in the same place?

NSW Health responded quickly to establish the Virtual Care Accelerator. It is a multiagency, clinically-focused unit based on a partnership between eHealth NSW and the NSW Clinical Excellence Commission.

COVID-19 dramatically changed the healthcare landscape, and accelerated the need for virtually-enabled delivery of care.

COVID-19 necessitated the immediate changes but the virtual care innovations will benefit all citizens into the future. It complements traditional services by improving access to specialist advice. This means patients and clinicians have an improved basis for decision making about care. It will decrease reliance on travelling to and from appointments; reduce waiting times to see professionals; improve access to specialist care; and help discharge support following hospitalisation.

Patients will still need to visit health facilities, but only when necessary. Importantly, virtual care can support continuity, which is vital for people who require multiple care providers to support their healthcare.

We can look forward to ongoing innovation in this area, and engaging in improved healthcare services into the future.



Virtual Care will benefit all citizens by complementing traditional services and improving access to specialist advice

Priority 2 | Working and retiring

Objective

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

The COVID-19 pandemic led to some people working harder than ever, some people not working at all, some people working from home and others reinventing their jobs. It was shown² that older people responded effectively to the challenges COVID-19 presented.

The Year Four projects have laid a strong foundation for the future. As Australia's largest employer, the NSW Government recognises the leadership it provides in employing older employees. The progress of the project to retain older workers in the NSW Government sector included developing practical guides that can help managers and others accommodate flexible work practices and workplace adjustments. By continuing to partner with the Australian Human Rights Commission the project delivered training about the rights of older workers. This training was adapted to be offered online. Pre-emptive programs such as *Taking Care of Business—Planning Ahead for Aboriginal People in NSW* support older people to prepare for their future.

The actions of Year Four (as with previous years) continued to improve accessibility to clear information that supports retired people in managing their circumstances in an informed way. Longstanding sources of information such as the *Legal topics for older people diary* continue to be produced and valued by those who receive them.

Working and retiring highlights:

Highlights of the working and retiring priority area include:

- Delivering a suite of practical guides to support NSW public sector managers in accommodating flexible work and making workplace adjustments to meet the needs of older workers. This was backed by statewide roadshows to promote these approaches.
- Extending training for employers regarding the rights of older workers. This was developed and delivered by the Australian Human Rights Commission and then redesigned to be delivered online due to COVID-19 restrictions.
- Continuing to progress the *Retirement Years* research project, which is delivering innovative solutions for people planning to retire or already retired. Activities included introducing online guides available on the *Life Events* page of nsw.gov.au

² For example, *Impact of the Covid-19 Pandemic on Older Workers: The Role of Self-Regulation and Organizations* | Work, Aging and Retirement | Oxford Academic (oup.com)

Status	Project	Lead	Comment
TABLE 6 - STAYING OR RE-ENTERING THE WORKFORCE			
2.1	<i>Accident and insurance coverage for older workers</i>	SIRA	SIRA completed quantitative research and started qualitative research on recovery rates for older workers in NSW. The project scope expanded to include compulsory third party, workers' compensation and home building compensation schemes.
2.2	<i>Business Connect program</i>	NSW Treasury	The <i>Business Connect</i> program assists all business owners, including older business owners, to establish and grow their business. In FY20, 17% of customers were over the age of 55 and 3.6% of customers were over 65. Business Connect reports that there was positive feedback about the inclusivity of the advisory service, events and resources.
2.3	<i>Enabling retention of older workers in the NSW Government sector</i>	PSC	<p>This project focused on promoting the use and benefits of flexible working, particularly in regional NSW as workforce data indicated high number of older workers were located outside the Sydney metro region. Key actions this year included:</p> <ul style="list-style-type: none"> ■ Statewide roadshows to promote and discuss flexible working conditions with regional leaders ■ Two guides for agencies on short-term, role adjustments in responding to COVID-19 ■ Guides for making workplace adjustments to meet the needs of older workers ■ Guidance to support the purchase of accessible software, hardware and digital products (available on BUY.NSW).

Status	Project	Lead	Comment
2.4	<i>Training course and awareness for employers to support engagement and retention of older workers</i>	DCJ	DCJ partnered with the Australian Human Rights Commission to deliver further sessions of the <i>Upholding the Rights of Older Workers</i> training course to managers and HR professionals in the public and private sector across NSW. In response to COVID-19, the training was redesigned to be provided online. The training course and awareness program were promoted through partners and social media.
2.5	<i>Help mature-aged workers get back into the workforce</i>	TAFE	<p>The program is progressing well, having awarded over 4,700 scholarships to date, which is in line with the projected program uptake rate. The program has made a number of recent changes to help people affected by COVID-19:</p> <ul style="list-style-type: none"> ■ Workers who have been stood down by their employer are now eligible for the program (for study commencing on or after 1 January 2021). This addresses an issue where stood down applicants did not meet the eligibility criteria as they were neither unemployed nor made redundant. ■ Applicants can now provide a written declaration that they are unemployed and looking for work (with evidence of their job searching activities). This addresses an issue where applicants were experiencing delays in registering for Centrelink or JobActive providers caused by COVID-19.

Status	Project	Lead	Comment
TABLE 7 - FINANCIAL INDEPENDENCE AND PLANNING AHEAD			
2.6	<i>Taking Care of Business— Planning ahead for Aboriginal people in NSW</i>	NSW Trustee & Guardian	This tailored community education publication informed and encouraged Aboriginal people to make culturally appropriate planning-ahead documents. The NSW Trustee & Guardian distributed almost 1,000 copies of the <i>Taking care of business</i> booklet throughout NSW.
2.7	<i>Legal Pathways project</i>	Legal Aid NSW	During 2020 the partnership assisted eligible clients prepare 78 wills, 87 powers of attorney and 83 enduring guardianship documents as well as training volunteers to raise community awareness around end-of-life issues.
2.8	<i>Legal topics for older people diary</i>	Legal Aid NSW	The <i>Legal topics for older people diary</i> is Legal Aid's most popular publication and feedback is universally positive. Legal Aid NSW is delivering 40,000 copies of the 2021 edition of the diary and 20,000 copies of a new resource, the 2021 wall calendar. Both resources will contain legal information and referrals for older people. Distribution of the diaries and wall calendars will occur in December 2020 and January 2021.
2.9	<i>My Aged Care: Know your consumer rights</i>	DCS	<p>The Better Regulation Division within the Department of Customer Service reviewed its engagement activities, including focus areas and approach to working with different communities. A new engagement strategy was developed for implementation in early 2021, which will include a roadmap on future links with <i>My Aged Care</i>.</p> <p>Due to the review and the COVID-19 restrictions, community activities relating to the <i>My Aged Care</i> sector were limited, and included two face-to-face seminars with 140 participants, and one Zoom meeting with 15 participants.</p>

Status	Project	Lead	Comment
2.10	<i>Retirement years research project</i>	DCS	<p>The purpose of this project was to identify issues and solutions for people planning for retirement or who have retired. The project delivered:</p> <ul style="list-style-type: none"> ■ A <i>Retirement Years Journey Map</i> which was completed in collaboration with the Digital Transformation Agency (DTA) that identified pain points and opportunities. ■ Two navigators or online guides to help people work through key issues when they are planning retirement or when they have retired. These are available on the <i>Life Events</i> page on https://www.nsw.gov.au ■ The <i>Shared Occupancy Program (SOP)</i> provides affordable housing options for single women over 50. The idea was to match women who have spare capacity in their house with women who required accommodation. A service blueprint was completed to start developing a pilot project.



The Retirement Years research project is thinking innovatively about solutions for people planning to retire or who have already retired

2 Case study for Priority 2: Working and retiring

Case study | Opportunities for a mature-aged workforce | DCJ and Global Access Partners

“Are employers poised to make the most of their mature-age workforce capability in a post-COVID-19 world?”

“How can employers capitalise on mature-aged workers’ ability to add unique value to their organisation?”

These two questions drove a wide-ranging discussion into the future of the workforce and the role that mature-aged workers can play, with a particular emphasis on the post-COVID-19 world. As the economy reopens, how can our new ways of thinking about work capitalise on the human and economic potential of seniors?

The period of lockdown and social distancing drove a rapid change in work practice, with flexible work practices likely to become the norm into the future. These changes can open up work opportunities for many older people, particularly those in regional and rural locations. This period also demonstrated that older workers have adapted well to the changed technological demands of remote work.

Professor Abby Bloom (a well-recognised health executive), Martin Bowles AO PSM (CEO of Calvary Health and former public servant), Catherine Fritz-Kalish (Co-founder and Managing Director Global Access Partners), Kathryn Greiner AO (thought-leader and Chair of the NSW Ministerial Advisory Council on Ageing), Steven Hayes MBE (National Defence Industry workforce and Skills Facilitator) and the Hon Dr Geoff Lee MP (Acting Minister for Seniors, amongst other portfolios) were the high-powered facilitators and discussion leads for two roundtables that explored the above questions. The roundtables brought together to a wide range of participants with experience in the public, private and not-for-profit sectors and collectively were responsible for the employment of hundreds of thousands of people.

The roundtables heard of positive examples of organisations, such as Calvary Health and Bunnings, that have leveraged flexible work practices to support older workers, and which have reaped commercial rewards as a result. The roundtables considered what it would take to build on these experiences to transform the workplace. Ideas included;

- Strengthening the storytelling of the business case for recruiting and retaining seniors through evidence and success stories, shared through a widespread information campaign
- A greater focus on co-design of options, bringing together sector experts, policy makers and users
- Thinking about older workers not as one group, but as segmented groups, each of which has similar needs and interests, to support more fine-grained policy making

- Placing the onus on employers to identify specific, concrete and communicable pathways to increase age diversity in recruitment as well as retention, with planned and extended pathways for skills development and succession planning
- Opening the way to encourage both men and women to transition to part-time work towards the end of their working life as a means of retaining connection and sharing knowledge.

The GAP Standing Committee on Productive Ageing is taking up these ideas and more, and the outputs of these roundtables fed into the new NSW ageing strategy *Ageing Well in NSW: Seniors Strategy 2021-2031*.



Lockdown and social distancing drove rapid change in work practices opening up opportunities for older people particularly in regional and rural locations.

Priority 3 | Housing choices

Objective

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

The Year Four projects showed that having strategic foresight can have a profound impact over time. We are now seeing the cumulative impact of earlier provisions such as the State Environmental Planning Policy (Affordable Rental Housing) 2009, (ARHSEPP) with Greater Sydney Council strategies. These relate to social housing and secondary dwellings and affect the diversity of housing options for seniors. More recent initiatives like local council strategic planning statements and local housing strategies establish pathways for communities to meet the housing needs of all their residents into the future.

Other programs such as the Social and Affordable Housing Fund (SAHF) have directly secured housing, particularly aimed at older people. Of the people already living in homes delivered through SAHF, 906 of the 1,772 were older people and 556 of those were older women.

Housing choices highlights:

Highlights of the housing choices priority area include:

- Increasing focus on homelessness during the pandemic, with a total additional investment of \$70M, including \$34M for the new *Together Home* program to provide stable housing and wrap-around support for people experiencing homelessness, including older people.
- Implementing new rules to manage the retirement village sector, including requirements for annual contract review meetings with residents, rules of conduct, emergency and safety management and operators' guidelines. This is an important milestone arising from the *Greiner Review* in 2017 and represents a long-term strategic shift in the management of the sector.
- Preparing local housing strategies by local councils in the Greater Sydney Region to set out their plans for future delivery of their housing needs.
- Successfully completing major milestones under the Social and Affordable Housing Fund to increase social housing. The construction program is now close to 45% complete. Under the fund 906 older people have been housed in new dwellings, over 50% of all SAHF tenancies, with 60% of the older people who have been housed being older women.

Status	Project	Lead	Comment
TABLE 8 - RETIREMENT LIVING			
3.1	<i>Inquiry into the NSW Retirement Village Sector</i>	NSW Fair Trading	<p>The planned implementation of the recommendations from the Greiner Review in 2017 remains on track. Recommendations dealing with annual contract review meetings, rules of conduct, emergency and safety management, operators' guidelines have all been implemented. Retirement Villages Act 1999 (the Act) has been amended with respect to exit entitlements and payment of the 42-day cap on recurrent charges by former residents and will commence on 1 January 2021.</p> <p>Responses to the remaining recommendations have started and will be delivered in stages to ensure thorough consultation and that the proposed reform package is fit-for-purpose.</p>
TABLE 9 - EXPLORING AFFORDABLE HOUSING OPTIONS AND PATHWAYS			
3.2	<i>Housing choices review</i>	DPIE	<p>DPIE continues to progress amendments to the government's housing-related policies that will assist with the delivery of diverse forms of housing, including seniors housing.</p> <p>Most Greater Sydney Councils were preparing their local housing strategies following the completion of their local strategic planning statements. The completion of their strategies will set out the strategic planning associated with the future delivery of the housing needs for those local government areas.</p> <p>Amendments to the social housing and secondary dwelling provisions under <i>State Environmental Planning (Affordable Rental Housing) 2009</i> were made and will commence from 1 February 2021. They should contribute to the diversity of housing options for seniors.</p>

Status	Project	Lead	Comment
3.3	<i>The Aged Care Supported Accommodation program</i>	DCS	<p>The <i>Aged Care Supported Accommodation program</i> supports older residents or prospective residents of supported accommodation such as nursing homes, hostels, boarding houses and retirement villages to understand their rights and responsibility and provides information, advice and advocacy.</p> <p>The face-to-face delivery approach was significantly affected by COVID-19. The Minister for Better Regulation and Innovation approved continued funding for the Program until 30 June 2022 and the program will recommence once it is reasonable for older people to start attending public events.</p>
3.4	<i>Retirement Village Ambassador program</i>	DCS	<p>Ms Kathryn Greiner AO, in her role as Ambassador, visits locations and retirement village communities across NSW to:</p> <ul style="list-style-type: none"> ■ inform residents about the changes to retirement village laws ■ listen to residents about their issues ■ present these issues to the NSW Government ■ monitor and report on continuing and emerging issues faced by the sector. <p>This program was affected by COVID-19, and only three visits were completed before the program was suspended in the lockdown period. The program will restart when visits are possible again, with the aim of completing 50 events across NSW by December 2021.</p>

Status	Project	Lead	Comment
3.5	<i>Future Directions for Social Housing in NSW—Social and Affordable Housing Fund (SAHF)</i>	DCJ	<p>Building on the first SAHF tender, the program is expected to deliver access to more than 3,400 dwellings by the end of 2023. 40% of the SAHF homes (1,414) will be targeted to tenants aged over 55 years, or 45 years and over for people who identify as Aboriginal or Torres Strait Islander.</p> <p>As of 30 September 2020, 906 of the 1,772 people already living in homes delivered through SAHF were older people and 556 of those were older women.</p> <p>Over 1,300 further dwellings are currently under construction. The delivery program is close to 45% complete and a proportion of dwellings are to be delivered between November 2020 and June 2021.</p>
3.6	<i>Ageing and social and affordable housing through the Homelessness Strategy</i>	DCJ	<p>The Government placed an even greater focus on ageing and social and affordable housing in 2020 in response to the urgent needs of people experiencing or at risk of homelessness in COVID-19.</p> <p>This is an especially vulnerable cohort, and the government invested an additional \$70M to prevent and respond to homelessness during the pandemic. A key component of the extra support was the \$36M investment in the <i>Together Home</i> program to provide stable housing and wrap-around support for people experiencing homelessness, 25% of the program participants are aged 50 and over.</p> <p>The existing commitments around social and affordable housing were also progressed, particularly with the development of local housing statements by local councils to identify current and future housing needs, including social and affordable housing.</p>

3 Case study for Priority 3: Housing choices

Case study | A place to call home | Women's Housing Company, DCJ

Older single women are the fastest growing group to experience homelessness, with a 31% increase between 2012 and 2016 (*ABS Census*). The Women's Housing Company (WHC) and the Department of Communities and Justice (DCJ) worked closely over a two-year period to deliver new social housing for older women in Pendle Hill to help address this need.

The project was jointly funded by the Women's Housing Company and the NSW Government through a grant designed to promote innovation and leverage additional social housing. The result of this collaboration was a new home for 22 women aged 55 and over—providing safety, security and an affordable home where they can age in place. The project was officially opened in February 2020.

Secure and affordable housing is a fundamental requirement for everyone in the community. The Women's Housing Company is acutely aware that it continues to be beyond the reach of many women. A home is where people feel safe and secure and can pursue the important things in their lives.

This building is just that—a new home for older women. The building is designed to suit the needs of this group:

- Accessible units on the ground floor that meet the silver level of the liveable housing design standard to help address the high demand for accessible housing.
- Balconies to provide increased amenity for the occupants.
- Underground parking which is appropriate for this area.
- Some dual-key units, increasing the number of women able to be housed and also allowing flexible allocations.



The Women's Housing Company and the Department of Communities and Justice worked closely to deliver new social housing for older women in Pendle Hill

Priority 4 | Getting around

Objective

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

Staying active, independent and connected matters to older people. Access to transport is essential to staying active and connected to community and to maintaining independence. For some people, building skills and confidence comes from continued access to transport options. The needs of older people are not static, but vary over time with changes to their relationships, mobility, and ability to drive. The NSW Government is planning for and delivering projects that address the needs at each stage of life.

The Year Four projects performed well in the getting around priority area during 2020. Even as COVID-19 restricted what we could do, public transport continued its important role in moving people and freight, and ongoing investment in equipping the transport network to be more accessible to seniors continued to make more train stations, bus interchanges and cycle ways fit for purpose. Stimulus funding meant that this work received a much-appreciated boost, with plans for additional five station upgrades.

The demands of the year also offered an opportunity to think more deeply about the resources available to older people to assist with their changing needs. Transport for NSW continued to work closely with seniors to understand and meet their information needs, through consultation forums and co-design of initiatives.

Getting around highlights:

Highlights of the getting around priority area include:

- Upgrading major infrastructure, including 26 wheelchair accessibility upgrades, 33 projects in planning stage including the Redfern Station upgrade, 13 Sydney Trains, 11 Intercity Trains and 9 regional stations. Stimulus funding has meant that an additional 5 stations have been approved.
- Delivering innovative information and training programs in response to COVID-19 restrictions, including the *Community Transport Program* travel training, allowing the program to extend its reach.
- Completing the review of the *Taxi Transport Subsidy Scheme*, and implementing recommendations to streamline scheme administration by moving to digital Smartcards for users.
- Delivering a further 87 projects statewide worth \$34.1M to facilitate walking and cycling in partnership with local councils through the *Active Transport* program. These projects particularly target increasing accessibility to existing transport modes to promote mobility and increase the use of public transport.

- Investing \$2.1M for 509 projects to upgrade bus stops and shelters in rural, regional and remote communities across NSW.
- Continuing reliance on the lived experience of seniors, including establishing the Older Users Communications Working Group to advise the government on the accessibility of information about the mobility and safety of older road users, and the co-design of a decision-making aid to support safe driving.



Staying active, independent and connected matters to older people. Transport is core to staying active and connected to our community and maintaining independence.

Status	Project	Lead	Comment
TABLE 10 - PUBLIC AND COMMUNITY OPTIONS			
4.1	<i>Community Transport Program travel training</i>	TfNSW	<p>From FY17 to FY20, the <i>Community Transport Program</i> delivered travel training services to 1255 individuals and 732 groups. COVID-19 impacted service delivery for 2020. Innovating in response to social restrictions, TfNSW has developed an online travel training tool, <i>First Stop Transport</i>, which provides information and guidance to people who need support accessing public transport, and is available for anyone to use. The face-to-face travel training component of the resource ended on 31 December 2020.</p> <p>TfNSW is also considering how it can improve these resources using a human-centred design approach with TfNSW Digital Accelerator team.</p>
4.2	<i>Country Passenger Transport Infrastructure Grant Scheme</i>	TfNSW	<p>This <i>Country Passenger Transport Infrastructure Grant Scheme</i> provides subsidies in 2-year cycles to support construction or upgrade of bus stops and shelters across country NSW. The 2019-2021 round provided \$2.1 million for 509 projects in rural, regional and remote communities across NSW.</p>
4.3	<i>Transport Access Program</i>	TfNSW	<p>The <i>Transport Access Program</i> continued to upgrade stations and ferry wharves across the Sydney network. The program is on track delivering key projects and developing the project pipeline. 26 wheelchair accessibility upgrades are being constructed. A further 33 projects were progressed to the planning stage, including the Redfern Station upgrade, 13 Sydney trains, 11 intercity and nine regional stations. An additional 5 stations were approved as a result of stimulus funding.</p> <p>Construction was started for the upgrade of Kissing Point Wharf. Planning commenced for North Sydney, Taronga Zoo and South Mosman, Double Bay, Darling Point, Greenwich Point and Watsons Bay wharves.</p>

Status	Project	Lead	Comment
TABLE 11 - GETTING AROUND THE COMMUNITY			
4.4	<i>Active Transport Program</i>	TfNSW	The <i>Active Transport Program</i> funds projects that promote physical activities, such as walking or cycling, particularly those that facilitate access to public transport. The program delivered 87 projects with a combined value of \$34.1M this year.
4.5	<i>Monitor and enhance road safety and mobility for older road users</i>	NSW CRS	<p>Road safety initiatives included developing information for older road users about licensing, safer transport, and health factors and driving.</p> <p>An older users communications working group was established with government and non-government stakeholders to represent the mobility and safety needs of older road users. It will provide inputs on the accessibility of information and how it can be improved. A key task is determining how the current resource, <i>On the Road 65+</i>, and the decision-making aid, that is also being developed, can be enhanced for range of content and accessibility.</p> <p>A decision-making aid for older drivers to maintain safe driving, to modify their driving, or to retire from driving is being designed with the help of older people, their families and medical practitioners. It is expected to be completed in early 2021 and will be available on the <i>Centre for Road Safety</i> website.</p>
4.6	<i>Review of the Taxi Transport Subsidy Scheme</i>	TfNSW	<p>The review of the <i>Taxi Transport Subsidy Scheme</i> was completed. It indicated that an updated administration system is an essential first step to implementing changes. TfNSW is replacing paper dockets with a digital Smartcard over several months. It started with a pilot in the Tamworth region in November 2020 before a staged rollout across the state. The findings report from the review is available on the TfNSW website.</p> <p>The NSW Government has committed to continuing funding for existing subsidies and incentives. It is monitoring the supply of wheelchair accessible taxis across the state, with the aim of maintaining current levels of access.</p>

4 Case study for Priority 4: Getting around

Case study | Review of the Taxi Transport Scheme | TfNSW

The *Taxi Transport Scheme* provides support for people with severe and permanent disabilities, and by linking journeys to public transport and providing alternatives where public transport is not possible.

An independent review of the taxi and hire car industries in 2015 recommended that the government consider moving to a service-provider-neutral transport subsidy scheme for people with disabilities. Increased choice for customers through a provider-neutral approach delivers reduced cost and improved quality of services.

The *Transport Disability Incentives and Subsidies Review* set out its findings in February 2020. The review considered the effectiveness of the current system and the feasibility of moving to a service provider-neutral transport subsidy scheme. A particular focus was the potential impact of provider neutrality on service availability, cost and safety.

The review found broad support for a provider-neutral subsidy scheme. There are four important aspects to the new approach:

- A new system for individuals, through use of a Smartcard.
- Maximum fares for journeys to ensure the approach is fair.
- The continuation of free wheelchair accessible licences and an interest-free loan scheme to encourage an expansion of the wheelchair accessible fleet.
- Continued funding for the centralised booking system in Sydney, to support efficient allocation of vehicles to jobs.

The first step was to update the administrative system, starting with a pilot in Tamworth late in 2020.



An independent review of the taxi and hire car industries in 2015 recommended that the government consider moving to a service provider neutral transport subsidy scheme for people with disabilities.

Priority 5 | Inclusive communities

Objective

Older people in NSW stay connected and contribute to their communities

Social capital is made up of the ties that build trust, connection and meaning in our lives. Last year our community was shaken by social restrictions that meant grandparents did not see grandchildren; nursing home residents had limited contact with family and friends; and older carers had little respite. Yet, despite these social challenges, we have shown that our communities are resilient.

Research tells us that resilience matters. Individuals who are resilient cope better in managing unexpected situations. Resilient communities have responded more positively to social restrictions. By banding together, the people of NSW have minimised the impacts of COVID-19.

The planned initiatives in the Year Four Action Plan were also hit hard by COVID-19. New approaches to these projects had to be developed to support changed community needs. Addressing social isolation was a priority. In response the *Combatting Social Isolation in Seniors during COVID-19* was rapidly redesigned within weeks. Grants were aimed at marshalling grassroots organisations to boost online and phone connections between potentially isolated individuals.

Digital literacy became more important as service delivery moved to online platforms. The ongoing *Tech Savvy Seniors Program*, which has trained thousands of older people in using digital devices since 2012, meant that many older people stayed connected during the lockdown. Even with reduced training numbers due to COVID-19, *Tech Savvy Seniors* delivered over 9,000 training places across almost 200 locations.

Inclusive communities highlights:

Highlights of the inclusive communities priority area include:

- Completing the first year of operations of the NSW Ageing and Disability Commissioner (ADC), including: managing a 64% increase in call volume to the Helpline; investigating reports; initiating seven formal investigations; and presenting at community talks, events and information sessions.
- Campaigning to raise awareness of *World Elder Abuse Day*, including developing a toolkit for stakeholders; distributing short videos that reached over 116,000 viewers; and organising radio appearances by the Ageing and Disability Commissioner that reached over 110,000 listeners.

- Establishing a dedicated unit in Gosford on the NSW Central Coast staffed by lawyers and social workers to provide a multi-disciplinary service for older people experiencing or at risk of abuse
- Delivering the *Art and Dementia Program* through the Art Gallery of NSW to help older people living with dementia or cognitive impairment to continue to learn and build social connections. A rapid redesign during the year made it possible to continue to deliver the program remotely through the COVID-19 restrictions.
- Expanding the Seniors Card offering, with an additional 271 new businesses added over 12 months, including a major partner in Metcash. Despite COVID-19 impacts on businesses, which meant that the team could not reach its target of 500 new businesses, they achieved a major new offering for seniors.
- Increasing the number of people that attended the Seniors Festival to a record level (in February, before lockdown) and increasing connection to digital channels, including a 9% increase in Facebook followers and a 31% increase in subscriptions to news and events.
- Providing training to Local Health District and Ambulance staff. A total of over 4,200 staff have completed the training module supporting the NSW Health *Policy on Identifying and Responding to Abuse in Older People*.



Individuals who are resilient cope better in managing unexpected situations, and resilient communities have responded more positively to social restrictions: by banding together.

Status	Project	Lead	Comment
TABLE 12 - SOCIAL ENGAGEMENT AND STAYING CONNECTED			
5.1	<i>Support social connections and address loneliness</i>	DCJ	<p>A planned <i>Seniors Staying Social</i> grant program, aimed to combat social isolation and loneliness, commenced rollout in March 2020.</p> <p>It was rapidly redesigned to offer <i>Combatting Social Isolation in Seniors during Covid-19</i> grants.</p> <p>These grants sought innovative ways to connect isolated seniors in non-face-to-face environments such as through online forums or by phone or other means. 24 organisations were awarded grants totalling \$700K to be delivered by the end of 2020.</p>
5.2	<i>Grandparents Day</i>	DCJ	<p>Families across NSW celebrated the 10th NSW Grandparents Day on 27 October 2020. The NSW Grandparent of the Year, Mr Robert Stark was presented with his award and prizes by the Acting Minister for Seniors at Parliament House.</p> <p>The program was changed following an independent review. From 2020 onwards it will include local and state grandparents of the year and website resources to support local activities. The grants and photo competition are no longer part of the program after the review.</p>
5.3	<i>Seniors Card NSW</i>	DCJ	<p>271 new businesses were added over the last 12 months including Metcash (onboarded as a new high-level partner). The program could not meet its target of including 500 new businesses due to the social and economic impacts of COVID-19 and the lockdown of businesses.</p> <p>A research project into the future digital needs of Seniors Card members was completed and will shape the future direction of the program.</p>

Status	Project	Lead	Comment
5.4	<i>Tech Savvy Seniors</i>	DCJ	<p>In FY20, 9,168 training places were delivered across 194 locations. COVID-19 reduced numbers due to the lowered opportunity to deliver courses in the last quarter of the financial year.</p> <p>A roadshow took place in November 2019 and reached 197 participants in Cessnock, Kurri Kurri, Toormina, Kempsey, Port Macquarie, Narooma, Batemans Bay, Moruya, Gilgandra, Cootamundra, Culcairn, Tumbarumba and West Wyalong.</p>
5.5	<i>Age-friendly local government areas</i>	DCJ	<p>Following an initial engagement with councils at the <i>Local Government NSW Conference</i> late in 2019, DCJ has continued to work closely with LGNSW and councils regarding ageing matters.</p> <p>As part of the broader consultation process for the next NSW ageing strategy, two virtual consultation sessions for local government were held. There were 46 participants representing 36 NSW councils across the two sessions. Changed priorities following COVID-19 mean that work on the planned toolkit has not progressed.</p>
5.6	<i>Promote the confidence, skills and online safety of older Australians</i>	DCJ	<p>A new online safety course, Be Connected, was launched by the eSafety Commissioner in 2020. DCJ has promoted the course through the Seniors Card eNewsletter, the creation of a new Tech Savvy page on the Seniors Card website, at the Ministerial Advisory Council on Ageing and via the Ageing Peak organisations newsletters.</p>

Status	Project	Lead	Comment
TABLE 13 - PERCEPTIONS OF AGEING AND OLDER PEOPLE			
5.7	<i>Ministerial Advisory Council on Ageing (MACA) media awards event</i>	DCJ	The <i>MACA Media Awards</i> offer an opportunity to recognise media that challenges the stereotypes of older people. The 2020 awards were deferred to April 2021 as a result of COVID-19 and will be part of the Seniors Festival.
5.8	<i>Art of Ageing Exhibition</i>	DCJ	<i>Art of Ageing 2020</i> officially opened at Parliament House on 3 March 2020 and was due to travel to 45 host sites across NSW during 2020-2022. Due to the COVID-19 restrictions, the Art of Ageing tour was put on hold and eight sites subsequently rescheduled to exhibit in 2022. The tour recommenced in late July 2020 in Sutherland and Narellan libraries with COVID-safe restrictions in place. It is scheduled to tour until 2023. It is also available online.
5.9	<i>Seniors' Stories</i>	DCJ	<i>Seniors' Stories Sixth Edition</i> was released in December 2020. For this edition, older people were asked to submit stories with a theme linked to resilience. Due to COVID-19, Seniors Card were unable to hold a live event. Instead, an <i>In Conversation</i> series with Jean Kittson was filmed. It included interviews with four selected authors for the online launch. Edition Six will be available at all local libraries or online at: http://www.seniorscard.nsw.gov.au
5.10	<i>Promote the need for respect and inclusion for older people</i>	Create NSW DCJ	Create NSW profiled three older practitioners in arts, screen and culture. They published in-depth interviews in its subscriber newsletter, with twelve dedicated social media posts to Facebook, LinkedIn, Twitter and Instagram. The interviews enabled NSW-based practitioners and artists to share their unique stories and to showcase their work on Create NSW's digital platforms to a highly engaged arts, screen and culture audience.

Status	Project	Lead	Comment
TABLE 14 - CREATIVE AGEING			
5.11	<i>Creative ageing framework</i>	DCJ Create NSW	<p>The <i>Creative Ageing Framework</i> was finalised. A contract was executed with Create NSW to engage the Museum of Contemporary Art to deliver a suite of activities to engage seniors.</p> <p>Due to COVID-19, the activities were put on hold for 2020 and held over until face-to-face contact is possible.</p> <p>The <i>Creative Ageing Framework</i> was finalised and will be launched in early 2021.</p>
5.12	<i>NSW Seniors Festival</i>	DCJ	<p>The <i>2020 NSW Seniors Festival</i>—held in February, before lockdown—reached over 500,000 seniors across NSW.</p> <p>Two of the highlight events included the Premier’s Gala Concerts, attended by 32,000 seniors and the Festival Expo attended by 19,000 seniors (an 11% increase).</p> <p>Digital reach expanded, with 590 events listed on the Seniors Festival website (5% increase), a 9% increase in Facebook followers and 31% increase in subscriptions to news and events.</p>
5.13	<i>Seniors Christmas Concerts</i>	DCJ	<p>The NSW Government presents free concerts for NSW seniors to recognise their ongoing contribution to their families and communities. In 2020. The concerts were modified to be COVID-safe. They were broadcast nationally by Channel 7 on 12 December 2020, capturing live concerts at the Q Theatre in Queanbeyan.</p>

Status	Project	Lead	Comment
5.14	<i>Make Music Day</i>	Create NSW	<p><i>Make Music Day</i> is a free annual celebration of music-making around the world held on 21 June. Amateur and professional musicians (and anyone who wants to participate) can host events and share their music with friends, neighbours and the broader community.</p> <p>Create NSW invited seniors' groups to participate in <i>Make Music Day 2020</i>. Preliminary discussions took place for the Ukulele Circus to perform at Mount Annan Botanical Gardens, an event that was did not occur due to COVID-19 restrictions.</p> <p><i>Make Music Day</i> pivoted to online events and seniors' groups were encouraged to participate online.</p>



Status	Project	Lead	Comment
5.15	<i>Art and Dementia Program</i>	Art Gallery of NSW	<p>The <i>Art and Dementia Program</i> facilitates discussion of a selection of artworks from the Art Gallery of NSW collection, supported by resources for art-making projects at home or in a group environment.</p> <p>The program is accessed by people living with dementia or mild cognitive impairment, older adults, community organisations supporting people who may be socially isolated, care partners and family members.</p> <p>The program highlights the positive benefits of lifelong learning and the importance of building social and cultural connections through and with art. Between 1 July 2019 and 11 November 2020, a total of 943 people engaged with the <i>Art and Dementia Program</i>, 866 of those in FY20.</p> <p>The program developed methods for remote delivery during COVID-19 to continue to support clients during the pandemic. An arts-engagement-online pilot with Leigh Place, Roselands for adults in residential care has progressed with six sessions across September and October 2020.</p> <p>Working with Dr Gail Kenning (Ageing Futures Institute) the pilot provided the opportunity to evaluate the delivery models for online programs with residential care. The project included supplying art packs for the participants including coloured reproductions of artworks.</p> <p>The program was promoted to previous program participants and community organisations.</p>

Status	Project	Lead	Comment
TABLE 15 - KEEPING OLDER PEOPLE SAFE			
5.16	<i>Ageing and Disability Commissioner</i>	ADC	<p>Helpline. In its first year of operation, the ADC received 10,443 calls, a 64% increase from calls made to the previous <i>Elder Abuse Helpline</i>. The helpline handled 3,917 matters, comprising 1,615 enquiries and 2,302 reports about adults with disability and older people who are subject to, or at risk of, abuse, neglect and exploitation.</p> <p>The majority of reports were handled solely by the helpline (73%), providing assistance and support; making appropriate referrals; and providing early case coordination.</p> <p>Investigation and case coordination. The ADC took further actions in relation to 622 reports, involving inquiries and case coordination (community supports), referrals, and investigations.</p> <p>The majority of these reports were handled by the ADC making inquiries and coordinating cases. The ADC commenced seven formal investigations.</p> <p>Communications and engagement. The ADC participated in 65 community talks, events and information sessions in FY20.</p> <p>The ADC delivered its first training module to improve detection and response to the abuse of older people and adults with disability in their family, home and community.</p> <p>The second online training module designed for managers and supervisors in organisations to better support and provide guidance to staff in relation to these matters is currently being finalised.</p>

Status	Project	Lead	Comment
5.17	<i>NSW Government Elder Abuse Inquiry: implementation of recommendations</i>	DCJ	<p>The <i>Final Report on the NSW Parliamentary Inquiry into Elder Abuse</i> was approved by NSW Cabinet on 22 June 2020 and has been published on the DCJ website.</p> <p>The updated NSW Interagency Policy 2020 titled <i>Preventing and Responding to Abuse of Older People (Elder Abuse)</i> was published at the same time.</p>
5.18	<i>World Elder Abuse Day Awareness Campaign</i>	ADC	<p>World Elder Abuse Awareness Day was held on 15 June 2020. The project developed a communications toolkit https://www.ageingdisabilitycommission.nsw.gov.au/__data/assets/pdf_file/0004/787747/World-Elder-Abuse-Awareness-Day_Communications-Toolkit-2020.pdf circulated to stakeholders across NSW to promote key messages, which included:</p> <ul style="list-style-type: none"> ■ Two short videos with the Ageing and Disability Commissioner; A/Minister Lee, Minister for Seniors; a NSW Police aged-crime prevention officer; and a representative from the Blacktown Collaborative for the Prevention of the Abuse of Older People. ■ Social media tiles with suggested copy for Facebook and Twitter. ■ A media release template. <p>The videos were promoted across Facebook and Twitter, and reached over 116,000 people.</p> <p>The Ageing and Disability Commissioner conducted six <i>ABC Breakfast Radio</i> interviews across Sydney and regional NSW, reaching over 110,000 listeners. A paid radio campaign ran from 8 to 15 June 2020 on 2GB and Spotify streaming, highlighting WEAAD and promoting the rights of older people.</p>

Status	Project	Lead	Comment
5.19	<i>NSW Health Policy on Identifying and Responding to Abuse of Older People</i>	NSW Health	<p>NSW Health policy has been updated to reflect the role of the NSW Ageing and Disability Commissioner and the impact on health services, and the policy has been promoted across all services.</p> <p>All local health districts have commenced implementation of local protocols for identifying and responding to abuse of older people. Due to the impacts of COVID-19, the finalisation of some protocols was delayed. All protocols were on track to be completed and approved in early 2021.</p> <p>Since launch, a total of 4,216 staff across all local health districts and NSW Ambulance have completed the training module on <i>My Health Learning</i>, with 2,653 attending in the FY20.</p>
5.20	<i>Support the national activity relating to elder abuse</i>	DCJ	<p>The NSW Government, and the Ageing and Disability Commission, continue to work with the Commonwealth Government and states and territories to implement the <i>National Plan to Respond to the Abuse of Older Australians</i>. The implementation plan details the state and territory government initiatives addressing the priority areas in the National Plan. The Council of Attorneys General continued to oversee progress.</p> <p>In addition to the <i>National Elder Abuse Phone Line</i>, which is redirected in NSW to the <i>NSW Ageing and Disability Helpline</i>, a national knowledge hub and online resource dedicated to providing information on issues of elder abuse, COMPASS (https://www.compass.info/) was launched on 29 November 2019.</p>
5.21	<i>Wraparound service provision for vulnerable older people</i>	Legal Aid NSW and DCJ	<p>Legal Aid, Seniors Rights Service and the Australian Centre for Disability Law provide an advice service for tenants of the Northcott complex in Surry Hills. In March 2020 the legal advice service model shifted from face-to-face to an outreach model by telephone on an as-needs basis. The program is under review.</p>

Status	Project	Lead	Comment
5.22	<i>Specialist multi-disciplinary service for vulnerable older people</i>	Legal Aid NSW	<p>The specialist multi-disciplinary service for vulnerable older people project established a dedicated unit in the Gosford Office in October 2019. It focusses on older people at risk of or experiencing elder abuse. The service is multi-disciplinary with lawyers and a social worker supporting clients to resolve their legal problems and address the underlying social issues of abuse.</p> <p>This is a tertiary service accepting referrals from a range of key stakeholders. This model acknowledges the challenges older clients might have in accessing legal services without the support of a stakeholder.</p> <p>To address challenges presented in maintaining contact with stakeholders during COVID-19, the team increased their online engagement to targeted key stakeholders to build referral pathways. This included a fortnightly newsletter, <i>Elder Abuse Webinars</i> (with over 300 attendees), and podcasts aimed at supporting conversations around elder abuse, called <i>Talking Hard Stuff</i>.</p>

A message from the NSW Ageing and Disability Commissioner

In the past year, the Ageing and Disability Commission has worked to support older people and adults with disability across NSW. We received over 10,000 calls to the *Ageing and Disability Abuse Helpline*, and worked extensively with the community to promote the rights of older people and adults with disability to live free from abuse in their family, home and community.

We dealt with over 3,900 matters, investigated reports and referred matters to NSW Police, legal services and regulatory authorities. We worked with the adults, families and service providers involved in the matters to facilitate improved support and living conditions for many older people and adults with disability.

We will continue to work together to uphold the rights of older people and adults with disability. While there is more to do, we have made great strides in a short space of time. I am constantly motivated by the drive and ambition we collectively share to make NSW a safer place for older people and adults with disability, so they can live free from abuse in their family, home and community.

Robert Fitzgerald AM

NSW Ageing and Disability Commissioner

5 Case studies for Priority 5: Inclusive communities

Case study | MACA: supporting connection | DCJ

Each year the Ministerial Advisory Council on Ageing (MACA) does a deep dive into a big issue. For this year, the MACA planned to do a listening and learning exercise with CALD and Aboriginal older people. However, within weeks of COVID-19 hitting, it became clear that older CALD and Aboriginal people—two groups particularly vulnerable to social isolation and less digitally connected than their peers—needed support to stay connected.

In response to the impact of COVID-19, MACA redesigned the project and redirected their effort to support better social connections. Working with the newly established *Combating Social Isolation Grants* their involvement resulted in four additional projects being supported. Two of these projects were for Aboriginal groups and two for CALD groups.

Aboriginal group projects

- **Liverpool Women's Health Centre Inc—Checking in on our Aunties, Keeping Mob Connected.** This Liverpool Women's Health Centre project, *Checking in on our Aunties, Keeping Mob Connected*, offers a regular, purposeful and friendly yarn between the Koori-specific worker and local, senior Koori women. It provides connection, information and referral to address loneliness and isolation.
- **Aboriginal group project—Winanga-Li Aboriginal Child and Family Centre Inc.** The Winanga-Li Aboriginal Child and Family Centre project engaged Aboriginal elders to participate in and contribute to their community during the COVID-19 distancing period. Aboriginal elders can access remote social group opportunities and one-on-one support.

CALD group projects

- **CASS Care Ltd.** The CASS Care project uses a range of media—telephone, social media platforms, Zoom and YouTube—to provide social and emotional support to Chinese and Korean speaking seniors in metropolitan Sydney and Wollongong who are isolated at home due to COVID-19.
- **Human Appeal Australia Community Care Ltd—HOPE project and Walk-While-We-Talk (WWWT).** The Human Appeal Australia Community Care project offers two modes of engagement for isolated Muslim seniors in Sydney. The HOPE project uses multilingual volunteers to engage Muslim seniors with access to online technology, while WWWT is offered to seniors with limited online access or capability.

For MACA this role was new territory. Their plan was to stay involved and monitor how well each project progressed. These are a means of continuing to explore the needs of different senior cohorts.

Case study | Community pathways to support | Seniors Rights Service and partners

We know that there many reasons why it can be hard for older people to recognise that they are at risk of abuse. This is even more difficult for people from diverse cultural backgrounds who are not familiar with their rights or confident about raising the issue. The Seniors Rights Service (SRS) recognised this gap from their experience working with people from non-English speaking backgrounds.

With the support of AASHA Australia Foundation, the Chinese Australian Services Society and the Arabic Council, SRS produced and launched five abuse-awareness videos, performed in three different languages. SRS says:

“The stories are based on issues that clients and community members have told us, especially around financial abuse within the family.”

The videos are available on the SRS website and YouTube channel. They also provide a downloadable discussion guide that focusses on key legal and abuse-prevention considerations. They have been promoted through several community-specific pathways.

Case workers from AASHA Australia Foundation, the Chinese Australian Services Society and the Arabic Council have begun to seek help from the SRS to explore options for their older clients who are disclosing complex elder abuse issues. This work has resulted in a warm referral pathway for older people from diverse backgrounds who may be reporting abuse from family members. This means that the specialists they work with are made aware of many of the issues by the referrer.

The project was also supported with assistance from the Department of Communities & Justice and Multicultural NSW.



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Case study | Action on elder abuse | NSW Police

The NSW Police Force is the first jurisdiction in Australia with uniformed police officers assigned to preventing, responding to and disrupting crimes against older people, people with disability and homeless people. There are now 12 aged crime prevention officers (ACPOs) in metropolitan and regional locations.

The ACPOs have liaised with government and non-government agencies and industry partners to identify trends and develop crime prevention strategies and awareness campaigns. The demand on ACPOs has been overwhelming which has proved the significant need for an adequate law enforcement response to elder and disability abuse.

The NSW Government has committed to increasing the program to 56 ACPOs across the state.

Supporting infectious control procedures

In response to COVID-19, an ACPO in regional NSW worked directly with the area's residential aged care facilities to support their infectious control procedures and communication strategies to ensure residents were safe and family and community members complied with the procedures

Helping vulnerable victims of crime

An ACPO in regional NSW identified that vulnerable older men in the area were being targeted in a similar pattern—a person would befriend them, gain their trust by assisting them with daily tasks, then steal from them, generally a mobile phone or small amounts of money. The victims were often afraid to contact NSW Police. The ACPO identified a local pattern and notified local police who contacted organisations like banks and community members to protect potential victims. The offender was identified and arrested.

In another case, a financial institution contacted an ACPO about an online scam targeting an older person who was at risk of losing \$10,000. The ACPO contacted the older person to explain the nature and risks of online scams and successfully prevented them losing their money.



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Governance and reporting

Implementation of the *NSW Ageing Strategy 2016-2020* is overseen by an interdepartmental committee. The committee has guided the production of each of the four annual action plans, directed and monitored the projects; and is responsible for compiling and producing this report.



The NSW Ageing Strategy looks to make sure older people have opportunities to remain in the workforce, are financially secure and independent in retirement, and plan their finances based on their circumstances and needs.

For more information visit
facs.nsw.gov.au/inclusion/seniors/nsw-ageing-strategy-publications

Department of Communities and Justice

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