

FINAL DRAFT

# Ageing Well Action Plan 2023-26

July 2023

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## Acknowledgement of Traditional Custodians

We acknowledge that we are on the Traditional Lands of the Wurundjeri Woi Wurrung and Bunurong peoples of the East Kulin Nations and pay our respect to their Elders past, present and emerging.

We extend that respect to all Aboriginal and Torres Strait Islander peoples. We acknowledge their living connection to Country, relationship with the land and all living things extending back tens of thousands of years.

## Purpose

Older people are integral to our community. Their diverse perspectives: wisdom gained through generations; skills, knowledge and contributions to economic, social, and civic life is significant. Council's role is to create inclusive and healthy environments that allow community members to thrive and reach full potential at each life phase. This is a driving force behind the Ageing Well Action Plan.

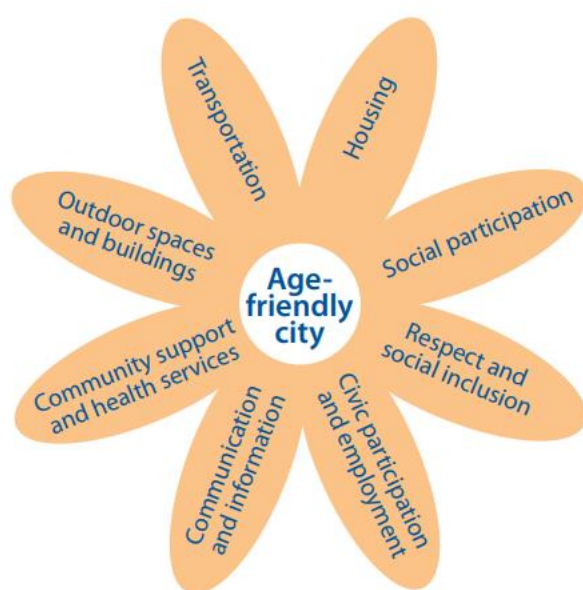
Our community is facing major changes to Commonwealth Government funding and service delivery of aged services, an overall growth in the number of older people and increased isolation and loneliness. Older people are experiencing concerns regarding remaining living independently at home, maintaining strong connections to their community, and accessing services and supports that enable them to remain healthy and well. These concerns have become more prominent through the pandemic.

This Ageing Well Action Plan (2023-26) acknowledges older people are diverse. Each has different experiences of the ageing process, health, socio-economic circumstances, and unique needs, interests, cultural backgrounds, and life experiences. The Ageing Well Plan provides the framework to support our older residents to age well and to live healthy, fulfilled, and meaningful lives according to their own individual choices. The Ageing Well Plan articulates Council's commitment to inclusion for all, and to building communities which are as liveable for a 90-year-old as they are for a 9-year-old, and everyone in between.

The Ageing Well Action Plan commits Council to identifying new and innovative ways of supporting older people to live healthy and fulfilling lives in a community where they are valued, no matter their age or ability.

## Age-friendly Cities

The World Health Organisation (WHO) has identified eight aspects of city life that overlap and interact to create Age-friendly cities. These aspects relate to the physical, social, economic, health and service environments and have informed the development of the Ageing Well Action Plan to support healthy ageing in Stonnington.



### ENVIRONMENTS

#### Physical

- Outdoor spaces and buildings
- Transportation
- Housing

#### Social

- Social participation
- Respect and social inclusion

#### Social and economic

- Civic participation and employment

#### Social, health and service

- Communication and information
- Community support and health services

## Ageing in Stonnington

In 2021, the estimated resident population of Stonnington was 106,278.

Between 2016 and 2021 the largest increase in the older population was in the 'seniors' service age group (70-84) an increase of 1,767 people. Stonnington also has a higher percentage of older people in this age group (10%) than Greater Melbourne (8.6%).

<p><b>Population growth</b></p> <ul style="list-style-type: none"> <li>Growth occurred across all older age groups between 2016 and 2021 with the highest increase in the 'seniors' (70-84) service age group</li> <li>Highest population growth to occur in South Yarra, Prahran and Windsor.</li> </ul>	<p><b>Growing number of older people</b></p> <ul style="list-style-type: none"> <li>Number of people aged 65 years or older will continue to increase with the largest increase expected in the 85+ age group followed by the 80-84 age group.</li> <li>Most people aged 70-84 live in central Stonnington (Toorak, Armadale, Kooyong, and Malvern).</li> </ul>
<p><b>Increasing number of lone person households</b></p> <ul style="list-style-type: none"> <li>Growing from 18,519 in 2021 to almost 25,500 by 2036.</li> <li>Older people living alone in Stonnington comprise 31% of people aged 65 years or older and nearly 50% of people aged 85 years or older.</li> </ul>	<p><b>Diversity</b></p> <ul style="list-style-type: none"> <li>Modest increases have occurred in the number of older people from non-English speaking backgrounds except 'seniors' (70-74) which declined between 2016 and 2021.</li> <li>Higher levels of cultural diversity in the western and eastern parts of Stonnington.</li> <li>Higher % of same sex couples in Stonnington compared with wider Victoria.</li> </ul>
<p><b>More likely to be a carer or require assistance</b></p> <ul style="list-style-type: none"> <li>Older adults are more likely to be a carer for a person with a disability, illness, or old age, whilst others provide unpaid childcare.</li> <li>They are also more likely to require assistance due to disability, especially those aged 75 years or older.</li> <li>The number of people aged 65 years and older with a disability is projected to increase by 1,100 people by 2031.</li> </ul>	<p><b>High levels of affluence with pockets of disadvantage</b></p> <ul style="list-style-type: none"> <li>Almost 28% of people aged 65 years+ live in low-income* households compared with 24% of wider Melbourne.</li> <li>65% of residents own their home and are more likely live in central or eastern Stonnington.</li> <li>36% of residents receive the aged pension</li> </ul> <p><i>*Aged Pension</i></p>

# City of Stonnington

Council is a proud sector leader in delivering inclusive and responsive aged care services. As a provider of services, programs and infrastructure, Council invests in social research, community engagement and needs analysis to understand the lived experience, needs and interests of the local community to ensure these are inclusive, responsive, and appropriate.

Understanding community diversity, intersectionality and needs of groups who experience marginalisation is fundamental. To support this, we will continue to:

- Work with local services to better understand and respond to the diverse needs of older people.
- Raise the profile and highlight the diversity, contribution, and value of our older community through Council communications.
- Enhance Council's Ageing Well web content with information, resources, and events
- Enhance our engagement practices to ensure older people have their say in the development of programs and policies that affect them.
- Advocate for public transport improvements that support older adults to travel safely and confidently (e.g., seating, and facilities at stops) through Council's Public Transport Advocacy Program.
- Promote recognition opportunities such as International Day of Older Persons, Ageism Awareness Day, and World Elder Abuse Awareness Day.
- Review Council's Workforce Attraction, Recruitment and Retention Strategy to ensure it is inclusive of all ages, abilities, and carer responsibilities.
- Explore opportunities to connect international students with culturally diverse seniors to share language, meals, and other activities.
- Communicate community grant opportunities to eligible applicants to support local senior's initiatives.
- Harness the skills and experience of older people and provide opportunities to 'give back' through volunteering, mentoring, and committees of management.
- Acknowledge and raise awareness of the contribution of older volunteers through Council's Volunteer Stonnington and annual Volunteer Awards program.
- Pursue and develop intergenerational experiences.
- Support local community groups to collaborate and offer unique opportunities for social connections to combat the risk of loneliness and isolation e.g., LGBTI social group.
- Promote and celebrate Seniors Month by working in partnership to deliver innovative programs and events across the municipality.
- Create social connections through the design and delivery of community transport, Active Stonnington, Engaged, and Prahran Square programs that are innovative, vibrant, and meet the changing need of older residents.

# Strategic alignment

The Ageing Well Action Plan is a subsidiary of the **Health & Wellbeing Plan 2021-25**. The priorities of this Plan also align with the strategic directions, objectives, and priorities of **Future Stonnington** (incorporating the **Community Vision 2040** and **Council Plan 2021-25**).

## Community Vision 2040

*'Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures. Walking the tree lined streets, we pay respect to the influence of the Nation's First Peoples, past and living, on a modern, sustainable and interconnected way of life that supports the good health and wellbeing of all. Welcome to Stonnington 2040.'*

## Council Plan 2021-25

### DIRECTION 1

#### A thriving and unique place

### DIRECTION 2

#### Inclusive and healthy community

- 2.1 Health and wellbeing
- 2.2 Diverse, inclusive and safe

### DIRECTION 3

#### A people-centred and future ready city

- 3.1 Community focus, connection and engagement
- 3.2 Enhanced customer experience
- 3.3 Engaged and capable people

## Health and Wellbeing Plan 2021-25

### PRIORITY 1

#### Healthy and well

- › Our community is more physically active
- › Our community has a healthier diet
- › Services, supports and information are easier to access in our community
- › Our community is health in a changing climate

### PRIORITY 2

#### Respectful and safe

- › Equity and respect are thriving in our community
- › Our community is a safer place for everyone
- › Harm from alcohol, gambling, tobacco, and other drugs is reduced in our community

### PRIORITY 3

#### Connected and supportive

- › Mental wellbeing is strengthened in our community
- › Our community is more socially connected and able to participate in community life
- › All members of our community are valued, supported, and connected

## Ageing Well Action Plan (2023-2026)

### Guiding Principles:

- **Diversity** – the ageing experience, needs and interests are unique to the individual
- **Confident and connected** – our community is inclusive and provides opportunities for older people to live safe, healthy, and fulfilling lives
- **Empowered** - older people are informed and are empowered to make individual choices

## Role of Local Government

The City of Stonnington is strongly committed to creating environments where older people thrive, and live active, engaged, and healthy lives.

Traditionally Council's role in supporting older people has focused on:

- Delivering aged and disability services funded through State and Federal Government. Council's role in delivering disability services changed when the National Disability Insurance Scheme was introduced in 2013. The Commonwealth Government Aged Care Reforms will also change the way Council delivers its services.
- Providing community transport services and community-based programs for older people at our aquatic and community centres, libraries, outdoor spaces, and other facilities.
- Providing infrastructure and community grants to support community groups to deliver activities and programs for older community members. For example, facilities for U3A and neighbourhood houses; grants providing cash and in-kind support for senior clubs.
- Delivering the Regional Assessment Service on behalf of the Commonwealth Government
- Anticipating and responding to age related needs and aspirations through planning, research and engagement with older community members and key stakeholders.

*In the future Council will focus on:*

- *Planning for open space and capital infrastructure that incorporates universal design and responds to the different life phases and abilities of all residents and visitors.*
- *Scrutinising aged care reforms and advocating for residents to access appropriate and continual support across the full spectrum of aged services; and assist residents to navigate these.*
- *Promoting and building a community culture where older people are acknowledged, feel valued, respected, and included.*
- *Developing opportunities to connect across all generations, to participate and contribute to community life.*
- *Partnering with other levels of government, agencies, and community organisations to achieve the best outcomes for older residents.*
- *Promoting and providing opportunities for older people to be physically active.*
- *Monitoring emerging issues and advocating accordingly.*
- *Providing accessible places and spaces that support liveability and health and wellbeing for older people.*
- *Preparing our younger and younger older residents to plan for retirement and their senior years.*

# Engagement Summary

Older community members, organisations that work with and support older people, and Council officers have helped to identify the aspirations older people have for their future and their needs and concerns.

Consultation and engagement included:

- Two online surveys through Council's engagement platform, Connect Stonnington.
- Interviews with older community members who access aged services through the City of Stonnington.
- Workshops with representatives from key agencies and organisations who work with, plan, and deliver services and supports for older members of the community.
- Discussions with Council officers.

Below is a summary of the findings:

## The things older people love the MOST or feel very POSITIVE about Stonnington are:

- Being able to easily walk around their local community and accessing services and amenities on foot.
- The **friendly and caring** nature of the community and Council.
- **Feeling safe** in their home and public places.
- Easy access to, and the quality of parks and open space, including walking trails.
- The lifestyle and proximity to the surrounding area and communities.
- The retail shopping areas.
- Being able to remain **healthy and physically active** and to easily access health and support services.
- The many activities offered by Council providing opportunities to meet people and to learn new skills.

## Challenges, barriers, and gaps for older people in Stonnington

- Lack of **information** or easy access to information about programs, services and supports.
- **Isolation**, loneliness, and anxiety.
- The **digital divide**.
- Access to **transport**.
- Feeling unsafe in public places.
- Limited **access to key services**, supports and essentials and a lack of flexibility in service delivery.
- Housing security and homelessness.
- Perception of Stonnington as a wealthy community.



- **Cost** of accessing and programs and activities.

#### What concerns people the MOST about becoming older

- Loss of **independence and health**.
- Being **isolated** from friends or family.
- Having access to **services and supports** they need.
- The impact COVID will have upon family or friends.
- Financial security.
- **Safety** at night
- **Climate Change** and the impact upon them or their family.

#### Vision for supporting older people / what needs to change to make Stonnington a great place for older people

- Having the **right services and supports** to keep people **ageing well in their own homes**.
- **Support for carers** and initiatives to address the issues that they deal with.
- Encouraging connection and a sense of belonging to **reduce isolation and loneliness**.
- Having **information** more easily available about the services, supports and programs for older people and increasing awareness of services available.
- Better **quality public areas**.
- Improved accessible and affordable **transport**.
- **Employment and volunteering** opportunities.
- Offering **digital technology** programs and initiatives to support older people in developing new skills and building their confidence.
- **Fee review of activities** to make sure this is not a barrier to participation for older people.

## Health and Wellbeing needs

The research and engagement identified:

- There will be more older people especially in the 80+ age group.
- More older people will need access to programs, services, and supports across Stonnington.
- More older people will be living alone, are likely to be socially isolated, and will need supports to help them remain in their home and connected to their community.
- The pandemic has decreased confidence and increased isolation for some older residents who will require support to reconnect and feel safe to re-join community activities.
- As our community becomes more diverse, our services, programs, and supports for older adults need to change and be more responsive.
- Services, programs, and supports need to be affordable for all community members, not just those with good capacity to pay. Cost can be a significant barrier to the participation of older people in the community.
- Housing security and homelessness is likely to become more of an issue as the number of older people increases in the Stonnington community.
- More older people will be living in our community, increasing demand for services, but also increasing the reliance upon older people to be carers. Both people with a disability and carers are more likely to experience economic and social disadvantage including social isolation.

## What we will do

We will support older people to age well through the implementation of actions under three priority areas – 1) healthy and well, 2) connected and supportive and 3) respectful and safe.

Responsibility for implementation of the actions sits with business units from across Council.

### Action Plan - Key

Owner	
ADCP	Aged, Diversity & Community Planning
CW	Community Wellbeing
EPD	Economic & Place Development
AC	Active Communities
CP	City Projects
AM	Asset Management
DT	Digital Transformation
EAC	Events, Arts and Culture
CPL	Community Planning
TP	Transport and Parking

Cost	
\$	Low \$0-50k
\$\$	Medium \$50-250k
\$\$\$	High > \$250k

## Action Plan

Action		Timeframe Year 1 / 2 / 3 Ongoing Funding Cost	Owner	Output Measure	Impact Measure
Healthy and well					
1.1	Build upon existing programs and gain official recognition as a 'carer friendly organisation' through staff completing Carers Victoria Local Government Carer Friendly Training modules and continue to promote the Carer's Gateway and host an Annual Carer's Forum.	Ongoing Existing \$	ADCP	<ul style="list-style-type: none"> <li>Number of staff who participated in the training</li> <li>Annual Carers forum</li> <li>Promotion of Carer Gateway</li> </ul>	<ul style="list-style-type: none"> <li>Carer wellbeing improved</li> <li>Carers informed and connected</li> <li>Carers feel valued</li> </ul>
1.2	Establish a community campaign raising awareness of the benefits of good sleep, mindfulness, and meditation practices to support cognitive health and wellbeing.	Year 2 Existing \$	ADCP	<ul style="list-style-type: none"> <li>Campaigns delivered</li> </ul>	<ul style="list-style-type: none"> <li>Health and wellbeing improved</li> </ul>
1.3	Monitor aged care reforms and advocate for an appropriate service mix and transition processes to meet the needs of the Stonnington community.	Year 1 Existing \$	ADCP	<ul style="list-style-type: none"> <li>Service mix</li> <li>Wait times</li> <li>Number of complaints</li> </ul>	<ul style="list-style-type: none"> <li>Community needs met</li> <li>Wellbeing improved</li> </ul>
1.4	Promote and partner with local businesses, organisations, and community groups to grow and deliver inclusive, cross generational activities, programs, and events that appeal to and feel safe for older resident and provide opportunities for life long learning.	Year 3 Existing \$	ADCP EPD	<ul style="list-style-type: none"> <li>Number of inclusive activities, programs and events</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing and connectedness improved</li> </ul>
1.5	Engage local sports and recreation clubs in supporting inclusion of all ages, abilities and creating new opportunities for participation e.g., modified sports and new programs such as Pickleball; walking netball/ football/basketball, and so forth.	Ongoing Existing \$	AC	<ul style="list-style-type: none"> <li>Number of inclusive programs and clubs</li> </ul>	<ul style="list-style-type: none"> <li>Health and wellbeing enhanced</li> <li>Social connectedness enhanced</li> </ul>

1.6	Deliver workshops and information sessions for younger to middle aged residents to set them up to age well e.g., financial and estate planning to protect against elder abuse, preparing emotionally and physically for ageing and information about where to get support to meet their needs.	Ongoing Existing \$	ADCP	<ul style="list-style-type: none"> <li>Number and type of information sessions conducted</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing enhanced</li> <li>Feeling valued and informed</li> </ul>
<b>Connected and supportive</b>					
2.1	Sign up to 'Every Age Counts' and work with our community to positively change thinking about ageing; and set the foundations for current and future generations to age well.	Year 1 Existing \$	CPL	<ul style="list-style-type: none"> <li>Signatory to Every Age Counts</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing enhanced</li> <li>Feeling valued</li> </ul>
2.2	Aid physical mobility for seniors by installing of pause points (seating, etc), and exploring seniors parking in public spaces.	Ongoing New \$\$ - \$\$\$	CP AM T&P	<ul style="list-style-type: none"> <li>Seating installed</li> <li>Seniors parking explored</li> </ul>	<ul style="list-style-type: none"> <li>Mobility enhanced</li> </ul>
2.3	Address safety concerns and experiences of older people in community safety initiatives and include Crime Prevention Through Environmental Design (CPTED) assessments to create safe and inclusive public places and spaces.	Ongoing New \$	ADCP CP AM	<ul style="list-style-type: none"> <li>Number of CPTED assessments</li> </ul>	<ul style="list-style-type: none"> <li>Sense of safety</li> <li>Wellbeing improved</li> <li>Enhanced participation</li> </ul>
2.4	Monitor emerging issues impacting the experience of ageing and advocate for change e.g., older women without adequate superannuation facing poverty and homelessness.	Ongoing Existing \$	ADCP	<ul style="list-style-type: none"> <li>Issues identified</li> <li>Number and type of advocacy campaigns delivered</li> <li>Number of submissions made</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing enhanced</li> <li>Feeling valued</li> </ul>
2.5	Advocate for opportunities to support older people, their carers and families navigate the changes to the new aged service system during its first 2 years (in home and residential).	Year 2 Existing \$\$	ADCP	<ul style="list-style-type: none"> <li>Advocacy issues identified and actioned</li> </ul>	<ul style="list-style-type: none"> <li>Voices heard</li> <li>Needs met</li> </ul>
2.6	Advocate and facilitate installation of Bins4Blokes in priority community toilet facilities such as shopping centres; and undertake a trial	Year 2 New \$-\$4	ADCP	<ul style="list-style-type: none"> <li>Number of Bins4Blokes installed</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing and confidence enhanced</li> </ul>

	in Council facilities (e.g., libraries, community centres, aquatic facilities) to support participation and inclusion.				<ul style="list-style-type: none"> <li>Community participation and inclusion</li> </ul>
<b>Respectful and safe</b>					
3.1	Conduct business focused campaigns to raise awareness of the purchasing power of older people.	Year 2 & 3 Existing \$	EPD ADCP	<ul style="list-style-type: none"> <li>Campaigns and actions undertaken</li> </ul>	<ul style="list-style-type: none"> <li>Feeling valued</li> <li>Local economy supported</li> </ul>
3.2	Facilitate employment opportunities for older people by sharing (OPAN and other agency) resources and guest speaking opportunities that promote the value of older workers to local businesses.	Year 2 Existing \$	ADCP EPD	<ul style="list-style-type: none"> <li>Number of articles, speaking engagements or activities undertaken</li> </ul>	<ul style="list-style-type: none"> <li>Local economy supported</li> </ul>
3.3	Connect isolated people and build confidence through community inclusion models such as the Community Visitor Scheme, Switchboard's 'Out and About' program, JoCare and Alfred Carer Services.	Year 2 Existing \$	ADCP	<ul style="list-style-type: none"> <li>Number of referrals made</li> <li>Number of programs available</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing and inclusion enhanced</li> </ul>
3.4	<p>Advocate and implement modern technologies and initiatives that will address the needs of all cohorts in Stonnington including older people, such as:</p> <p>a) promotion of initiatives to improve the digital inclusion</p> <p>b) partnerships with local community groups and organisations to explore new ways to support community members to access and use digital technology</p>	Ongoing New \$\$	DT	<ul style="list-style-type: none"> <li>programs promoted and delivered</li> </ul>	<ul style="list-style-type: none"> <li>Digital inclusion and participation</li> <li>Informed and confident</li> </ul>
3.5	Explore options to celebrate Stonnington's history through the eyes of the over 55s e.g., art projects and / or documenting local oral histories.	Year 3 New \$\$	ADCP AEC	<ul style="list-style-type: none"> <li>History project delivered</li> </ul>	<ul style="list-style-type: none"> <li>Feeling valued and celebrated</li> </ul>

## Monitoring and evaluation

An annual review will be undertaken to reflect on progress and identify any new opportunities or emerging needs. A progress report will be shared with the Council as part of the Health and Wellbeing Plan annual report.

