



Positive Ageing Strategy

2017-25

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Mayor's foreword

The City of Greater Dandenong is committed to working with our community to build and provide a healthy, active and engaged city for people of all ages.

The City of Greater Dandenong has developed the Positive Ageing Strategy 2017-25 to guide the development, management and future direction of Council with regards to our ageing population. We want all members of our community to remain fit and active and we want to ensure our residents can continue living independently in our community for as long as they are able.

As a Council we have a long history of looking after the interests of everyone in our community and older people are no exception. We think all of our residents have the right to live well, no matter their stage in life. We have achieved this through

providing high quality services, activities and opportunities which all go towards promoting older people to living meaningful and fulfilling lives.

The strategy seeks to ensure that older people continue to contribute actively to the City of Greater Dandenong and that their skills and knowledge are used for the greater good of the entire community. A key part of achieving this goal is ensuring that older people are supported, valued and encouraged to remain active members of our community.

Council also recognises that a number of people in our community require support and assistance to remain in their own homes and we will continue to advocate for high quality services to support their needs.



I am confident the Positive Ageing Strategy 2017-25 will assist us in creating a community where older people live safely, enjoy good health and contribute actively to the City of Greater Dandenong.

A handwritten signature in black ink, appearing to read 'Youhorn Chea'.

Youhorn Chea
Greater Dandenong Mayor

Introduction

The City of Greater Dandenong is committed to supporting older people in our community to participate in community life and to recognise the diversity of our older community.

Council is committed to supporting older residents to remain fit and active and to live independently in our community for as long as they are able to do so. At the same time, Council recognises that a number of people in our community require support and assistance to remain in their own homes requiring high quality services to meet their needs.

The City of Greater Dandenong has developed this eight year strategy to guide the development, management, delivery and future directions for an integrated, whole-of-

Council approach to supporting, promoting, encouraging the contribution of older people in our community and in conjunction with older people advocating for their needs.

The City of Greater Dandenong established an advisory group to assist in determining current and future direction in ageing issues and the impact on our community. The Positive Ageing Advisory Committee consists of Councillors, residents and those with links to local services and organisations. The Committee significantly contributed to the development of the Strategy and will monitor and further contribute to its implementation.

A key goal is to ensure that older people are able to maintain their links with their neighbourhoods and families, and have the

opportunity to use their skills and knowledge to benefit our community. The World Health Organisation (WHO) *Age Friendly Cities*¹ framework provides guidance with this.

The strategy focuses on people aged 65 or older taking into account the needs of active people as well as the more frail and vulnerable people in our community. This includes consideration of the needs of Indigenous people whose life expectancy is less than the general community and people with chronic and complex health care needs.

By developing the Positive Ageing Strategy 2017-25 the City of Greater Dandenong aims to be a place where older people live safely, enjoy good health and stay involved.

¹ Source: www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

Defining older people

Establishing a definition of older people is not easy. Many countries define older people as people who are eligible to receive an aged pension. However chronological age is not necessarily a useful predictor of 'ageing' due to the diversity of people's characteristics including fitness, health and engagement in our community.

In Australia the definition of older people is considered to be those aged 65 and over. The number of older people is increasing with the number of people 65 and over tripling over the last 50 years and the number of people 85 and over increasing by nine times.

Like all age groups, not all older people are fit and active and not all older people are frail or in need of support. Older people can be working full time, part time, volunteering, participating in group activities, going to the gym, studying, teaching and travelling. Therefore the strategy needs to take into account the diversity of this part of our community.

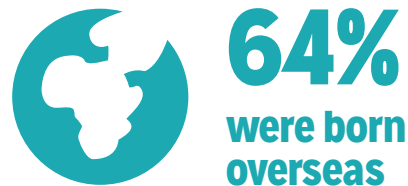


Our community

Based on data from the 2016 census older people are living longer and healthier lives than ever before and consequently people over 80 are the fastest growing age group in Victoria.

Cultural Diversity

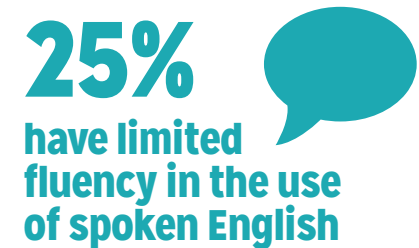
Of Greater Dandenong residents aged 65 years or older, 64 per cent were born overseas, representing the most culturally diverse population of older residents in Victoria.



Furthermore, 70 per cent of residents aged 65 or older, speak languages other than English at home, including:

- Italian, Greek and Vietnamese – six per cent each
- Cantonese, Mandarin and Khmer – approximately three per cent each
- Spanish, Serbian and French – approximately two per cent each

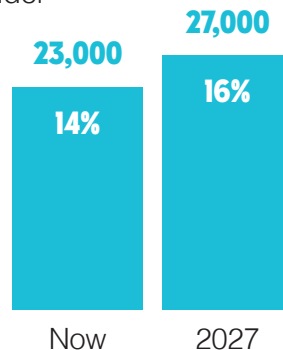
Of residents aged 65 years or older, 25 per cent have limited fluency in the use of spoken English, the highest proportion in Victoria.



Projections of Ageing in Greater Dandenong

Within Greater Dandenong, approximately 23,000 people, or 14 per cent of residents, are aged 65 years or older. In the decade to 2027, this number is expected to rise 16 per cent representing an increase to 27,000 people.

Residents aged 65 years or older



The number of older residents from Europe and other more traditional sources of migration have declined in recent years, resulting in lesser numbers of older residents from Italy, Greece, Russia, Poland and elsewhere. Many residents from Vietnam, Cambodia, China, India, Sri Lanka, Bosnia and other nations are aged 65 or older.

These two trends, reflecting two distinct historic periods of migration and settlement in our community, have resulted in a steady rise in the number of older residents in our municipality, coupled with a gradual change in the blend of birthplaces.

Finances



Median incomes among residents approaching retirement (aged 55-59) were the lowest in Melbourne in 2016 at \$554 per week, and substantially less than the corresponding Victorian median of \$819. Among residents 65 years or older, approximately seven per cent are in employment, which is less than the metropolitan average of 12 per cent and the fourth lowest level in Melbourne.

78%
in receipt
of the aged
pension



Of residents aged 65 years or above, 78 per cent were in receipt of the aged pension in 2016; which is the highest proportion in metropolitan Melbourne and reflects a high degree of reliance on the aged pension in this municipality. Consequently a substantial proportion of residents may reach older age with limited savings and are at risk of financial hardship.

Housing



Among residents aged 65 years or older and living in privately owned homes, 67 per cent own their home outright and 14 per cent are paying off their home. A high proportion of residents aged 65 or older live in private rental (16 per cent) compared to the metropolitan average of 11 per cent.

Unless otherwise referenced, statistics are from the Australian Bureau of Statistics 2016 Census

2 Source: De Vaus, D., Gray, M. and Stanton, D. (2003). Measuring the value of unpaid household, caring and voluntary work of older Australians. Australian Institute of Family Studies, Research Paper 34, Canberra

3 Source: Baxter, J and Warren D (2015). Grandparents in their Young Children's Lives. www.growingupinaustralia.gov.au/pubs/asr/2015/asr2015b.pdf

Economic Contribution

Over 2,080 Greater Dandenong residents aged 65 years or older, or 11 percent, participate in volunteer activities.

11% participate in
volunteer activities

Australians aged 65 years or above contribute almost \$39 billion each year in unpaid caring and voluntary work². This is equivalent to \$252 million within a community the size of Greater Dandenong.

Grandparents are a vital source of informal, flexible childcare for working parents. Grandparents are more likely to provide care to grandchildren for parents who are employed³.

The World Health Organisation Age Friendly Cities Framework

The World Health Organisation (WHO) has developed a range of principles designed to optimise opportunities for health, participation and security in order to enhance quality of life as people age. Community consultation suggests that the City of Greater Dandenong should continue to focus on the areas identified by WHO. These areas are:

- Outdoor spaces and buildings
- Transportation
- Housing
- Respect and social inclusion
- Social participation
- Civic participation and employment
- Communication and information
- Community support and health services.

By continuing to focus on these areas the Greater Dandenong Positive Ageing Strategy 2017-25 will allow us to:

- Recognise the diverse capacities and resources amongst older people
- Anticipate and respond to age related needs and preferences in a flexible way
- Respect the decisions and lifestyle choices of older people
- Protect the vulnerable older people in our community
- Promote older people's inclusion and contribution to community life.



Age Friendly Victoria

The Municipal Association of Victoria (MAV) signed an *Age Friendly Declaration*¹ with the Victorian Government on 15 April 2016 to help address loneliness and social isolation experienced by older Victorians. The declaration provides a commitment to creating age friendly communities by:

- Promoting an age friendly Victoria
- Supporting state and local planning processes
- Providing local government with access to advice, expertise and support

- Empowering and encouraging seniors involvement
- Addressing the issues listed in the World Health Organisation Aged Friendly Cities Guide
- Valuing stakeholder engagement and collaboration

The City of Greater Dandenong is a signatory to the *Age Friendly Declaration* and will work with the Victorian Government and the Municipal Association of Victoria to build the age friendly capacity of our local community.



⁴ Source: www.mav.asn.au/policy-services/social-community/ageing-disability/ageing/Pages/age-friendly-cities-communities.aspx

Policy context

Australian and Victorian Government

The introduction of My Aged Care on 1 July 2013 was a significant change in the delivery of aged care services following the Australian Government's aged care reform agenda that commenced in 2011 with the release of the productivity commission report, *Caring for Older Australians*⁵. The Australian Government responded in 2012 with its *Living Longer, Living Better* policy⁶.

From 1 July 2015 the Commonwealth Home Support Programme (CHSP) was introduced across Australia (excluding Victoria and Western Australia). The CHSP brought together the Home and Community Care (HACC)

programme, National Respite for Carers Programme (NRCP), Day Therapy Centres (DTC) Programme and Assistance with Care and Housing for the Aged. The program focuses on supporting older people to stay independent and at home longer.

In Victoria the program commenced on 1 August 2016. This means people aged 65 and over in our community can access services funded by the Australian Government and people under 65 can access services funded by the Victorian Government.

For older people in our community with more complex needs services are delivered through Home Care Packages (HCP). Both CHSP and HCP focus on Consumer Directed

Care (CDC) giving older people greater choice and flexibility in their services.

Council has a responsibility to its older residents that is beyond service delivery. 80 per cent of our older community do not receive aged care services through Council.

Older people in our community are living longer and healthier lives with people over 80 the fastest growing age group in Victoria. This means that there is significant social change in the state and consequently the need for a different way of supporting our community.

Older people make a significant contribution to our community through supporting their families, their communities, the economy and society and the Victorian

Government is committed to supporting this. This commitment will be implemented via the *Age Friendly Victoria Declaration*.

The aim of the *Age Friendly Victoria Declaration* is to build the age friendly capacity of local communities. This will be achieved jointly by the Victorian Government and the MAV supporting local governments to:

- Share the information, knowledge and tools available through the WHO global network of Age Friendly Cities
- Access advice, expertise and information about local age friendly initiatives
- Empower older people by encouraging input in local issues

⁵ Source: www.pc.gov.au/inquiries/completed/aged-care

⁶ Source: agedcare.health.gov.au/aged-care-reform

- Address the WHO principles for age friendly cities
- Work in partnership with peak bodies, community organisations, service providers, businesses and retailers

In addition, Council on the Ageing Victoria (COTA Victoria) is working across Victoria to ensure that older people can live safely, stay healthy and be involved in their local community.

COTA Age Friendly Victoria is based on research and is focused on older Victorians. This approach is based on a number of principles including:

- A recognition that older people are critical contributors to our society and a resource, not a burden, to society

- Communities that find imaginative ways of capitalising on the diverse assets of older adults can find ways of addressing many of their complex challenges and providing much needed services

- A commitment to the direct involvement of older people in deciding priorities, shaping actions, and bringing about change

- An emphasis on improving the physical environment, and the understanding that where we live greatly affects how we live

- An awareness that age-friendly principles and practice create environments and communities that benefit all age groups, not just older people

- A linked-awareness that everyone has an interest in these developments, because we will all be 'older' in time, and hope to live in a community and a society that respects, includes and cares for us⁷



7 COTA, (2016), Age Friendly Victoria <http://cotavic.org.au/action-advocacy/age-friendly-communities/>

Policy context (continued)

City of Greater Dandenong

Greater Dandenong Community Plan Imagine 2030

The Community Plan *Imagine 2030* describes the future that residents want to see for themselves and the City by 2030. This vision is supported through a number of Council policies and services including the development and implementation of a Positive Ageing Strategy.

Council Plan

The *Council Plan 2017-21* describes the kind of future the Council is working towards and how this will be implemented over four years. This plan sets out the following key objectives:

People

- A vibrant, connected and safe community
- A creative city that respects and embraces diversity

Place

- A healthy, liveable and sustainable city
- A city planned for the future

Opportunity

- A diverse and growing economy
- An open and effective Council

Community Wellbeing Plan

The *Community Wellbeing Plan 2017-21* has been developed to ensure the alignment of principles and actions to promote a healthy, active and safe community. The Community Wellbeing Plan acknowledges the importance of health across all aged groups and abilities and aligns with the WHO age friendly principles.

Other relevant Policies, Strategies and Plans

Supporting older people in our community has been a priority in a number of policies, strategies and plans:

- Greater Dandenong Disability Action Plan 2017-23
- Greater Dandenong Community Safety Plan 2015-22
- Greater Dandenong Digital Strategy 2016-20
- Sustainability Strategy 2016-30
- Create and Connect: Greater Dandenong Arts and Culture Heritage Strategy 2016-30
- Activate: Greater Dandenong Sport and Active Recreation Strategy 2014-19
- Greater Dandenong Walking Strategy 2015-23
- Greater Dandenong Housing Strategy 2014-24

- Libraries without Borders: Greater Dandenong Library Strategy 2012-19
- Greater Dandenong Community Engagement Policy
- Greater Dandenong Community Engagement Framework
- Greater Dandenong Community Development Framework
- Greater Dandenong Language and Communications Framework
- Greater Dandenong Language and Communications Action Plan

Council's role

The City of Greater Dandenong has a key role to play in supporting older people in our community. Council recognises the important contribution to our community that older people have made and continue to make. Planning for the diversity in the abilities and desires of our community enriches Council practices.

The City of Greater Dandenong supports older people directly through a range of community services programs and also indirectly through building upgrade programs, community funding programs, events, arts and cultural heritage programs, partnerships with non-profit organisations and community groups and advocating for improvements based on community need. With the introduction of My Aged Care (described in detail on

page 8) significant changes to assessment and service delivery have occurred with more changes expected over the coming years as the Australian Government continues the implementation of the aged care reforms.

Council has a long-standing commitment to ensuring that older people are respected in our community and have access to a range of services and activities that enable them to live meaningful and fulfilling lives.

Council has a focus on the needs of residents including the specific needs of older people. Each area of Council has developed strategies and actions that are focussed on the needs of residents, including the specific concerns of older people. These have been referred to in the Action Plan.

Specifically, by engaging with our community, local businesses and service providers, Council can contribute to developing a community that respects older people and supports them to remain active members of our community through:

- listening to and consulting with our community
- providing leadership
- planning, developing and advocating for community infrastructure and support systems
- promoting and encouraging the positive contribution of older people through volunteering
- leading by example and advocating for the inclusion of older people in paid employment

- eradicating ageism and discrimination against older people
- delivering responsive and innovative services which promote the health and wellbeing of older people and assists them to remain independent.

Vision

Greater Dandenong is a place where the ongoing contribution of older people in our community is recognised, older people are respected and older people are able to safely and independently participate in activities and access services that meet their physical and social needs.



Key themes

To achieve Greater Dandenong's vision for older people the following themes have been developed in line with the Council Plan 2017-21. These themes are based on the WHO age friendly principles.

The key themes for the *Council Plan 2017-21* and the *Community Wellbeing Plan 2017-21* provide the foundation for this strategy. These are:

Council Plan 2017-21 Theme	Council Plan Priority	Community Wellbeing Priority	Positive Ageing Strategy Themes
People	<ul style="list-style-type: none"> • a vibrant, connected and safe community • a creative city that respects and embraces diversity 	<ul style="list-style-type: none"> • mental and physical health • engagement, social cohesion and safety 	<ul style="list-style-type: none"> • Respect and social inclusion • Social participation • Community support and health services
Place	<ul style="list-style-type: none"> • a healthy, liveable and sustainable city • a city planned for the future 	<ul style="list-style-type: none"> • community infrastructure, transport and environment 	<ul style="list-style-type: none"> • Outdoor spaces and buildings • Transportation • Housing
Opportunity	<ul style="list-style-type: none"> • a diverse and growing economy • an open and effective council 	<ul style="list-style-type: none"> • learning and employment 	<ul style="list-style-type: none"> • Civic participation and employment • Communication and information

Greater Dandenong is a safe, vibrant city of opportunity for all – to visit, work, live and play.

What our community wants



Consultation

From February to April 2016 an extensive consultation process was undertaken in accordance with the Community Engagement Policy and Framework. Council spoke with older people in our community and those with an interest in issues for older people. Consultation included face-to-face interviews, written surveys, online surveys and interactive forums and events. The consultation was based on the WHO age friendly principles and people advised us what the most important issues were for them in our community.

Face-to-face consultation occurred at local shopping precincts, seniors groups and community groups where approximately 300 older people contributed their thoughts about issues for older people. More

than 150 older people and representatives of community and seniors groups responded to written surveys and further contribution was made via interactive online methods of consultation.

The Positive Ageing Advisory Committee contributed to the development and implementation of the consultation plan and provided significant input into the development of the draft plan. External organisations such as service providers and peak bodies including Carers Victoria and the Municipal Association of Victoria were also consulted.

Public exhibition of the draft strategy occurred in June and July 2017. 73 people and groups provided further input into the strategy and actions. The Positive Ageing Advisory Committee again contributed significantly

to the review of the feedback and to the final strategy.

Despite the many different ways that feedback was obtained the themes for what is important for older people were consistent. Additionally, other consultations about issues for older people that occurred during this timeframe also highlight similar themes.

Community ranking importance of WHO themes

1. Transportation
2. Community support and health services
3. Respect and social inclusion
4. Communication and information
5. Housing
6. Outdoor spaces and buildings
7. Social participation
8. Civic participation and employment

What is working well

- Access to community facilities
- Support to stay at home
- Services and activities promoting independence
- Opportunity to participate in the community through volunteering or activities

Issues for older people

- Improved transport and parking
- Activities to combat isolation
- Loneliness and connection with the community
- Assistance with smaller household tasks
- Safety in the home and in the community
- Sense of security
- Access to relevant information in a variety of formats

- Valuing the contribution of older people
- Housing affordability and suitability

Overall themes identified

- Retaining independence and mobility
- Inclusion, communication, respect and understanding
- Dealing with loneliness, isolation and language barriers
- Eligibility and access to services
- Safety and security
- Remaining a visible and viable member of the community



Our priorities and actions

The objectives and actions within the Positive Ageing Strategy cover an eight year period and are divided into short term, medium term and ongoing actions. A detailed and prioritised action plan for this strategy is prepared annually and the results of these actions are reported to Council.

Timelines

Short term actions

Completed within years 1 and 2

Medium term actions

Completed within years 3 to 5

Ongoing

Is an ongoing activity



Objective 1

Outdoor spaces and buildings

Older people have access to well-maintained outdoor spaces and facilities that take into account their needs

Objective	Action	Timeline	Responsibility	Expected Outcome
1.1 Improve accessibility of public spaces and public infrastructure for older people	1.1.1 Continue to respond to residents by upgrading public spaces including footpaths and pedestrian crossings, major activity centres, Council facilities and recreation areas to increase access	Ongoing	Engineering Services Greater Dandenong Business City Planning Design and Amenity	Public space upgrades meet the needs of older people
	1.1.2 Continue the footpath maintenance of priority areas in highly used activity centres and facilities highly used by older people	Ongoing	Engineering Services	Pedestrian safety increased
	1.1.3 Identify the needs of older people and design and develop high quality open spaces and recreational facilities across the city	Ongoing	City Planning Design and Amenity	Well-designed open spaces and recreation facilities that meet the needs of older people
1.2 Increase sense of safety and security in public spaces for older people	1.2.1 Utilise forums and other consultative opportunities with older people to identify safety issues and implement actions within the Community Safety Plan	Short Term	Community Services Community Safety Advisory Committee	Implementation of Community Safety Plan actions lead to increased security and older people confident to participate in our community
	1.2.2 Engage and partner with aged care service providers to promote programs focused on safety and self-awareness for older people	Ongoing	Community Services	Service providers provide safety focused programs
	1.2.3 Continue street lighting upgrades across municipality in activity centres and areas highly used by older people	Ongoing	Engineering Services	Activity centres and other areas highly used by older people provide effective lighting to encourage use

Objective 1

Outdoor spaces and buildings (continued)

Objective	Action	Timeline	Responsibility	Expected Outcome
	1.2.4 Educate the local community about local laws related to street safety (including footpath obstruction)	Medium Term	City Planning Design and Amenity Corporate Services	Safety outcomes for older people in local neighbourhoods improved by increased street safety
1.3 Increase in access to community facilities and resources by older people	1.3.1 Review the current and anticipated needs of seniors groups to ensure appropriate allocation of resources	Short Term	Community Services	Older people and groups have fair, equitable and representative access to community facilities and resources
	1.3.2 Promote the availability of Council community facilities to older people and seniors groups to encourage social participation across all groups including CALD	Short Term	Community Services	Improved social connections in older people by increased use of Council facilities
	1.3.3 Provide training and education to Council staff regarding the needs of older people	Ongoing	Community Services	Council staff understand the needs of older people

Objective 2 Transportation

Older people have access to a range of transport options that are appropriate to their needs and support their access to our community

Objective	Actions	Timeline	Responsibility	Expected Outcome
2.1 Increase range of transport methods used by older people	2.1.1 Advocate to the Victorian Government regarding solutions to transport issues experienced by older people	Ongoing	Engineering Services Eastern Transport Coalition	Victorian Government direction influenced
	2.1.2 Promote resources available to our community regarding transport	Short Term	Community Services	Community knowledge of transport resources increased
	2.1.3 Work with community organisations to increase confidence and skill of older people using public transport	Medium Term	Community Services	Increase in older people using public transport
	2.1.4 Advocate to the Victorian Government to increase effective public lighting levels, seating, shelter and signage in and around public transport to improve the safety of older public transport users	Ongoing	Engineering Services	Improved safety for older public transport users
2.2 Increase community understanding of accessible parking bays	2.2.1 Develop an education campaign promoting the use of accessible (disabled) parking bays	Medium Term	Community Services Corporate Services	Improved community understanding of accessible parking bays and a reduction in misuse of the scheme
	2.2.2 Monitor utilisation of accessible (disabled) and general parking bays to ensure they continue to meet community need including proximity and number	Ongoing	Community Services Engineering Services	Provision and location of accessible and general parking bays reflect identified community need
	2.2.3 Engage with General Practitioners (GPs) about information requirements for disability parking permit applications	Medium Term	Community Services	Increased number of accurately completed disability parking permit applications
2.3 Provide appropriate community transport options for eligible older people	2.3.1 Identify community need and continue to provide appropriate transport for older people	Ongoing	Community Services	Increased number of older people accessing services and activities through appropriate transport options

Objective 3 Housing

Older people have access to a range of affordable housing which supports them to remain living in our community as their needs change

Objective	Actions	Timeline	Responsibility	Expected Outcome
3.1 Improve housing outcomes for older people	3.1.1 Identify housing needs for older people in our community and encourage participation in the review of the Housing Strategy	Short Term	Community Services	Identified housing needs for older people contribute to the review of the Housing Strategy
	3.1.2 Promote housing issues for older people, including homelessness, and encourage accessibility, affordability and suitability through the Housing Strategy	Ongoing	City, Planning Design and Amenity Community Services	Housing issues for older people are included through the Housing Strategy
	3.1.3 Encourage the community and development sector to consider the need for a range of housing types and densities to accommodate the housing needs of older people including incorporating adaptable and accessible housing design principles in new residential developments	Short-Term	City, Planning Design and Amenity	Community and development sector respond to the housing needs of older people

Objective 4

Respect and social inclusion

Older people are respected and included in our community

Objective	Actions	Timeline	Responsibility	Expected Outcome
4.1 Increase participation and inclusion of older people in our local community	4.1.1 Provide programs, facilities, education and events aimed at all ages and all abilities	Ongoing	Community Services	Increase in participation by older people due to provision of appropriate and accessible activities
	4.1.2 Identify opportunities for intergenerational participation and skill sharing and develop action plan	Medium Term	Community Services	Opportunities identified and activities held
	4.1.3 Participate in the implementation of relevant outreach programs that actively engage the older community in library services	Short Term	Community Services	Increase in engagement of older people in library outreach programs and general library services
4.2 Reduce ageism in our community	4.2.1 Develop positive messages about ageing to be utilised in Council communication	Medium Term	Community Services Corporate Services	Positive ageing messages utilised in all communication
	4.2.2 Provide community leadership and education to prevent discrimination due to age	Medium Term	Community Services	Reduction in age related discrimination
	4.2.3 Identify opportunities for multi-generational activities to explore ageism	Medium Term	Community Services	Reduction in age related discrimination due to multi-generational activities

Objective 5

Social participation

Older people have access to a range of social participation opportunities that recognise diverse interests and needs

Objective	Actions	Timeline	Responsibility	Expected Outcome
5.1 Reduce loneliness and isolation in older people	5.1.1 Identify and implement relevant actions in the <i>Ageing is everyone's business: a report on isolation and loneliness among senior Victorians</i> ⁸	Medium Term	Community Services Commissioner for Senior Victorians	Actions developed and implemented
	5.1.2 Participate in the implementation of Strengthening Seniors Inclusion and Participation initiative	Short Term	Enliven Community Services	Service providers and community organisations support the social wellbeing needs of older people
	5.1.3 Work with community groups including but not limited to neighbourhood houses, seniors groups, CALD groups, U3A and other gathering places for older people to identify opportunities for increased participation in affordable activities	Ongoing	Community Services Neighbourhood Houses Seniors Clubs CALD groups U3A	Increased participation by older people in community group programs
	5.1.4 Work with organisations providing monitoring services in our community to enhance the safety and wellbeing of older people	Medium Term	Community Services	Monitoring services, appropriate to the diverse needs of older people, promoted and utilised

⁸ Source: www.seniorsonline.vic.gov.au/services-information/commissioner-for-senior-victorians

Objective	Actions	Timeline	Responsibility	Expected Outcome
5.2 Support the social needs of older people	5.2.1 Identify alternatives to traditional social activities for older people (including seniors groups) and develop plan	Medium Term	Community Services Municipal Association of Victoria	Activities identified and implemented
	5.2.2 Promote opportunities to support older people in times of transition including retirement, change of caring role and change of health status	Medium Term	Community Services Enliven	Health and wellbeing of older people increased due to increased social connection in times of transition
5.3 Recognise and support the role of the carer in our community	5.3.1 Needs of carers in our community are identified	Medium Term	Community Services Carer support services	Carers are supported in their role
	5.3.2 Enhance partnerships with carer support services to ensure carers are linked with available support	Medium Term	Community Services Carer support services	Partnerships link carers with appropriate supports

Objective 6

Civic participation and employment

Older people's contribution through employment, volunteering and decision making is recognised and supported

Objective	Actions	Timeline	Responsibility	Expected Outcome
6.1 Strengthen the voice of older people about Council initiatives	6.1.1 Promote ongoing consultation regarding Council initiatives and activities that impact on older people	Ongoing	Corporate Services	Increased input by older people into Council activities
	6.1.2 Effectively resource the Positive Ageing Advisory Committee	Ongoing	Community Services	Positive Ageing Advisory Committee continues to make significant input to Council planning and the implementation of strategies
6.2 Continued involvement in the workforce for older people	6.2.1 Work with local business networks to promote benefits of employing older people and reduce age discrimination	Ongoing	Community Services Greater Dandenong Business	Increased participation of older people in the workforce
	6.2.2 Council to continue supporting the employment of older people through policy and action	Ongoing	Corporate Services	Employment opportunities for older people provided
6.3 Increase volunteering opportunities	6.3.1 Identify volunteering opportunities for older people to recognise skills and knowledge and to further support community skill development	Ongoing	Community Services Greater Dandenong Volunteer Resource Centre	Increased number of older volunteers
	6.3.2 Identify and implement multigenerational volunteering opportunities to support the social needs of older people	Medium Term	Community Services Greater Dandenong Volunteer Resource Centre	Improved social outcomes for people of all generations

Objective 7

Communication and information

Older people have access to appropriate information

Objective	Actions	Timeline	Responsibility	Expected Outcome
7.1 Improve access to information for older people	7.1.1 Identify communication barriers for older people, including language and communication methods	Short Term	Community Services Corporate Services	Communication barriers addressed and reduced
	7.1.2 Promote appropriate communication styles to service providers for use with their older clients	Ongoing	Community Services Corporate Services	Appropriate communication styles implemented
	7.1.3 Provide Council information in a variety of appropriate formats based on the diverse skills and access of older people	Short Term	Community Services Corporate Services	Older people can access Council information in an appropriate format
	7.1.4 Advocate for improved communication and support for older people to access My Aged Care particularly those from CALD backgrounds or those with low computer literacy	Short Term	Community Services Corporate Services	Easier access to My Aged Care for older people, especially those from CALD backgrounds or those with low computer literacy
	7.1.5 Promote opportunities for older people to access information about services and activities through a variety of formats including newsletters, Council website, Seniors Week and expos	Ongoing	Community Services Corporate Services	Older people are well informed about services and activities
	7.1.6 Advocate to the Commonwealth Government about the needs of older people accessing My Aged Care and reducing the complexity of the aged care system	Short Term	Community Services	Improved outcomes for people accessing My Aged Care and associated services
	7.1.7 Identify and promote multiple communication methods for the diverse needs of older people including face to face, online, written and using interpreters	Medium Term	Community Services Corporate Services	Information is effective and appropriate to the diverse needs of older people

Objective 7

Communication and information (continued)

Objective	Actions	Timeline	Responsibility	Expected Outcome
7.2 Raise digital knowledge, literacy and skills of our older residents	7.2.1 Support the provision of a digital events and training program through the library and community centres	Short Term	Community Services Neighbourhood Houses	Increased digital and literacy skills of older people
	7.2.2 Identify options for the provision of volunteer support to enhance the digital skills of older people	Medium Term	Community Services Greater Dandenong Volunteer Resource Service	Increased skills of older people using technology
	7.2.3 Provide increased access to computers and other technology devices through the library and other Council and community venues	Short Term	Community Services	Increased access to technology through the implementation of the actions in the Libraries without Borders: Library strategy

Objective 8

Community support and health services

Older people have access to appropriate services focused on healthy ageing

Objective	Actions	Timeline	Responsibility	Expected Outcome
8.1 Improve access to services for older people that meet their needs	8.1.1 Use clear communication to support our local community to access information about services including through My Aged Care	Short Term	Community Services	Older people are informed about appropriate services
	8.1.2 Promote appropriate and affordable service options available for older people throughout our community including short term urgent services	Short Term	Community Services	Older people can access affordable services appropriate to their needs
	8.1.3 Identify ways for older people to get assistance with smaller household tasks and develop action plan	Medium Term	Community Services	Assistance identified and implemented
8.2 Improve access to preventative health programs focused on older people	8.2.1 Participate in healthy ageing initiatives to improve health outcomes for older people	Medium Term	Community Services Enliven	Improved health of older people
	8.2.2 Advocate to the Australian Government for integrated, accessible and preventative models of care aligned to the needs of older people	Ongoing	Community Services	Health care and government policy influenced
8.3 Improve fitness in older people	8.3.1 Promote fitness activities and programs to older people considering the diversity of abilities and interests	Medium Term	Community Services Enliven	Appropriate fitness programs used by older people
	8.3.2 Work with local service providers, organisations and community groups to develop fitness programs aimed at addressing activity levels in older people	Medium Term	Community Services Enliven U3A Neighbourhood Houses	Older people able to access services to increase activity levels
8.4 Support vulnerable older people	8.4.1 Ensure services focus on vulnerable older people and support them to be informed and empowered particularly those from a CALD background	Ongoing	Community Services	Vulnerable older people are supported to access appropriate services

Summary of advocacy priorities



Council has a significant role to play in terms of advocating for improved outcomes for older people in the City Greater Dandenong and also supporting the advocacy efforts of our local services and community members.

Direct actions in the strategy focused on advocacy include:

- Advocate to the Victorian Government regarding solutions to transport issues experienced by older people
- Advocate to the Victorian Government to increase effective public lighting levels, seating, shelter and signage in and around public transport to improve the safety of older public transport users

- Advocate to the Australian Government for integrated, accessible and preventative models of care aligned to the needs of older people
- Advocate for improved communication and support for older people to access My Aged Care particularly those from CALD backgrounds or those with low computer literacy
- Advocate to the Australian Government about the needs of older people accessing My Aged Care and reducing the complexity of the aged care system

Council also supports advocacy indirectly through actions in the Strategy:

- Advocate for appropriate housing options for older people through the Housing Strategy
- Advocate for social inclusion options for our local community to reduce isolation and loneliness

Council has committed to undertaking advocacy efforts in response to these identified priorities and communicating the results of that advocacy.

Implementation, monitoring and review

Council will oversee the implementation, monitoring and reporting on the actions of the Positive Ageing Strategy 2017-25. Implementation of the plan will be a shared responsibility across all departments nominated in the plan, reflecting a whole-of-Council commitment to improve outcomes for older people. An annual progress update on actions will be reported to Council, coupled with a mid-point review to ensure the Positive Ageing Strategy is meeting the needs of the Greater Dandenong community. This will be available on Council's website and distributed through networks.

Monitoring and review of the implementation plan will also include assessing the ongoing relevance of themes and actions within the Strategy. The Positive Ageing Advisory Committee will have an integral role in the

ongoing implementation and review of the Strategy.

A final review of the plan will be undertaken in 2025 with a view to developing a new plan. The review of the plan will consider:

- The extent to which actions have been implemented over the period of the plan
- The extent to which, through the plan and other influencing factors, the outcomes for older people in our community have improved
- Which objectives have been most successful in influencing improved outcomes for older people

The review process will also identify emerging issues, trends and opportunities in order to develop a new plan building on the strengths of the Positive Ageing Strategy 2017-25.



