

# Ageing Well Strategy 2018-2021

*Adding years to life and life to years in Federation*

DRAFT FOR PUBLIC DISPLAY



## Acknowledgement

Council would like to acknowledge and thank the following people who have contributed and assisted with the compilation of the Ageing Well Strategy;

- Ageing Well Ambassadors and Steering Committee: Liz Seeliger, Jan Doyle, Stanley Bromley, Ida Mensforth, Wendy Evers, Judith Barber, Jenny Enever, Mike Gardiner, Jenny Hearn, Yvonne Perrin, Jeanette Smith and Councillor Gail Law.
- The senior residents of Federation Council who contributed through the focus groups and community survey
- The service providers who participated in the key informant interviews
- Project team: Kendall Reid, Manager Community and Customer Services and Amber Harvey, Team Leader Community Development
- Project Consultant, Deanne Drage, Principal Consultant at Inspiring Health Solutions for leading the project.

## Disclaimer

Whilst every reasonable effort has been made to ensure the accuracy of the information presented, the Federation Council and its employees to the extent permitted by law, disclaim any liabilities to any person in respect to errors and omissions. We recognise that policies, programs and statistics may have changed since the printing of this document.

## © Copyright

Copyright Federation Council June 2018

All rights reserved.

# Contents

## Contents

MESSAGE FROM THE MAYOR .....	4
EXECUTIVE SUMMARY .....	5
OUR AGE-FRIENDLY STRATEGY AT A GLANCE .....	6
INTRODUCTION.....	7
WHY DEVELOP AN AGEING WELL STRATEGY? .....	8
HOW HAS THE STRATEGY BEEN DEVELOPED? .....	9
WHAT DO WE MEAN BY AGEING AND HEALTHY AGEING? .....	11
WHAT IS THE POLICY AND PLANNING CONTEXT? .....	12
WHAT IS THE IMPACT OF AGEING ON COUNCIL?.....	16
WHAT IS COUNCIL’S ROLE?.....	17
HOW AGEING WELL FITS WITH OTHER FEDERATION COUNCIL PLANS .....	18
AGEING PROFILE IN FEDERATION.....	19
DEMOGRAPHIC DATA.....	20
OTHER PROFILE DATA .....	23
KEY MESSAGES FROM THE CONSULTATION FINDINGS .....	25
AGEING WELL IN FEDERATION – OUR STRATEGY .....	27
THE STRATEGY – AN OVERVIEW .....	27
THEME 1: OUTDOOR SPACES AND BUILDINGS .....	29
THEME 2: TRANSPORTATION .....	32
THEME 3: HOUSING.....	35
THEME 4: SOCIAL PARTICIPATION .....	38
THEME 5: RESPECT AND SOCIAL INCLUSION .....	41
THEME 6: CIVIC PARTICIPATION AND EMPLOYMENT .....	44
THEME 7: COMMUNICATION AND INFORMATION .....	47
THEME 8: COMMUNITY AND HEALTH SERVICES .....	51
THE 4 YEAR ACTION PLAN - AGEING WELL TOGETHER.....	55
APPENDICES.....	79
FEDERATION COUNCIL DOCUMENT LINKS - MAPPING .....	80
DEMOGRAPHIC DATA.....	81
SERVICE PROFILE .....	83
CONSULTATION FINDINGS - SUMMARY .....	84
REFERENCES.....	95

# Message from the Mayor

To be inserted after public review.

# Executive Summary

Our communities are getting older. In fact, the population of the Federation Council area is older and ageing faster than the regional, state and national average. It has one of the highest percentages of people aged over 65 years in the State (at 27% in 2016) and it is predicted to continue to increase over the next 20 years (to 36% by 2036).

This growth is a global phenomenon and presents both challenges and opportunities for our whole community. We will need to work together to ensure suitable services and facilities are in place to meet the changing needs of our ageing population and to proactively support our communities to continue to thrive.

Federation Council has embarked on the development of an Ageing Well Strategy that aims to assist Council to;

- Understand the changing needs of the 14 unique communities within Federation Council
- Direct its investment in infrastructure, service provision, programs and resources to support healthy ageing and meet community needs
- Advocate for, and develop integrated responses to issues outside of Council's control where Council may lead or partner with other organisations

This strategy provides long term directions as well as actions for completion within the next four years. It has been directly informed by Council's Community Strategic Plan, NSW Government Ageing Strategy 2016-2020 and the World Health Organisations Global Age-Friendly Cities Checklist 2007.

Preparation of the Strategy has involved;

- The establishment of a Steering Committee with 11 Senior Ambassadors from across the Council area
- Literature reviews and data analysis
- Consultations with 118 senior residents through 12 focus groups
- Consultations with 26 service providers
- A community survey with 239 responses
- A review of Council's policies, strategies and plans
- The development of a background paper

The Strategy provides an overview of the research findings throughout, and further details are in the Appendix.

Key challenges identified for Council in developing and implementing the Ageing Well Strategy include;

- Recognising and addressing the diversity of people ageing and their changing expectations
- Addressing the needs of those most vulnerable
- Ensuring access and affordability of service provision across the geographical spread of our towns and villages
- Negotiating cross border collaboration for improved service provision

The Strategy addresses the eight (8) themes of the Global Age Friendly Checklist;

- |                                 |                                        |
|---------------------------------|----------------------------------------|
| 1. Outdoor Spaces and Buildings | 5. Respect and Social Inclusion        |
| 2. Transport                    | 6. Civic Participations and Employment |
| 3. Housing                      | 7. Communication and Information       |
| 4. Social Participation         | 8. Community and Health Services       |

The Strategy includes an Action Plan with 76 actions identified which Council will commit to implementing over the next four (4) years. These have been prioritised and resources and key partners also identified.

## Our Age-Friendly Strategy at a Glance

### 1. Outdoor Spaces and Buildings

- To provide age-friendly outdoor spaces and buildings that are pleasant, safe and easy to use and that encourage older people to maintain an independent and active lifestyle.

### 2. Transportation

- To support older people to have access to a range of affordable transport options that suit their needs and support them to maintain their independence and actively participate in community life.

### 3. Housing

- To enable older people to have access to a range of affordable housing options which supports them to remain living in the community as their needs change.

### 4. Social Participation

- To provide and promote a range of social participation opportunities that meet the diverse interests of older people and encourages broad community engagement.

### 5. Respect and Social Inclusion

- To encourage respect of older people in our community and their inclusion in decision making about things that affect them.

### 6. Civic Participation

- To facilitate and encourage volunteer opportunities, local meaningful employment, and civic participation in the Federation Council area.

### 7. Communication and Information

- To distribute information that is timely, relevant and age friendly and supports people to lead actively healthy lives as they age.

### 8. Community and Health Services

- To support the provision and accessibility of Health and Support Services that enable healthy ageing and meets the changing needs of older people

# Introduction

*Our communities are changing - More people living longer than ever before*



## Why develop an Ageing Well Strategy?

Our communities are ageing. In fact, our population in Federation Council is (already) older and ageing faster than the Riverina-Murray Region, the state of NSW and the nation. This status and change impacts our economy, living standards, health and welfare, and the wellbeing of our whole community and presents broad reaching challenges and opportunities.

As our community changes, our services and infrastructure will need to change to meet the needs of this demographic. Supporting healthy ageing is critical to ensuring older people can enjoy their lives and continue to contribute and participate in their community, and brings financial, social and cultural benefits for all.

We are not alone with our circumstance. An ageing population is a world-wide phenomenon with the World Health Organisation describing it as “unprecedented, unparalleled, persistent and profound” and predicts that by 2050 there will be more older people than children in the population for the first time in human history.<sup>1</sup>

There is much work being done around the world and at every level of government in Australia in response to this phenomenon that can assist us to act at the local level. This includes many policies, reforms, projects and tools that we can draw on.

Developing an Ageing Well Strategy provides Council the opportunity to review policies and best practice, assess our current environment, consult with community and service providers and to clearly identify what is needed to support our community to live healthy, active and happy lives as they age.

Federation Council has many unique features which have directly influenced the development of the Strategy. With 14 towns and villages spread out over 6,585 square kilometres, and the prevalence of farm houses and detached homes on large blocks, there is a risk to social isolation and an inability to age in place. Economic considerations add to this concern with Federation Council’s population experiencing a higher level of disadvantage than New South Wales (NSW) and 35% of those over 65 years reporting an income of less than \$400 per week making it difficult for them to afford services and activities that may assist them to age well. Additionally, being located on the border of NSW and Victoria presents service delivery and coordination issues for state government funded services that must be considered. The development of the Ageing Well Strategy assists Council to better understand the diversity of our aged population and to identify the similarities and unique needs of the fourteen (14) towns and villages within Federation Council.

Council has a significant role to play in responding to our population change, but it cannot do it alone. The breadth of the impact will require a joined-up approach between government, Council, business and community.

Many responses may be out of Council’s control, however we are particularly well placed to address the needs of well-aged people, supporting them to age in place, to work collaboratively with community and advocate for services and facilities for people with higher care needs.

The Strategy looks to ways Council can work with a whole-of-Council and whole-of-community approach, and identifies the specific services, infrastructure and programs that Council has direct control and influence in delivering.

The Ageing Well Strategy aims to ensure an evidenced based and collaborative approach to planning the services, facilities and actions needed to support our ageing population and enable our communities to thrive together.

---

<sup>1</sup> World Health Organisation (2007) Global Age-Friendly Cities: A Guide”



## How has the Strategy been developed?

### The steps involved

The following outlines the steps taken to develop the strategy:

- A background paper was developed reporting a literature review of the policy context, best practice approaches, population profile and service profile. It also clarified Council's role. This was used to train the Steering Committee and the contents were later incorporated into this Strategy document.
- An expression of interest process was used to recruit Ageing Well Ambassadors
- A steering committee was established consisting of 11 Ageing Well Ambassadors, 1 Councillor, 2 Council staff and Project Consultant.
- The Steering Committee was informed of the evidence within the Background Paper and trained in conducting focus groups.
- A team of Ambassadors, Council staff and Project Consultant conducted 12 community focus groups across our 14 towns and villages with 118 participants
  - Corowa (4 groups with 39 participants in total)
  - Howlong (2 groups with 25 participants in total)
  - Mulwala (3 groups with 32 participants in total)
  - Oaklands (2 groups with 11 participants in total)
  - Urana (1 group with 11 participants)
- 26 key informant interviews were conducted as follow; (See Background Paper for full details)
  - Murrumbidgee Primary Health Network – Aged Care
  - Murrumbidgee Local Health District – Aged Care, Health Promotion x 3, Cluster Manager x2, Corowa Health Service Site Manager and Urana Health Service Site Manager
  - Corowa Local Health Advisory Committee
  - NSW Ambulance - Corowa
  - Health One Medical Clinic – General Practitioner
  - Yarrawonga Health – Health Promotion x 2
  - Real Estate Agents x 3
  - Aged Care Accommodation –
    - Lake Mulwala Lifestyle Village (Mulwala)
    - Southern Cross Care Karinya Residential Aged Care (Corowa)
    - Finley Aged Care Service
  - Intereach Community Hub
  - Lutheran Home Care Services
  - Community Transport Service - Kalianna and Valmar
  - Amaranth
  - Complimentary health practitioner - Howlong
- A community survey was conducted – available online and hard copy – with 239 respondents
- A review conducted of Council's current plans, practices and policies that support healthy ageing
- A consultation report was prepared and integrated into the Strategy.
- The draft strategy was prepared and presented for comment by the Steering Committee and Council Staff and then made available for public comment with Council's endorsement
- The Strategy was finalised at the Council meeting held June 2018.

The plan was directly informed by Council's Community Strategic Plan, NSW Government Ageing Strategy 2016-2020 and the World Health Organisations Age-Friendly Cities Guide 2007.

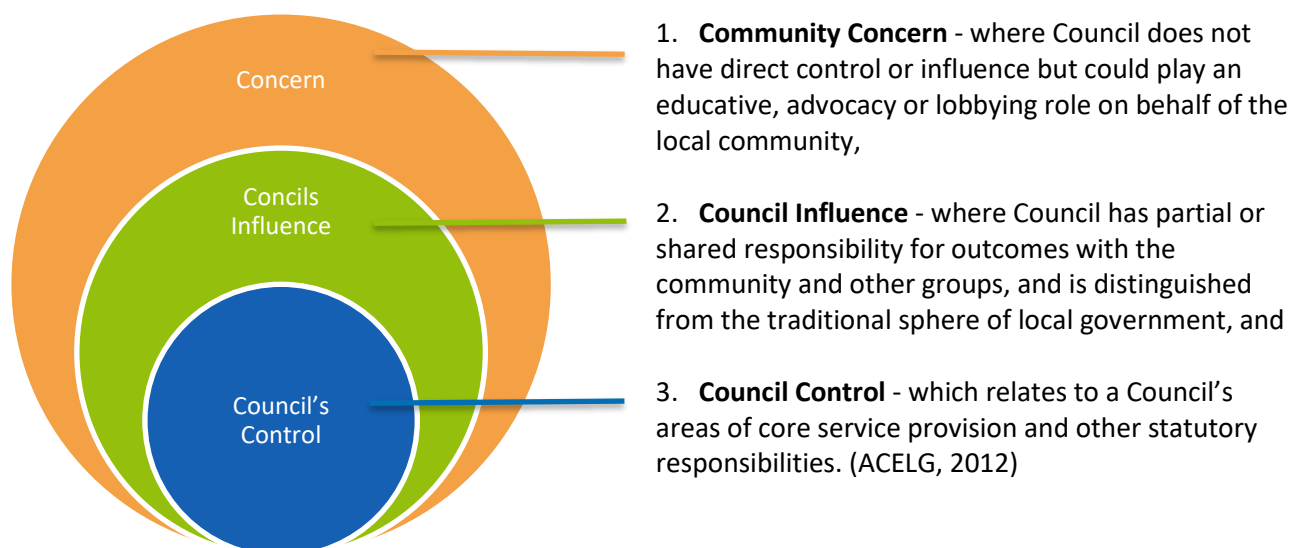
## Selecting our strategies and actions

Whilst many issues and actions were identified, those that have been included in the Ageing Well Strategy were selected using the following filtering questions:

- Filter 1:** Does the action specifically address an issue that is of significant concern to our older residents?
- Filter 2:** What is the severity of the impact of the issue being addressed? What is the potential impact of the intervention/action?
- Filter 3:** Is the action under the control or influence of Council or does Council have an important advocacy role? (see definition below)
- Filter 4:** Are there resources available to implement the strategy or is it of sufficient priority that Council will consider reviewing its budget and/or staff allocation to support implementation?
- Filter 5:** How do these actions link with Council's Operational Plans, Delivery Program and Strategic Plan?
- Filter 6:** How does this fit with international best practice?

## Understanding Council's role

The following distinctions were used to clarify Council's role in addressing issues and actions raised (Filter 3):



## What do we mean by Ageing and Healthy Ageing?

The world has an ageing population. That is, more people are living longer than ever before, and our older people are starting to outnumber our younger people.

Most international and national documents reviewed referred to older people as those over 60 years or eligible for an aged pension. Chronological age however, is not a useful marker of ageing in isolation. In fact, the World Health Organisation state that “enacting broad social policies based on chronological age alone can be discriminatory and counterproductive to wellbeing in older age”.<sup>2</sup>

There are dramatic variations in health status, participation and levels of independence among older people of the same age. This is particularly so in Australia where the average life expectancy for our Indigenous population is ten years below that of the non-Indigenous population.

It is important to recognise that ageing is different for everyone and that different population groups have a diverse set of needs, expectations and priorities formed primarily from their life experiences.<sup>3</sup> Older people, like every age group, differ by way of their financial circumstances, living arrangements, cultural backgrounds, health status, family situations, life experiences and lifestyle preferences to name a few. These all affect the type and level of support needed as we age.

Healthy Ageing is about enhancing the quality of life as we age. That is, adding “years to life and life to years”. The focus is on viewing “ageing in terms of opportunity and capacity rather than decline and degeneration”<sup>4</sup> and is on supporting people to lead active and independent lives as they age.

Healthy ageing includes the social and emotional dimensions of health as well as the physical ones.

The World Health Organisation has identified key themes that support healthy active ageing in its “Global Age-Friendly Cities” guide.<sup>5</sup> The guide addresses the needs of the ageing population in a way that supports better communities for everyone. These communities are safe and accessible, with pleasant environments and people that are socially connected and harnessing the skills and experiences of older people.

### A definition for our Ageing Well Strategy

Federation Council’s Ageing Well Strategy defines “older people” as those aged 65 years and over and for people of Aboriginal and Torres Strait Islander background, aged 50 years and over.

The Strategy considers the diversity of older people, aiming to protect those most vulnerable and looks specifically at the needs for three life stages;

1. Younger, well, active, and/or near retirement
2. Well-aged with supports
3. Frail aged

---

<sup>2</sup> World Health Organisation (2007) “Ageing Policy Framework”

<sup>3</sup> Prime Minister’s Science, Engineering and Innovation Council (2012) “Promoting Healthy Ageing in Australia”

<sup>4</sup> Prime Minister’s Science, Engineering and Innovation Council (2012) “Promoting Healthy Ageing in Australia”

<sup>5</sup> World Health Organisation (2007) “Global Age Friendly Cities: A Guide”

## What is the policy and planning context?

### International Best Practice

The global phenomenon of the world's ageing population has been considered by governments in many international plans and projects for almost two decades.

### Global Strategy and Action Plan on Ageing and Health

In 2016, the WHO released a "Global Strategy and Action Plan on Ageing and Health (2016-2020).

This strategy is underpinned by 5 principles; human rights, equity, equality and non-discrimination, gender equality, and intergenerational solidarity.

There are 5 key strategies

1. Commit to action (collaborative action)
2. Align health systems to the needs of older populations
3. Develop age friendly environments
4. Strengthen long-term care
5. Improve measurement, monitoring, and research

The Strategy was developed following the release of the "**World Report on Ageing and Health**" (WHO 2015) which reviewed the latest evidence about ageing and provides a framework for a forward-thinking public health response. This large report provides a wealth of information and states that "for most older people, the maintenance of functional ability has the highest importance." Moreover, "the greatest cost to society are not the expenditures made to foster this functional ability, but the benefits that might be missed if we fail to make the appropriate adaptations and investments".<sup>6</sup>

Functional ability is defined as the combination of intrinsic capacity (physical and mental capacity) and environment factors such as "policies, systems and services related to transport, housing, social protection, streets and parks, social facilities, and health and long-term care; politics; products and technologies; relationships with friends; family and care givers; and cultural and social attitudes and values."<sup>7</sup>

The report recommends the need to build an age-friendly world, and to transform our health systems toward integrated care rather than disease-based care. It refers to the following key international legal and policy frameworks to guide action:

#### International human rights law

This spans everything from the right to life, as well as social, economic and cultural rights including health, social security and housing. A person's rights cannot be taken away with age and everyone has the right to be free of discrimination, exploitation, violence and abuse.

---

<sup>6</sup> World Health Organisation (2015) "World Report on Ageing and Health"

<sup>7</sup> World Health Organisation (2016) "Global Strategy and Action Plan on ageing and Health"

### **The Madrid International Plan of Action on Ageing<sup>8</sup>**

The United Nations General Assembly endorsed this plan in 2002. It identified 132 actions with three (3) priority directions; Older persons and development; advancing health and well-being into old age; ensuring enabling and supportive environments. The WHO report states that many of the issues identified remain relevant today.

### **WHO – Active Ageing: A Policy Framework<sup>9</sup>**

This framework, released in 2002 defines active ageing as “the process of optimising opportunities for health, participation and security to enhance quality of life as people age”. The Framework is based on three pillars; promoting good health and health care, enabling participation in all spheres of life, and promoting social, financial and physical security.

### **WHO Age-Friendly Cities<sup>10</sup>**

The WHO Global Aged Friendly Cities Guide defines an age-friendly city as one that “encourages active ageing by optimizing opportunities for health, participation and security to enhance quality of life as people age. In practical terms an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities”.

The Guide is accompanied by a checklist that is designed as a self-assessment tool for communities to assess for essential features of an age-friendly city.<sup>11</sup> The Checklist is based on eight themes:

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

The report acknowledged several opportunities for all levels of government to enable healthy ageing. These included:

- Establishing policies and programs to expand housing options and assist with home modifications
- Introducing measures to ensure older people are protected from poverty
- Providing opportunities for social participation and having meaningful social roles
- Removing barriers, setting accessibility standards and ensuring compliance in buildings, transport, and information and communication technology
- Considering town-planning and land use decisions and their impact on older people’s safety and mobility
- Promoting age-diversity and inclusion in working environments

---

<sup>8</sup> United National General Assembly (2002) “Madrid International Plan of Action on Ageing”

<sup>9</sup> World Health Organisation (2002) “Active Ageing; A Policy Framework”

<sup>10</sup> World Health Organisation (2007) “Global Age-Friendly Cities: A Guide”

<sup>11</sup> World Health Organisation (2007) “Checklist of Essential Features of Age-Friendly Cities:

## International Council on Active Ageing “Preparing for a Decade of Healthy Ageing 2020-2030”<sup>12</sup>

The ICAA released a call to action in 2016 which noted the following trends;

- People are living longer, and life spans are lengthening
- As people age, the risk of developing chronic health conditions increases
- Functional impairments can limit older adults ability to engage in daily life
- Stereotypes and negative attitudes (ageism) inaccurately shape society’s perception of ageing
- Older adults who hold negative beliefs about ageing have poorer health and functional ability
- Older adults provide great value to their families, society and the economy
- The quality of life of older adults improves when they actively engage in dimensions of wellness

The call to action includes the following recommended action steps;

1. Create an environment that promotes well-being and health along the lifespan
2. Educate the public about the potential of ageing
3. Implement interdisciplinary partnerships aimed at enhancing the functional ability of older adults
4. Educate older adults on the relationship of their lifestyle choices to their functional abilities and feelings of well-being.
5. Expand the physical dimension of wellness to include the importance of nutrition, healthcare and physical activity for preventing/managing chronic conditions and fuelling functional ability
6. Emphasise the active participation of older adults
7. Develop environments that are accessible and desirable to older adults
8. Provide opportunities for older adults to serve as role models
9. Bring the active ageing philosophy and programming to people in long-term care.
10. Partner with universities and research centres to encourage studies on the results of functional ability programs
11. Advise product manufacturers and service providers on how they can design, develop and deliver products and services that are inclusive for all ages and abilities.

## Life Cycle Transitions and Vulnerabilities in Old Age: A Review<sup>13</sup>

The United Nations Development Program published a literature review in 2014 that explored vulnerabilities and resilience for people as they age and how these affect their welfare. The review identifies the impact of trigger events (such as the onset of a disability) and lifecourse experiences (such as employment) on three key components effecting quality of life; financial well-being, health, and social support and connectedness.

The review notes the cumulative effect of life experiences and highlights the role of individuals and the environment in determining impact of these. It refers to opportunities to reduce susceptibility, reduce threats and strengthen resilience.

Resilience is viewed in 6 domains; individual, household, family, neighbourhood, community, societal.

Individual Resilience is viewed in 7 areas: psychological, mobility, financial, environmental, physical, social and cultural.

---

<sup>12</sup> ICAA (2016) An ICAA Call to Action 2016 – Preparing for the decade of Healthy Ageing 2020-2030”

<sup>13</sup> United Nations Development Program (2014) “Life Cycle Transitions and Vulnerabilities in Old Age: A Review”, Asghar Saidi

## National and State Policy Context

Each level of government plays a different role in responding to the ageing population. For example:

- The Australian Government controls important areas that affect ageing policy such as income support, taxation and superannuation, workplace relations, higher education and aged care.
- NSW Government addresses state wide policy and actions such as access to mainstream government services and facilities like public spaces, transport, health care, social housing and justice.
- Local Council's are well placed to work with their communities to address local initiatives.

Both the national and state government have produced Strategies to guide action in this area. These are summarised below.

### National

**Living Longer Living Better**<sup>14</sup> is a 10-year policy reform that commenced in 2012 that aims to support people to remain in their homes, have better access to residential care, increased recognition of carers, an improved aged care workforce, greater support for those with dementia, and improved access to information. The reform includes the Commonwealth Home Support Program, My Aged Care and the National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse Backgrounds.

### State Government - New South Wales

The NSW Government is determined to ensure that "older people live healthy, active and happy lives as they age"<sup>15</sup>. To support this vision, the NSW Government has developed its second Ageing Strategy (2016-2020). This strategy reaffirms the need for all of government to work collaboratively with academia, business and the community to determine how best to manage the challenges and seize the opportunities the ageing population brings.

The NSW Ageing Strategy 2016-2020 identifies 5 priority areas to be addressed by state government. These include the following:

- Priority 1: Health and wellbeing
- Priority 2: Working and retiring
- Priority 3: Housing choices
- Priority 4: Getting around
- Priority 5: Inclusive communities

These priorities are interconnected with the WHO's Active Ageing and Age-Friendly Cities documents.

### Local Government NSW

"The Integrated Age-Friendly Toolkit" aims to support local Council's to take a whole of Council approach to planning for an ageing population, particularly with respect to the build environment.<sup>16</sup>

The toolkit provides examples, resources and key references to help guide local Council responses. This document was used to help guide our strategy selection and formulation.

---

<sup>14</sup> Australian Government (2012) "Aged Care Reform Package, Living Longer Living Stronger"

<sup>15</sup> NSW Government, Department of Family and Community Service, Participation and Inclusion (2016), "NSW Ageing Strategy 2016-2020 – A whole of government strategy and a whole of community approach"

<sup>16</sup> Local Government NSW (?) "The Integrated Age-friendly Toolkit – for Local Government in NSW"

## What is the impact of ageing on Council?

A recent literature review on Local Government and Ageing by the University of Western Sydney<sup>17</sup> identified three main impacts of the ageing population on local government. These include:

### Impact on Economic Growth and Local Communities

- Reduced labour supply growth
- Reduced labour participation rate
- Increase in the aged dependency ratio
- Modest increase in volunteer rates and frequency (particularly care giver roles)
- Increase in mature consumers particularly increasing the demand for locally delivered goods, services and facilities
- Delay in wealth transfer
- Increased “grey nomad” tourism

### Impact on Infrastructure and Services

- Increased demand for age friendly infrastructure (building, outdoor spaces and amenities) that provides for accessibility, personal mobility, independence, safety, security from crime, health promoting behaviour, social participation and quality of life
- Increased demand for suitable transport options
- Increased demand for suitable housing options that are affordable and close to services
- Increased demand for aged friendly community facilities and programs, information services, library services, and sport and recreation facilities and programs
- Increased demand for home care support services and aged care services (now a Commonwealth responsibility)

### Impact on Revenue and Expenditure

- Fiscal pressure through an imbalance between economic and revenue growth particularly for rural and remote Council’s with relatively higher costs of service provision.
- Reduced revenue raising abilities - main sources: municipal rates (47%), government grants (19%), and fees and charges (16%), other (18%)
- Higher demand on Council’s municipal rates concession policy
- Increase in Council’s expenditure on direct and indirect ageing well strategies e.g. rural and remote Council’s providing financial incentives to attract medical staff to the region.
- Increased need to provide assistance and incentives for retirees to return to work and encourage staff approaching retirement age to remain in the workforce

The review noted the two most important things Council’s need to respond to the ageing population are financial resources and increased awareness. Other things included; information and knowledge, specialised staff, skills and training and support systems and networks.

---

<sup>17</sup> O’Brian E, Phibbs P, (June 2011) “Local Government and Ageing – Literature Review”, University of Western Sydney Urban Research Centre



## Local Challenges

The following key challenges have been identified for Federation Council in addition to those expressed by the University of Western Sydney literature review, in developing and implementing the Ageing Well Strategy;

- Recognising and addressing the diversity of people ageing and their changing expectations
- Addressing the needs of those most vulnerable
- Ensuring access and affordability of service provision across the geographical spread of our 14 towns and villages
- Negotiating cross border collaboration for improved service provision

## What is Council's Role?

Council will need to respond with a whole of Council approach as almost every area of service delivery and workforce are affected by an ageing population.

Council will respond differently to issues raised depending on its level of control and influence.

### **In Council's Control**

Federation Council has a clear role in responding to the ageing population through the services, infrastructure and programs it provides.

It also can lead by example and promote our ageing population as a positive influence by promoting the role of older persons through recognition of their role as volunteers and carers.

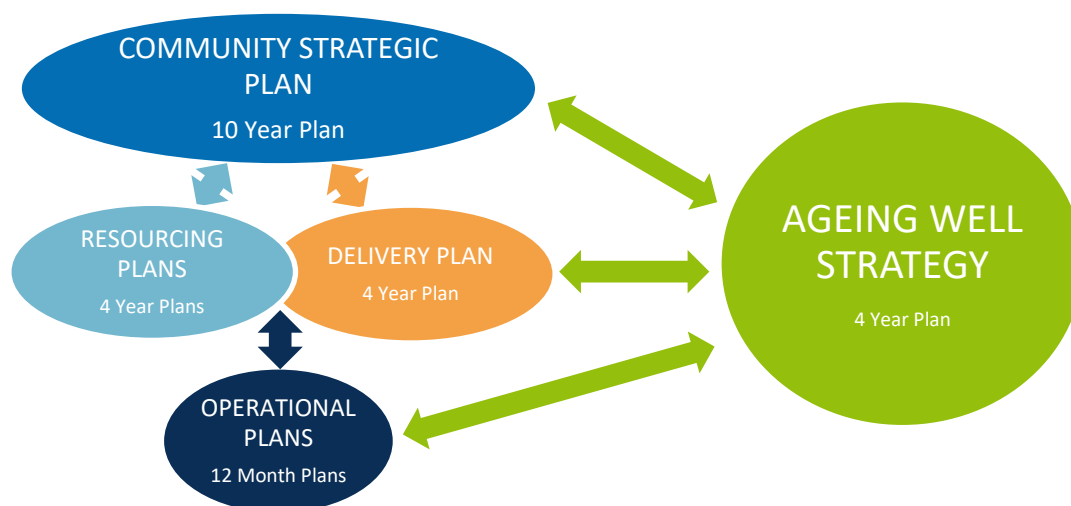
### **In Council's Influence**

Council also has a role in working collaboratively with local service providers and community groups to plan a whole of community approach and share responsibility for the outcomes.

### **Community Concern**

Council also has a role to play in educating, advocating and lobbying on behalf of the local community.

## How Ageing Well Fits with Other Federation Council Plans



The Ageing Well Strategy was developed at a time when many of Council's plans were being renewed both because of the recent amalgamation and because they were due for renewal. This includes Council's overarching document, the Community Strategic Plan. The Ageing Well Strategy links with existing plans and will inform the development of new plans across the Council.

The Ageing Well Strategy builds on the 2013-2017 Corowa Shire Council Ageing Well Plan and aligns with the following Council plans. A table mapping how the Strategy links with Council's plans can be viewed in the Appendix.

1. Community Strategic Plan
2. Federation Council Delivery Plan
3. Federation Council Resourcing Strategies
4. Federation Council Operational Plans
5. Disability Inclusion Action Plan 2017 – 2021
6. Open Space Master Plans
7. Local Environment Plans
8. Community Engagement Strategy
9. Economic Development Strategy
10. Asset Management Plan
11. Road Safety Action Plan
12. Emergency Management Plan
13. Corowa Shire Pedestrian Access and Mobility Plan 2011-2016

The newly developed Community Strategic Plan 2018-2028 includes the following priorities.

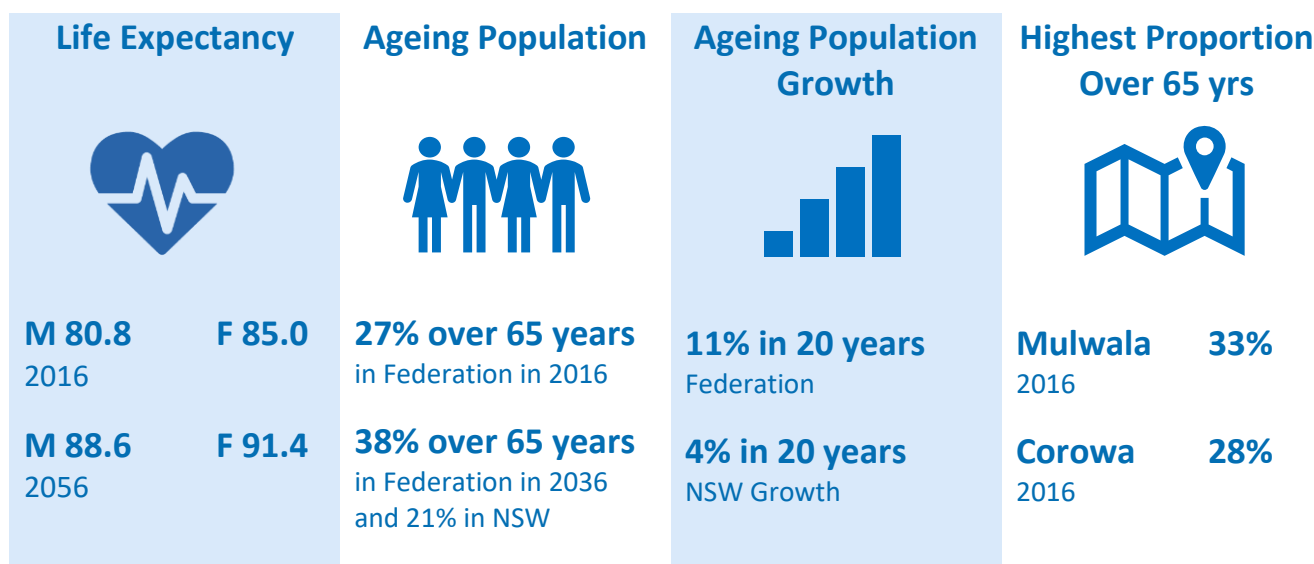
<i>Community Strategic Plan 2018 – 2028</i>	
<b>Built Federation</b>	Maintained and improved infrastructure that meets the needs of residents and industry
<b>Economic Federation</b>	Growing, progressive and prosperous communities that build on agriculture and tourism, proximity to other centres, and affordability
<b>Natural Federation</b>	Sustainable rural landscapes and waterways offering tranquillity and attractive recreational spaces
<b>Social Federation</b>	Close-knit and welcoming communities where people come together and support each other
<b>Well-Governed Federation</b>	Strong civic leadership supporting equity across communities and effective communication with residents

# Ageing Profile in Federation

*We're living longer and growing older*



## Demographic Data



**Projected Growth: An increase of 1,350 people over 65 years**

*3,400 people over 65 years in 2016*

*4,750 people over 65 years in 2036*

Federation Council is home to the thriving and diverse communities of Corowa, Howlong, Mulwala, Oaklands, Urana, Balldale, Boree Creek, Burraja-Lowesdale, Coreen, Daysdale, Morundah, Rand, Rennie and Savernake. It has a total population of over 12,200 people and is located on the river border of NSW and Victoria. It is a centre of one of the most productive wool, grain, lamb and beef cattle growing areas in Australia.

According to the NSW Department of Planning and Environment<sup>18</sup> there were 3,400 people aged over 65 years in Federation Local Government Area LGA in 2016. This represented 27% of the total population. By 2036, this age cohort is estimated to increase by 1,350 people (total= 4,750) representing 38% of the total population. This is a growth of 11%. At the same time, there is predicted to be a reduction in the total population of 150 people.

The largest growth is predicted to be in the 75-79-year age group, increasing by 400 people whilst the 65-69-year age group will remain constant. The largest growth period of those over 65 years is predicted within 2016 – 2021 (n=450 people).

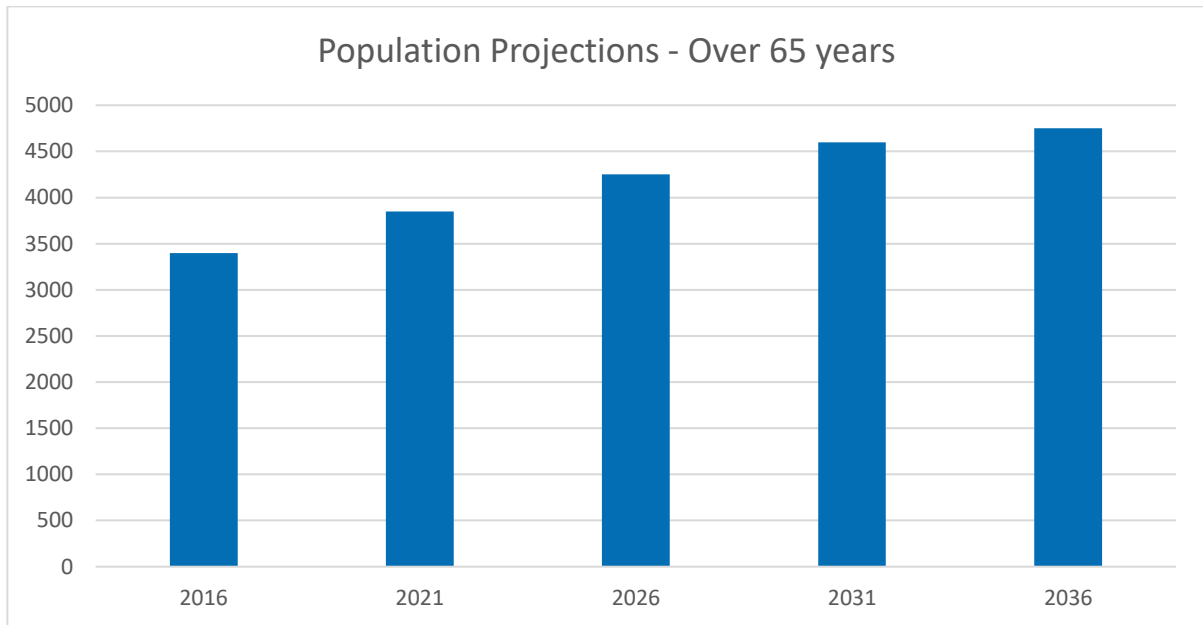
By comparison, a 4% increase in population of those over 65 years is predicted for NSW (from 1.2 million in 2016 to just over 2 million by 2036). This growth will see those aged 65 years in NSW representing 21% of the population by 2036. Like Federation, the largest growth is predicted in the 75 – 79-year age group however the largest growth period is predicted between 2021-2026.

Unless otherwise stated, the data presented in the following section has been sourced from the Australian Bureau of Statistics 2016 Census data.<sup>19</sup> See the Appendices for additional graphs, tables and information.

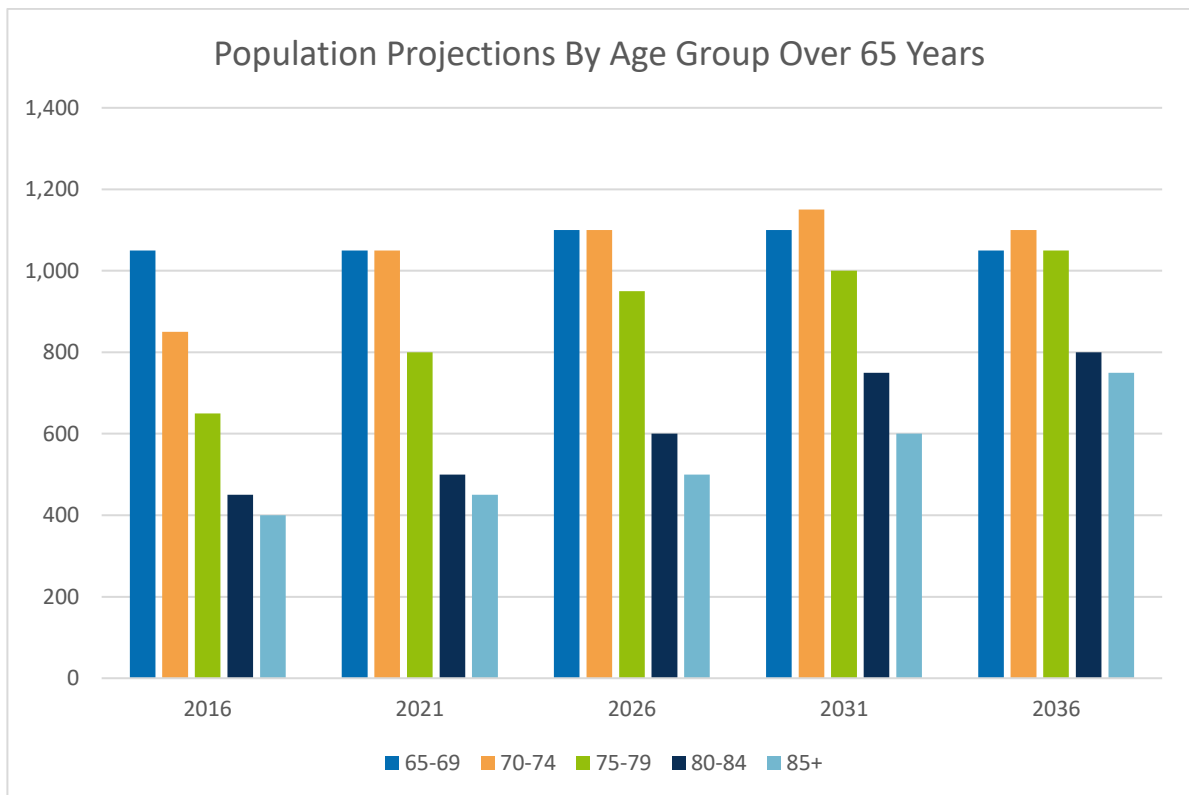
<sup>18</sup> NSW Department of Planning and Environment, 2016, NSW Population Projections Regional NSW Data A to F

<sup>19</sup> Australian Bureau of Statistics (2017) "ABS Census 2016 Community Profile"

Graph 1: Federation Council population projections – total over 65 years from 2016-2036



Graph 2: Federation Council population projections – by age group over 65 years from 2016-2036

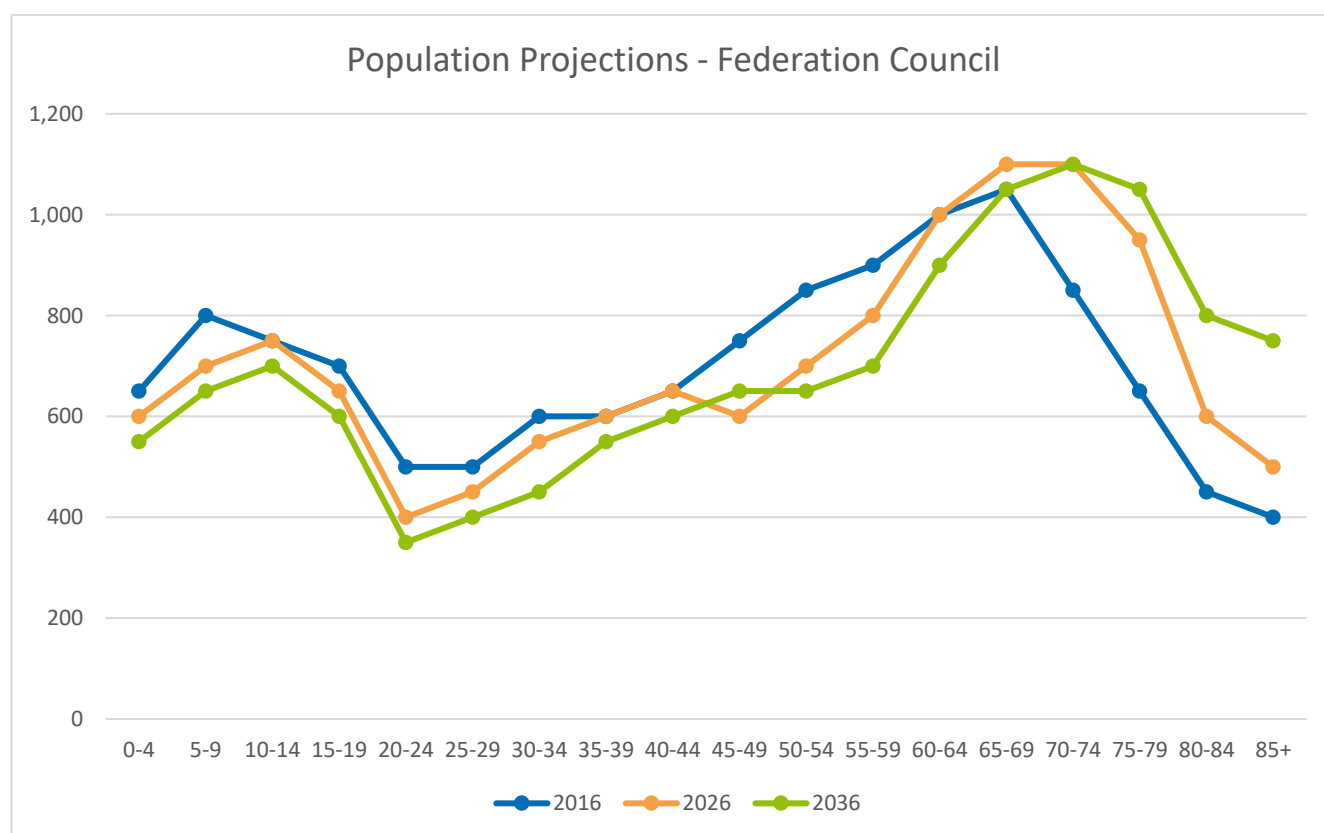


A table detailing the graph figures above can be viewed in the Appendix.

Table 1: Population Breakdown By Town/Village (statistical area)

TOWN / AGE GROUP	TOTAL OVER 50 YEARS	% OF TOTAL POPULATION	TOTAL OVER 65 YEARS	% OF TOTAL POPULATION	TOTAL POLUTATION
Rennie	9	20.93	0	0.00	43
Morundah	31	44.93	16	23.19	69
Buraja-Lowesdale	32	33.68	12	12.63	95
Coreen	39	35.78	11	10.09	109
Savernake	39	41.49	11	11.70	94
Daysdale	56	58.95	19	20.00	95
Balldale	80	51.28	41	26.28	156
Boree Creek	82	41.21	40	20.10	199
Rand	83	40.69	41	20.10	204
Oaklands	157	44.99	69	19.77	349
Urana	197	51.30	95	24.74	384
Mulwala	1156	53.49	712	32.95	2161
Howlong	1336	48.11	734	26.43	2777
Corowa	2726	49.73	1537	28.04	5482
TOTAL	6023	49.30016	3338	27.32258	12217

Graph 3: Federation Council population projections – all ages by 4 year age groups – 2016/2026/2036



## Other Profile Data

Aboriginality	214 people (1.2% of the total population) identified as being Aboriginal or Torres Strait Islander. Of these, 37 were aged over 50 years (13 were aged over 65 years).
Cultural and Linguistic Diversity	<ul style="list-style-type: none"> <li>• 832 people living in Federation Council Area were born overseas. Of these, 360 were aged over 65 years and none reported having difficulty speaking English.</li> <li>• 10 different religions were represented; Roman Catholic being the largest and Hinduism being the smallest group</li> </ul>
Education	There is a wide spread of education levels among those over 65 years. Whilst there a large proportion of over 55 years that completed year 10 there were 25 people stating they did not go to school.
Socio-economic status	According to Australia's SEIFA Index, Federation Local Government Area and its townships experience a higher level of disadvantage than NSW (30 <sup>th</sup> percentile versus 48 <sup>th</sup> percentile respectively) with Urana (20 <sup>th</sup> percentile) reported as the highest disadvantage. (This is reported as a lower percentile) <sup>20</sup>
Income	<p>According the Global AgeWatch Report Card, Australia ranks lowest in its region in the income security domain (rank 62) for older people compared with health (rank 5), capability (rank 8) and enabling environments (rank 26). This is due to high poverty rates in old age (33.4%) and a pension income coverage (83%) below the regional average.<sup>21</sup></p> <p>According to the Australian Council of Social Service, the poverty line (50% of median income) for a single person is \$426.30 per week.<sup>22</sup></p> <p>According to the ABS, there are 1,171 (35%) people aged over 65 years in Federation Council area with an income below \$400 per week.</p>
Employment	In 2016 there were 384 (11%) people aged over 65 years employed in full time and part time work (combined) and 8 (0.02%) people over 65 years looking for work.
Health	<p>Leading causes of death in Australia in 2016 were heart disease, dementia, stroke, lung cancer and respiratory disease<sup>23</sup></p> <p>Falls injury remains the highest cause of injury related hospitalisation for older people cross NSW. Falls risks increase with age and most commonly occur in the home.</p> <p>Dementia is the single greatest cause of disability in older Australians and the third leading cause of disability burden overall. It is most common in those aged 85-89 years, with 3 in 10 people over the age 85 years diagnosed and almost 1 in 10 people aged over 65 years.<sup>24</sup></p>
Disability	In 2016, 665 people (5.4%) reported needing assistance in their day to day lives due to disability. Of these 411 were 65 years or over.

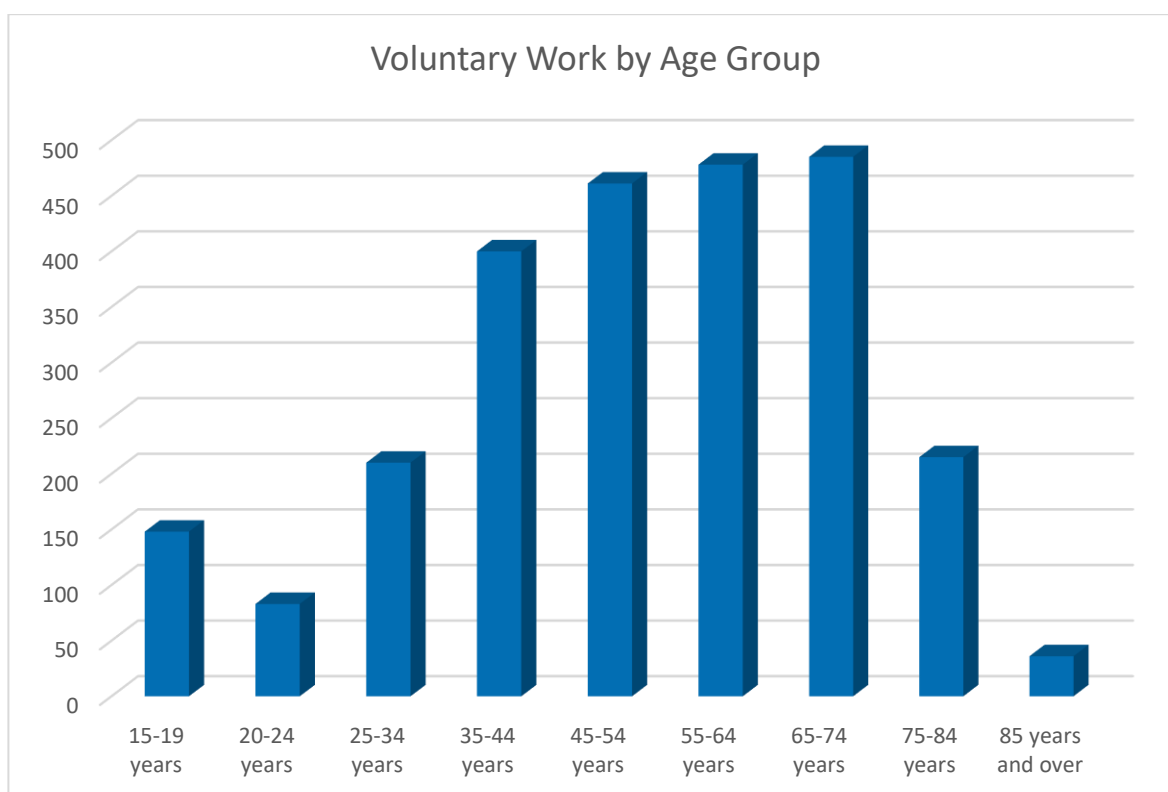
### Volunteer Work

25% of the population in Federation Council Area reported doing some form of voluntary work. Of those, 29% (736) people were over 65 years. However, there is a distinct drop in volunteering in the 75 years and over age groups.

Disability Care - This pattern of volunteering over the age groups is reflected in those providing unpaid assistance to people with a disability, with the largest age group being those aged 55-64 years. 314 people aged over 65 years reported providing this unpaid assistance.

Unpaid Child Care - This pattern is less pronounced for those providing unpaid childcare with a steadier decrease demonstrated from age 44 years. Of those aged over 65 years, 240 reported providing unpaid child care.

Graph 4: Voluntary Work by Age Group in Federation Council



<sup>20</sup> Profile ID (2011) SEIFA INDEX – Federation Council

<sup>21</sup> HelpAge International (2015) “Global AgeWatch Index 2015 - Australia” <http://www.helpage.org/global-agewatch/>

<sup>22</sup> Australian Council on Social Service – Social Policy Research Centre (2016) “Poverty in Australia”

<sup>23</sup>

<http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/3303.0~2016~Main%20Features~Australia's%20leading%20causes%20of%20death,%202016~3>

<sup>24</sup> Murrumbidgee Primary Health Network (2016) “Murrumbidgee Primary Health Needs Assessment”



## Key Messages from the Consultation Findings

The Ageing Well Steering Committee conducted 12 community focus groups, 23 key informant interviews and received 239 survey responses. This information combined revealed that whilst the community had much to say about each of the 8 Age Friendly themes, there were very clear messages that resonated from across the Council. These include;

### Increase and improve infrastructure and outdoor spaces

Issues raised were footpaths, kerbing, seating, shade, shelter, street lighting, public toilets and signage. The focus here was comfort, safety, improving physical activity, improving community engagement and falls prevention.

### Improve transport options

The public/community transport available is very limited and too expensive for many. The services struggle both financially and in recruiting volunteer drivers. We need some innovative solutions to solve this issue.

### Improve housing options

There are limited to no options for down-sizing especially in our villages coupled with expensive and limited home care services. Relocating from villages to the larger towns is financially difficult for many. We need 1-2-bedroom homes on smaller blocks and some innovative solutions to support people with home maintenance and home care.

### Help us to participate socially

Whilst there are lots of activities available many people were unaware of them. It was felt there was a gap in age appropriate physical activity options in some towns e.g. dancing, tai chi, aqua fitness, hydrotherapy etc.

### Maintain respect and social inclusion

Continue to acknowledge and promote older people and their contributions.

### Improve our civic participation and employment

There were three key messages here;

1. Involve us - Ongoing consultation and involvement of older people in Council planning and decision making (this came through in multiple themes).
2. Help link us – link volunteers with volunteer roles
3. Help us to help ourselves - Community groups feel they could achieve much more with assistance with governance, funding acquisition, volunteer recruitment and projects.

### Improve our awareness

By far the biggest issue identified across the Council was the general lack of awareness of what services and activities (etc) are available for older people, and how to access them. This extended across all eight Age-Friendly themes however it particularly focussed on transport options, accessing aged care services through My Aged Care, volunteering options, and events/activities. There was also a lack awareness about what people need to know to plan for their ageing and consequently, the health/aged services reported people and their families experiencing a lot of avoidable stress and suffering as a result.

### Help us retain and grow our health services

Maintaining health was a high priority. Communities want access to quality, timely health and medical services. There were specific and different issues raised in Howlong, Mulwala, Urana and Oaklands.

Further consultation findings and service profile information are included in the next section in each of the eight (8) Age Friendly Themes. Additional details are included in the Appendix.



# Ageing Well in Federation – Our Strategy

*Supporting our community to live healthy, active and happy  
lives as they age*



## The Strategy – an overview

### The Framework Used

Federation Council has used the World Health Organisation Global Age Friendly Cities Guide and Checklist to investigate local needs and as a framework for the Ageing Well Strategy. It is based on the following eight (8) themes;

- |                                 |                                        |
|---------------------------------|----------------------------------------|
| 1. Outdoor Spaces and Buildings | 5. Respect and Social Inclusion        |
| 2. Transport                    | 6. Civic Participations and Employment |
| 3. Housing                      | 7. Communication and Information       |
| 4. Social Participation         | 8. Community and Health Services       |

These themes link with the five (5) priorities within the NSW Governments “Ageing Strategy 2016-2020” namely; health and wellbeing, working and retiring, housing choices, getting around, and Inclusive communities.

These themes also link with the priorities identified in Council’s newly develop Community Strategic Plan e.g. Built Federation, Economic Federation, Natural Federation, Social Federation, and Well-Governed Federation.

### How to Read the Plan

The plan is divided into two sections;

Section one explores each of the eight Age Friendly themes and, each theme includes;

- A definition of the theme
- The Strategic Goal
- Current situation and actions
- What our community said
- What needs to be done: Strategies and Actions

Section two presents the themes in a Four-Year Action Plan. This is in table form and includes the actions listed against the following;

- Priority ranking
- Responsibility
- Timing
- Resources
- Community Strategic Plan Reference
- Other Council Document Links
- Partners

It is important to note that some of the actions are dependent on Council attracting additional funding. This critical dependency is noted in the “Resources” columns of the Action Plan tables.

## Theme 1: Outdoor Spaces and Buildings

An age-friendly community provides a pleasant, clean and safe environment with plenty of green spaces. Buildings and footpaths are easy to use (including wheelchairs and scooters), there are sufficient accessible public toilets and seating, suitable pedestrian crossings and adequate street lighting.

### Goal

To provide age-friendly outdoor spaces and building that are pleasant, safe and easy to use and that encourage older people to maintain an independent and active lifestyle.

### Current situation and actions

The design of our outdoor environment and public buildings have a major impact on mobility, independence and quality of life of older people and affects their ability to age in place.

Federation Council owns, plans for and manages many public buildings and outdoor spaces e.g. parks, recreation grounds, sporting facilities, pools, parks, footpaths, walking tracks, bike paths, roads, community halls, libraries, landscaping and amenities such as seating and public toilets etc. Consequently, Council has numerous asset management plans and master plans that feed into the higher-level plans.

Council is required to ensure all new and renovated buildings and planning comply with the legislated Australian Disability Standards as per the Disability Discrimination Act 1992 (2010) and the NSW Disability Inclusion Act 2014 (no.41). These standards and guidelines enable all ability access.

Council acknowledges that whilst all new buildings must comply with mobility and access regulations, there are many existing buildings that need to be assessed and brought up to standard.

In April 2017 Council adopted The Federation Council Disability Inclusion Action Plan 2017 – 2021 which includes nine (9) actions addressing accessibility in outdoor spaces and buildings within Objective 2, Create Liveable Communities. These include;

1. An audit of Council buildings against access compliance standards
2. Developing a disability access improvement program
3. Embedding equity and access in decision making about physical infrastructure
4. Consult people with disabilities during the design phase of new infrastructure
5. Advocate for funding to support community groups and clubs to improve accessibility
6. Ensure accessibility is embedded in planning Council programs, planning and activities
7. Plan for continuous accessible path of travel - see the Corowa Pedestrian Access and Mobility Plan 2011
8. Ensure signage is easy to read

The Disability Inclusion Action Plan also includes the development of an Access and Mobility Kit with maps showing locations of accessible businesses, facilities and toilets. The Disability Inclusion Advisory Committee meet on an as needs basis to monitor the implementation of the Action Plan.

Whilst some older people have disabilities, many do not. Ensuring our buildings and spaces are welcoming of older people goes beyond ensuring disability access. It means considering their interests, their resources and their preferences.

## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Outdoor spaces and public buildings	Very	79.68%	21.17%
	Fairly	18.02%	55.20%
	Slightly	2.70%	17.65%
	Not at all	0.00%	4.98%

79.28% of survey respondents said that having age-friendly outdoor spaces and buildings is “very important” and another 18.02% said “fairly important” (a total of 97%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community, highlighting room for improvement.

The following comments reflect the findings from all consultation methods.

Things people liked;	<ol style="list-style-type: none"> <li>1. We love where we live and want to stay here as long as we can</li> <li>2. Quiet, relaxing and peaceful environment</li> <li>3. Clean public spaces and country air</li> </ol>
----------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<ol style="list-style-type: none"> <li>1. Lack of sufficient and suitable footpaths and curbing for all abilities (including mobility scooters) and safety (Corowa an exception)</li> <li>2. Need footpaths in village communities to get people off the roads that have trucks on them (especially during harvest season) particularly Oaklands</li> <li>3. Lack of sufficient seating, shade, street lighting for comfort, rest and safety</li> <li>4. Improve the safety of crossing the road e.g. pedestrian crossings or slower traffic in larger centres and where the highway runs through town e.g. Melbourne Street, Mulwala and Hawkins St and Sturt St in Howlong in front of the aged care facility</li> <li>5. Improve physical access to facilities – Council owned and local businesses</li> <li>6. More public toilet signage and improve public toilet accessibility</li> <li>7. Access to a heated pool for hydrotherapy</li> <li>8. All year around access to swimming pools</li> <li>9. Improve all ability access to swimming pools</li> <li>10. Install outdoor exercise equipment for free access</li> </ol> <p>The most requested improvement was for increased and improved footpaths.</p>
-------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## What needs to be done: Strategies and Actions

Strategy 1: Improve our planning and delivery of open spaces and infrastructure so that it supports older people to engage fully in community life.

Actions The actions in this area echo those in the Disability Inclusion Action Plan 2017 – 2021

1. Ensure healthy ageing considerations are included in planning Council’s outdoor spaces, buildings and town planning through staff training and systemised use of guides and tools such as the WHO Organisation “Age Friendly Cities Guide” and NSW Health’s “Healthy Urban Development Checklist”.
2. Ensure all new Council infrastructure demonstrates best-practice age friendly building design and accessibility requirements.
3. Ensure the maintenance program and upgrading of public buildings prioritise best practice age-friendly design principles.
4. Ensure older people are consulted in Council’s planning processes particularly for things that affect them.
5. Prioritise footpath maintenance and development across the Council through the development of a renewed Pedestrian Access Mobility Plan (PAMP) and investment. Consider road crossing safety improvements and particularly focus on where older people and people with disabilities live, providing them with suitable pathways to access services, parks and community facilities and to encourage active transport.
6. Identify opportunities to improve and increase seating, shade, shelter and street lighting for comfort, rest and safety at bus stops, in recreation areas, in the central shopping area and on route to services and facilities.
7. Investigate options for improved access to swimming pool facilities across the council area including opening hours, season times, transport, physical access and so on.
8. Further investigate the demand for outside exercise equipment and the viability of installation.
9. Review and improve signage across the Council especially for public toilets and RV parking.

Strategy 2: Promote and advocate for accessible public spaces and buildings within our community.

- Actions
1. Educate and support service providers, businesses and community groups to improve physical access to their buildings and facilities.
  2. Continue to use the relevant Australian standards and building codes to assess building applications to ensure they are age-friendly.

## Theme 2: Transportation

**An age-friendly community has** sufficient, accessible, affordable, linked and safe public/community transport for all abilities. It has transport options, age-friendly driving conditions and appropriate parking and drop off points. Driver education and refresher courses are available locally.

### Goal

To support older people to have access to a range of affordable transport options that suit their needs and support them to maintain their independence and actively participate in community life.

### Current situation and actions

Federation Council is not well serviced by public transport and the community is mostly car dependant. Access to suitable, affordable, safe transport plays an important role in maintaining the independence of older people.

Federation Council does not own or operate transport services within the area. The exception to this is the Mobile Preschool Service and the provision of transport linked to Council's events. Council does however have a role to play in working with transport providers, neighbouring councils and government to ensure transport needs are understood and met.

This is particularly important for Federation Council because its 14 towns and villages are spread out over 5,685 square kilometres and many of the villages are not fully self-sufficient with basic needs such as groceries, fuel and health care located in bigger centres. Most specialist health services are provided outside of the area.

Accessibility actions are included in Council's Delivery Program.

There are a range of bus service providers offering transport to locations outside of the Council area. These include; Canns Bus Lines, Dysons Bus Lines, V-Line Bus and TrainLink Bus. There is also a Taxi Service in Corowa and another in Yarrawonga (servicing Mulwala).

Kalianna Transport and Valmar are funded by Transport NSW to provide personalised door-to-door transport for residents living within the Federation Government area. This includes reliable specialised community transport for the frail aged, people with disabilities, Department of Veterans Affairs card holders and people who are transport-disadvantaged members of the community. To be eligible, residents must be over 65, and be registered and formally assessed by My Aged Care (MAC).

Both these services are not for profit organisations and rely on the economies of scale and on volunteers to operate their service within a tight budget. Their services provide support for people to conduct their daily living activities, social participation and attend medical appointments. They reported finding it more and more difficult to recruit suitable volunteers to driver positions.

Kalianna has the contract for the old Corowa Shire and has one car in Corowa and the remainder (cars and bus) are in Albury. They averaged 650 occasions of service per month during 2016. Prior to 2016, community transport was located in Corowa with 40 volunteer drivers, 1,200 registered clients and averaging 2,000 occasions of service per month. Valmar has the contract for the old Urana Shire and has vehicles in Lockhart.

A transport gap exists not only in the availability of public and community transport but also for people who are on the waiting list for a My Aged Care Package and those aged 55-65 years who have a disability but do not qualify for the National Disability Insurance Scheme.



## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Transportation	Very	68.66%	20.66%
	Fairly	20.28%	31.46%
	Slightly	8.76%	31.92%
	Not at all	2.30%	15.96%

68.66% of survey respondents said that having age-friendly transportation is “very important” and another 20.28% said “fairly important” (a total of 88.94%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community highlighting room for improvement.

Of interest here is that there are four key groups with differing issues;

- Older people who still have their licence and were concerned about maintaining their licence and concerned that they didn’t know what transport was available for when they no longer had their licence
- Older people who still have their licence and prefer to use public transport (particularly for longer trips).
- Older people who no longer have their licence and require transport options who were concerned about the cost and accessibility of services
- Older people who provide transport assistance to their elderly family members, friends and neighbours who were concerned about their ability to continue to provide help

The following comments reflect the findings from all consultation methods.

Things people liked;	<ol style="list-style-type: none"> <li>1. Some people felt that a lot of facilities are within walking distance</li> <li>2. Taxi Card (discounted travel for aged or disability pension card holders)</li> <li>3. Club courtesy buses in Corowa, Howlong and Mulwala (although, felt these were under-utilised)</li> <li>4. Having the support of family and friends to drive them</li> </ol>
----------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<ol style="list-style-type: none"> <li>1. Significant lack of awareness of what is available and how to access it</li> <li>2. Limited transport options that are not meeting needs – different in each town/village and included transport within and outside of the town/village</li> <li>3. Community transport, although subsidized, is expensive for users and has limited availability, especially for those in a smaller town/village</li> <li>4. Disable parking is good in some places but not in others</li> <li>5. No driver education refresher courses / licence renewal locally</li> <li>6. Steps too high on V/Line and Country Link buses</li> <li>7. Hours of operation are restrictive e.g. not available on weekends, difficult departure/return times</li> <li>8. Bus stops are poorly designed for those with a disability</li> <li>9. Those people without family or friends to assist are at greatest risk of isolation from lack of transport</li> <li>10. Cross border anomalies –Seniors Cards are state based</li> </ol>
-------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## What needs to be done: Strategies and Actions

Strategy 1: Increase the awareness and use of transport options for older people.

- Actions:
1. Conduct a service map and provide/promote information about transport availability, costs and how to access it for older people in a way that encourages their interest, understanding and motivation i.e. more than producing a brochure.
  2. Work with service providers to support older people feel confident using the available transport options
  3. Promote and encourage active transport e.g. walking, bike riding.

Strategy 2: Improve transport options for older people that better caters for their needs both within and outside of their communities.

- Actions:
1. Work with community transport providers to increase their service availability, to recruit suitable volunteer drivers and reduce client costs.
  2. Further investigate needs and solutions to improve public transport options, times and access particularly in and around the communities of Mulwala, Howlong and Corowa, and between towns and villages.
  3. Investigate and support innovative ways the community can better support each other's transport needs with such things as online commuter sharing applications like "Share your ride".
  4. Investigate the opportunity to extend the use of Service Club courtesy buses as a local transport solution.
  5. Investigate the ability of towns/villages to accommodate safe use of mobility scooters and plan for necessary improvements as a part of a renewed (Pedestrian Access Mobility Plan (PAMP)).
  6. Support mobility scooter usage by working with the business community to establish and promote the "Recharge Scheme" (power point access to recharge scooter batteries or electric bikes).
  7. Review and improve the availability of disable parking (both angle and parallel) particularly in Mulwala and Corowa.
  8. Investigate the demand and possibility of offering driver education refresher courses and licence renewals locally.
  9. Continue to provide free and subsidised transport to major community events.

Strategy 3: Improve access and safety of public transport access points

- Actions:
1. Involve older people to assist to assess the access, safety and comfort of public transport stops and develop an improvement plan.

## Theme 3: Housing

**An age-friendly community provides** sufficient, affordable, well-designed and safe housing options that are close to services and transport. It also has sufficient and affordable home maintenance, home modification and home support services to assist ageing in place.

### Goal

To enable older people to have access to a range of affordable housing options which supports them to remain living in the community as their needs change.

### Current situation and actions

Most older people want to stay living independently in their own communities and in their own homes; close to their friends and networks and in familiar surrounds. Some need help to modify their homes to suit their mobility changes, some need services to support them to age in place, whilst others want to move to smaller homes that require less maintenance, especially gardening.

In Federation Council, most people live in detached family homes on large blocks or farm land. There are limited, to no options in the communities outside of Corowa for people to down-size when their properties become too difficult to manage. Additionally, those in a residential block in the outlying towns/villages find it financially difficult to buy into the market in Corowa (or other larger town) without additional funds.

Council does not own or operate housing for older people, with the exception of 8 x 1-bedroom units in Urana and 3 x 1-bedroom flats in Oaklands. Council has a direct role to play in determining land use and planning, influencing building design, building approvals and compliance e.g. the Australian Disability Standards. Council also has a role to play in influencing and lobbying for services and infrastructure that supports people to age in place.

Retirement Villages and Residential Aged Care in the Council include;

- Corowa – Southern Cross Care Karinya – 40 Independent Living Units, 84 Aged Care beds
- Corowa – St Andrews Court Retirement Village – 5 Independent Living Units
- Corowa – Corowa Hospital Nursing Home – 31 Aged Care beds
- Corowa – St Johns Close – 8 Independent Living Units
- Howlong – Oolong Hostel – 21 Aged Care beds
- Mulwala – Mulwala lifestyle Village – 50 Independent Living Units
- Urana – Columbo Lodge – 19 Aged Care beds

*We have lower than average residential care places per 1,000 population over 70 years. See Appendices*

Potential growth in this sector includes the Mulwala Lifestyle Village who aims to expand their units to a total of 80 within the next 5 years.

Commonwealth Home Care Packages provide support services that enable people to stay in their own homes e.g. home cleaning, home maintenance and modification, personal care, meals etc. In Federation, home care packages are provided by a growing number of non-government organisations. These include Lutheran Aged Care, Valmar, Intereach, Australian Unity, Home Care Service of NSW, and Greater Hume Aged and Community Services. Providers tell us that the number of packages available are capped and are insufficient to meet local needs as they are experiencing a growing waiting list. Additionally, it is often more economical for people to use private local providers (if available) because travel costs can absorb much of the allocated funds.

## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Housing	Very	65.60%	20.00%
	Fairly	23.39%	50.73%
	Slightly	6.42%	23.90%
	Not at all	4.59%	5.37%

65.60% of survey respondents said that having age-friendly housing is “very important” and another 23.39% said “fairly important” (a total of 88.99%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community highlighting room for improvement.

The following comments reflect the findings from all consultation methods.

Things people liked;	<ol style="list-style-type: none"> <li>1. We love where we live</li> <li>2. Relative affordability of housing and of living (unless trying to relocate to bigger centre) - Lots of people retire here because of the affordability of housing</li> <li>3. Our existing retirement villages and aged care facilities and services are excellent</li> </ol>
----------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<p>Support to age in place:</p> <ol style="list-style-type: none"> <li>1. Lack of awareness of Home Care Services</li> <li>2. Lack of awareness/ability/confidence of older people to register for My Aged Care to access home care services</li> <li>3. Cost of Home Maintenance – esp. for those out of town due to travel costs</li> <li>4. Home Care Packages don’t cover all the tasks required e.g. gutter cleaning</li> <li>5. Lack of locally based independent private providers of home maintenance, gardening etc (Not Aged Care Page Providers)</li> <li>6. Lack of trades people etc who will travel to villages to provide services</li> <li>7. Lack of hard rubbish collection – particularly for those with no trailer or licence</li> </ol> <p>Support to transition:</p> <ol style="list-style-type: none"> <li>8. Older people leave it too long to transition into other living arrangement leaving them vulnerable</li> <li>9. Little to no public housing available</li> <li>10. Lack of housing options to down-size into</li> <li>11. Council’s minimum block size is too big for older people (suggested 450sq/m)</li> <li>12. Financial Stress – costs prohibit inclusion and access and makes relocating to a bigger centre difficult to impossible.</li> <li>13. Any new development must be in walking distance to shops and services and/or have suitable transport available</li> <li>14. Changes to rate payment options</li> </ol>
-------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## What needs to be done: Strategies and Actions

Strategy 1: Increase the awareness of support services that enable older people to age in place

Actions:

1. Work with Home Care providers to better promote My Aged Care and service availability and access e.g. Ageing Well Service Directory, Seniors Week information sessions and so forth.

Strategy 2: Improve access to home care services that support older people to age in place

Actions:

1. Work with home and personal care service providers to identify ways to improve the access and affordability of services across the Council.
2. Support local communities to access affordable home maintenance services through collectively engaging local trades people, volunteer programs, unemployment programs and intergenerational ideas.
3. Work with local communities to identify the viability of local private home care / personal care providers to offer affordable outreach services to our villages particularly for those on the waiting list for level 1-2 aged care packages.
4. Work with communities to investigate the opportunities to assist with hard rubbish collection and disposal for older people.

Strategy 3: Increase the availability of suitable housing options for older people

Actions:

1. Continue to incorporate and promote the Australian design standards and building codes into the planning approval and building inspection processes.
2. Further research and prepare a local housing strategy that responds to the diverse needs of the older population with consideration given to:
  - a. the need for additional retirement village and aged care accommodation,
  - b. the availability of 1 and 2-bedroom units,
  - c. the availability of small acre allotments,
  - d. the minimum block size,
  - e. shared accommodation options and
  - f. central locations for easy access to services and facilities.
3. Encourage the community and development sector to invest in housing that accommodates older adults.

## Theme 4: Social Participation

**An age-friendly community supports** a range of accessible, affordable and appealing activities and encourages participation and inclusion of all age groups. It consistently reaches out to people at risk of social isolation.

### Goal

To provide and promote a range of social participation opportunities that meet the diverse interests of older people and encourages broad community engagement.

### Current situation and actions

Social isolation is a well-established risk factor for poor mental and physical health. Conversely, social connections create a feeling of belonging and are shown to be protective factors that can prevent against and reduce the severity of these conditions. Older adults are at greater risk of becoming isolated due to a range of physical, social and structural factors. This includes the models of care where people are staying on their own in their homes longer and the increased demand for single room aged care facilities.

Barriers to participation include lack of transport, affordability, and awareness as well as activities not matching people's interest and a lack of confidence to join in independently or without physical assistance.

Council actively promotes social participation of older people. Some of the actions outlined in the Delivery Plan include the annual Seniors Week "Bus About" program with a series of come and try activities and information sessions, supporting the recent establishment of the Men's Shed (and other community groups/clubs), and supporting projects that engage older adults in volunteer activities including "Grandparents day" at the Mobile Preschool.

Council is currently updating its community groups and clubs directory and has created an online portal for groups to update their data as required. Across the Federation Council Area there are approximately;

- 26 Service Clubs
- 3 Garden Clubs
- 10 Church Groups
- 2 Youth Clubs
- 28 Art and Culture Groups
- 57 Sporting Clubs
- 5 Education and Training Groups or Organisations
- 2 Cinema's

Many of these groups/clubs specifically target older people, some are inclusive of older people and others have little to no engagement with older people.

Council is also updating its Ageing Well Resource which includes a diverse list of services for older people including aged care services, medical services, housing and so on.

Council also funds and operates the libraries in Corowa, Howlong, Mulwala and mobile library services in the outlying villages which have free computer and internet access. Council operates the Corowa Visitor Information Centre and financially supports the Yarrowonga-Mulwala Visitor Information Centre.

Council operate the swimming pools in Corowa, Howlong, Oaklands, and Urana and manage the pool area in Lake Mulwala. Discounts are available for pensioners and health care card holders.

## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Social Participation	Very	67.12%	35.32%
	Fairly	25.68%	50.92%
	Slightly	5.86%	11.93%
	Not at all	1.35%	1.83%

67.12% of survey respondents said that having age-friendly social participation is “very important” and another 25.68% said “fairly important” (a total of 92.80%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community highlighting room for improvement.

The following comments reflect the findings from all consultation methods.

Things people liked;	<ol style="list-style-type: none"> <li>1. There are a variety of sporting facilities and activity groups to choose from, both formal and informal (varies per town/village)</li> <li>2. Feel safe in a small town with friends and neighbours who assist us to participate</li> <li>3. Particularly value the Golf Clubs and RSL Clubs with the mix of activities they offer. The new Cinema is welcomed</li> </ol>
----------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<ol style="list-style-type: none"> <li>1. Lack of awareness of what activities are in town and the surrounds</li> <li>2. Awareness is not enough – need individual invitations and to assist individuals to participate (and cater for their needs) – it’s an issue of confidence</li> <li>3. Extend swimming pool hours and improve all ability access</li> <li>4. Would like more suitable activities/facilities for older people e.g. aqua fitness, hydro therapy, dancing, tai chi, yoga (different for each town). Need help getting qualified leaders.</li> <li>5. Poor consistency of activities because participation numbers fluctuate which impacts their viability. They need financial support to operate.</li> <li>6. Need to be better at welcoming new comers – both with information and so they feel welcome among long time locals – don’t assume they have support and networks in place</li> <li>7. A sense that they are missing out because of their lack of IT skills. More assistance needed to cope with the technological world, including IT skills training, IT design (poor dexterity and vision impairment)</li> <li>8. Assistance to cope with the removal of cheque payments</li> <li>9. Concern that people don’t know who is isolated and that confidentiality rules can hinder engagement and supports e.g. privacy</li> <li>10. Transport needs to be linked with activities</li> </ol>
-------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

It was also pointed out that some people choose to live in a country town (and deliberately relocate there) because they enjoy their privacy and prefer not to engage in community life and that this should be respected.

## What needs to be done: Strategies and Actions

Strategy 1: Increase the awareness of, and promote engagement in, social participation opportunities for older people

- Actions:
1. Regularly promote the various events and activities available for older people in an age-friendly manner e.g. Ageing Well Resource, Seniors Week events etc.
  2. Include actions in the Ageing Well Communication and Engagement Plan that support social participation specifically targeting people as they reach “transition points”.
  3. Support the community to better connect with each other using IT solutions such as “What’s App” and “Meet Up”.
  4. Explore ways to better welcome, support and engage older people who move to our community.

Strategy 2: Collaborate with the Federation Council community to enable the delivery of diverse, affordable and accessible activities, events and programs for older people and that encourage intergenerational interaction

- Actions:
1. Engage older adults to assist Council to plan and implement events and activities for older people.
  2. Continue to support community groups to provide activities and events for older people that meet their interests.
  3. Seek to better understand people’s interests and preferences and then determine how well the supply meets demand e.g. dancing, aqua, gentle exercise, art.
  4. Include age-friendly guidelines into the Festival and Events Guidelines provided to event organisers to support the safe, affordable and comfortable inclusion of older people (including carer support).
  5. Assess, improve and promote transport availability to support activities and events.

Strategy 3: Build the capacity of community groups to engage older people especially those at risk of social isolation

- Actions:
1. Work with community groups to assist them to better understand, market and support older people to participate in their service and activities.



## Theme 5: Respect and Social Inclusion

**An age-friendly community respects** older people, recognises them for their past and present contributions, ensures they are consulted about how to serve them better, ensures they are included in social activities. They are visible in the media and depicted positively without stereotypes.

### Goal

To encourage respect of older people in our community and their inclusion in decision making, particularly about things that affect them.

### Current situation and actions

Older people receive conflicting messages from community. On one hand they are respected, recognised and involved and on the other they experience a lack of genuine or consistent consideration.

Older people have accumulated a wealth of knowledge, skills and experience that, when valued, provides an immeasurable richness and resilience to communities. Combating ageism by systematically considering their needs and by viewing older people as a valuable resource (and actively engaging them to participate) rather than viewing them as a drain on public resources will assist our communities to continue to thrive.

Council has an important role in promoting the respect and inclusion of older people. This includes leading by example, by promoting positive images and recognition and by providing public education about ageing. To date, this has not been a specific action area of Council but rather one that is a by-product of the other activities as it is included within Council's culture.

Some of Council's activities to date include;

- Images in Council documents aim to represent the diversity of the landscape and population
- Consults with older adults to develop the Seniors Week activities and develop marketing materials that deliberately include a wide range of positive images of older people
- Hosts the Australia Day Awards and Volunteer Recognition Awards which include older adults
- Consults with and provides training and financial support (grants) to community groups, many of which have older people on their committees and provide activities for older adults
- Council consults the community broadly when planning services etc and actively seeks to engage older people through its marketing strategies
- Council's Disability Access Committee has representation from older people and has prepared the Disability Inclusion Plan to assist physical access and participation in community life
- Whilst based on merit and not on age, 6 of Council's 9 Councillors are over 50 years of age as are a growing number of staff
- The establishment of the Ageing Well Steering Committee with older people as Senior Ambassadors

## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Respect and Social Inclusion	Very	66.52%	30.14%
	Fairly	26.70%	56.16%
	Slightly	5.43%	12.33%
	Not at all	1.36%	1.37%

66.52% of survey respondents said that having age-friendly respect and social inclusion is “very important” and another 26.70% said “fairly important” (a total of 93.22%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community highlighting room for improvement.

The following comments reflect the findings from all consultation methods.

Things people liked;	<ol style="list-style-type: none"> <li>1. We feel very respected by our whole community; children, service providers, general community. People are polite, say hello in the street etc.</li> <li>2. People are kind, helpful and supportive especially in the smaller communities where everyone knows each other.</li> <li>3. Plenty of opportunities to participate if desired</li> <li>4. No sense of discrimination</li> </ol>
----------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<ol style="list-style-type: none"> <li>1. Address the stereotypes of older people as being “elderly”</li> <li>2. Older people are a wealth of knowledge and history that should be utilised, recognised and documented</li> <li>3. Need to acknowledge and promote the skills that older people have to share.</li> <li>4. Lots of people stated that “more should be done” however there was a lack of examples provided as to what they thought this should or could be done.</li> </ol>
-------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## What needs to be done: Strategies and Actions

Strategy 1: Promote positive images and educate the community about the diversity of ageing

Actions:

1. Include actions in the Ageing Well Communication and Engagement Plan that celebrate the diversity of ageing and combats stereotypes.

Strategy 2: Lead and promote the formal recognition of the contributions of older adults within the community

Actions:

1. Continue to recognise and celebrate the contributions of older people via such things as the Australia Day Awards, Seniors Week celebrations, Volunteer Week activities and others.
2. Promote and support community groups to recognise and celebrate the contributions of older people.

Strategy 3: Ensure older people are consulted and informed about things that affect them

Actions:

1. Establish an Ageing Well consultation database of residents over 50 years (like the online platform "Health Voices" managed by the Murray Primary Health Network).
2. Support community groups and businesses to better engage and recognise older people.

## Theme 6: Civic Participation and Employment

**An age-friendly community has** volunteer and employment opportunities and options available and encourage participation. Workplaces are adapted to accommodate disability needs and discrimination based on age is forbidden. Training in post-retirement options is provided for older workers.

### Goal

To facilitate and encourage volunteer opportunities, local meaningful employment, and civic participation in the Federation Council area.

### Current situation and actions

Being able to contribute to your community has broad reaching benefits. Participation in paid work, volunteering and civic activities supports mental and physical health, improves self-esteem and builds a sense of belonging.

Providing support and opportunities for people to continue their engagement in these activities as they age, and their circumstances change, requires understanding, creative thinking and flexibility however the benefits affect the individual, the organisation and the community.

Flexible employment arrangements and education options support older people to remain in the workplace and transfer their skills to volunteering and civic engagement.

Council is a major employer within the area (157 staff) and guided by anti-discrimination laws, employs staff on merit. Council has over 20 employees aged over 61 years of age and another 48 aged between 51 – 60 years of age. Council is developing a retirement program that acknowledges its ageing workforce and is also aware there are some great examples of workforce strategies in place with some of our local employers e.g. Rivalea.

Some of the strategies already in place within Council include superannuation presentations, access to financial advisors and phased retirement e.g. from full time work to part time work. Council plan to offer training sessions to support employees transition into retirement which includes show casing civic participation and volunteering opportunities

Whilst education and training opportunities may exist within some workplaces, external training providers in the Federation Council area that focus on older adults include; Howlong Community Learning, Corowa University of the 3<sup>rd</sup> Age, Corowa Friends of the Library, TAFE Riverina, Riverina Community College (based in Wagga Wagga).

There are many and varied volunteer opportunities available in the Federation Council area and many roles are filled by older people. However, there is no centralised coordination mechanism that connects potential volunteers (and their skills) with volunteer positions within the local area. The Albury Wodonga Volunteer Resource Bureau and The Centre at Wangaratta provide this role however this does not extend to the Federation Council Area.

Council offers volunteering roles which are primarily taken up by older people e.g. Visitor Information Centre and Libraries.

Civic engagement opportunities with Council include;

- Participation as a Councillor – currently 6 of our 9 Councillors are over 50 years of age.
- Participation on the Disability Action Committee and various Section 355 Committees e.g. Recreation Reserve Committees.
- Participation in Council's consultation processes for planning e.g. master plans, strategic plans etc.

## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Civic Participation and Employment	Very	49.77%	21.63%
	Fairly	37.44%	42.79%
	Slightly	9.59%	29.33%
	Not at all	3.20%	6.25%

49.77% of survey respondents said that having age-friendly civic participation and employment is “very important” and another 37.44% said “fairly important” (a total of 87.21%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community highlighting room for improvement.

The following comments reflect the findings from all consultation methods.

Things people liked;	<ol style="list-style-type: none"> <li>1. There is a strong community spirit, and everyone pitches in</li> <li>2. There are lots of volunteer opportunities</li> <li>3. A lot has been achieved by volunteers in our communities and we rely on it heavily– we are very self-sufficient knowing that resources are tight</li> </ol>
----------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<ol style="list-style-type: none"> <li>1. Lack of central coordination to link volunteers with volunteer roles.</li> <li>2. Reduction in volunteering</li> <li>3. Barriers to volunteering include police checks and working with children’s checks – all on line.</li> <li>4. Low employment options - both for young people and for older people</li> <li>5. Need for more support to be given to enable community groups to act and learn from each other e.g. Rotary Club phone idea, assistance to be better at recruiting volunteers and valuing abilities whilst considering disabilities</li> <li>6. More consideration given to volunteering opportunities and rewards for older people with disabilities, those most at risk of isolation and those who are disadvantaged</li> <li>7. Need volunteering options – some people like regular volunteering others prefer intermittent volunteering</li> <li>8. Lack of awareness of what training courses are available for older people</li> <li>9. Lack of awareness of what options are available for civic participation</li> <li>10. More consultation with older people needed</li> </ol>
-------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## What needs to be done: Strategies and Actions

Strategy 1: Provide, promote and support a range of meaningful volunteer opportunities for older people

- Actions:
1. Continue to promote and celebrate the value of volunteering with an emphasis on older adults and the skills they bring.
  2. Work with the community to establish an online volunteer portal (like that at The Centre, Wangaratta) to help link potential volunteers with volunteer roles.
  3. Work with community to showcase volunteering opportunities to older people and especially to those approaching retirement or at risk of social isolation.

Strategy 2: Lead and promote “ageing in the workplace” principles, policies and practice

- Actions:
1. Further develop Council’s transition to retirement program and share its successes with other local employers e.g. via the business chamber/Progress Associations or by hosting a business forum.
  2. Liaise with training providers to identify opportunities to support locally based training to assist older adults remain engaged in the workforce and/or to transition into retirement.
  3. Work with local business networks to promote the value, benefits and opportunities for engaging older workers in the workplace.
  4. Support entrepreneurship of older adults particularly as they transition from full time paid employment.

Strategy 3: Ensure older people are invited and enabled to participate in Council’s decision-making processes

- Actions:
- These actions are in addition to the consultation processes expressed in Theme 5, Strategy 3.
1. Establish and support an Ageing Well Together Committee consisting of people over 50 years to support Council to implement of the Ageing Well Strategy, particularly with its planning, consultation and communication strategies.
  2. Continue to promote the opportunities Council offers for older people to be involved in decision making.
  3. Continue to ensure older people are represented on relevant internal committees and working groups within Council.

## Theme 7: Communication and Information

An **age-friendly community coordinates**, makes available and distributes tailored information to meet the needs of older people. Person to person service is available for those who need it. There is public access to computers and internet at no or minimal charge.

### Goal

To distribute information that is timely, relevant and age friendly and supports people to lead active healthy lives as they age.

### Current situation and actions

According to the 2016 ABS Census, there is a wider range of education levels within those aged over 50 years and as our community ages there will be an increase in the number of people who have difficulty speaking English due to the growth in our cultural diversity in the younger age groups.

The ABS also report that 68.1% of people in the Federation area have internet connection. However, in our Ageing Well community survey we found that whilst 71.86% said they had internet at home and that they use it, a further 10.82% said they have internet at home but did not use it.

There is no local newspaper that covers the whole of the Council area (each community accesses one of four publications), multiple radio stations, multiple television stations and varied use of technology teamed with a variety of preferences. Additionally, our older adults have a variety of vision and hearing disabilities.

These points illustrate the need to ensure our communication strategies within in the Federation Council area are well considered to ensure they are age-friendly.

Whilst “Age-Friendly communication” has not been a specific strategy for Council to date, the principles of inclusive communication are embedded in Council’s way of operating. Some of the actions to date include;

- The development of a style guide to assist ensure printed materials are easy to read.
- The employment of a communications expert who assists with all formal communication material.
- Free access to computers and wi-fi at its three (3) libraries and technology short courses such as “Tech Savvy Seniors” and other programs regularly. (Riverina TAFE also offer I.T. courses in Corowa).
- Development of the Ageing Well Resource to support access to the wide range of services available for older adults as well as the online Community Directory of Groups and Clubs.
- Annual production of Community Calendar with community events and Council information documented within (delivered to all households).
- Weekly production of Council news (“Snippets”) published in the local newspapers and online.
- Monthly production and distribution of the Urana Community Newsletter
- Production and distribution of a Community Newsletter (delivered to all households) and other promotional materials as required
- Management of Council’s Website, including a section dedicated to seniors
- Regular communication to social media
- Live streaming of Council meetings
- Microphones are used at Council Meetings and for large community meetings
- Development of a Communication Strategy

## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Communication and Information	Very	59.91%	19.34%
	Fairly	29.49%	52.36%
	Slightly	6.45%	24.06%
	Not at all	4.15%	4.25%

59.91% of survey respondents said that having age-friendly communication and information is “very important” and another 29.49% said “fairly important” (a total of 89.40%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community highlighting room for improvement.

Things people liked;	<ol style="list-style-type: none"> <li>1. People read the Snippets in the Yarrawonga Chronical and Corowa Free Press as well as the Urana Newsletter and Howlong Grapevine.</li> <li>2. The Hub (Intereach) and Health Services are good sources of information (although the Hub is under-utilised)</li> <li>3. Library services including the I.T. facilities and training. A great hub of information (however, this is under-utilised).</li> </ol>
----------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<ol style="list-style-type: none"> <li>1. People only know about things that are relevant to them in the now; some were concerned about their lack of awareness whilst others felt they will “cross that bridge when they come to it”.</li> <li>2. Many people are resistant to information about supports – it is seen as “the beginning of the end” rather than an opportunity to plan and be prepared.</li> <li>3. Lack of awareness of a wide range of topics; <ul style="list-style-type: none"> <li>○ services, facilities and activities and how to access them</li> <li>○ I.T. training availability</li> <li>○ volunteer opportunities</li> <li>○ transport and housing options</li> <li>○ retirement planning and financial planning</li> <li>○ age care support services – My Aged Care</li> <li>○ end of life planning – wills, medical power of attorney, funerals</li> <li>○ palliative care, organ donation, dealing with grief and loss</li> <li>○ the community emergency plan</li> </ul> </li> <li>4. Annual Community Calendar – we should add some key contacts to the back of the calendar</li> <li>5. No central point for information about services</li> <li>6. Need community notice boards</li> <li>7. Better utilise GP clinics as information distribution hubs</li> </ol>
-------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Continued over page



Things people would like to see improved were;

8. Concerned about their ability to cope in the IT world
9. Increase the public access to free IT and wi-fi at the Library (hours of operation) and other locations in town like cafes and public services etc
10. Poor internet speed
11. Lack of awareness of Snap, Send, Solve
12. Mobile phone black spots
13. The postal service is exceptionally slow
14. What about direct emailing of Council newsletters

## What needs to be done: Strategies and Actions

Strategy 1: Provide accessible, relevant, and timely information in a variety of formats about services, facilities and activities for older people

### Actions:

1. Develop an age-friendly communications guide and educate Council staff on the considerations required and put this into systemised practice.
2. Develop and implement an Ageing Well Communication and Engagement Plan that brings together the various actions within this Strategy.
3. Investigate the possibility of using text message technology as a mechanism for advising older people of events and activities.
4. Liaise with service providers to host information sessions and workshops about the wide range of topics of interest to older adults e.g. a monthly roadshow, an annual expo etc. that expands on the “Seniors Week Bus About”.

Strategy 2: Support older people to improve their digital knowledge, literacy, skills and access

### Actions:

1. Continue to provide regular I.T. training and assistance for older people across the Council area.
2. Continue to promote and increase free access opportunities to computers, other technologies and wi-fi at Council libraries.

## Theme 8: Community and Health Services

**An age-friendly community** has a wide range of accessible and affordable health and community services that promote, maintain and restore health. Adequate home care and personal care services are available. Services are conveniently located, easily accessed and provided by staff trained to serve older people.

### Goal

To support the provision and accessibility of Health and Support Services that enable healthy ageing and meets the changing needs of older people

### Current situation and actions

Health and support services are vital to maintaining health and independence as people age. Specifically, access to health, well-being and medical services, were consistently identified as being important priorities by the Federation community.

Federation Council does not provide health care services. Council does however, provide financial support for the General Practice provision in Urana, which is soon to extend to Oaklands. Council also has a role to play in advocating for health and medical services and in delivering preventative health strategies such as the provision of recreation facilities, shade, injury prevention, healthy food options, urban design supporting incidental physical activity and the promotion of healthy lifestyle messages.

There are many health services within the Council area: Corowa and Urana have a hospital, medical centres are in Corowa, Howlong and Urana, pharmacies are in Corowa, Howlong Mulwala and Urana, an ambulance is in Corowa, and there is a range of allied health services across the Council area. Specialist services are in the neighbouring larger centres of Albury/Wodonga, Wangaratta and Wagga Wagga.

Public health services within the Federation Council area are provided by the Murrumbidgee Local Health District (MLHD) and supported by the Murrumbidgee Primary Health Network (MPHN).

During 2016 the MPHN conducted a needs assessment across the region<sup>25</sup>. This included an assessment of the needs of older adults. The top three concerns for the Federation area were;

1. Lack of availability of aged care services, particularly for people with dementia and respite beds
2. The lack of transport to health services particularly in smaller more remote communities
3. Lack of access to care at home

Other issues included: lack of support for carers, social isolation, poor coordination of services and confusion surrounding access or interpreting information about aged care services. Priority issues for Corowa were transport and support for carers, for Howlong it was support for carers and for Urana it was the ability to recruit sufficient and suitable staff. All these issues were raised during our Ageing Well consultations.

The largest health issues are falls injuries, cardiac and respiratory illness and mental health.

Concerns for our health service providers are the growing aged care waiting list and the ability to recruit sufficient staff, with significant shortages predicted in the coming years (particularly nursing staff).

---

<sup>25</sup> Murrumbidgee Primary Health Network (2016) "Murrumbidgee Primary Health Needs Assessment"

## What our community said

	Rank	How important is it to you?	How age friendly is your community?
Community and Health Services	Very	82.03%	38.39%
	Fairly	13.82%	38.86%
	Slightly	2.76%	20.38%
	Not at all	1.38%	2.37%

82.03% of survey respondents said that having age-friendly community and health services is “very important” and another 13.82% said “fairly important” (a total of 95.85%). However, there was a distinct shift to the lower end of the scale when asked how they would rate the age friendliness of their community highlighting room for improvement.

The following comments reflect the findings from all consultation methods.

Things people liked;	<ol style="list-style-type: none"> <li>1. Older people genuinely appreciate the health, medical and aged care services available to them as well as the quality and coordination of the services.</li> <li>2. Urana and Oaklands people were specifically very grateful to the local GP and hospital/community nursing staff - Having direct access (mobile phone number) of community nurses is an appreciated privilege</li> <li>3. Oaklands appreciated the informal checking in system by the local shop keepers who, if they have not seen older people as expected that morning, will call and/or arrange for someone to drop in and check on their wellbeing.</li> <li>4. Bulk billing medical services (although very limited, are valued)</li> </ol>
----------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Things people would like to see improved;	<ol style="list-style-type: none"> <li>1. Fears regarding ongoing access to medical / health services, the growing wait times and general practitioner turnover and an ageing medical workforce</li> <li>2. Ambulance – fear about response time (particularly for Howlong) – would like consideration to an ambulance service or at least a first responder service</li> <li>3. Defibrillators – where are they and how are they accessed</li> <li>4. Can we have more visiting health services to reduce the need for travel</li> <li>5. Limited respite available for carers (particularly short stay respite)</li> <li>6. Almost no bulk billing available</li> <li>7. Cross border issues particularly in Mulwala</li> <li>8. More local health promotion, prevention and early intervention services</li> <li>9. More provision of suitable exercise opportunities and the removal of barriers for the provision of this</li> <li>10. Access to counselling and psychologists that understand older people and their needs</li> </ol>
-------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

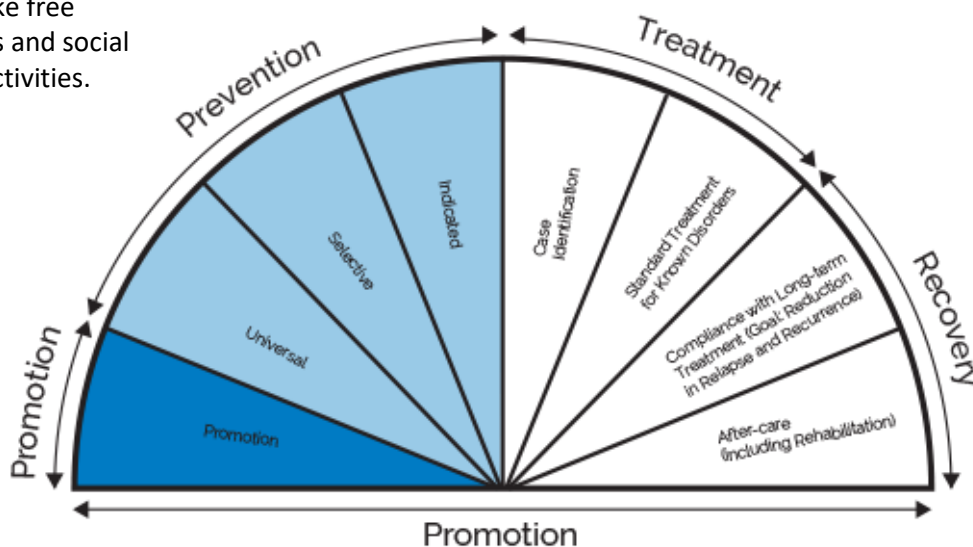
Continued over page

<p>Things people would like to see improved were;</p>	<ol style="list-style-type: none"> <li>11. Concerns about the ability to cope with the loss of a partner – would like skill development such as cooking and finance management</li> <li>12. Fears of dying alone</li> <li>13. Retaining services especially medical services</li> <li>14. My Aged Care – difficult to access, poor knowledge of this and the process</li> <li>15. Isolation risks / fears – more so in larger towns - consideration should be given to an “Are you OK” checking in system</li> <li>16. What about a “Country Buddies” system – a volunteer program to visit older people, to assist socialise</li> <li>17. What’s our emergency response plan? How do we support older people during extreme heat?</li> <li>18. Dogs on the street – feel unsafe</li> <li>19. Lack of understanding of medical providers when trying to make medical appointments out of town e.g. travel times and arrangements</li> <li>20. Medical centres need to be wheel chair friendly</li> <li>21. No weekend or after hours medical services in most of our communities</li> <li>22. Dementia Care needed in Urana</li> </ol>
-------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Health Intervention Spectrum and Council’s Role

Council predominantly supports health via public health and health promotion initiatives that make healthy choices easy choices through healthy environments, policies and activities e.g. clean water, shade, walking tracks, nutrition policies, smoke free enforcements and social connection activities.

Council lobbies government and liaises with health services to ensure the health service needs of communities are met. Federation Council financially supports the GP clinic in Urana and Oaklands.



## What needs to be done: Strategies and Actions

Strategy 1: Promote service availability and access for older people

- Actions:
1. Work with service providers to support older people to better understand the services available and how to access them.
  2. Include actions within the Ageing Well Communication Plan that creatively promotes, distributes and make available the Ageing Well Resource and Community Group Directory so that they are seen and used by older people and their carers.

Strategy 2: Improve access to health promotion, preventative and early detection services for older people

- Actions:
1. Collaborate with health providers to conduct service mapping and advocate for improved provision of health promotion, preventative and early detection services for older people across the Council.
  2. Enable and promote healthy ageing programs and supports across the Council.

Strategy 3: Collaborate with and advocate for health and community services that meet the needs of older people

- Actions:
1. Continue to work with health and community service providers to support the delivery of high quality and responsive levels of service.
  2. Continue to support general practice service provision in Urana and Oaklands.
  3. Advocate for increased health service provision to meet the rising demand where required.
  4. Support the Howlong community to investigate a case for/and work toward an Ambulance station and/or community first responder service.
  1. Work with Health Service Providers and communities to improve first aid response across the Council area including investigating the need and options for:
    - a. the development of a defibrillator register
    - b. local first aid training.
  5. Advocate for the provision of affordable health services for older adults and other vulnerable groups.
  6. Work with health service providers and communities to establish a checking in system and home visiting program for vulnerable individuals.
  7. Work with health service providers to strengthen our Emergency Response strategies to meet the needs of vulnerable older people and promote the strategy to our community.

# The 4 Year Action Plan - *Ageing Well Together*



Introduction

This 4-year action plan draws on the evidence gained through the comprehensive research and community consultation as documented in the front of this Ageing Well Strategy. The actions in the four-year plan that follows, have been chosen and prioritised based on six (6) filtering questions listed on page 10 of this document and include the expressed need raised by the community, the severity of the issue and potential benefit of the action, Council’s role (control, influence, concern), Council’s capacity to act, and links to Council’s Community Strategic Plan and other Council plans.

## Critical Dependencies

It is important to note that some of the actions included in the plan are dependent on one or a combination of two things, namely;

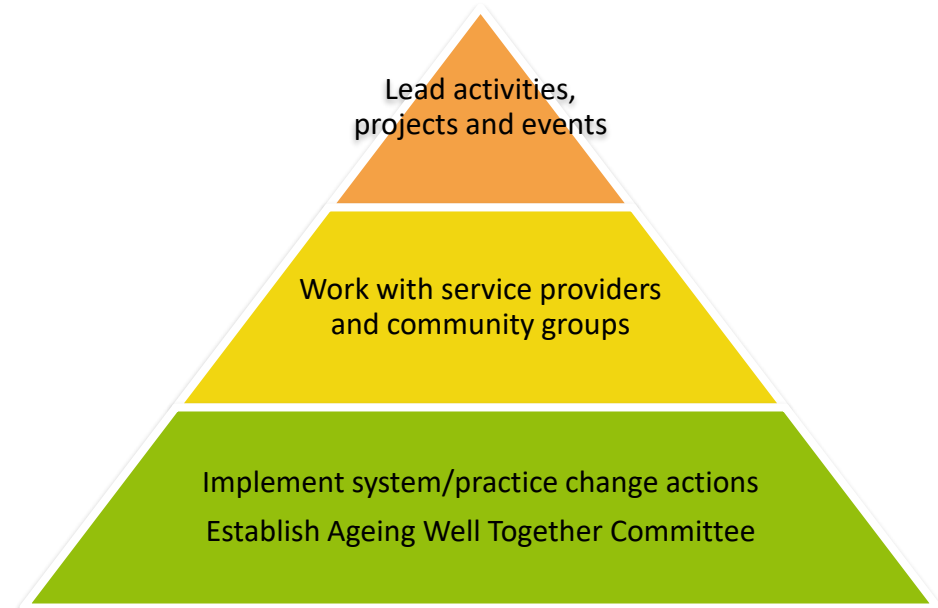
- Council attracting additional funding - This critical dependency is noted in the “Resources” columns of the Action Plan tables.
- Council successfully working in partnership with other organisations or groups – this critical dependency is noted in the “Partners” column in the Action Plan tables.

## Ambitions and Priorities

Council acknowledges that this four-year plan is ambitious. There are 81 actions, we are a new Council and there are plenty of challenges for implementing the plan in its entirety.

However, it has been developed from significant community consultation and consequently has strong community support. It has a mix of actions that include foundation stones for ongoing system change or that empower others to act, as well as building blocks such as shorter-term projects. A thorough process has also been used to prioritise the actions and to understand the critical dependencies.

Council has confidence that, with a whole of Council approach and a whole of community approach, much can be progressed and achieved that will genuinely assist our residents to age well together.





## Theme 1: Outdoor Spaces and Buildings

GOAL:	To provide age-friendly outdoor spaces and buildings that are pleasant, safe and easy to use and that encourage older people to maintain and independent and active lifestyle							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Improve our planning and delivery of open spaces and buildings so that they better support older people to engage fully in community life.	1. Ensure healthy ageing considerations are included in planning Council's outdoor spaces, buildings and town planning through staff training and systemised use of guides and tools such as the WHO Organisation "Age Friendly Cities Guide" and NSW Health's "Healthy Urban Development Checklist".	1	Infrastructure Services	Ongoing	Within existing resources	Built Federation	Disability Inclusion Action Plan	Ageing Well Together Committee
	2. Ensure all <u>new</u> Council infrastructure demonstrates best-practice age friendly building design and accessibility requirements.	1	Infrastructure Services	Ongoing	Within existing resources	Built Federation		Ageing Well Together Committee
	3. Ensure the maintenance program and upgrading of <u>existing</u> public buildings prioritise best practice age-friendly design principles.	1	Infrastructure Services	Ongoing	Within existing resources	Built Federation		Ageing Well Together Committee

	4. Ensure older people are consulted in Council's planning processes particularly for things that affect them.	1	Infrastructure Services	Ongoing	Within existing resources	Well Governed Federation	Community Engagement Strategy	Ageing Well Together Committee
	5. Prioritise footpath maintenance and development across the Council through the development of a renewed Pedestrian Access Mobility Plan (PAMP) and investment. Consider road crossing safety improvements and particularly focus on where older people and people with disabilities live providing them with suitable pathways to access services, parks and community facilities to encourage active transport.	1	Infrastructure Services	PAMP 2018-2019  Ongoing	New and existing resources	Built Federation	Disability Inclusion Action Plan  Pedestrian Access and Mobility Plan (PAMP)  Footpath Asset Management Plan	Ageing Well Together Committee and Disability Access Committee
	6. Identify opportunities to improve and increase seating, shade, shelter and street lighting for comfort, rest and safety at bus stops, in recreation areas, in the central shopping area and on route to services and facilities.	1	Infrastructure Services	Ongoing	New and existing resources	Built Federation	Council Master Plans for Reserves  Disability Inclusion Action Plan	Disability Access Committee and Ageing Well Together Committee

	7. Investigate options for improved access to swimming pool facilities across the council area including opening hours, season times, transport, physical access and so on.	2	Community Development Services	2019-2020	New and existing resources	Built Federation and Social Federation		Disability Access Committee and Ageing Well Together Committee
	8. Further investigate the demand for outside exercise equipment and the viability of installation	3	Community Development Services	2019-2020	New and existing resources	Built Federation and Social Federation	Master Plans	Ageing Well Together Committee
	9. Review and improve signage across the Council especially for public toilets and RV parking.	2	Infrastructure Services	2019-2020	Within existing resources	Economic Federation	Disability Inclusion Action Plan	Ageing Well Together Committee
2. Promote and advocate for accessible public spaces and buildings within our community.	1. Educate and support service providers, businesses and community groups to improve physical access to their buildings and facilities.	3	Community Development and Economic Development Services	2020-2021	Within existing resources	Built Federation and Economic Federation	Infrastructure Plans, Economic development plans, Disability Inclusion Action Plan	Disability Access Committee and Ageing Well Together Committee
	2. Continue to use the relevant Australian standards and building codes to assess building applications to ensure they are age-friendly.	1	Infrastructure Services	2018-2019	Within existing resources	Built Federation and Economic Federation	Infrastructure Plans and Economic Development plans	Ageing Well Together Committee

## Theme 2: Transport

GOAL:	To support older people to have access to a range of affordable transport options that suit their needs and support them to maintain their independence and actively participate in community life.							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Increase the awareness and use of transport options for older people.	1. Conduct a service map and provide/promote information about transport availability, costs and how to access it for older people in a way that encourages their interest, understanding and motivation.	1	Community Development Services  Road Safety Officer	2018-2019	New and existing resources	Economic Federation and Social Federation		Ageing Well Together Committee
	2. Work with service providers to support older people feel confident using the available transport options	3	Community Development Services	2020-2021	Existing resources	Economic Federation and Social Federation		Transport / Service Providers
	3. Promote and encourage active transport e.g. walking, bike riding. (see NSW Walking Plan 2015)	3	Community Development Services	Ongoing	Existing resources	Economic Federation and Social Federation	Community Development Plan	
2. Improve transport options for older people that better caters for their needs both within and outside	1. Work with community transport providers to increase their service availability, to recruit suitable volunteer drivers and reduce client costs.	1	Community Development Services	2018-2019	Existing resources	Economic Federation and Social Federation		Community Transport Providers
	2. Further investigate needs and solutions to improve public transport options,	1	Community Development Services	2018-2019	Existing resources	Economic Federation and		

of their communities.	times and access particularly in and around the communities of Mulwala, Howlong and Corowa, and between towns and villages.					Social Federation		
	3. Investigate and support innovative ways the community can better support each other's transport needs with such things as online commuter sharing applications like "Share your ride".	2	Community Development Services	2019-2020	Existing resources	Economic Federation and Social Federation		Ageing Well Together Committee
	4. Investigate the opportunity to extend the use of Service Club courtesy buses as a local transport solution.	2	Community Development Services	2019-2020	Existing	Social Federation and Economic Federation		Ageing Well Together Committee
	5. Investigate the ability of towns/villages to accommodate safe use of mobility scooters and plan for necessary improvements as a part of a renewed PAMP.	1	Community Development Services, Infrastructure Services and Road Safety Officer	2018-2019	New and existing	Built Federation	Disability Inclusion Action Plan	Disability Access Committee and Ageing Well Together Committee
	6. Support mobility scooter usage by working with the business community to establish and promote the "Recharge Scheme" (power point access to recharge scooter batteries).	3	Infrastructure Services - Road Safety Officer	2021-2022	Existing resources	Economic Federation	Disability Inclusion Action Plan	Disability Access Committee and Ageing Well Together Committee

	7. Review and improve the availability of disable parking (both angle and parallel) particularly in Mulwala and Corowa.	1	Infrastructure Services	2018-2019	Existing resources	Economic Federation and Social Federation	Disability Inclusion Action Plan	Disability Access Committee and Ageing Well Together Committee
	8. Investigate the demand and possibility of offering driver education refresher courses and licence renewals locally.	2	Community Development Services	2019-2020	Existing resources	Economic Federation and Social Federation		NSW Roads and Maritime Services
	9. Continue to provide free and subsidised transport to major community events.	1	Community Development Services	Ongoing	Existing resources	Economic Federation and Social Federation		Transport providers
3. Improve access and safety of public transport access points	1. Involve older people to assist to assess the access, safety and comfort of public transport stops and develop an improvement plan as a part of the renewed PAMP and advocate to Transport NSW for improvements as required.	1	Infrastructure Services	2018-2019	Existing Resources	Well Governed Federation	Disability Action Plan	Disability Access Committee, Ageing Well Together Committee and Transport NSW

### Theme 3: Housing

GOAL:	To enable older people to have access to a range of affordable housing options which supports them to remain living in the community as their needs change.							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Increase the awareness of support services that enable older people to age in place	1. Work with Home Care providers to better promote My Aged Care and service availability and access e.g. Ageing Well Service Directory, Seniors Week Information sessions and so forth.	1	Community Development Services	ongoing	Existing resources	Social Federation		Home Care Service Providers
2. Improve access to home care services that support older people to age in place.	1. Work with home and personal care service providers to identify ways to improve the access and affordability of services across the Council.	1	Community Development Services	2018-2019	Existing resources	Social Federation		Home Care Service Providers
	2. Work with local communities to access affordable home maintenance services through collectively engaging local trades people, volunteer programs, unemployment programs and intergenerational ideas.	1	Community Development Services	2018-2019	Existing resources	Social Federation		Ageing Well Together Committee

	3. Work with local communities to identify the viability of local private home care / personal care providers to offer affordable outreach services to our villages particularly for those on the waiting list for level 1-2 aged care packages.	1	Community Development Services	2018-2019	Existing resources	Social Federation		Local communities
	4. Work with communities to investigate the opportunities to assist with hard rubbish collection and disposal for older people.	2	Community Development Services	2019-2020	Existing resources	Social Federation		Local communities
3. Increase the availability of suitable housing options for older people	1. Continue to incorporate and promote the Australian design standards and building codes into the planning approval and building inspection processes.	1	Infrastructure Services	Ongoing	Existing resources	Built Federation	Infrastructure Plans	
	2. Further research and prepare a local housing strategy that responds to the diverse needs of the older population e.g. consideration given to: g. the need for additional retirement village and aged care accommodation, h. the availability of 1 and 2-bedroom units , i. the availability of small acre allotments,	1	Infrastructure Services and Economic Development Services	2018-2020	Existing resources	Built Federation and Economic Federation	Local Environment Plan	Ageing Well Together Committee



	<ul style="list-style-type: none"> <li>j. the minimum block size,</li> <li>k. shared accommodation options, and</li> <li>l. central locations for easy access to services and facilities.</li> </ul>							
	3. Educate and encourage the community and development sector to invest in housing that accommodates older adults.	1	Infrastructure Services	ongoing	Existing resources	Built Federation and Economic Federation		Ageing Well Together Committee

## Theme 4: Social Participation

GOAL:	To provide and promote a range of social participation opportunities that meet the diverse interests of older people and encourages broad community engagement.							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Increase the awareness of, and promote engagement in, social participation opportunities for older people	1. Regularly promote the various events and activities available for older people in an age-friendly manner e.g. Ageing Well Directory, Seniors Week events etc.	1	Community Development Services	Ongoing	Existing resources	Social Federation	Community Development Plan	Ageing Well Together Committee
	2. Include actions in the Ageing Well Communication and Engagement Plan that support social participation specifically targeting people as they reach “transition points”.	1	Community Development Services Communication Services	2018-2019	Existing resources	Social Federation		Ageing Well Together Committee
	3. Support the community to better connect with each other using IT solutions such as “What’s App” and “Meet Up”.	3	Community Development Services	2020-2021	Existing resources	Social Federation		Ageing Well Together Committee
	4. Explore ways to better welcome, support and engage older people who move to our community.	2	Community Development Services and Economic Development Services	2019-2020	Existing resources	Social Federation		Ageing Well Together Committee

2. Collaborate with the Federation Council community to enable the delivery of diverse, affordable and accessible activities, events and programs for older people and that encourage intergenerational interaction	1. Engage older adults to assist Council to plan and implement events and activities for older people.	1	Community Development Services	Ongoing	Existing resources	Social Federation		Ageing Well Together Committee
	2. Continue to provide support to community groups to provide activities and events for older people that meet their interests.	1	Community Development Services	Ongoing	Existing resources	Social Federation		Ageing Well Together Committee
	3. Seek to better understand people's interests and preferences and then determine how well the supply meets demand e.g. dancing, aqua, gentle exercise, art.	2	Community Development Services	2019-2020	Existing resources	Social Federation		Ageing Well Together Committee
	4. Include age-friendly guidelines into the Festival and Events Guidelines provided to event organisers to support the safe, affordable and comfortable inclusion of older people (including carer support).	1	Community Development Services	2019-2020	Existing resources	Social Federation		Ageing Well Together Committee
	5. Assess, improve and promote transport availability to support activities and events.	2	Community Development Services	2019-2020	Existing resources	Social Federation		

<p>3. Build the capacity of community groups to engage older people especially those at risk of social isolation</p>	<p>1. Work with community groups to assist them to better understand, market and support older people to participate in their service and activities.</p>	<p>3</p>	<p>Community Development Services</p>		<p>Existing resources</p>	<p>Social Federation</p>		<p>Ageing Well Together Committee</p>
----------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------	----------	---------------------------------------	--	---------------------------	--------------------------	--	---------------------------------------

## Theme 5: Respect and Social Inclusion

GOAL:	To encourage respect of older people in our community and inclusion in decision making, particularly about things that affect them.							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Promote positive images and educate the community about the diversity of ageing	1. Include in the Ageing Well Communication and Engagement Plan that celebrate the diversity of ageing and combats stereotypes.	1	Community Development Services and Communication Services	2019-2020	Existing	Social Federation		Ageing Well Together Committee
2. Lead and promote the formal recognition of the contributions of older adults within the community	1. Continue to recognise and celebrate the contributions of older people via such things as the Australia Day Awards, Seniors Week celebrations, Volunteer Week activities and more.	1	Community Development Services	Ongoing	Existing	Social Federation	Community Development Plan	Ageing Well Together Committee
	2. Promote and support community groups to recognise and celebrate the contributions of older people.	2	Community Development Services	2019-2020	Existing	Social Federation		Ageing Well Together Committee
3. Ensure older people are consulted and informed about things	1. Establish an Ageing Well consultation database of residents over 50 years (like the online platform "Health Voices" managed by the Murray Primary Health Network).	2	Community Development Services, Communication Services and I.T. Services	2019-2020	New funding	Well Governed Federation		Ageing Well Together Committee

that affect them.	2. Support community groups and businesses to better consult and recognise older people.	3	Community Development Services	2020-2021	Existing	Social Federation		Ageing Well Together Committee, Community Groups, Business Chamber, Progress Associations and Businesses
-------------------	------------------------------------------------------------------------------------------	---	--------------------------------	-----------	----------	-------------------	--	----------------------------------------------------------------------------------------------------------

## Theme 6: Civic Participation and Employment

GOAL:	To facilitate and encourage volunteer opportunities, local meaningful employment, and civic participation in the Federation Council area.							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Provide, promote and support a range of meaningful volunteer opportunities for older people	1. Continue to promote the value of volunteering with an emphasis on older adults and the skills they bring.	2	Community Development Services	Ongoing	Existing	Social Federation and Economic Federation		
	2. Work with the community to establish an online volunteer portal (like that at The Centre, Wangaratta) to help link potential volunteers with volunteer roles.	1	Community Development Services, Communication Services and I.T Services	2019-2020	New	Social Federation and Economic Federation		Ageing Well Together Committee
	3. Work with community to showcase volunteering opportunities to older people and especially to those approaching retirement or at risk of social isolation.	2	Community Development Services and Human Resource Services	2019-2020	New and existing	Social Federation and Economic Federation		Business Chamber, Progress Association and community groups
2. Lead and promote “ageing in the workplace” principles, policies and practice	1. Further develop Council’s Transition to Retirement Program and share its successes with other local employers e.g. via the business chamber/Progress Associations or by hosting a business forum.	3	Human Resource Services	2019-2020	Existing	Social Federation and Economic Federation	HR Strategy	Service providers

	2. Liaise with training providers to identify opportunities to support locally based training to assist older adults remain engaged in the workforce and/or to transition into retirement.	3	Economic Development Services	2020-2021	Existing	Social Federation and Economic Federation		Education and Training Providers
	3. Work with local business networks to promote the value, benefits and opportunities for engaging older workers in the workplace.	2	Economic Development Services	2019-2020	Existing	Social Federation and Economic Federation	Economic Development Strategy	Business Chamber and Progress Associations
	4. Support entrepreneurship of older adults particularly as they transition from full time paid employment.	3	Economic Development Services	Ongoing	Existing and new	Social Federation and Economic Federation	Economic Development Strategy	Business Chamber and Progress Associations
3. Ensure older people are invited and enabled to participate in Council's decision-making processes	1. Establish and support an Ageing Well Together Committee consisting of people over 50 years to support Council to implement the Ageing Well Strategy, particularly with its planning, consultation and communication actions.	1	Community Development Services	Ongoing	Existing	Well Governed Federation	Community Engagement Strategy	
	2. Continue to promote the opportunities Council offers for older people to	1	Communication Services	Ongoing	Existing	Well Governed Federation	Community Engagement Strategy	Ageing Well Together Committee



	be involved in decision making.							
	3. Continue to ensure older people are represented on relevant internal committees and working groups within Council.	1	All of Council	Ongoing	Existing	Well Governed Federation	Community Engagement Strategy	Ageing Well Together Committee

## Theme 7: Communication and Information

GOAL:	To distribute information that is timely, relevant and age friendly and supports people to lead active healthy lives as they age.							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Provide accessible, relevant, and timely information in a variety of formats about services, facilities and activities for older people	1. Develop an age-friendly communications guide and educate Council staff on the considerations required and include this into systemised practice.	1	Communication Services	2018-2019	Existing	Well Governed Federation	Community Engagement Strategy	Ageing Well Together Committee
	2. Develop and implement an Ageing Well Communication and Engagement Plan that brings together the various actions within this Strategy.	1	Communication Services and Community Development Services	2018-2019	Existing	Social Federation	Communication Strategy	Ageing Well Together Committee
	3. Investigate the possibility of using text message technology as a mechanism for advising older people (and the broader community) of events and activities.	3	Communication Services and I.T. Services	2020-2021	Existing	Social Federation	Communication Strategy	Ageing Well Together Committee
	4. Liaise with service providers to host information sessions and workshops about the wide range of topics of interest to older adults e.g. a monthly roadshow or an annual expo that	1	Community Development Services	2018-2019	New	Social Federation		Ageing Well Together Committee and Service providers

	expands on the “Seniors Week Bus About”.							
2. Support older people to improve their digital knowledge, literacy, skills and access	1. Continue to provide regular I.T. training and assistance for older people across the Council area.	1	Library Services	Ongoing	Existing	Social Federation	Community Development Strategy	Library Team
	2. Continue to promote and increase free access opportunities to computers, other technology and wi-fi at Council libraries.	1	Communication Services and Library Services	Ongoing	Existing	Social Federation	Community Development Strategy	Library Team

## Theme 8: Community and Health Services

GOAL:	To support the provision and accessibility of Health and Support Services that enable healthy ageing and meets the changing needs of older people							
Strategy	Action	Priority	Responsible	Timing	Resource	CSP Reference	Document Links	Partners
1. Promote service availability and access for older people	1. Work with service providers to support older people to better understand the services available and how to access them.	1	Community Development Services and Communication Services	2018-2019	New and existing	Social Federation		Health and community service providers
	2. Include actions within the Ageing Well Communication Plan that creatively promotes, distributes and make available the Ageing Well Resource and Community Group Directory so that they are seen and used by older people and their carers.	1	Community Development Services and Communications Team	Ongoing	Existing	Social Federation	Communications Strategy  Community Development Strategy	Ageing Well Together Committee
2. Improve access to health promotion, preventative and early detection services for older people	1. Collaborate with health providers to conduct service mapping and advocate for improved provision of health promotion, preventative and early detection services for older people across the Council.	2	Community Development Services	2019-2020	Existing	Social Federation		Health Providers

	2. Enable and promote healthy ageing programs and supports across the Council.	3	Community Development and Communications Teams	Ongoing	Existing	Social Federation	Community Development Plan	Service Providers
3. Collaborate with and advocate for health and community services that meet the needs of older people	1. Continue to work with health and community service providers to support the delivery of high quality and responsive levels of service.	1	Community Development Services	Ongoing	Existing	Social Federation		Health and community service providers
	2. Continue to support general practice service provision in Urana and Oaklands.	1	Council	Ongoing	Existing	Social Federation		Local Health Services
	3. Advocate for increased health service provision to meet the rising demand where required.	1	Council	Ongoing	Existing	Social Federation		Local Health Services
	4. Support the Howlong community to investigate a case for an Ambulance station and/or community first responder service.	1	Council	2018-2021	Existing	Social Federation		Howlong Community and Corowa Ambulance Service
	5. Work with Health Service Providers and communities to improve first aid response across the Council area including investigating the need and options for:	3	Community Services Team	2020-2021	Existing	Social Federation		Corowa Ambulance Service, Local Clubs

	<p>a. the development of a defibrillator register</p> <p>b. local first aid training.</p>							
	6. Advocate for the provision of affordable health services for older adults and other vulnerable groups.	2	Community Services Team	2018-2019	Existing	Social Federation		Health Services
	7. Work with health service providers and communities to establish a checking in system and home visiting program for vulnerable older people where required.	2	Community Services Team	2019-2020	New and Existing	Social Federation		Health and Community Services and Community
	8. Work with health service providers to strengthen our Emergency Response strategies to meet the needs of vulnerable older people and promote this to the community.	2	Emergency Response Service and Communications Service	Ongoing	Existing	Social Federation	Emergency Response Plan Communications Plan	Health and Community Services

# Appendices

*Ageing Well Together - Nothing for us without us*







## Demographic Data

Table 2: Local Government Area Population and Household Projections

<b>TOTALS:</b>	<b>2011</b>	<b>2016</b>	<b>2021</b>	<b>2026</b>	<b>2031</b>	<b>2036</b>
Total Population	12,500	12,650	12,700	12,650	12,600	12,450
Total Households	5,400	5,600	5,700	5,800	5,800	5,800
Average Household Size	2.28	2.23	2.19	2.15	2.12	2.10
Implied Dwellings	6,650	6,900	7,000	7,100	7,150	7,100

<b>CHANGE:</b>		<b>2011-16</b>	<b>2016-21</b>	<b>2021-26</b>	<b>2026-31</b>	<b>2031-36</b>
Total Population Change		150	50	-50	-100	-150
Average Annual Population Growth		0.2%	0.1%	0.0%	-0.1%	-0.2%
Total Household Change		200	100	50	50	0
Average Annual Household Growth		0.6%	0.4%	0.2%	0.1%	-0.1%

<b>AGE GROUPS:</b>	<b>2011</b>	<b>2016</b>	<b>2021</b>	<b>2026</b>	<b>2031</b>	<b>2036</b>
0-4	750	650	650	600	600	550
5-9	750	800	700	700	650	650
10-14	800	750	800	750	700	700
15-19	750	700	650	650	600	600
20-24	500	500	450	400	350	350
25-29	500	500	450	450	400	400
30-34	550	600	550	550	500	450
35-39	650	600	650	600	600	550
40-44	750	650	600	650	650	600
45-49	800	750	650	600	650	650
50-54	850	850	750	700	650	650
55-59	900	900	900	800	750	700
60-64	950	1,000	1,000	1,000	950	900
65-69	850	1,050	1,050	1,100	1,100	1,050
70-74	750	850	1,050	1,100	1,150	1,100
75-79	600	650	800	950	1,000	1,050
80-84	400	450	500	600	750	800
85and	300	400	450	500	600	750

Ref: 2016 NSW Planning and Environment

Table 3: Social-Economic Status – SIEFA Index Comparisons

Region	Percentile
NSW	48
Regional NSW	31
Federation Local Government Area	30
Corowa	26
Howlong	31
Mulwala	38
Urana	20

Table 4: Federation Council Income Levels for people over 65 years

Income	65-74 years	75-84 years	85 years and	Total
Negative/Nil income	58	20	15	93
\$1-\$149	32	21	3	56
\$150-\$299	165	80	21	266
\$300-\$399	433	256	67	756
\$400-\$499	346	196	80	622
\$500-\$649	211	126	29	366
\$650-\$799	133	64	16	213
\$800-\$999	75	43	21	139
\$1,000-\$1,249	79	23	7	109
\$1,250-\$1,499	36	9	3	48
\$1,500-\$1,749	16	4	0	20
\$1,750-\$1,999	12	0	3	15
\$2,000-\$2,999	11	5	0	16
\$3,000 or more	13	9	0	22
Personal income not stated	247	224	132	603
<b>Total</b>	<b>1,875</b>	<b>1,093</b>	<b>411</b>	<b>3,379</b>

Table 5: Federation Council Disability – All Ages

Age Group	Number	% of total age group	Regional NSW %
0-4 years	3	0.5	1.3
5-9 years	18	2.4	3.5
10 to 10 years	33	2.4	3.6
20 to 59 years	145	2.8	3.6
60 to 64 years	60	6.4	7.0
65 to 69 years	74	6.9	7.9
70 to 74 years	58	7.2	9.6
75 to 79 years	73	11.2	14.1
80 to 84 years	70	15.5	31.1
85 years and over	136	33.0	43.8
Total persons needing assistance	665	5.4	6.3

## Service Profile

Table 6: Residential Aged Care Places as at June 2016

LGA	Residential aged care places	Population aged 70 years and over	Residential care places per 1,000 population aged 70 years and over
Corowa Shire	136	2,137	63.6
Urana Shire	19	247	76.9
Albury	626	6,039	103.7
Narrandera	125	907	137.8
Berrigan	136	1552	87.6
Lockhart	67	478	140.2
Murrumbidgee	19	319	59.6
Indigo	188	1986	94.7
Moira	372	4824	77.1
NSW	68,228	818,159	83.4
Victoria	51,957	610,408	85.1
Australia	199,449	2,415,663	82.6

Ref: Social Atlases of Australia: LGA – NSW and Vic

Table 7: Health Services within Federation Council

Service	Corowa	Howlong	Mulwala	Urana
Hospitals / Health Service	Yes	No	No	Yes
Medical Centres	2 clinics (10and gps)	1 clinic (2gps)	Nil	1 clinic (1 gp)
Diabetes Education	Nil	Nil	Nil	Nil
Physiotherapy	3 clinics	nil	2 clinics (Yarrowonga)	Nil
Dentists	2 clinics (n=7)	Nil	3 clinics (Yarrowonga)	Nil
Hearing	Nil	Nil	Nil	Nil
Mental Health	1	Nil	Nil	Nil
Palliative Care	3	Nil	Nil	1
Respite Services	1	1	Nil	1
Pharmacies	2	1	1 (5 in Yarrowonga)	1

## Consultation Findings - Summary

The following is a summary of the consultation finds for the Community Survey, Focus Groups and Key Stakeholder interviews.

### COMMUNITY SURVEY

The following summary is in addition to the information reported against each of the eight themes.

About the Respondents	
Who	239 people aged over 50 years responded to the survey. Respondents were aged from 50 years to over 85 years with the largest number of respondents being those aged 70-74 years. 66% of respondents were female. Only 2 respondents identified as Aboriginal or Torres Strait Islander and 1 person stated that English was not their first language.
Where	Survey responses closely reflected population sizes however no surveys were received from Morundah, Buraja-Lowesdale, Daysdale, Balldale, Boree Creek and Rand. Most respondents (72.84%) had lived in the community for over 10 years. 16.81% had lived there less than 5 years.
Volunteer	79.57% were retired and 47.81% volunteered regularly. Only 19.74% said they did not volunteer.
Internet	71.86% said they have the internet at home and that they use it. Interestingly 10.82% said they have the internet at home but did not use it.
Living arrangement	Most respondents lived with their partner (71.37%), 25.62% said they live alone whilst 2.99% said they live with others.
Health and Wellbeing	
Health	80.85% of respondents said their overall physical health was good or excellent, 15.74% said it was fair, 3.4% said it was poor. Similarly, 93.59 % said their mental health was good or excellent whilst 6.41% said it was fair.
Food Security	Four (4) people said they had ran out of food and could not afford to buy more in the past 12 months. Three (3) of these said it occurred more than once.
Falls	58 people (24.68%) said they had experienced a fall in the past 12 months and of these 23 people said they required medical treatment.  This is similar to the NSW rate of 22.7% and slightly less than the regional rate of 25% of people over 65% experiencing a fall. <sup>26</sup>
Get help?	72.10% said they can definitely get help from friends, family or neighbours when they need it, 24.89% said sometimes and 3% said not at all.

<sup>26</sup> "Health States NSW, "Prevalence of falls in the elderly"

[http://www.healthstats.nsw.gov.au/Indicator/inj\\_falloldprev\\_age/inj\\_falloldprev\\_lhn](http://www.healthstats.nsw.gov.au/Indicator/inj_falloldprev_age/inj_falloldprev_lhn)

Community Connection	94.85% said they were satisfied – completely satisfied with feeling part of the community. 12 people (5.15%) said they feel dissatisfied – completely dissatisfied.
Respect	92.61% said they feel very – fairly respected. 6.09% (17 people) said they feel slightly -not at all respected.
Safety	68.36% said they feel safe – very safe walking alone in public places in their community. 17.82% (41 people) said they feel unsafe – very unsafe.  This compares with safety at home alone, where 83.77% said they feel safe – very safe at home alone. Only 7.45% (17 people) said they feel unsafe or very unsafe at home alone.

## FOCUS GROUPS

12 focus groups were held across the Council with 126 participants in total. The following summaries the information gathered from each community.

## Corowa

Four (4) focus groups were conducted with 39 participants. One person (1) represented Balldale.

THEME	What's GREAT and supports you to age well?
Outdoor spaces and buildings	<ul style="list-style-type: none"> <li>• Good clean public spaces</li> <li>• Cycle paths are separate from walkers (?)</li> <li>• Congrats to Council for the work on footpaths in the past 2 years.</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Taxi card (but taxi's are under threat of closing)</li> <li>• Small community – lots within walking distance</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Karinya – retirement village/aged care (but unsure of plans for growth and range of services)</li> <li>• Amaroo Aged Care in nearby Berrigan – a great service</li> <li>• Relatively inexpensive to retire here</li> </ul>
Social participation	<ul style="list-style-type: none"> <li>• Variety of sporting facilities, activities, groups</li> <li>• Learning opportunities with TAFE in town</li> </ul>
Respect and social inclusion	<ul style="list-style-type: none"> <li>• Friendly people – say hello in the street - respect</li> <li>• We know our neighbours</li> </ul>
Communication and information	<ul style="list-style-type: none"> <li>• The Hub – but under utilised</li> </ul>
THEME	What's NOT GREAT and needs improving to support you better?
Outdoor spaces and buildings	<ul style="list-style-type: none"> <li>• Obstacles on the footpath</li> <li>• Tree nuts dropping onto the footpath</li> <li>• Need toilets at RSL park</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• No pedestrian crossings</li> <li>• Transport is expensive and very limited esp. within the town</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Home services are expensive / prohibitive and very limited in what is provided</li> <li>• No heated pool – access to aqua fitness</li> </ul>
Social participation	<ul style="list-style-type: none"> <li>• Need new comer packs for people that move here - real estate agency (?)</li> <li>• Would like dances and movies for older people</li> <li>• Everything is “online” – need IT help</li> <li>• Support more age appropriate physical activity</li> </ul>
Respect and social inclusion	<ul style="list-style-type: none"> <li>• Concerned about isolated people not getting out and about</li> <li>• Potential for isolation is very real – we as a community need to make bigger effort to support people to be included.</li> </ul>
Civic participation and employment	<ul style="list-style-type: none"> <li>• More consultation with older people needed</li> <li>• Getting harder to find volunteers and the police checks are a barrier</li> </ul>
Communication and information	<ul style="list-style-type: none"> <li>• Lack of awareness of services, facilities and how to access them – poorly communicated</li> <li>• Need information and support regarding end of life planning, funerals, grief, palliative care, organ donation, wills, power of attorney etc.</li> </ul>

Community and health services	<ul style="list-style-type: none"> <li>• Can we get visiting specialist services rather than having to travel?</li> <li>• Support for people transitioning – case coordinators</li> <li>• Karinya respite must be 1 week. Can't be just a couple of days.</li> <li>• Concern about not coping if lose partner</li> <li>• My Aged Care is difficult and a long process</li> </ul>
OTHER	<ul style="list-style-type: none"> <li>• Concerned about financial health as age</li> <li>• Will the services be there when I need them?</li> </ul>

## Howlong

Two (2) focus groups were conducted with 23 participants in total.

What's GREAT about ageing in your town and supports you to age well?	
Outdoor spaces and buildings	<ul style="list-style-type: none"> <li>• Clean country air, quiet</li> </ul>
Social participation	<ul style="list-style-type: none"> <li>• Caring supportive community – feel safe</li> <li>• Lots of social clubs operate from the Golf Club – important to support Golf Club</li> </ul>
Civic participation and employment	<ul style="list-style-type: none"> <li>• Strong community spirit</li> </ul>
Community and health services	<ul style="list-style-type: none"> <li>• Medical Clinic, pharmacy, pathology - good</li> </ul>
OTHER	<ul style="list-style-type: none"> <li>• 25 min to Albury / Corowa</li> </ul>
What's NOT GREAT about ageing in your town and needs addressing?	
Outdoor spaces and buildings	<ul style="list-style-type: none"> <li>• Half done footpaths, open drains – difficult for scooters</li> <li>• Poor street lighting</li> <li>• Dogs on the street</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Speed of cars past Oolong Hostel – no pedestrian crossing</li> <li>• People aren't aware of transport services and is limited</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Lack of housing to down-size to AND some can't afford to down size if selling a Howlong property – any chance of a lifestyle village?</li> <li>• People not aware of age appropriate exercise available in town -</li> </ul>
Social participation	<ul style="list-style-type: none"> <li>• Would like dancing, aqua fitness and croquet</li> <li>• Apathy to attend IT training</li> </ul>
Civic participation and employment	<ul style="list-style-type: none"> <li>• No jobs</li> <li>• Council supporting the community to take action for themselves</li> <li>• method for better linking volunteers with volunteer roles</li> </ul>
Communication and information	<ul style="list-style-type: none"> <li>• Would like guest speakers on various ageing topics e.g. wills, medical power of attorney, etc – local club has been running these but only for club members</li> <li>• People not accessing supermarket delivery service</li> <li>• Fear – min 25 minutes for ambulance – can we get a first responder service? Where are the defibrillators?</li> </ul>
Community and health services	<ul style="list-style-type: none"> <li>• No formal checking in system – would like a group of volunteers to do home visits</li> <li>• Skill development for those who have lost their partners eg. Cooking, financial, living skills</li> </ul>
OTHER	<ul style="list-style-type: none"> <li>• No hard waste collection – I don't have a trailer</li> </ul>

## Mulwala

Three (3) focus groups were conducted with 32 people in total.

What's great and supports you to age well?	
Outdoor spaces and buildings	<ul style="list-style-type: none"> <li>The lake, the weather, the relaxed lifestyle</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>Clubs and their courtesy buses</li> <li>Facilities within walking distance</li> </ul>
Housing	<ul style="list-style-type: none"> <li>Mulwala Lifestyle Village</li> </ul>
Social participation	<ul style="list-style-type: none"> <li>Lots of activities available if you choose to use them</li> </ul>
Respect and social inclusion	<ul style="list-style-type: none"> <li>Supportive community – ready to help</li> </ul>
Community and health services	<ul style="list-style-type: none"> <li>Country Buddies –elderly visiting program</li> </ul>
OTHER	<ul style="list-style-type: none"> <li>The support and security of the Mulwala Lifestyle Village</li> <li>Relatively inexpensive to live here</li> </ul>
What's not great and needs improving to support you better?	
Outdoor spaces and buildings	<ul style="list-style-type: none"> <li>Scooters going too fast, bikes on walking tracks, poor/lack of footpaths</li> <li>New medium strip is too dangerous</li> <li>Poor/no disable parking at Council office, post office, resource centre and shops, and no seating/shelter/shade</li> <li>More shade and seating around the lake</li> <li>Improve access to the pool at the lake – can't use the ladder</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>Questionable transport options – lack of knowledge</li> </ul>
Housing	<ul style="list-style-type: none"> <li>No public housing, limited rentals – need further appropriate development</li> <li>Need affordable home repairs</li> </ul>
Social participation	<ul style="list-style-type: none"> <li>A lack of activities / services OR do we just don't know about them? Tai chi, yoga, aqua fitness</li> <li>Need for IT training</li> </ul>
Civic participation and employment	<ul style="list-style-type: none"> <li>Very limited employment options</li> <li>Link volunteers with volunteering options</li> </ul>
Communication and information	<ul style="list-style-type: none"> <li>Need a community notice board</li> <li>Unaware of community emergency plan</li> <li>We should all use the Snap, Send, Solve app.</li> </ul>
Community and health services	<ul style="list-style-type: none"> <li>Community health services – most in Yarrawonga – creates cross border issues – almost no bulk billing, wait for appointment getting longer, high turn over of GPs.</li> <li>My Aged Care – lack of awareness and way too hard - Complex funding model for aged care</li> <li>Defibrillators – where are they?</li> <li>What about a “Are you ok” checking in/visiting system of vulnerable older people?</li> </ul>
OTHER	<ul style="list-style-type: none"> <li>No hard rubbish collection</li> <li>No Tatt's Lotto errr... I mean newsagent</li> </ul>



## Oaklands

Two (2) focus groups were conducted with 11 people in total.

What's great and supports you to age well?	
Transportation	<ul style="list-style-type: none"> <li>• Transport seems ok – most rely on family and friends - people might not know about public/community services</li> </ul>
Social participation	<ul style="list-style-type: none"> <li>• Coffee groups, social groups and activities</li> <li>• Exercise – tai chi</li> </ul>
Respect and social inclusion	<ul style="list-style-type: none"> <li>• Highly supportive community – everyone knows everyone – small and most have lived here a long time</li> <li>• Love the isolation of the farm</li> </ul>
Communication and information	<ul style="list-style-type: none"> <li>• School Newsletter and Urana Newsletter</li> </ul>
Community and health services	<ul style="list-style-type: none"> <li>• Informal checking in system – girls at the shop</li> <li>• We have a doctor soon setting up in town and pharmacy service</li> <li>• Community nurses are fantastic – we have their direct mobile phone number</li> <li>• Health services are better coordinated than other places (thanks to the distance)</li> </ul>
What's not great and needs improving to support you better?	
Outdoor spaces and buildings	<ul style="list-style-type: none"> <li>• Footpaths – especially to public units and to avoid trucks during harvest and falls in front of hotel</li> <li>• Difficult to get gardening help and home maintenance help - costly</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Insufficient housing to down-size to</li> <li>• There's no bank in town</li> <li>• No hard waste collection</li> </ul>
Communication and information	<ul style="list-style-type: none"> <li>• No central point for info about services etc</li> </ul>
Community and health services	<ul style="list-style-type: none"> <li>• Dogs on the street</li> </ul>

## Urana

One focus group was conducted with 11 participants. This included two people from Morundah.

What's GREAT about ageing in your town and supports you to age well?	
Transport	<ul style="list-style-type: none"> <li>• Some transport is available</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Affordable housing</li> </ul>
Social Participation	<ul style="list-style-type: none"> <li>• Plenty to do – social/exercise activities</li> </ul>
Respect and Social Inclusion	<ul style="list-style-type: none"> <li>• Kind, helpful people, community self reliance</li> </ul>
Community and Other Services	<ul style="list-style-type: none"> <li>• Existing medical facilities and service inc. GP in town (bulk bills), hospital, pharmacy, visiting geriatrician etc and Columbo Lodge – very grateful</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Relaxing, Peaceful environment</li> </ul>
What's NOT GREAT about ageing in your town and needs addressing?	
Outdoor Spaces and Buildings	<ul style="list-style-type: none"> <li>• No seating or shelter between main street and hospital</li> <li>• Poor footpath between GP clinic and hospital</li> <li>• GP carpark floods</li> <li>• Steep footpath /curb</li> <li>• Inaccessible walking track around the aquatic centre and not enough seats</li> </ul>
Transport	<ul style="list-style-type: none"> <li>• Limited transport and no shelter at bus stops</li> <li>• Nothing to down size to – Billabidgee flats unsuitable and insufficient</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• No short term rentals for hospital/school staff</li> <li>• Difficult to get home maintenance because of travel for tradies etc</li> </ul>
Social Participation	<ul style="list-style-type: none"> <li>• Poor consistency of activities because participation numbers are up and down</li> <li>• Red tape preventing bingo and reducing volunteering</li> </ul>
Civic Participation and Employment	<ul style="list-style-type: none"> <li>• Employment is thin – nil</li> </ul>
Communication and Information	<ul style="list-style-type: none"> <li>• “[we, as older people], need to change our thinking and be open to information and assistance available to us as we age”</li> </ul>
Community and Other Services	<ul style="list-style-type: none"> <li>• Lack of understanding of service providers when trying to make medical appointments etc</li> </ul>

## Morundah

Two people attended the Urana focus group from Morundah.

What's GREAT about ageing in your town and supports you to age well?	
Social Participation	<ul style="list-style-type: none"> <li>• Small community with a big heart</li> <li>• Well connected</li> <li>• Palladium theatre – bring us together for social events</li> </ul>
What's NOT GREAT about ageing in your town and needs addressing?	
Transport	<ul style="list-style-type: none"> <li>• We travel for our services</li> </ul>

## KEY STAKEHOLDER INTERVIEWS

### Key Informant Consultation List

Organisation	Name	Position
Murrumbidgee Primary Health Network	Narelle Mills	Aged Care
Murrumbidgee Local Health District	Kerry Sandral	Aged Care Network Manager
Murrumbidgee Local Health District	Christine May	Manager Health Promotion
Murrumbidgee Local Health District	Brendan Pearson	Health Promotion Coordinator
Murrumbidgee Local Health District	Carly Barnes	Health Promotion - Physical Activity Coordinator
Kalliana Enterprises - Transport	Tony Bridan	Manager
VALMAR - Community Transport	Jennifer Brown	Manager
Murrumbidgee Local Health District	Craig McColm	Narrandera Cluster Manager
Murrumbidgee Local Health District	Mark Massey	Corowa Cluster Manager
Corowa Health Service	Tara O'Sullivan	Site Manager
Urana Multi Purpose Service	Karen Flack	Site Manager
Corowa Local Health Advisory Committee	Tara O'Sullivan, Peter Wortmann, Dr Michael Love, Barbara Robinson, Kate Wilson, Jill Kinston, Emma Knebbie	Corowa Health Service, Ambulance, Health One, Aged Care, Community
NSW Ambulance - Corowa	Peter Wortmann	Ambulance Officer -& Chair of the Corowa Health Advisory Committee
Intereach - Community Hub	Amber Murphy	Hub Manager
Intereach - Community Hub	Sherryn Hill	Program Manager
Yarrowonga Community Health	Carmel Saunders	Health Promotion
Yarrowonga Community Health	Jennifer O'Brien	Health Promotion
Berrigan and District Home and Community Support Services	Helen Lewis	Care Coordinator
Stockdale and Leggo	Adrian Grantham	Principal
Corowa Rutherglen Real Estate	Deb Pascoe	Principal
Ray White Real Estate	Gabrielle Taylor	Principal
Ameranth	Julianne Whyte	CEO & Founder
Karinya Residential Aged Care - Southern Cross Care	Barbara Robinson	Manager Community Services
Lutheran Aged Care Service	Emma Williamson	Manager Community Services
Lake Mulwala Lifestyle Village	Michael Calman and Judy Tonini	Manager / Sales and Marketing
Semi-Retired - Registered Acupuncturist	Dr Damien Ryan	Health Practitioner

## Health Services

- Issues in Federation are not unique – experienced across rural Australia
- Really need Council support to keep GPs in town
- Falls is no. 1 problem, also cardiac, respiratory and mental health - chronic disease is rising
- Elder abuse is present however, the community don't recognise it and don't refer to it with this term. It is mostly psychological, emotional and financial abuse. A concern is that it is not being identified by GP's, Practice Nurses or ACAT teams so there is no referral occurring. This needs addressing through awareness raising.
- Growth - Corowa aged care now has a waiting list, as does Columbo Lodge at Urana
- Federally funded and state funded aged care beds have different criteria although both lean toward high care needs. State funded beds require a bond payment, which many older people either cannot afford or are fearful about.
- People are leaving it too late to move into village / aged care facilities – both the older person and their family members experience a lot of grief and guilt about this
- Many people are not planning for their ageing nor for their end of life. Consequently, actions are crisis driven.
- Many older people struggle to accept help. They are very private and or independent and put themselves at unnecessary risk
- My Aged Care – really difficult for people to understand and navigate – they really need expert assistance
- Nursing shortage (expect 120k shortage by 2025)– incentives and inclusion
- Need more allied health staff – social workers, speech pathologists occupational therapists, physiotherapists etc
- Gap between what services people want (and the rhetoric) and what is currently on offer e.g. limited home visiting services
- Big issue is lack of knowledge of services
- Medicare Locals have had success with expos
- MPHNS – aged care is 1 of 6 priorities – but funding is not confirmed beyond June.
- Cross Border Issues – can't access Vic meals on wheels, district nurses, aged care packages, palliative care service. Referrals are complicated. Ambulance transfers unpredictable.
- Health Promotion Initiatives
  - Healthy built environments (on hold)
  - Physical Activity – Falls Prevention
  - Tai Chi, Gentle Exercise, Aqua – 75 leaders (only have GE in Corowa and Tai Chi in Oaklands)
  - Stepping on – 7 wk falls program
  - Yarrowonga HP priorities – healthy eating and active living ... social connection – but limited
- Living in the country is not cheaper – just the real estate is – other things are more expensive. Older people living in caravans along the river.
- Health services struggle to keep track of the new NGO services emerging
- Ambulance Services –
  - agree that the community would benefit from an Ambulance Service in Howlong. This helps to support the surrounding towns and to attract other medical services to the town. Worthwhile contacting Coolamon, Wentworth and Tocumwal about their experience establishing a service.
  - Defibrillators are great but they only work when the heart is in a particular rhythm which occurs for a short time frame.

## Community Transport Providers

- Providers have location designated contracts
- Cost = Govt subsidy and personal contribution
- Operating on an oily rag – economies of scale are essential
- Used more for social/lifestyle than medical
- Mindful – point to point is competing with taxi
- Finding suitable volunteers is the biggest challenge
- Share Your Ride – web based computer platform
- Club buses are under-utilized – could these be used for local trips?
- Timeliness an issue – need to provide 48 hour notice
- Prior to 2017 the community transport service was in Corowa with 40 drivers, 1200 registered users and providing between 2,000 – 3,000 occasions of service per month.

## Aged Care Package Providers

- My Aged Care is very difficult for clients
- Packages are capped – experiencing a growing wait list
- Affordable housing a growing problem
- Affordable services are a big issue – travel costs a particular concern
- Be more creative about volunteering activities
- Recommend people do the math – might be more affordable to get local private provider for home help etc especially if you are on a level 1-2 package
- Some need help to pack up house and move
- Intereach previously hosted an ageing well expo however, had limited attendance

## Aged Care Accommodation Services

- 80% residents of Mulwala Lifestyle Village are from Melbourne
- Mulwala Lifestyle Village plans to expand within 5 years
- Aged care services have 92-100% occupancy with constant waiting lists
- Could build further independent living and aged care accommodation and fill it easily
- Karinya have the land space to expand
- Most leave it too late to move in – all say they should have done it 10 years earlier
- What they love - social interaction, sense of safety, activities, easy living, affordable
- Biggest need is for accommodation for those on low income and supported living
- Most respite is a minimum of 2 weeks and a maximum of 9 weeks.
- Recruitment of staff can be difficult

## Real Estate

- No affordable transition housing in villages
- Struggle to afford moving into Corowa from residential block in outlying towns
- Victoria has pensioner exemptions for stamp duty
- Recent influx of retirees moving to Corowa especially from Melbourne, some Canberra, Sydney
- No government funded units
- Council's minimum block size policy should be reduced to 450-500sqm
- Developer contributions are one of the highest in the state – doubled recently
- Need 1-2 bedroom unit complex – would fill them in no time
- Need 2-10 acre allotments for people wanting to down size from their large farms but still want space around them
- Existing homes – mostly accessible although would find it hard in a wheel chair
- Council have done a good job on footpaths, kerb and guttering particularly in Corowa of late

## References

### International Documents

- World Health Organisation (2007) *Global Age-Friendly Cities: A Guide*
- World Health Organisation (2007) *“Ageing Policy Framework”*
- World Health Organisation (2015) *“World Report on Ageing and Health”*
- World Health Organisation (2016) *“Global Strategy and Action Plan on ageing and Health”*
- United National General Assembly (2002) *“Madrid International Plan of Action on Ageing”*
- World Health Organisation (2002) *“Active Ageing; A Policy Framework”*
- World Health Organisation (2007) *“Checklist of Essential Features of Age-Friendly Cities:”*
- ICAA (2016) *An ICAA Call to Action 2016 – Preparing for the decade of Healthy Ageing 2020-2030* United Nations Development Program (2014) *“Life Cycle Transitions and Vulnerabilities in Old Age: A Review”*, Asghar Saidi
- HelpAge International (2015) *“Global AgeWatch Index 2015 - Australia”* <http://www.helpage.org/global-agewatch/>
- *“The AdvantAge Initiative – Framework and Indicators”* (USA)
- Federal/Provincial/Territorial Ministers Responsible for Seniors, *“Age Friendly Rural and Remote Communities: A Guide”*, Canada (NB/ Tool for populations under 5,000)

### National Documents

- Prime Minister’s Science, Engineering and Innovation Council (2012) *“Promoting Healthy Ageing in Australia”*
- Australian Government (2012) *“Aged Care Reform Package, Living Longer Living Stronger”*
- Australian Bureau of Statistics (2017) *“ABS Census 2016 Community Profile”*
- Australian Council on Social Service – Social Policy Research Centre (2016) *“Poverty in Australia”*
- Public Health Information Development Unit (PHIDU) (2017) *“Social Atlases of Australia: Local Government – NSW”*, Torrens University of Australia

### NSW State Documents

- NSW Government, Department of Family and Community Service, Participation and Inclusion (2016), *“NSW Ageing Strategy 2016-2020 – A whole of government strategy and a whole of community approach”*
- Local Government NSW (?) *“The Integrated Age-friendly Toolkit – for Local Government in NSW”*
- O’Brian E, Phibbs P, (June 2011) *“Local Government and Ageing – Literature Review”*, University of Western Sydney Urban Research Centre
- NSW Department of Planning and Environment, 2016, *NSW Population Projections Regional NSW Data A to F*

### Regional Documents

- Profile ID (2011) *SEIFA INDEX – Federation Council*
- Murrumbidgee Primary Health Network (2016) *“Murrumbidgee Primary Health Needs Assessment”*

## **Federation Council Documents**

- Federation Council Corowa Shire Council Ageing Well Plan 2013-2017
- Community Strategic Plan
- Federation Council Delivery Program 2017-2021
- Federation Council Resourcing Strategies 2017-2021
- Federation Council Operational Plan 2017-2018
- Disability Inclusion Action Plan 2017 – 2021
- Community Engagement Strategy
- Corowa Shire Pedestrian Access and Mobility Plan 2011-2016